Learning Through Experience
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Introduction

The 19-member Governor’s Workforce Board (GWB) is the primary workforce development policy-making body for the State of Rhode Island, with statutory responsibility and authority to plan, coordinate, fund, and evaluate workforce development activities throughout the state. Since its inception in 2005, the GWB has made more than $80-million worth of strategic investments to increase the education and skills of Rhode Island workers and address the workforce needs of Rhode Island employers.

In FY 2014, the GWB made important strides in supporting and expanding initiatives that aligned with the four priorities established in the GWB Biennial Employment and Training Plan for RI – Employer Partnerships, Work Readiness, Career Pathways, and Public Workforce System Integration. Of particular note, the GWB launched the new RI Work Immersion program, supported the development of new, non-trade apprenticeship programs, expanded work readiness efforts, developed on-line career pathways resources, and increased collaboration with statewide economic development efforts.

This Annual Report incorporates all FY2014 activities of the Governor’s Workforce Board in its capacity as both the Human Resource Investment Council and the State Workforce Investment Board. This report is again organized in accordance with the four statewide priorities outlined in the GWB Biennial Employment and Training Plan for RI – and includes information and reports related to Workforce Investment Act-funded activities. Finally, this report includes information regarding important legislative developments and previews important workforce development activities for the coming fiscal year.

Biennial Employment and Training Plan

In 2011, the RI General Assembly directed the Governor’s Workforce Board to develop a Biennial Employment and Training Plan that would provide an analysis of current workforce funding, an analysis of gaps in meeting worker and employer needs, and a plan for workforce spending in Rhode Island. The Board, in conjunction with an advisory group comprised of state agency representatives and other stakeholders, conducted an intensive planning and analysis process and submitted the plan to the Governor and General Assembly. The initial Biennial Plan covers FY 2014 and FY 2015. In FY 2014, the Board began the development of their second Biennial Plan covering FY 2016 and FY 2017 to be submitted on November 15, 2014.

The Biennial Plan considers current and emerging needs of industry and employers, the ability of the workforce to meet those needs, and the capacity of the workforce system to provide services and programs to meet those needs. The plan also recommends major priorities for the public workforce system over the next two fiscal years and offers action steps and funding strategies to accomplish those priorities. The Biennial Plan can be viewed at www.gwvb.ri.gov.

Priorities include:
• Employer Partnerships: The public workforce system must engage employers as full partners to ensure that training and education are responsive to, and aligned with, employer needs.
• Work Readiness: All youth and adults must have the opportunity to acquire core literacy, numeracy and work-readiness skills necessary to succeed in the workplace.
• Career Pathways: The public workforce system, in partnership with employers, must provide youth and adults with a continuum of training, education, work experience and supportive services that lead to good jobs and careers in high-growth, high-demand, strategically important sectors of the Rhode Island economy.
• Workforce System Integration: The public workforce system must be fully integrated in order to coordinate planning, funding, and services; evaluate and report the effectiveness and efficiency of services; and align with state economic development strategies.
Employer Partnerships

In FY2014, GWB and WIA-funded programs enlisted more than 1,000 employer partners in various workforce development activities. See Appendix A for a complete list of employer partners, arranged by program.

Incumbent Worker Training Grants

Incumbent Worker Training Grants are awarded annually through a Request for Proposal process and provide up to $40,000 in matching grants to eligible businesses to upgrade the skills of their current workforce and increase the competitiveness and productivity of the company and its employees. In FY2014, the Governor’s Workforce Board awarded a total of $863,213 to 48 companies in its initial round of grants that started July 1, 2013, and an additional $569,184 to 34 companies in a second round of grants that started on April 1, 2014. A total of 4,517 people were trained through the first round of grants and approximately 2,992 individuals are anticipated to be trained at the end of the second round of grants in March 2015.

Express Training Grants

In FY2014, Express Training Grants provided matching funds to eligible businesses to increase the skills of current employees and increase the overall competitiveness and productivity of RI businesses and workers. Unlike the Incumbent Worker Training Grants, which are reviewed and awarded annually, Express Grant applications are accepted on a rolling basis. Businesses may apply more than once in a fiscal year, however, the maximum amount awarded to an individual business or organization is $5,000 per fiscal year. The GWB awarded $2,136,143 in Express Training Grants, which trained 711 employees of the 75 companies who received grants.

Export Assistance

The Export Management Training Grant Program, in collaboration with CommerceRI, offers customized international business training to Rhode Island businesses to improve global competitiveness. In FY 2014, the GWB allocated $151,902 for this program, which enabled 13 companies to train 47 employees.

Industry Partnerships

GWB Industry Partnerships are trade associations and non-profit organizations that work to align the state’s training and education resources, promote career opportunities, develop career pathways, and train current and future workers. In FY2014, the GWB supported industry partnerships in the following sectors: Health Care, Construction, Hospitality, Marine Trades, Defense, Information Technology, Bio Science, and Manufacturing.

FY 2014 highlights include:

Industry: MARINE TRADES
Partner: RI Marine Trades Association
FY 2014 Funding: $519,718
• Completed a skills gap study update
• Completed a second cycle of the pre-apprenticeship training with 12 students graduating and 11 securing full time jobs
• Coordinated the development of the RI Composites Alliance
• Partnered with Tech Collective (IT Industry Partner) in providing 70 students with a field trip to Raytheon for Job Shadow Day
• Provided training to 31 incumbent workers in the marine industry

Industry: HEALTH CARE
Partner: Hospital Association of Rhode Island
FY 2014 Funding: $115,023
• Successfully signed on an additional 12 long-term care/rehabilitation entities to the CQPI Advisory Board
• Successfully brought National Youth Leadership Forum for Medicine to RI and exposed 200 students to this information
• Collaborated with Healthtronic and UNAP/RI Hospital Health Care Education Trust (Stepping Up) to complete a comprehensive skill gap study released in May 2014
• Presented Healthcare Career Pathways to 120 high school students from across the state at the RI Healthcare Careers Expo at the New England Institute of Technology
• Conducted 13 industry awareness workshops at net-WORKri for more than 72 displaced workers

Industry: HEALTHCARE
Partner: Healthcenter Advisors
FY 2014 Funding: $146,511
• Collaborated with the Hospital Association of RI and UNAP/RI Hospital Health Care Education Trust (Stepping Up) to complete a comprehensive skills gap study released in May 2014

Industry: HEALTHCARE
Partner: Stepping Up
FY 2014 Funding: $146,717
• Partnered with 46 organizations, including healthcare employers, labor unions, adult education providers, career and technical education, higher education and the public workforce system
• Collaborated with Healthtronic and Hospital Association of RI to complete a comprehensive skill gap study released in May 2014
• Completed three career pathway maps for healthcare careers (technical, patient care, and administrative)
• Provided workforce readiness and entry-level health care internships to 26 community participants
• Placed 29 unemployed/underemployed community residents into entry-level jobs and on a career pathway to high-growth, high-demand careers

Industry: HOSPITALITY
Partner: RI Hospitality Education Foundation
FY 2014 Funding: $280,490
• Made 284 unique engagements with employers regarding certification training, wage and hour, affordable healthcare, hosting internships, and job openings
• Hosted 45 students from Charlene Career and Technical Center for Job Shadow Day in partnership with RI Marine Trades Association, Tech Collective, and Junior Achievement of Rhode Island
• Trained 236 employees in food safety and 63 adults in work-readiness and occupational skills
• Partnered with Connecting for Children and Families, Dorcas Place, The Genesis Center, Flattbread Company, Institute for Non Violence, The Met School, and the Newport Skills Alliance to offer hospitality training for their clients on site
• Provided ProStart Certification and Competition presentations to 4 schools including: Cranston Career and Technical Center, Charlevoix Regional Career and Technical Center, Exeter Job Corps Academy, and William M. Davies Jr. Career and Technical High School

Industry: CONSTRUCTION
Partners: Building Futures/Providence Plan
FY 2014 Funding: $162,937
• Provided hands-on pre-orientation and field trips to Construction Career Days for 11 women interested in construction
• Provided introductory 4-day hands on construction activities in a simulated work environment for 67 low-income men and women; activities were designed to assess the participants’ interest in and capacity to work in construction
• Refine three career pathway maps for construction focused on the trades, design positions and management positions
• Presented to ACE Academy in Cranston for adjudicated young men followed by an informational tour of our training facility for their staff
• 5 trade apprenticeship program partners participated in mock interviews to help prepare our Graduate Service Learning program graduates for apprenticeship entrance requirements

Industry: MANUFACTURING
Partner: Polaris MEP (Formerly RI Manufacturing Extension Services, Inc.)
FY 2014 Funding: $149,675
• Hired a Career Advisor in January 2014
• Successfully developed a new, non-trade apprentice-ship program for CNC Machinists in partnership with the RI Manufacturers Association and CCCI
• Completed a career pathway map for CNC Machinist
• Provided training to 78 incumbent workers in the manufacturing industry
• Placed 92 under/employed adults in Experiential Learning Opportunities

Industry: DEFENSE
Partner: Southeastern New England Defense Industry Alliance (SENDIA)
FY 2014 Funding: $1,444,650
• 14 interns from the University of Rhode Island, Roger Williams University, New England Tech, Community College of Rhode Island and Salve Regina University, successfully completed the Cybersecurity Internship Program and each have been placed with a member company, including Raytheon, HCH Enterprises, Rite Solutions, MIKEL, McLaughlin Research and AJB Tracking.
• Supported mentors for high school students in the Undersea Technology and Apprenticeship Program
Industry Partnership Evaluation

An industry sector-based approach to workforce development, as embodied in the GWB’s use of Industry Partnerships, has been identified as a national best practice. To ensure the most efficient use of Board resources, and to ensure the Board is maximizing the potential impact of the Industry Partnership model, the GWB enlisted the 4Ward Planning consulting group in FY2014 to evaluate the GWB Industry Partnership (IP) program. This evaluation sought to determine the value of the IP program to businesses and the workforce system and to recommend ways of increasing the impact and value of the program. The evaluation found that while many find the IP model useful and valuable, there was need for better measurement of IP effectiveness, and for better outreach to employers, educators, and training providers. The evaluation also highlighted opportunities for greater collaboration among Industry Partners to better leverage resources and provide innovative services. The evaluation also helped bring to light the fact that while the IP program adequately reflects many of Rhode Island’s largest and most important industry sectors, there may be emerging industry sectors or ‘cross sector’ opportunities that are not being captured in the current roster of Industry Partnerships. For this reason, in FY 2014, the Board entertained applications for a ‘wildcard’ industry sector that was not already represented in the IP program. While the process generated a good deal of interest and discussion, the Board chose not to designate a ‘wildcard’ Industry Partner at this time. Nevertheless, the Board intends to continue to pursue new IP opportunities in the coming years. The Board is also strongly encouraging inter-Industry Partner collaboration, as recommended in the evaluation, and has made such collaboration a requirement in newly issued IP agreements.

Industry: INFORMATION TECHNOLOGY
Partner: Tech Collective
FY 2014 Funding: $203,448
- Provided funding to 15 companies for Incumbent Worker Training activities
- Completed a comprehensive skill gap study for Information Technology
- Coordinated speaking engagements with 6 industry representatives for 100 students
- Held 6 tours of local IT companies for 99 students
- Held the Skills USA Bio Competition at URI/Feinstein School of Medicine
- Held 11 tours of local bioscience companies for 245 representatives for 147 students
- 23 STEM related workshops

Industry: BIOSCIENCE
Partner: Tech Collective
FY 2014 Funding: $203,448
- Coordinated speaking engagements with 6 industry representatives for 147 students
- Held 11 tours of local bioscience companies for 245 students from local high schools
- Held the Skills USA Bio Competition at URI/Feinstein Campus: 36 students participated representing 4 high schools: Coventry, Davies, Warwick, and Woonsocket
- Completed a comprehensive skill gap study for Bioscience
- Provided funding to 5 companies for Incumbent Worker Training activities
- FY2014 Innovative Partnership grantees included the following programs:
  - **Amos House**
  - The Amos Culinary Education program is a 13-week course in which students are taught a National Restaurant Association approved curriculum which prepares them for entry level positions in the food service industry. The course provides students with multiple certifications, including ServSafe, First Aid and CPR. Additionally, it gives participants hands on training in a real culinary setting.
  - **Arthur Trudea Center**
  - This pre-certification Direct Service program is an 8-week intensive training program that includes 60-hours of DSP training, 60-hours of work readiness training and a 102 hour internship. Upon successful completion of the program, participants gain credits toward an Associates Degree at CCR.
  - **Connecting for Children and Families**
  - The CCF training collaborative focuses on the Culinary Arts, from entry to middle-level and into management positions. The training program includes four components with a full complement of supports, career exploration and planning, and guidance. Upon completion, participants receive four industry-recognized credentials: ServSafe™, Food Protection Manager Certification, First Impressions: Exceptional Customer Service™. Lasting Impressions: The Core of Communication™, Hospitality: The 3rd Language™ and each participant is matched with one of the employer partners to complete a 100-hour internship.
  - **Open Doors**
  - 9 Yards is a prisoner reentry pilot program for high risk offenders that begins during incarceration and provides comprehensive education, case management, support services, employment placement, occupational skills training and housing support. Upon release, participants are placed in a 20-hour a week, six month subsidized entry-level positions with one of our employer partners. Participants also have the opportunity to progress academically and obtain employer-recognized credentials.
**New England Institute of Technology/SAMI**
The New England Institute of Technology Shipbuilding Marine Trades/Advanced Manufacturing Institute (SAMI) operates several occupational training programs in the areas of welding, pipingfitting, ship-fitting, machinist and manufacturing skills. These occupational training activities within the shipbuilding and machine technology industries provide entry-level skills sought by the private sector partners to unemployed and under-employed Rhode Islanders.

**RI Hospital**
The Workforce STAT is a five-month accelerated program for unemployed Rhode Islanders that has expanded the existing charter school CNA program to include adults and out-of-school youth. It includes an extensive curriculum, structured work readiness with the opportunity to attain a CNA certificate, a 6-week internship at RI Hospital, and employment at a nursing home and hospital.

**RI Marine Trades Association**
The RIMTA pre-apprenticeship training program aims to enhance current marine industry pathways by combining and building out existing programming to create 205 hour pre-apprenticeship training program. The Pre-Apprenticeship Training Program serves un- or under-employed individuals ages 18 and up and features expanded curricula and training components that enable the successful completers to be a valuable, billable employee their first day on the job.

**Saint Antoine Residence**
The Teamhealth program expands on existing CNA programs to include training for homecare CNAs through classroom and hands-on training and a two-week intensive clinical rotation. The program builds a CNA II pathway and expands incumbent worker support to include financial literacy.

**Tech Collective**
The IT On Demand program provides targeted, in-demand training to current unemployed and underemployed IT professionals and assists participants in placement with partner employers.

**Stepping UP**
The Passport to Practice program is an RN residency program for un- and underemployed newly licensed RNs. All participants must be currently accepted into BSN programs. The program increases the clinical skills and employability of newly licensed RNs (primarily Associate's Degree nurses) in partnership with the schools of nursing, the public workforce system, chief nursing officers, and health care human resources professionals.

**On-the-Job Training**
Funded through the Workforce Investment Act and administered by the local workforce investment boards, On-the-Job Training matching grants subsidize up to six months of training curricula for new hires. This program offers businesses the cash flow to build workforce capacity quickly and allows businesses to train and hire locally. In FY 2014, 90 new hires from 31 companies were trained, using a total of nearly $685,000 in federal matching funds.

**Job Training Tax Credits**
Another way that the GWB supports growing businesses is through the Job Training Tax Credit Act. Employers may receive tax credits equal to as much as 50 percent of their training costs, with a limit of $5,000 per employee over a three-year period. Only $1,000 of qualified expenses may be wages earned through training. The type of training varies widely, from academic remediation and ESL to technology applications and management skills. Job Training Tax Credits are available only to C Corporations and may not be claimed on RI personal income tax returns.

In FY 2014, the following companies were approved to receive nearly $4.5 million in tax credits in order to train more than 4,500 RI workers:
- AAA Southern New England
- Collette Vacations
- General Dynamics Electric Boat
- United Parcel Service

**Employer Advisory Group**
In keeping with the Biennial Plan priority to expand employer partnerships, the GWB Employer Committee launched a separate, larger Employer Advisory Group in order to further the Board’s aim of increasing private sector input into the public workforce development system. The goal of the group is to serve as a bridge between the system and employers in Rhode Island, particularly those that are not part of established communication vehicles such as Industry Partnerships. The group serves as a feedback mechanism for information on the success of the public workforce system and for on-the-ground information on hiring and training needs.

In FY 2014, more than 30 GWB Employer Advisory Group members heard presentations and provided feedback on the following topics:
- New workforce training opportunities (including Work Immersion, Express Grants, and Back-to-Work RI)
- Internship opportunities and resources for businesses
- Strategies for finding and retaining talented employees

**Employer Outreach and Engagement**
In addition to the GWB Employer Advisory Group and direct outreach to businesses at conferences and workshops, the GWB has also developed a variety of digital communication tools to raise awareness of workforce development funding and services for businesses to better understand and respond to their needs. Among these communication tools are the GWB website, the GWB monthly electronic newsletter, a GWB Industry Partnership Facebook page, a GWB blog, and a GWB YouTube site. The GWB also works closely with the DLT’s Business Workforce Center to further expand its connections to RI businesses.
Work Readiness

**YouthWorks411**

The YouthWorks411 network of youth workforce centers combine Workforce Investment Act (WIA) dollars with less-restrictive Job Development Fund dollars to serve all RI youth ages 14-24. Services include interest inventories, academic assessments and services, contextual learning, leadership development, job readiness and work experience. In FY 2014, the Governor’s Workforce Board distributed $500,000 in Job Development Fund dollars and $3.7 million in WIA funding through the local workforce investment boards to operate 14 YouthWorks411 centers, through which 2,613 youth were served. Vendors and locations are listed below:

**Comprehensive Community Action Program**
- Cramerton
- Pawtucket
- Warwick
- Providence Skill Center (WIA only)

**East Bay Community Action Program**
- Bristol
- Newport
- East Providence

**Community Care Alliance**
- Woonsocket

**Goodwill Industries of Rhode Island**
- Providence

**Boys and Girls Club**
- Providence (WIA only)

**South County Community Action Program**
- Charlestown
- Johnston
- North Kingstown
- North Providence
- Wakefield
- Westerly

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**Bonuses for Youth Work Experiences**

As an incentive to provide more work experiences for Rhode Island youth, the GWB offered bonus funding of up to $10,000 through its Incumbent Worker Training Grants and up to $5,000 through its Express Grants to a total of 40 businesses that provided a school-year or summer internship to a youth.

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**Summer Youth Work Experience**

As part of an ongoing effort to help the state’s youth explore careers and gain work readiness skills, the Governor's Workforce Board allocated $1.5 million to provide Rhode Islanders ages 14-24 with subsidized summer work experience. This funding was matched with federal TANF funding from the RI Department of Human Services, bringing the total investment to $2 million to serve 1,495 youth. In addition to arranging for summer job opportunities, the following agencies provided a bundle of services, including leadership training, financial literacy and academic remediation:

- AS220
- Blackstone Valley Community Action Program
- Boys and Girls Club of Newport County
- Boys and Girls Club of Providence
- Comprehensive Community Action Program
- East Bay Community Action Program
- Family Resources Community Action Program
- Goodwill Industries
- Institute for Study and Practice of Non-Violence
- Lifespan/Rhode Island Hospital
- Metropolitan Regional Center Tech (MET)
- New England Laborers Academy
- Riveredge Arts Project
- Rhode Island Marine Trades
- Rhode Island Parent Information Network
- Seven Hills Rhode Island
- SER Jobs for Progress
- Tri-Town Community Action Program
- West Bay Community Action Program
- Young Voices

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**Work Readiness Credential**

Businesses locally and nationally cite literacy and math skills as essential elements of work readiness. In surveys of GWB Industry Partners, 50 percent identified mathematics and 44 percent identified reading skills as high priorities for incoming workers. Among GWB Incumbent Worker Training grantees, 46 percent highlighted English language skills as a high priority.

As part of multi-year federal Workforce Innovation Fund grant, the RI workforce development system launched the Workforce On-Ramps pilot program in two net-WORKi one-stop centers. The grant includes the National Career Readiness Certificate Plus, developed by ACT, which measures the following skills and competencies:
- applied mathematics;
- applied reading;
- reading for information;
- work discipline;
- teamwork;
- customer service; and
- managerial potential.

In addition to the work readiness certificate, Workforce On Ramps is also piloting an employer-verified work experience certificate in paid or unpaid employment or on-the-job training. To date, over 300 NCRCPlus certificates and 90 work experience certificates have been issued to pilot participants. Over the next year, Workforce On-Ramps partners will be working to build awareness and the infrastructure to support expanded use of the credential by Rhode Island employers.

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**Work Immersion**

In FY 2014, the GWB launched the new Work Immersion program, which was proposed by Governor Chafee and enacted into law by the RI General Assembly in FY2013. The Work Immersion program offers 50% wage reimbursement to any RI business that provides a temporary paid work experience (a.k.a., internship) of up to 200 hours to a RI college student or unemployed adult. An additional 25% reimbursement is paid to the employer if the participant is permanently hired upon completion of the program.

The GWB developed user-friendly guidelines and online application forms for the Work Immersion program, and conducted extensive outreach and promotion to businesses, colleges and universities, and pre-employment and training service providers. Work Immersion for college students began in the first half of FY2014, while Work Immersion for unemployed adults began in the second half of the fiscal year.

**Internship Promotion**

The FY 2014 – 2015 Biennial Plan stresses the importance of internships as a way to provide work experiences and career connections to high school students, college students, recent graduates, out-of-school youth, and unemployed adults. FY 2014 saw the development of two initiatives which put this priority into action. The state Work Immersion program supports the expansion of paid internships for college students and unemployed adults by providing a 50% wage subsidy to participating eligible businesses that sponsor an intern, along with bonus funds for companies that hire interns. Since its launch, the program has experienced robust support and participation from businesses, students, and unemployed adults.

The second program, known as bRIdge.jobs is a web-based portal operated by the Rhode Island Student Loan Authority (RISLA) that helps thousands of college students find internships at participating local companies (and helps local companies find interns). Development of bRIdge.jobs included a series of employer surveys and seminars regarding the importance and advantages of internships, as well as a statewide promotion and advertising effort to raise the visibility and awareness of internship opportunities among Rhode Island businesses and job seekers. The bRIdge.jobs internship promotion initiative is a partnership between RISLA, the Association of Independent Colleges and Universities of Rhode Island, the Governor’s Workforce Board, the Greater Providence Chamber of Commerce and the RI Partnership Project, with funding provided by the Rhode Island Foundation.
Adult Education

Since 2007, the Governor's Workforce Board has collaborated with the RI Department of Education to target the segment of the workforce that lacks the necessary Adult Basic Education and work readiness skills in order to compete in the 21st century economy.

In FY 2014, GWB provided $3.8 million to the RI Adult Education Initiative to support programs that integrated education and workforce development for adult learners. Adult Education providers served a total of 2,736 participants, of which 53 percent achieved educational gains of two or more grade levels, 548 gained employment, and 289 earned a GED credential or other high school credential.

Participating programs in FY 2014 are listed below:
- Westbay Community Action Program
- Tri-Town Community Action Agency
- South County Community Action Program
- Providence Plan – Youth Build
- Newport Skills Alliance
- Pawtucket School Department
- Progress Latino
- Project Learn
- Providence Housing Authority
- Providence Plan – Youth Build
- South County Community Action Program
- Tri-Town Community Action Agency
- Westbay Community Action Program

Career Pathways

Workforce On-Ramps Pilot

Funded by a multi-year $2.7 million Workforce Innovation Grant from the U.S. Dept. of Labor, the Workforce On-Ramps pilot is testing different ways to inform and connect job seekers to four different career pathways in Rhode Island's high-growth industries: Health Care, Hospitality, Information Technology and Manufacturing.

A leadership group - including representatives from the RI Department of Labor and Training, the State Workforce Investment Office, the Governor’s Workforce Board, the RI Department of Education, the RI Department of Human Services, Workforce Solutions of Providence/Cranston and the Workforce Partnership of Greater Rhode Island - oversees the implementation of the Workforce On-Ramps pilot.

Braided and blended funding streams involved in the pilot currently include Workforce Investment Act Title I and II, TANF, Carl Perkins, and Wagner Peyser. The Governor’s Workforce Board is providing in-kind training and coaching funds through its Industry Partners. On-Ramps has been working with federal agencies to secure approval to pool funds based on anticipated outcomes, which would increase efficiencies and enable agencies to collaborate more effectively.

New system-wide tools are currently being tested through a pilot program that operates at the state's netWORkRI offices, as well as at community-based GWB Innovative Partnership programs and others. New tools include targeted work readiness training, assessments for the National Career Readiness Certificate, a new Work Experience Certificate, the development of on-line career maps, career coaching, and work experience placements. To date, almost 400 Rhode Islanders have participated in the pilot.

Because of its ongoing leadership in career pathways development, the GWB is a key player in the Workforce On-Ramps pilot program.

Career Pathways Task Force

In FY 2014 the Governor’s Workforce Board’s Career Pathways Task Force continued its work to develop an effective career pathways system in Rhode Island that will better align workforce skills with employer needs. Building on work completed in FY 2013, the Task Force provided guidance and direction to the Workforce On-Ramps program, which, in turn, engaged the Board’s various Industry Partners in creating career maps and online tools to help job seekers understand and explore career opportunities in many of the state’s most important industry sectors. With advice and oversight from the Task Force, Workforce On-Ramps has operationalized many of the initial steps needed to develop an effective career pathways system in Rhode Island, and the rollout of that system is now underway.

In response to this evolving role of the Task Force, the General Assembly passed legislation in FY2014 to shift the focus of the Task Force away from career pathways policy development towards implementation. The legislation converted the Task Force to an Advisory Committee, with a wider and more diverse range of partners who are directly engaged in the development of career pathways in RI.

Non-Trade Apprenticeships

In FY2013, the GWB was allocated RI general revenue funds to support the development of apprenticeship programs in non-traditional occupations and industries. In accordance with statutory requirements, the GWB solicited proposals from GWB Industry Partnerships in FY2014, and awarded a total of $136,798 to Polaris MEP and Building Futures to enlist employer sponsors and training partners, develop curriculum, and seek approval from the State Apprenticeship Council for new, non-trade apprenticeship programs.

Polaris MEP (in partnership with the RI Manufacturer's Association and CCRRI) was successful in obtaining state approval of a new apprenticeship program for CNC Machinists. Building Futures (in partnership with Gillbane) was successful in obtaining approval of new apprenticeship programs for cost estimators and project managers.

Individual Training Accounts

The federally funded Workforce Investment Act provides tuition assistance to unemployed Rhode Islanders in order to accelerate their transition into good-paying jobs. Area training providers design and deliver occupational skills training that address the hiring needs of local employers. Participants can access the training funds at netWORkRI offices.

In FY 2014, 310 RI job seekers requiring short-term skill upgrades received over $1,340,000 in subsidized training in areas such as health care, information technology, construction and manufacturing. Approved training providers are listed below:

WIA Eligible Training Provider List
- 911 Programs, Inc.
- Access Point RI
- Agora Career Academy
- American Safety Programs and Training, Inc.
- Amos House
- Aveda Institute Rhode Island
- Bancroft School of Massage Therapy
- Bastien Academy, Inc.
- Bishop Keough Regional High School
- Blue Angel Education, Inc.
- Boston University
- Bristol Community College
- Bryant University Executive Development Center
- Catherine Hinds Institute of Esthetics
- Chef Walter’s Cooking School
- Clean Edison, Inc.
- Coastal Career Academy, Inc.
- Community Care Alliance FKA Family Resources
- Community College of Rhode Island
- Comprehensive Educational Services
- Confident Captain/Ocean Pros
- Connecting for Children and Families, Inc.
- Consolidated Consulting and Recruiting Services, LLC
- Cookie Place Café
- Crossroads Rhode Island
- Diver’s Academy of the Eastern Seaboard
- Dogpatch
- Dorcas Place
- East Providence Career and Technical Center
Workforce System Integration

Unified Workforce Expenditure and Program Report

The Unified Workforce Expenditure and Program Report (UEP) is a compendium of all state and federal dollars devoted to workforce development activities across state agencies in RI and the activities and outcomes that result from those investments. It also serves as a resource for decision making about future resource allocation. An interagency team contributes to the publication of the UEP, including all state agencies designated in Title 42-102-9 and the state college system. These include:

- RI Department of Labor and Training
- State Workforce Investment Office
- Workforce Development Services
- RI Department of Corrections
- Governor’s Workforce Board
- Executive Office of Health and Human Services
- RI Department of Behavioral Health, Developmental Disabilities and Hospitals
- RI Department of Children, Youth, and Families
- RI Department of Human Services
- RI Department of Education
- Career and Technical Education
- Adult Education
- RI Board of Governors of Higher Education
- Community College of Rhode Island
- Rhode Island College
- University of Rhode Island

In FY2014, the UEP was expanded to include information from the RI Exeter Job Corps program, which is directly funded by the US Department of Labor.

The UEP is submitted annually to the Governor, Senate President, and Speaker of the House on or before November 15.

Legislative Update

FY2014 was a very active year legislatively as it relates to workforce development. The General Assembly passed, and the Governor signed, a number of items designed to strengthen and support the Rhode Island workforce system. Among other important initiatives, legislation was passed exempting the Job Development Fund (JDF) from a 10 percent assessment known as the Indirect Cost Recovery. Exempting the JDF from this assessment has been a GWB priority for a number of years and will return over one million dollars annually back to JDF-funded programs.

The General Assembly also passed comprehensive legislation codifying the GWB into statute (it has operated under Executive Order since 2005), merging the roles and responsibilities of the State Workforce Investment Board with the Human Resources Investment Council, and giving the GWB the responsibility for statewide workforce development strategic planning, coordination, and management. Central to this responsibility will be the completion of a Comprehensive System Improvement Plan designed to facilitate the seamless and coordinated delivery of workforce services in Rhode Island.

In addition to these items, FY2014 saw the passage of a range of other legislation designed to improve Career and Technical Education, increase the number of internships and apprenticeships in Rhode Island, better coordinate workforce and economic development strategies, and expand training and educational opportunities for specific populations.

Coordination of Economic and Workforce Development Policy

The RI Division of Planning’s RhodeMap RI planning process, which was mentioned in the FY 2013 Annual Report, continued its work in FY 2014 and has released a comprehensive statewide plan containing policies, strategies, implementation actions, and performance measures to guide the state’s economic development over the next twenty years. The first stated goal of that plan is to “Provide educational and training opportunities to activate a 21st century workforce,” demonstrating the importance of workforce development to the state’s economic competitiveness. The Governor’s Workforce Board worked closely with the RhodeMap RI facilitators on drafting elements of the plan and will continue, in FY 2015 and beyond, to work with our partners in achieving the priorities set out in the RhodeMap RI document.

One such priority is the closer collaboration and coordination between economic and workforce development planning in Rhode Island. The foundation for this collaboration is already partly in place as the Governor’s Workforce Board, among other things, represents on the Council of Economic Development and the reverse will be the case as of February 2015. In addition, legislation passed during FY 2014 establishing a Governor’s Commerce and Workforce Coordination Cabinet with the goal of integrating and coordinating the...
activities of various agencies and departments involved in the state’s economy and its workforce and ensuring consistent implementation of economic development policies and plans (a priority of the Governor’s Workforce Board). The legislation also establishes a Secretary of Commerce position to be created in January of 2015. Among other duties and responsibilities, the Secretary of Commerce will serve as vice-chair of the Governor’s Commerce and Workforce Cabinet alongside the director of the Department of Labor and Training, as well as the vice-chair of the Governor’s Workforce Board.

**Stakeholder Outreach**

In addition to working closely with board members, grant recipients, individual businesses and public workforce system partners, the activities and staff of the GWB intersect with a diverse cross-section of Rhode Island organizations that included the following in FY 2014:

- Academy for Career Exploration (ACE)
- AS220
- Association of Independent Colleges and Universities of RI
- Big Picture Learning
- BroadbandRI
- Brown University
- Bryant University
- Center for Dynamic Learning
- City of Newport
- CommerceRI
- Community College of RI
- CCRI PACE program
- Community Health Innovations of RI
- Division of Statewide Planning
- Dr. Daycare
- Fed Cap
- Greater Providence Chamber of Commerce
- HealthyRI
- Housing Works
- I-195 Commission
- Jewish Alliance
- Job Club RI
- Johnson and Wales University
- National Governor’s Association
- National Association of Workforce Boards
- Nellie Mae Foundation
- New England Institute of Technology
- Northern RI Chamber of Commerce
- Opportunities Industrialization Center (OIC)
- Office of Congressman David Cicilline
- Office of Congressman James Langevin
- Office of Management and Budget
- Office of Senator Jack Reed
- Office of Senator Sheldon Whitehouse
- Providence Anchors
- Providence College
- Quonset Development Center
- RI College
- RIC Chief Executive Club
- RIC STEM Center
- RI Foundation
- RI House of Representatives
- RI Institute for Labor Studies and Research
- RI Manufacturing and Design Center planning team
- RI Nursery and Landscape Association
- RI Office of Higher Education
- RI Public Expenditure Council
- RI School of Design
- RI Senate
- RI Science and Technology Advisory Council
- RI Student Loan Authority
- Roger Williams University
- Salve Regina College
- SER Jobs for Progress
- ServeRI
- Small Business Administration
- Social Enterprise Greenhouse
- Students Taking Action Now in Determination (STAND)
- Tango RI
- The Apiary
- The Collaborative
- United Way of RI
- University of RI
- URI Business Engagement Center
- URI Office of Experiential Learning
- URI Transportation Center
- Veterans Administration

Looking Ahead to FY 2015

**Biennial Employment and Training Plan FY 2016-2017**

FY 2015 will see the completion of the Governor’s Workforce Board’s second Biennial Employment and Training Plan. This document, covering FY 2016 and 2017, will seek to maintain and build upon the momentum created by the Board’s first plan and will include an in-depth analysis of Rhode Island’s current workforce supply and demand, as well as available workforce development funding and services. With the help of a range of strategic partners, the plan identifies four major priorities for the next two fiscal years as required by statute. These priorities are: Employer Partnerships, Work Readiness, Career Pathways, and Workforce System Integration. A series of goals and action steps follow each of these four priorities and will help direct and guide the workforce system in Rhode Island in the coming years.

**Career Pathways**

In FY2015, the Governor’s Workforce Board will continue its work in transforming the statewide workforce development system around the career pathways model, a national best practice that encompasses a continuum of training, education, work experience, and support services that lead to good jobs and careers in high-growth, high-demand sectors of the Rhode Island economy. Effective career pathways require partnerships and participation across the workforce education and training system, including Businesses and Industry Partnerships who help establish and map career pathways, education and training providers who collaborate with industry to design needed curriculum, and workforce staff who provide wrap-around supports. The Board will continue to facilitate the work between these groups and promote the use and development of career pathways throughout the statewide workforce system.
Workforce Investment Act Waiver Process

The Workforce Investment Act allows states to request waivers of certain sections of the law and/or regulations in order to improve services to participants and employers. The following waivers were in place for Program Year 2013:

1. Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers.

   **Rationale:** This waiver addresses the data collection barriers related to meeting training provider requirements and has increased the number of programs submitted by the community college and other entities that are available to deliver training to Adult and Dislocated Worker participants. This waiver has maximized customer choice, an integral part of WIA. By providing more options to participants, they are able to select appropriate training programs leading to higher entered employment and retention rates and average earnings. This training activity does advance the President’s Job-Driven elements due to the close collaboration that the State of Rhode Island’s public workforce system is fostering between training providers and Industry Partnerships.

2. Waiver of the required 50 percent employer contribution for customized training at WIA Section 101 (b) (1).

   **Rationale:** This waiver has not been utilized as no employers have taken advantage of customized training. Hopefully this will change as the economy improves and hiring expands. The anticipated performance outcome is an increase in employer participation, an increase in participation rates for job seekers and a greater benefit to employers by having a labor pool with the marketable skills they require. Entered employment rates, retention and average earning should all increase due to the explicit involvement of the employer. This activity would advance the President’s Job Driven elements.

3. Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITA) for older and dislocated workers.

   **Rationale:** This waiver reduces the data collection burden for businesses served under WIA-funded incumbent worker training programs. Under the waiver, the State does not collect the following WIASRD elements: single parent (704), unemployment compensation eligibility status (401), low income (702), Tanf (600), other public assistance (602), homeless individual and/or runaway youth (700), and offender (701). This waiver was utilized once during PY11 to assist a small business that was facing economic difficulties. Because of the waiver, the data collection was reduced, thereby making the program more attractive to the business owner. The training allowed the workers to avoid being laid off. The waiver was not utilized in PY 13. This activity would advance the President’s Job Driven elements.

4. Waiver of the State Workforce Investment Board (SWIB) membership requirements at WIA Section 111(b).

   **Rationale:** This waiver allows the Governor to appoint fewer members to the SWIB while still maintaining a business majority and the appropriate mix of labor representatives. This configuration allows the Board to focus on strategic issues more effectively and averts difficulties in achieving a quorum as is often the case with a larger group.

5. Waiver to use Rapid Response Funds for Incumbent Worker Training at 20 CFR 661.420 (c).

   **Rationale:** This waiver allows, to allow to 20 percent of Rapid Response funds to be used to support Incumbent Worker Training. Provides Rhode Island with the flexibility it needs to meet the growing need of employers who are experiencing difficulty during the economic recession and slow recovery. The purpose of the program is to help establish Rhode Island businesses provide training and education for current workers, resulting in layoff aversion and reduced employee turnover. Although utilized in the past, it was not used during PY 13. As the recovery continues hopefully it will be a valuable tool for Rhode Island businesses. This activity would advance the President’s Job Driven elements.

6. Waiver of the collection of seven of the Data Elements of the WIA Standard Record Data for Incumbent Worker Training (20 CFR 666.100).

   **Rationale:** This waiver reduces the data collection burden for businesses served under WIA-funded incumbent worker training programs. Under the waiver, the State does not collect the following WIASRD elements: single parent (704), unemployment compensation eligibility status (401), low income (702), TANF (600), other public assistance (602), homeless individual and/or runaway youth (700), and offender (701). This waiver was utilized once during PY11 to assist a small business that was facing economic difficulties. Because of the waiver, the data collection was reduced, thereby making the program more attractive to the business owner. The training allowed the workers to avoid being laid off. The waiver was not utilized in PY 13. This activity would advance the President’s Job Driven elements.

7. Waiver to allow the State of Rhode Island to Waive Credential/Certificate Attainment for Participants in the On-the-Job Training Program (20 CFR 666.100).

   **Rationale:** This waiver allows the training program design to be more responsive to employer and trainee needs as the training outline can be created for a specific industry, business or worksite. Eliminating the credential/certificate reporting requirement for those participating in the QIT program encourages its use and has had a positive impact on performance. This activity is directly related to the President’s Job Driven agenda since employers determine the skills an individual position requires and actually deliver the training themselves.

8. Waiver to allow the State of Rhode Island to Increase Employer Reimbursement for the On-the-Job Training Program (WIA Section 101 (31) (B)).

   **Rationale:** This waiver allows for the implementation of a sliding reimbursement scale, based on company size, for employers participating in the On-the-Job Training program. Small businesses are more willing to participate in the program due to the increased reimbursement. This activity does advance the President’s Job Driven elements.

9. Waiver of WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d) to exempt the State from the Requirement to Conduct Evaluations.

   **Rationale:** Because of the reduction to 5 percent in the Governor’s Reserve Fund, it has become impossible to carry out all required activities. By eliminating the need to conduct evaluations, the state is able to use the funds to carry out those activities that are most directly related to the strategic implementation of the state’s workforce development activities.

10. Waiver of WIA Section 134(a)(2)(B)(iii) and 20 CFR 665.200(e) to exempt the State from the Requirement to Provide Local Workforce Investment Areas with Incentive Grants.

    **Rationale:** Because of the reduction to 50% in the Governor’s Reserve Fund, it has become impossible to carry out all required activities. By eliminating the need to provide incentive grants, the state is able to use the funds to carry out those activities that are most directly related to the strategic implementation of the state’s workforce development activities.

11. Waiver of WIA Section 134(a) to permit local areas to use a portion of local funds for incumbent worker training.

    **Rationale:** This waiver was not utilized during PY13 due to the availability of state funding for this purpose. This activity would advance the President’s Job Driven elements.

Customer Satisfaction Measures

Rhode Island does not have an approved Common Measure waiver; therefore we continue to report against all 17 statutory measures, including Employer and Participant Customer Satisfaction.

In Program Year 2013, telephone surveys were used for data collection. The questions asked were designed to inquire as to how the participant or employer first learned about the services provided, the level of satisfaction and to determine if the services could be improved.

A total of 305 Participants completed the surveys, resulting in a response rate of 50.2% and an overall satisfaction rate of 79.1%.

A total of 596 Participants completed the surveys, resulting in a response rate of 49.4% and an overall satisfaction rate of 67.5%.

The results will be shared with the State’s workforce development system in an effort to improve service quality. In addition, any suggestions made for improvement will be investigated for feasibility and possible implementation.
Financials

By Executive Order, the Governor’s Workforce Board encompasses both the RI Human Resource Investment Council and the State Workforce Investment Board. Therefore, the board’s activities are financed by two funding streams—the state’s Job Development Fund (JDF) and the federal Workforce Investment Act (WIA). The Job Development Fund is financed by a 0.51 percent assessment of employers’ taxable payroll. The GWB receives 0.19 percent of these payments. JDF funds support pre-employment training, incumbent worker training, youth development programs, adult education, and other workforce development activities.

Federal WIA funds provide employment, training, literacy and vocational opportunities for those most in need. Each state’s allocation is determined on a federal level and takes into consideration a number of local and national employment indicators. In FY2014, the GWB also received General Revenue funds to support two new programs – Work Immersion (to provide temporary paid work experiences for college students and unemployed adults) and Non-Trade Apprenticeships (to establish new apprenticeship programs for in-demand occupations and industries). These funds are included in the GWB financial statement.

JDF/GWB Actual State FY14

<table>
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<tr>
<th>Category</th>
<th>Amount</th>
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<tr>
<td>Total Fund Availability</td>
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<td>Cash Carry-In</td>
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<td>Anticipated Collections</td>
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<tr>
<td>Less:</td>
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<tr>
<td>Indirect Cost Recovery</td>
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<tr>
<td>DOR/Employee Tax Unit</td>
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<td>DDA Centralizations</td>
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<td>Facilities</td>
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<tr>
<td>Administrative and Overhead Costs</td>
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<tr>
<td>Grants and Awards</td>
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<tr>
<td>Balance</td>
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WIA Actual State FY14

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<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tr>
<td>Disbursed Funding</td>
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<td>Rapid Response</td>
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<td>Local WIB Funding</td>
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<td>SWIO Set-Aside</td>
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<td>Disburseals</td>
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<td>Administration and Overhead</td>
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<td>Disbursements/Expenditures by Program Type</td>
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<tr>
<td>Adult</td>
<td>$3,097,125</td>
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<tr>
<td>Youth</td>
<td>$2,828,518</td>
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<tr>
<td>Dislocated Worker</td>
<td>$4,345,054</td>
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Governance

Governor’s Workforce Board RI Members FY2014 (as of 6/30/14)

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair</td>
<td>Constance A. Howes, JD, FACHE</td>
</tr>
<tr>
<td>Vice Chair</td>
<td>Robin M. Coia, Executive Vice President for Women’s Health, Care New England Health System</td>
</tr>
<tr>
<td>Mario Bueno</td>
<td>Executive Director, Progress Latino</td>
</tr>
<tr>
<td>Timothy L. Byrne</td>
<td>Business Manager, Local 51, United Association of Plumbers and Pipefitters</td>
</tr>
<tr>
<td>Channavy Chhay</td>
<td>Executive Director, Center for Southeast Asians</td>
</tr>
<tr>
<td>Monica Dzialo, M.Ed., CRC, QRC</td>
<td>Business Relations Supervisor, RI Department of Human Services/Office of Rehabilitation Services</td>
</tr>
<tr>
<td>Charles J. Fogarty</td>
<td>Director, RI Department of Labor and Training</td>
</tr>
<tr>
<td>Deborah A. Gutt</td>
<td>Commissioner, RI Department of Secondary and Elementary Education</td>
</tr>
<tr>
<td>John C. Gregory</td>
<td>President and CEO, Northern RI Chamber of Commerce</td>
</tr>
<tr>
<td>Mike Grey</td>
<td>Vice President of Operations, North East Region, Sodexo School Services</td>
</tr>
<tr>
<td>Juana Horton</td>
<td>President and CEO, Horton Interpreting Services, Inc.</td>
</tr>
<tr>
<td>Paul A. MacDonald</td>
<td>President, Providence Central Federated Council</td>
</tr>
<tr>
<td>Cheryl Merchant</td>
<td>President and Chief Executive Officer, Hope Global</td>
</tr>
<tr>
<td>Sharon O. Moylan</td>
<td>Rahlston &amp; Associates, Coldwell Banker</td>
</tr>
<tr>
<td>Robert Nangle</td>
<td>President, Meridian Printing</td>
</tr>
<tr>
<td>George H. Nee</td>
<td>President, RI AFL-CIO</td>
</tr>
<tr>
<td>Jim Purcell</td>
<td>Commissioner, RI Department of Postsecondary Education</td>
</tr>
<tr>
<td>Bahjat Shariff</td>
<td>Vice President of Operations, Howley Bread Group</td>
</tr>
<tr>
<td>Martin R. Trueb</td>
<td>Senior Vice President and Treasurer, Hasbro</td>
</tr>
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</table>

BOARD MEETINGS

During Fiscal Year 2014, the Governor’s Workforce Board held nine Board of Directors meetings. Minutes of board meetings are available on the Governor’s Workforce Board web site, www.gwb.ri.gov. The web site also includes a current schedule of board meetings.
Governor’s Workforce Board
Standing Committees

Executive Committee
- Constance A. Howes, Chair
- Robin M. Coia
- Monica Dzialo
- Mike Grey
- Robert Nangle
- Martin R. Trueb

Strategic Investments and Evaluation Committee
- Mike Grey, Chair
- Mario Bueno
- Channavy Chhay
- Constance A. Howes
- Cheryl Merchant
- George H. Nee
- Martin R. Trueb

Employer Committee
- Martin R. Trueb, Chair
- Monica Dzialo
- John Gregory
- Sharon O. Moylan
- Robert Nangle

Adult Education and Literacy Committee
- Robert Nangle, Chair
- Mario Bueno
- Robin M. Coia
- Paul A. MacDonald
- George H. Nee
- Jim Purcell

Youth Development Committee
- Robin M. Coia, Chair
- Timothy L. Byrne
- Sharon O. Moylan
- Bahjat Shanif

Career Pathways System Task Force
- Manuela Raposo, Chair
- Marc Amato
- Andrea Castenada
- Charles J. Fogarty

Workforce Partnership of Greater RI
Board Members PY2013

Chair
Steven H. Kitchin
Vice President, Corporate Education and Training, New England Institute of Technology

Vice Chair
Paul Guilette
Senior Vice President, Community Development and Workforce Training, Northern RI Chamber of Commerce

Treasurer
Lauren Slocum
President/CEO, Central RI Chamber of Commerce

Secretary
Robin Ann Smith
Associate Vice President, Center for Workforce and Community Education, Community College of RI

Board Members
Kevin Bettecourt
Manager, Human Resources, Interplex Engineered Products

Ernest “Gip” Cabral
President, Cabco Engineering Co.

Diane Cook, MA
Administrator, RI Works, RI Department of Human Services

Vanessa Cooley
Administrator, Statewide Career and Technical Education, RI Department of Education

Bob Cooper
Executive Secretary, Governor’s Commission on Disabilities

Joseph DeSantis
Chief Executive Officer, South County Community Action

Thomas Fay, Esq.
Kirschbaum and Kirschbaum

Victoria Galliard-Garrick
Director, Davies Career and Technical High School

Scott Greco
Chief, Employment and Training Programs, RI Department of Labor and Training

Kathleen Grygiel
Deputy Administrator, RI Office of Rehabilitative Services

Paul Harden
Business and Workforce Development Manager, RI Economic Development Corporation

Karen Jedson
Director, Warwick Department of Tourism, Culture and Development

Wendy E. Kagan
Senior Vice President of Human Resources, Bank Newport

Peter Koch
Chief Executive Officer, Koch Eye Associates

Roger LaFlamme
President, PWE LLC

Robert Langlas
Assistant Director of Income Support, RI Department of Labor and Training

Dr. Sharon Lee
Director of Office of Multiple Pathways, RI Department of Education

Mark A. Marchino
Political and Legislative Director, RI AFL-CIO

Dorothy Mattelio
Vice President of Human Resources, Hope Global

Jason Menard
Director, Exeter Job Corp

Joseph W. Oakes, Jr.
President, VR Industries, Inc.

Gail Patry
Senior Director of Quality Programs, Healthcentric Advisors

Dean Patterson
Vice President of Information Technology, AAA Southern New England

Raymond Pingitore
Director of Members Assistance Program, Teamsters Local 251

Jennifer Ross-Simpson
Director, Income and Community Grants Management/Community Investments, United Way of RI

Scott Seaback
President, RI Temps, Inc.

Jay Visnjic
General Manager, Hampton Inn & Suites

Jason Vlah
Manager, Human Resources, General Dynamics/Electric Boat

Darrell Waldron
Executive Director, RI Indian Council

James White
Veteran’s Services Coordinator, RI Department of Labor and Training

Paul G. Wielgus
Executive Vice President and Chief Credit Officer, Coastway Community Bank
Workforce Investment Areas

Areas Served by Workforce Solutions of Providence/Cranston
444 Westminster Street
Providence, RI 02903
401-480-8585 | RI Relay: 711
www.providenceri.com/wsc

Areas Served by Workforce Partnership of Greater Rhode Island
1511 Pontiac Avenue, Bldg. 73.3
Cranston, RI 02920
401-462-8730 | RI Relay: 711
www.gwri.org

Both workforce boards are led by the Governor’s Workforce Board RI
1511 Pontiac Avenue, Bldg. 72.2
Cranston, RI 02920
401-462-8724 | RI Relay: 711
www.gwb.ri.gov

Oversight, monitoring and policy are provided by the
State Workforce Investment Office
1511 Pontiac Avenue, Bldg. 72.3
P.O. Box 20157, Cranston, RI 02920
401-462-8780 | RI Relay: 711
www.dlt.ri.gov/WIO
Contact Information

Governor’s Workforce Board Rhode Island
Center General Complex
1511 Pontiac Avenue
Cranston, RI 02920
Phone: (401) 462-8860
Fax: (401) 462-8865
www.gwb.ri.gov

Rick Brooks
Executive Director

David Tremblay
Administrator, State Workforce Investment Office

Robert Kalaskowski
Chief of Program Development

Mavis McGetrick
Chief of Labor and Training Operations, State Workforce Investment Office

Sherri Carello
Coordinator of Employment and Training Programs

Angelo DaFonseca
Senior Employment and Training Monitor, State Workforce Investment Office

Paul Genovesi
Program Services Officer, State Workforce Investment Office

Dan Brown
Chief Implementation Aide

Pat Leduc
Chief Implementation Aide, State Workforce Investment Office

Amelia Roberts
Office Manager

SWIO Performance Charts for PY2013

### WIA Financial Statement PY2013

<table>
<thead>
<tr>
<th>Total Funds All Sources</th>
<th>Available</th>
<th>Expended</th>
<th>Balance Remaining</th>
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<tbody>
<tr>
<td>Total Funds All Sources</td>
<td>$15,446,122</td>
<td>$10,270,697</td>
<td>$5,175,425</td>
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<tr>
<td>Adult Program Funds PY13/FY14</td>
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<td>Carry-in Monies</td>
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<td>Dislocated Worker Program Funds PY13/FY14</td>
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<td>Carry-in Monies</td>
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<td>Youth Program Funds PY13</td>
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<td>Carry-in Monies</td>
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<td>Local Administration Funds PY13/FY14</td>
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<td>Carry-in Monies</td>
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### Cost-Effectiveness

- Average Cost Per Participant, All Programs: $3,231.63
- Adult Programs (per participant): $2,706.484
- Dislocated Worker Programs (per participant): $2,722.634
- Youth Programs (per participant): $2,430.211

### Time Periods Reported PY 2013

<table>
<thead>
<tr>
<th>Reporting Item</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Total Participants</td>
<td>July 1, 2013 to June 30, 2014</td>
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<tr>
<td>Total Exiters</td>
<td>April 1, 2013 to March 31, 2014</td>
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<tr>
<td>Customer Satisfaction</td>
<td>January 1, 2013 to December 31, 2013</td>
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<tr>
<td>Entered Employment and Credential Rates</td>
<td>October 1, 2012 to September 30, 2013</td>
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<tr>
<td>Retention and Earnings Rates</td>
<td>April 1, 2012 to March 31, 2013</td>
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<tr>
<td>Diploma/Equivalent and Skill Attainment Rates</td>
<td>April 1, 2013 to March 31, 2014</td>
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</table>
All required elements are reported uniformly so that a state-by-state comparison can be made.

### Table A - Workforce Investment Act Customer Satisfaction Results

<table>
<thead>
<tr>
<th>Customer Satisfaction</th>
<th>Negotiated Performance Level</th>
<th>Actual Performance Level: American Customer Satisfaction Index</th>
<th>Number of Surveys Completed</th>
<th>Number of Customers Eligible for the Survey</th>
<th>Number of Customers Included in the Sample</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants</td>
<td>77.0%</td>
<td>79.1%</td>
<td>305</td>
<td>607</td>
<td>607</td>
<td>50.2%</td>
</tr>
<tr>
<td>Employers</td>
<td>80.0%</td>
<td>67.5%</td>
<td>596</td>
<td>1,525</td>
<td>1,207</td>
<td>49.4%</td>
</tr>
</tbody>
</table>

### Table B - Adult Program Results

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Negotiated Performance Level</th>
<th>Actual Performance Level</th>
<th>Entered Employment Rate</th>
<th>Employment Retention Rate</th>
<th>Six-Months Average Earnings Rate</th>
<th>Employment and Credential Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>72.0%</td>
<td>87.0%</td>
<td>$11,667</td>
<td>68.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>84.0%</td>
<td>88.7%</td>
<td>$12,409</td>
<td>75.2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
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<td></td>
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</table>

### Table C - Outcomes for Adult Special Populations

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Public Assistance Recipients Receiving Intensive or Training Services</th>
<th>Veterans</th>
<th>Individuals with Disabilities</th>
<th>Older Individuals</th>
<th>Entry Employment Rate</th>
<th>Employment Retention Rate</th>
<th>Six-Months Average Earnings Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>77.5%</td>
<td>83.5%</td>
<td>$9,546</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>77</td>
<td>86</td>
<td>$12,920</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>55</td>
<td>91.7%</td>
<td>$142,117</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>55</td>
<td>69</td>
<td>$348,089</td>
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</table>

### Table D - Outcome Information by Service Level for the Adult Program

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Individuals Who Only Received Core Services</th>
<th>Individuals Who Only Received Core and Intensive Services</th>
<th>Individuals Who Received Training Services</th>
<th>Entered Employment Rate</th>
<th>Employment Retention Rate</th>
<th>Six-Months Average Earnings Rate</th>
<th>Employment and Credential Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### Table E - Dislocated Worker Program Results

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Negotiated Performance Level</th>
<th>Actual Performance Level</th>
<th>Entered Employment Rate</th>
<th>Employment Retention Rate</th>
<th>Six-Months Average Earnings Rate</th>
<th>Employment and Credential Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

### Table F - Outcomes for Dislocated Worker Special Populations

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Veterans</th>
<th>Individuals with Disabilities</th>
<th>Older Individuals</th>
<th>Displaced Homemakers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Entered Employment Rate</th>
<th>Employment Retention Rate</th>
<th>Six-Months Average Earnings Rate</th>
<th>Employment and Credential Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>83.3%</td>
<td>30</td>
<td>$20,851</td>
<td>90.3%</td>
</tr>
<tr>
<td>80.0%</td>
<td>5</td>
<td>$542,121</td>
<td>38.5%</td>
</tr>
<tr>
<td>4</td>
<td>2</td>
<td>$10,393</td>
<td>64.1%</td>
</tr>
<tr>
<td>77</td>
<td>0</td>
<td>$0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Displaced Homemakers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>Employment Retention Rate</td>
</tr>
<tr>
<td>83.3%</td>
<td>30</td>
</tr>
<tr>
<td>80.0%</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>77</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Displaced Homemakers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>Employment Retention Rate</td>
</tr>
<tr>
<td>83.3%</td>
<td>30</td>
</tr>
<tr>
<td>80.0%</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>77</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Displaced Homemakers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>Employment Retention Rate</td>
</tr>
<tr>
<td>83.3%</td>
<td>30</td>
</tr>
<tr>
<td>80.0%</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>77</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Displaced Homemakers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>Employment Retention Rate</td>
</tr>
<tr>
<td>83.3%</td>
<td>30</td>
</tr>
<tr>
<td>80.0%</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>77</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Displaced Homemakers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>Employment Retention Rate</td>
</tr>
<tr>
<td>83.3%</td>
<td>30</td>
</tr>
<tr>
<td>80.0%</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>77</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Displaced Homemakers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>Employment Retention Rate</td>
</tr>
<tr>
<td>83.3%</td>
<td>30</td>
</tr>
<tr>
<td>80.0%</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>77</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Displaced Homemakers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>Employment Retention Rate</td>
</tr>
<tr>
<td>83.3%</td>
<td>30</td>
</tr>
<tr>
<td>80.0%</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>77</td>
<td>0</td>
</tr>
</tbody>
</table>

| Displaced Homemakers | |
### Table H.1 - Youth (aged 14-21) Program Results

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Negotiated Performance Level</th>
<th>Actual Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placement in Employment or Education</td>
<td>0.0%</td>
<td>44.9%</td>
</tr>
<tr>
<td>Attainment of Degree or Certificate</td>
<td>0.0%</td>
<td>43.9%</td>
</tr>
<tr>
<td>Literacy and Numeracy Gains</td>
<td>0.0%</td>
<td>56.6%</td>
</tr>
</tbody>
</table>

### Table H.1.A - Outcomes for Youth (aged 14-21) Special Populations

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Public Assistance Recipients</th>
<th>Veterans</th>
<th>Individuals with Disabilities</th>
<th>Out-of-School Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placement in Employment or Education</td>
<td>42.2%</td>
<td>111</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Attainment of Degree or Certificate</td>
<td>40.7%</td>
<td>103</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Literacy and Numeracy Gains</td>
<td>56.7%</td>
<td>93</td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

### Table G - Outcome Information by Service Level for the Dislocated Worker Program

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Individuals Who Only Received Core Services</th>
<th>Individuals Who Only Received Core and Intensive Services</th>
<th>Individuals Who Received Training Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>87.5%</td>
<td>56</td>
<td>77.6%</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>88.5%</td>
<td>54</td>
<td>92.4%</td>
</tr>
<tr>
<td>Six-Months Average Earnings Rate</td>
<td>$13,721</td>
<td>$658,615</td>
<td>$12,674</td>
</tr>
</tbody>
</table>

### Table H.2 - Older Youth (aged 19-21) Program Results

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Negotiated Performance Level</th>
<th>Actual Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>72.1%</td>
<td>75.0%</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>53.4%</td>
<td>85.5%</td>
</tr>
<tr>
<td>Six Months Average Earnings Rate</td>
<td>$2,321</td>
<td>$4,174</td>
</tr>
<tr>
<td>Employment and Credential Rate</td>
<td>75.1%</td>
<td>44.7%</td>
</tr>
</tbody>
</table>

### Table I - Outcomes for Older Youth Special Populations

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Public Assistance Recipients</th>
<th>Veterans</th>
<th>Individuals with Disabilities</th>
<th>Out-of-School Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>77.5%</td>
<td>35</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>86.5%</td>
<td>45</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Six Months Average Earnings Rate</td>
<td>$4,057</td>
<td>$178,522</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Employment and Credential Rate</td>
<td>36.7%</td>
<td>22</td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

### Table J - Younger Youth (aged 14-18) Results

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Negotiated Performance Level</th>
<th>Actual Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill Attainment Rate</td>
<td>96.8%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Youth Diploma or Equivalent Rate</td>
<td>64.1%</td>
<td>70.4%</td>
</tr>
<tr>
<td>Retention Rate</td>
<td>72.4%</td>
<td>65.6%</td>
</tr>
</tbody>
</table>
### Table K - Outcomes for Younger Youth Special Populations

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Public Assistance Recipients</th>
<th>Individuals with Disabilities</th>
<th>Out-of-School Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill Attainment Rate</td>
<td>97.4%</td>
<td>330</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>97.7%</td>
<td>339</td>
<td>14</td>
</tr>
<tr>
<td>Youth Diploma or Equivalent</td>
<td>67.4%</td>
<td>66</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>66.7%</td>
<td>98</td>
<td>3</td>
</tr>
<tr>
<td>Retention Rate</td>
<td>69.7%</td>
<td>62</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>33.3%</td>
<td>89</td>
<td>6</td>
</tr>
</tbody>
</table>

### Table L - Other Reported Information

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>12-Month Employment Retention Rate</th>
<th>12-Month Earning Increase (Adults and Older Youth) or 12-Month Earning Replacement (Dislocated Workers)</th>
<th>Placement in Non-Traditional Employment</th>
<th>Wages at Entry into Employment for Those Who Entered Unsubsidized Employment Related to Training Received by Those Who Completed Training Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>90.9%</td>
<td>390</td>
<td>$6,379</td>
<td>$2,398,450</td>
</tr>
<tr>
<td></td>
<td>97%</td>
<td>376</td>
<td>$6,379</td>
<td>$2,398,450</td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>92.4%</td>
<td>635</td>
<td>$119</td>
<td>$9,710,925</td>
</tr>
<tr>
<td></td>
<td>92%</td>
<td>36</td>
<td>36</td>
<td>$9,710,925</td>
</tr>
<tr>
<td>Older Youths</td>
<td>76.8%</td>
<td>73</td>
<td>5</td>
<td>$303,299</td>
</tr>
<tr>
<td></td>
<td>76.5%</td>
<td>95</td>
<td>66</td>
<td>$303,299</td>
</tr>
</tbody>
</table>

### Table M - Participation Levels

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Total Participants Served</th>
<th>Total Exiters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Adult Customers</td>
<td>9,843</td>
<td>8,799</td>
</tr>
<tr>
<td>Total Adult, Self-Service Only</td>
<td>8,047</td>
<td>7,733</td>
</tr>
<tr>
<td>WIA Adult</td>
<td>8,847</td>
<td>8,185</td>
</tr>
<tr>
<td>WIA Dislocated Worker</td>
<td>955</td>
<td>552</td>
</tr>
<tr>
<td>Total Youth (14-21)</td>
<td>677</td>
<td>434</td>
</tr>
<tr>
<td>Younger Youth (14-18)</td>
<td>438</td>
<td>315</td>
</tr>
<tr>
<td>Older Youth (19-21)</td>
<td>239</td>
<td>119</td>
</tr>
<tr>
<td>Out-of-School Youth</td>
<td>453</td>
<td>267</td>
</tr>
<tr>
<td>In-School Youth</td>
<td>224</td>
<td>167</td>
</tr>
</tbody>
</table>

### Table N - Cost of Program Activities

<table>
<thead>
<tr>
<th>Program Activity Description</th>
<th>Program Activity</th>
<th>Total Federal Spending</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide Allowable Activities WIA Section 134(a)(3)</td>
<td>RKM Associates</td>
<td>$58,271 (non-add)</td>
</tr>
<tr>
<td>Miscellaneou</td>
<td>Miscellaneous</td>
<td>$516,362 (non-add)</td>
</tr>
<tr>
<td>Total Statewide Allowable Activities</td>
<td>Total of All Federal Spending Listed Above</td>
<td>$574,633 (non-add)</td>
</tr>
<tr>
<td>Total of All Federal Spending Listed Above</td>
<td></td>
<td>$9,402,623</td>
</tr>
</tbody>
</table>
## Table O - Local Performance

<table>
<thead>
<tr>
<th>Local Area Name:</th>
<th>Total Participants Served</th>
<th>Adults</th>
<th>Dislocated Workers</th>
<th>Older Youth (19-21)</th>
<th>Younger Youth (14-18)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workforce Partnership of Greater Rhode Island</td>
<td>Total Participants Served</td>
<td>8,588</td>
<td>667</td>
<td>158</td>
<td>281</td>
</tr>
<tr>
<td>ETA Assigned #: 44020</td>
<td>Total Exiters</td>
<td>Adults</td>
<td>8,041</td>
<td>Dislocated Workers</td>
<td>Older Youth (19-21)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>433</td>
<td>66</td>
<td>183</td>
<td></td>
</tr>
</tbody>
</table>

### Reported Information

<table>
<thead>
<tr>
<th>Customer Satisfaction</th>
<th>Program Participants</th>
<th>77.0%</th>
<th>80.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers</td>
<td>80.0%</td>
<td>68.0%</td>
<td></td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>72.0%</td>
<td>81.0%</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>72.1%</td>
<td>67.0%</td>
<td></td>
</tr>
<tr>
<td>Younger Youth</td>
<td>87.0%</td>
<td>86.0%</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>89.0%</td>
<td>93.0%</td>
<td></td>
</tr>
<tr>
<td>Younger Youth</td>
<td>53.4%</td>
<td>85.0%</td>
<td></td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>77.0%</td>
<td>92.0%</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>72.4%</td>
<td>63.0%</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>51,167</td>
<td>12,285</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>51,619</td>
<td>51,693</td>
<td></td>
</tr>
<tr>
<td>Younger Youth</td>
<td>52,321</td>
<td>4,331</td>
<td></td>
</tr>
<tr>
<td>Adults</td>
<td>68.0%</td>
<td>69.1%</td>
<td></td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>72.0%</td>
<td>70.7%</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>75.1%</td>
<td>40.0%</td>
<td></td>
</tr>
<tr>
<td>Younger Youth</td>
<td>64.1%</td>
<td>68.0%</td>
<td></td>
</tr>
<tr>
<td>Younger Youth</td>
<td>96.8%</td>
<td>87.0%</td>
<td></td>
</tr>
<tr>
<td>Placement in Employment or Education</td>
<td>Youth (14-21)</td>
<td>0.0%</td>
<td>41.0%</td>
</tr>
<tr>
<td>Attainment of Degree or Certificate</td>
<td>Youth (14-21)</td>
<td>0.0%</td>
<td>39.0%</td>
</tr>
<tr>
<td>Literacy or Numeracy Gains</td>
<td>Youth (14-21)</td>
<td>0.0%</td>
<td>61.0%</td>
</tr>
</tbody>
</table>

*The Total Adult Participants Served and Total Adult Exiters for Workforce Investment Area #44005 appear to be inaccurate. It is possible that these cohorts were under-reported due to a management information system data migration issue. The matter is being researched.*

### Table O - Local Performance

<table>
<thead>
<tr>
<th>Local Area Name: Workforce Solutions of Providence/Cranston</th>
<th>Total Participants Served</th>
<th>Adults</th>
<th>Dislocated Workers</th>
<th>Older Youth (19-21)</th>
<th>Younger Youth (14-18)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ETA Assigned #: 44005</td>
<td>Total Exiters</td>
<td>Adults</td>
<td>144</td>
<td>Dislocated Workers</td>
<td>Older Youth (19-21)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>119</td>
<td>53</td>
<td>132</td>
<td></td>
</tr>
</tbody>
</table>

### Reported Information

<table>
<thead>
<tr>
<th>Customer Satisfaction</th>
<th>Program Participants</th>
<th>77.0%</th>
<th>77.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers</td>
<td>80.0%</td>
<td>37.0%</td>
<td></td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>72.0%</td>
<td>89.0%</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>72.1%</td>
<td>85.0%</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>87.0%</td>
<td>91.0%</td>
<td></td>
</tr>
<tr>
<td>Younger Youth</td>
<td>53.4%</td>
<td>86.0%</td>
<td></td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>89.0%</td>
<td>91.0%</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>72.4%</td>
<td>71.0%</td>
<td></td>
</tr>
<tr>
<td>Older Youth</td>
<td>51,167</td>
<td>12,498</td>
<td></td>
</tr>
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<td>Older Youth</td>
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<td></td>
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<tr>
<td>Older Youth</td>
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<td>40.0%</td>
<td></td>
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<tr>
<td>Younger Youth</td>
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<td>Younger Youth</td>
<td>96.8%</td>
<td>87.0%</td>
<td></td>
</tr>
<tr>
<td>Placement in Employment or Education</td>
<td>Youth (14-21)</td>
<td>0.0%</td>
<td>41.0%</td>
</tr>
<tr>
<td>Attainment of Degree or Certificate</td>
<td>Youth (14-21)</td>
<td>0.0%</td>
<td>39.0%</td>
</tr>
<tr>
<td>Literacy or Numeracy Gains</td>
<td>Youth (14-21)</td>
<td>0.0%</td>
<td>61.0%</td>
</tr>
</tbody>
</table>
Table P - Veteran Priority of Service Program Results

<table>
<thead>
<tr>
<th>Covered Entrants Who Reached the End of the Entry Period</th>
<th>Total</th>
<th>Percent Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>390</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Covered Entrants Who Received a Service During Entry Period</td>
<td>390</td>
<td>100.0%</td>
</tr>
<tr>
<td>Covered Entrants Who Received Staff-Assisted Service During Entry Period</td>
<td>54</td>
<td>13.9%</td>
</tr>
</tbody>
</table>

Table Q - Veteran's Outcomes by Special Populations

<table>
<thead>
<tr>
<th>Entered Employment Rate</th>
<th>Post 9/11 Era Veterans</th>
<th>Post 9/11 Era Veterans Who Received Intensive Services</th>
<th>TAP Workshop Veterans</th>
</tr>
</thead>
<tbody>
<tr>
<td>66.7%</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Six Months Average Earnings Rate</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

Appendix A: Employer Partners FY2014

Employer Advisory Group
AAA Southern New England
AGI Construction
Atrion Networking Corp.
ATW Companies
Bristol Marine
Butler & Messier
CCEIS
Chromatic, Inc.
Dimes Construction
Fidelity
Gem Mechanical Services, Inc.
General Dynamics-Electric Boat
Groove-Pin Corporation
Guil Tool & Engineering Company
Hayward Industrial Park
Interplex Industries, Inc.
Netsense
Providence Grainola Project
Psychological Centers
Siena Restaurant
St. Clare Home
Taco, Inc.
TC Kinman Welding Solutions
TCP Learning
Technic
The Brickle Group
Thieltech Engineering
Tory Plastics (America), Inc.
West View Nursing
Whitsett-Higgins
Yardney Technical Products
Yushin America, Inc.

Collette Travel Service, Inc.
Costo Technology
Squadlocker
Dorcas International Institute
Driver's Plumbing & Mechanical
EBS Ecomental Business Systems
Embolden
FAS Inc.
Farm Fresh Rhode Island
Foundry Orthopedics
Gilbane Building Company
Global View Communications, Inc.
GlobeX Industries, Inc.
Hampton Inn & Suites
Herocastings
Herrick & White Ltd.
Hyman Brickle & Son, Inc.
High Purity New England
Hope Valley Industries
Integration, Inc.
Interplex Engineered Products
IQD, Independent Quality Labs
Island Moving Company
Kenneth Richardson Jr. CPA
Kristy K. Armstrong, CPA, Inc.
Leadership RI
LRF, Inc.
Lighthouse Financial Services
Massage Envy Spa
Mearthane Products Corp.
Meister Abrasives USA, Inc.
Mejo Tech LLC
Morgan Mill Metals
National Laminating, Inc.
NECTC, Security Agency LLC
New Directions
North Star Marketing
Parmellee PAINTER & Associates
Polyurethane Molding Industries
PURWS Systems, Inc.
R&D Manufacturing Company
Rhode Island Quality Institute
RI Hospitality Association
RI Mentoring Partnership, Inc.
Seamans Church Institute of Newport
Singleton Group LLC
Sixteen on Center
St. Clare Home
Superior Insulation LLC
Sylhet, Inc.
Taylor Box Company

The Chemical Company
The Journey to Hope
The InSync Group
The Smithfield Coffee Company
Tory Plastics (America), Inc.
University Medicine Foundation, Inc.
VP Fitness LLC
WaterFire Providence
Well Tended Garden

Incumbent Worker Training Grants
(add) Ventures
A.G.I. Construction
AAA Southern New England
Admiral Packaging, Inc.
Ahlers Design
Aidance Skincare
American Ecotech
American Systems Corporation
Amos House
AMS Imaging LLC
Astro-Med, Inc
Atrion Networking Corporation
Bank Newport
Banneker Industries, Inc.
Barrington Print & Copy
Bego USA, Inc.
Bottling Group LLC
Bouckaert Industrial Textiles
Bridge Technical Talent
Calise & Sons Bakery, Inc.
Capital Good Food
Carjon AC & Heating, Inc.
Carousel Industries
Center for Southeast Asians
Center for Women & Enterprise
Child & Family Services of Newport
Child Care Consultants & Facilities
Concordia Manufacturing LLC
Crossroads Rhode Island
Dama Jewelry Technology
Deco Craft, Inc.
Dimeo Construction Company
DiPete Engineering
DiSanto, Priest & Co.
Dominion Diagnostics LLC
Edesia
Electro Standards Laboratories
Envision Technology
Epoch Sleep Centers
Eye Care for Rhode Island

*Provided summer or school-year internships to youth in FY2014
## Industry Partnerships

| Building Futures | - Associate General Contractors of America, RI Chapter  
| - BuildRI  
| - Cardi Corporation  
| - Equality Construction  
| - Gilbane Building Company  
| - H Carr and Sons  
| - New England Electrical Contractors Association  
| - New England Mechanical Contractors Association  
| - Shawmut Design and Construction |

| Defense | - A2B Tracking  
| - AAA Alarms and Fire Protection  
| - Alion  
| - American Systems  
| - Applied Radar  
| - BAE  
| - Balluff Beauty  
| - Banneker  
| - Baystate Financial  
| - Booz Allen Hamilton  
| - Bridge Technical Talent  
| - BTP Systems  
| - CACI  
| - Capewell  |

| CBIZ Tofas  
| DDL Omni  
| Eagle Electric  
| Electro Standards Laboratories Engineering Services Network  
| - Federal Electric  
| - Gateway Ventures  
| - GD - Electric Boat  
| - GD-IT  
| - Gulf  
| - HCH Enterprises  
| - IT Services  
| - Integrity Applications  
| - KLR  
| - L-3  
| - Lockheed  
| - McLaughlin Research  
| - Merger Optics  
| - Mikel  
| - Navatek  
| - NGO Services International  
| - Northrop  
| - P3  
| - Paratech  
| - Progeny  
| - Prometheus  
| - Propell  
| - Purvis  
| - Quantech  
| - Raytheon  
| - RSS  
| - Rite Solutions  
| - RPS ASA  
| - SAIC  |

| - SCA  
| - SEA Corp  
| - Sonaloy  
| - Systems Resource Management  
| - URS  
| - Veterans Assembled Electronics  
| - VR Industries  
| - Yardney  |

| HARI  
| - Apponaug Adult Day Care  
| - Butler Hospital  
| - Careone Newport Shipyards  
| - Billy’s Restaurant  
| - Block Island Tourism Council  
| - Blum Shapiro  
| - Cap’n Jack’s  
| - Castle Hill Inn-NHC  
| - Chanler at Cliff Walk  
| - Cheifen’s Hometown Bar and Grille  
| - Chef’s Kitchen and Drink  
| - Chow Fun Food Group  |

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- GD-IT
- Gulf
- HCH Enterprises
- IT Services
- Integrity Applications
- KLR
- L-3
- Lockheed
- McLaughlin Research
- Merger Optics
- Mikel
- Navatek
- NGO Services International
- Northrop
- P3
- Paratech
- Progeny
- Prometheus
- Propell
- Purvis
- Quantech
- Raytheon
- RSS
- Rite Solutions
- RPS ASA
- SAIC

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- Mikel
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- P3
- Paratech
- Progeny
- Prometheus
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- Chanler at Cliff Walk
- Cheifen’s Hometown Bar and Grille
- Chef’s Kitchen and Drink
- Chow Fun Food Group
Westerly Hospital
Work-Shop LLC
YMCA of Greater Providence

Youth
A Sweet Creation
ACE Greenville Hardware
Advance Catering
Advantage Home Improvement
All About Home Care LLC
Amos House
Aramark Education
Arcadia YMCA
AS220 Youth
Balise Toyota
Banister House
Beacon High School
Belva Vita Hair Salon
Big Brothers Big Sisters of RI
Books are Wings
Boys and Girls Club - Camp Crosby
Boys and Girls Clubs of Providence
Bristol Recreation Center
Brimble Bikes
Burrillville Town Hall
Camp Grovener
Care Day Care
Carl Lauro School
Castle Entertainment Group
Catarra’s Restaurant
CCRID
Center for Dynamic Learning
Center for Women and Enterprise
Central Falls School Department
Central Falls Self Sufficiency
Charlie O’s Restaurant
Child Inc. Day Care
City Kitty
City of Cranston Animal Shelter
Cranston Board of Canvassers
Office of Mayor Fung, Cranston
Office of the Clerk, Cranston
Classic Café
Clean Care of New England
Clean the Bay
Coast Guard House
Community Boating Center
Connecting for Children and Families
Coventry Skilled Nursing and Rehab
Cranston Chamber of Commerce
Cranston Dept. of Inspections

Cranston Fire Department
Cranston Head Start
Cranston High School East
Cranston High School West
Cranston Public Library
Cranston Public Schools
Cranston Senior Center
Cranston YMCA
Crays and Lollipops Learning Center
Crossroads
CVS Highlider Chartier School
Dimeo Construction
Dinos Park and Shop
Dun’s Club (Narragansett)
East Bay Community Action, East Providence
East Bay Community Action, Newport
East Providence Parks and Rec.
East Providence Senior Center
Epoch Senior Living
Exeter Animal Shelter
Garden Program
Family Resource Community
Family Tree Daycare
Felding Fair International
Flood Ford
Flood Mazda
Fruit Hill Day Care Services
Gemma Foundation
Georgie’s of Gallilee
Goat Island Marina
Golden Crest Nursing Home
Goodwill Industries of RI
Goodwill RI Dell Reconnect
Greenville Public Library
Groundworks Providence
Habitat for Humanity
Hammerhead Grill
Hampton Inn
Harvest Kitchen
Headstart and Underwood School
Herbsweise Naturals
Historical Cemetery, Pawtucket
Holy Ghost School
Hope St. Daycare
Howdy’s Auto
Inspiring Minds (WIPS) /Carl Lauro
International Institute of RI
Italian Village
Its Hair Barber shop
International Yacht Restoration School, Mt Hope High School

Jacksonwheat Recreation Center
Jammat Housing and Community Development
Jerry’s Paint and Hardware
John Hope Settlement House
Johnny Rockets Restaurant
Johnston Housing Authority
Johnston Parks and Recreation
Johnston Public Library
Johnston Senior Center
Joyful Learning
JR Electronics
Junior Counselor
Khadaris for Sierra Leone
Knight Memorial Library
Learning Express
Lifespan Corporate Services
Lifespan Rhode Island Hospital
Lifespan-The Miriam Hospital
Little Red Hen
Living History
Loose Ends Hair Salon
Love 4 All Learning Center
M and M Clothing
Madelin Rogers-Seolin Recreation Center
Mariville Motors
Mert Earn While You Learn Summer Program
Mert E-Center
Mert Extended School Year
Mert Recruitment Office
Mert Summer Camp
MDAS/Miriam Hospital
Mt. Hope Farm
Multi State Restoration
Museum of Natural History
N E. Laborer’s Academy/Cranston Schools
Nana’s Ice Cream
Narragansett Driving Range
Narragansett Grill
New England Boatsworks
New Horizon Senior Center
Newport Boys and Girls Club - Camp Groover
Newport Housing Authority
NOC Inc. dba the Down Duck
Nekerson House
Norman Bird Sanctuary
North Providence Union Free Public Library
Ocean Tides School
Olly’s Pizza
Olneyville Redux Apartments
Olneyville Housing Corporation

Over The Rainbow LC
Park View Nursing Home
Pawtucket Boys and Girls Club
Pawtucket Citizens Development Corp.
Pawtucket City Hall
Pawtucket Red Sox
Pawtucket YMCA
PC Troubleshooters
Pets PLUS
Pine Grove Health Center
Pirate Cove Marina
Point Judith Marina
Progresso Latino
Project Night Vision, Rogers Recreation Center
Pro-Met
Providence Children’s Museum
Providence Community Action Program
Providence Housing Authority
Providence Parks Department
Providence Preservation Society
Providence Public Works Department
Providence Rescue Mission
Providence Skills Center
Providence YouthWorks411
Pure Paradise Pets
Ray Bills Toys and Bikes
RI Department of Health
Rhode Island Hospital
RI Philharmonic Music School
Rising Sun Mill
Roger Williams Botanical Center
Roger Williams Carousel
Roger Williams Botanical Center
Roger Williams National Memorial
Salvatore Marcin Activities
Sawyer School
Scots Kennels
Segway Charter School
Selin Madelin Rogers Recreation Center
Shelter Cove Maria
Slater Mill
Smith Hill Community Development Corp.
South County Collider Center
South Providence Community Action
South Providence Neighborhood Ministries
South Providence Recreation Center
Spring Lake Beach
St Thomas Church
St. Martin De Porres Senior Center
St Michael’s Parish
Sunset Farm

GTECH
Iontera, Inc.
Lindon Group, Inc.
Primary Flow
Polyworks
Prometheus
Purvis
Resolve Racing
TPS Speciality Film
Ultra Scientific
Uildata
Waterston Terminal

Export Assistance Training
Advanced Chemical
Advanced Interconnections
Alcor Scientific
Alex and Ani
Amerlo
Astro-med, Inc.
Bill’s Auto Parts
Bio Tree
Biomedical
Bridge Group
Electro Standards
Governor’s Workforce Board RI
1511 Pontiac Ave.
Cranston, RI 02920-4407
(401) 462-8860 / TTY Relay available through 711
www.gwb.ri.gov

Auxiliary aids and services are available upon request to individuals with disabilities.

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