

2012 Program Report Card: Wagner-Peyser Labor Exchange (CT Department of Labor)

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

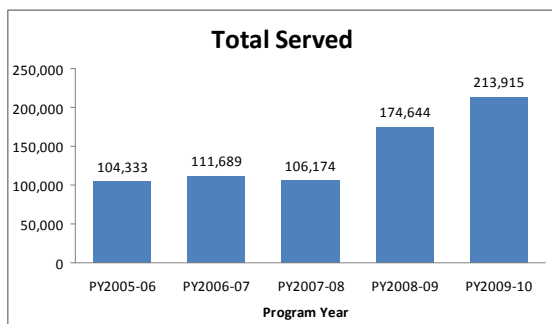
Contribution to the Result: By providing a labor exchange that links qualified jobseekers with suitable job openings, the Employment Service promotes the pursuit of self-sufficiency for jobseekers and the economic strength of employers.

| Program Expenditures | State Funding | Federal Funding | Other Funding | Total Funding |
|----------------------|---------------|-----------------|---------------|---------------|
| Actual PY 09 | N/A | 7,905,625 | N/A | 7,905,625 |
| Actual PY 10 | N/A | 7,843,690 | N/A | 7,843,690 |
| Actual PY 11 | N/A | 7,819,386 | N/A | 7,819,386 |

Partners: Workforce Investment Boards, Employers, municipal government, state agencies, community agencies.

How Much Did We Do?

Measure 1: Number of Participants Served



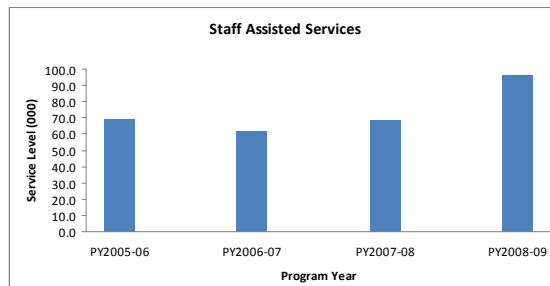
Story behind the baseline:

The purpose of the Employment Service is to assist all job seekers to find work and employers to find skilled workers to meet their needs. As evident from the graph, the number of customers served has doubled since PY2005 while funds have declined slightly. As the universal labor exchange, the volume of participants can increase dramatically during periods of high unemployment. It also reflects the demographics of Connecticut's unemployed with more men than women. The unemployment rate for minorities is higher than for whites and minorities area a larger proportion among those served.

Trend: ▲

How Well Did We Do It?

Measure 2: Number of Staff Assisted Services



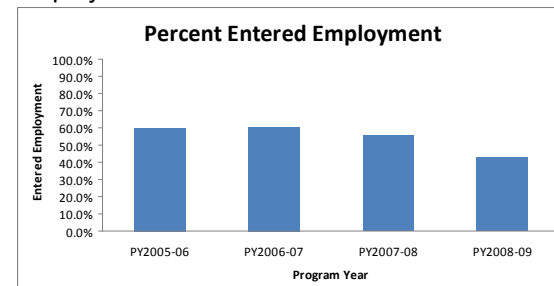
Story behind the baseline:

All unemployed individuals who file a claim for unemployment benefits are registered with the Employment Service. CTDOL's goal is to provide staff assisted services (e.g. workshops, career guidance) to those UI claimants that are most in need of staff guidance as opposed to information they can obtain themselves. The trend clearly shows an increase in staff assisted services in PY08-09 which is directly related to the economic downturn. Due to that factor an increase in the number of UI claimants who would experience a longer period of unemployment; and/or most likely exhaust benefits and need services was expected. This trend is expected to continue as CT, as well as the nation, struggle to add job opportunities for these individuals

Trend: ▲

Is Anyone Better Off?

Measure 3: Percent of Participants Entering Employment



Story behind the baseline:

The basic objective of the Employment Service is to return jobseekers to work at their highest wage and skill level. Beginning in Program Year 2007-08, the state began to feel the effects of The Great Recession. Placement of jobseekers was made increasingly more difficult due to the lack of available job openings being created and the increase in numbers of jobseekers competing for those openings. Employment rates are higher in WIA because WIA provides training and higher skill levels are critical to optimal levels of re-employment. Because of the current data system's limitations the ability to do management analyses makes it difficult to determine if there are particular sub-groups of workers more or less impacted during the recession.

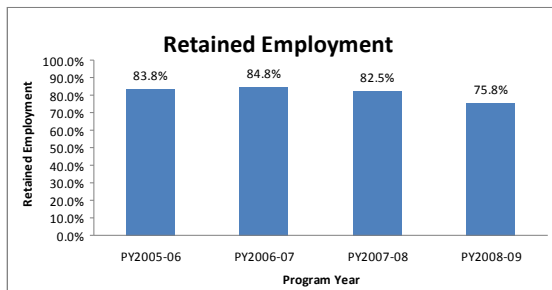
Trend: ▼

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Measure 4: Percent of Participants Retaining Employment



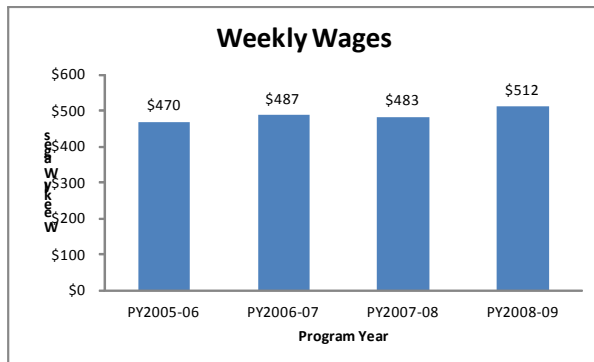
Story behind the baseline:

Employment Retention provides a very specific indicator of how well the Employment Services is meeting the needs of jobseekers and employers. Retention for two calendar quarters clearly demonstrates that the match between the jobseeker and employer was a good fit for employer and worker. Although the percent of participants retained in employment decreased from PY 07-08 to PY 08-09 the actual number of individuals retained in employment increased by 15%. Because of weaknesses in the current data system, regular access to performance data quarter by quarter is not available. Some of the lower retention rates may also reflect demands of employers for higher skill and the mismatch between employer needs and support services that can be made available in this program.

Trend: ◀▶

Is Anyone Better Off?

Measure 5: Weekly Wage upon Entering Employment



Story behind the baseline:

One of the main objectives of providing Employment Services to unemployed workers is to return them to work as soon as possible at nearly the same or possibly a higher wage rate than that achieved before becoming unemployed. The weekly wage trend has trended slightly higher, mostly due to changes in minimum wage. Weekly wage rates generally suffer in a declining economy. While workers since PY2005 have been able to replace their previous wages or increase them slightly, the most recent year's average wage has not replaced these workers' wages compared to their wages before they lost their jobs.

Trend: ▲

Proposed Actions to Turn the Curve:

To better support the objectives in the Employment Service a Talent Tracking and Identification Task Force has been commissioned to develop short-, mid- and long- term solutions to improve the matching capabilities of the Employment Services and its role in the Workforce Development System. This should improve entered employment and retention rates in the future.

A three-pronged approach will be taken to improve the desired outcomes – 1) internal agency planning, 2) external partnership development and strengthening and 3) increased employer participation to ensure the planned approaches will meet the identification of jobseekers that meet their workforce needs.

Labor Market Information will be compiled and utilized to target employer outreach and services to growing industries and occupations using regional business service teams. The above approach should increase retention and entered employment rates.

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 created and will be dedicated a number of staff to performance reporting.

In addition, our Employment and Training Division is in the Business Requirements gathering phase for procuring a new MIS for Employment and Training programs. This phase is projected to be complete by the end of March 2012, the new MIS will allow improved access to data for federal reporting, but more importantly it will provide more timely access to information for monitoring and management of services.