

## 2012 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 CTDOL and the five Regional Workforce Investment Boards partner to leverage state and federal funds to provide employers assistance with skills upgrading for their existing workforce in order to promote competitiveness and increased earnings.

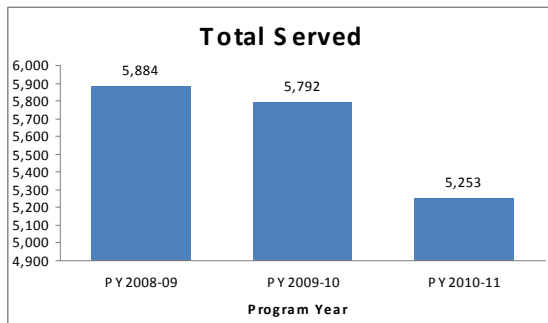
Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual PY 09*	1,420,00	289,368	2,148,218	3,857,586
Actual PY 10*	855,000	703,391	350,000	1,908,391
Actual PY 11*	877,500	703,391	372,500	1,953,391

*Partners:* Workforce Boards – together with CTDOL Business Services units engage employers; Community Colleges – provide training courses as well as private vendors; Adult Education – provide literacy courses

\* PY - Program funds are expended on a Program Year (PY) Basis – July 1 to June 30 of the following year.

### How Much Did We Do?

Number of Participants Served



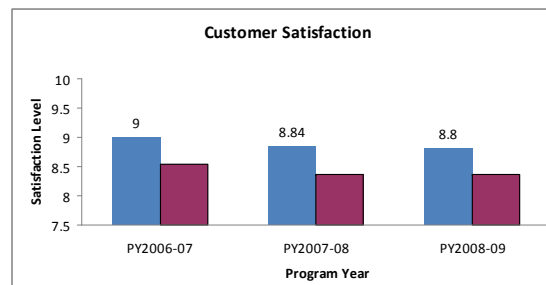
#### Story behind the baseline:

The incumbent worker training is designed to train currently employed workers to increase their capability keeping their employers competitive, keeping them employed, and upgrading skills to increase wages competitiveness. Over the time period depicted above, an increase in numbers served is due to an increase in leveraging of federal WIA funding. This trend will begin to decline since the funding available for use from both the state and federal levels has been dramatically reduced.

Trend: ▼

### How Well Did We Do It?

Employer/Trainee 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 Measurement unit; however the agency recognizes that this data is invaluable to telling the story of the importance of a comprehensive Incumbent Worker Training program.

Trend: ◀▶

### Is Anyone Better Off?

Employee Retention rate

Insufficient Data to Create Graph

#### Story behind the baseline:

Employee retention has been tracked in the past to determine the success of the training provided and the impact on the existing workforce. Past tracking has demonstrated a greater than 95% retention rate in the first quarter after training and greater than 90% retention rate nine quarters after training for all participants. As part of the retention data gathering, wage data was also reviewed and showed that average annualized wage based on the 3rd quarter after training completion was \$52,706 and for the 9th quarter after training completion the averaged annualized wage was \$54,637, a 4% increase.

Trend: N/A

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### ***Proposed Actions to Turn the Curve:***

We will provide more flexibility in the employer match by permitting the use of a sliding scale based on the size of the business, given the current state of the economy and the recognition that IWT is an important strategy for economic recover.

Traditionally, the IWT funds have been targeted to the healthcare and manufacturing industries.

Due to the current economic environment, we will allow the use of IWT funds in other industries as well, as long as the funding aligns with the local area's strategic plan. 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. Also we will encourage greater leveraging of dollars with local Workforce Board formula WIA funds.

The last, no/low-cost action is that we will coordinate the delivery of employer services more with Local Workforce Boards – continue to reduce overlap where it may currently exist.

### **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 dedicate a number of staff to performance reporting.

In order to illustrate the positive impacts of an Incumbent Worker Training program, we will need to reinstitute the data capturing system that previously collected information on measures of employee and employer satisfaction, training completion, and retention rates for employees who successfully completed training through the program.