

2013 Program Report Card: Incumbent Worker Training (Connecticut Department of Labor)

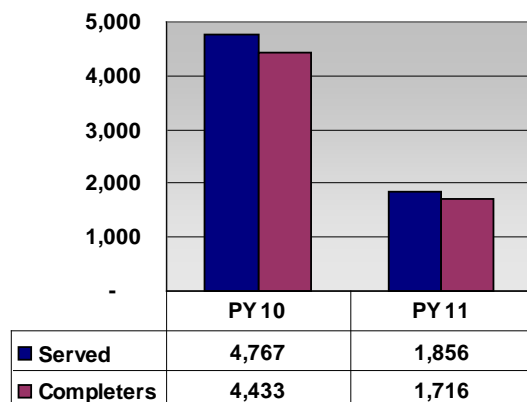
Quality of Life Result: All Connecticut working age residents have jobs that provide financial self-sufficiency

Contribution to the Result: The five workforce boards provide adults, dislocated workers, and youth with job search assistance and training to increase their success in finding and keeping work and in establishing careers.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
PY 10 (7/1/10 – 6/30/11)	\$ 450,000	\$ 703,391		\$ 1,153,391
PY 11 (7/1/11 – 6/30/12)	\$ 427,500	0	\$ 372,500*	\$ 800,000
* Funding through Early Warning System (EWS) Grant				
Partners: Workforce Boards, together with CTDOL Business Service Units engage employers: Community Colleges, Adult Education				

How Much Did We Do?

of Participants Served and Program Completers



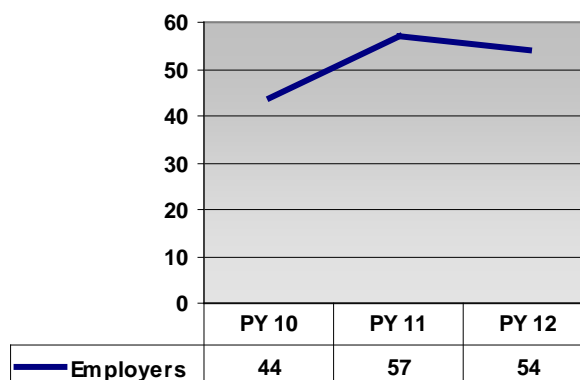
Story behind the baseline:

The incumbent worker training (IWT) is designed to train employed workers and keeping employers competitive. The graph indicates clearly the impact that reduced funding has on the number of participants receiving and completing IWT programs. In PY10, Connecticut received approximately \$1.1m in state and federal funds, which resulted in more than 4,700 participants and 4,400 training completers. Consequently, the loss of federal funding in PY11, had a direct impact on the state's workforce investment system to serve an ever-increasing customer base. The lack of federal funding in PY11, resulted in a 31% total funding decrease to the state, a 61% decrease in participants served and a 62% decline in training program completions.

Trend: ▼

How Much Did We Do?

of Employers Served



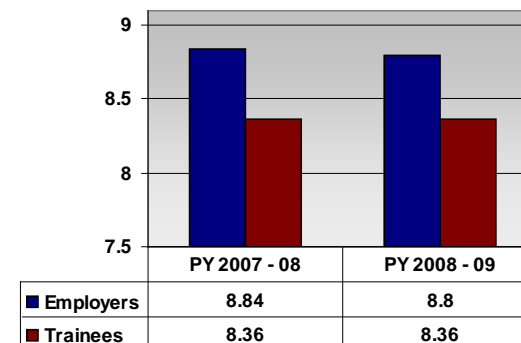
Story behind the baseline:

Even with the significant decrease in federal funding for IWT, Connecticut was able to realize a nearly 30% increase in participating employers. Although the number of trainees has declined, the data indicates an increasing interest in the need for IWT by the state's employers. This could represent the employer's need to upgrade the skills of their existing workers to remain competitive and/or expand into new or emerging markets. We anticipate in PY12*, which ends on June 30, 2013, the continuation of the trend of an increasing number of employers taking advantage of the IWT program.

Trend: ▲

Is Anyone Better Off?

Customer Satisfaction



Story behind the baseline:

Customer satisfaction in the past has been collected through the use of surveys with participating employers and workers. Overall the program has been well received and scores have averaged 8.36 for trainee satisfaction and 8.84 for employer satisfaction where a value of 10 was considered excellent. The data capturing for this program has lapsed due to the attrition of staff from the Performance and Accountability unit; however the Agency recognizes that this data is invaluable to telling the story of the importance of a comprehensive Incumbent Worker Training program and will reinstitute this activity.

Trend: ◀▶

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Proposed Actions to Turn the Curve:

Drastic decreases in Federal funding forces the CTDOL to provide more flexibility by permitting the use of a sliding scale based on the size of the business. Previously, participating employers were required to provide a minimum of 50% cash or in-kind contribution to cover the program's cost. Recognizing that IWT is an important strategy for economic recovery, business participation has steadily increased. Although targeted sectors remain a priority: Advanced Manufacturing, Allied Health and Green Industries/Technologies, CTDOL continues the use of IWT for businesses in need of upgrading the skills of their employees to remain competitive. IWT assists businesses with building a talent pipeline of workers and by increasing employees' skills and productivity to create opportunities for advancement within the company. They are, but not limited to the following industries: retail/wholesale trade, construction, services, telecommunications, utilities, insurance and transportation and warehousing. Some of the courses offered include, but are not limited to:

- Survivorship Training and Rehab Oncology
- LED Standards, Installation and Testing
- Internal Auditor
- Environmental OSHA
- Medical Coding
- Strategic Finance for Small Business
- Solar PV Installation
- Developing a Green Culture

Among the no/low cost actions is to focus on training for green jobs and other strategic priority industries designated by the Governor and his department of economic development, such as small business. Also we will encourage greater leveraging of dollars with local workforce investment board formula WIA funds.

Data Development Agenda:

Several efforts to improve data collection and analysis are underway. The Employment and Training Division has realigned and a Performance and Accountability unit has been newly staffed and provided with additional resources. Several staff from the Performance and Accountability unit will be directly assigned to performance reporting. This will enable the Agency to collect pertinent data such as the number of program completers achieving a credential or certificate. We also anticipate the reinstatement of a data capturing system to collect information on measures of employee and employer satisfaction, training completion, and retention rates for employees who successfully completed training through the program.