

# FY 2019

## Unified Workforce Development System Report



**Governor's Workforce Board**

*RHODE ISLAND*

*train for success · connect for growth*



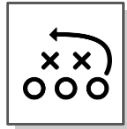
# Table of Contents



Letter from Executive Director / *Page 3*



Board Information and Summary / *Page 4*



Strategic Plan / *Page 5*

1



Demand-Driven Investments / *Page 6*

2



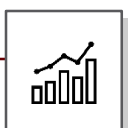
Career Pathways / *Page 10*

3



Aligned Planning & Governance / *Page 14*

4



Data and Performance / *Page 15*



Federal Workforce Policy and Programs / *Page 16*



RI Job Training Tax Credit / *Page 20*



Summary of Reports Received / *Page 21*



Looking Forward / *Page 22*



Fiscal Summary – FY 2019 / *Page 23*



Staff List / *Page 24*



Unified Expenditure and Program Report / *Page 25*



## Train for Success. Connect for Growth.

On behalf of the members and staff of the Governor's Workforce Board, I am pleased to submit our 2019 Annual Report as required by RI General Law § 42-102-6. Fiscal Year 2019 was a hugely successful year for the Rhode Island workforce development system.

Of particular note, the state's industry-driven workforce development initiative, Real Jobs Rhode Island, continued to expand, with 44 active sector partnerships serving hundreds of Rhode Island businesses. The state's career pathways programming for youth and adults served a record number of clients, and workforce development stakeholders are working collaboratively to best serve jobseekers and employers.

Rhode Island is also doing exemplary work to expand apprenticeship, a proven training model that is increasingly being leveraged in nontraditional industries. Through initiatives such as the GWB's Apprenticeship Development Grants and Apprenticeship RI, the state has registered hundreds of new apprenticeship models in healthcare, information technology, advanced materials, and manufacturing in just the last three years.

I'd like to thank all of the staff, partners, agencies, employers, and job seekers with whom we were fortunate enough to work throughout FY 2019, as well as the General Assembly for ongoing support. We look forward to our continued collaboration in the year ahead!

Nora Crowley  
Executive Director, GWB



The **Governor's Workforce Board (GWB)** is formally established under RI General Law 42-102 as the state's primary policy-making body on workforce development matters. In this role, the GWB oversees and coordinates both federal workforce development policy (through implementation of the Workforce Investment and Opportunity Act (WIOA)) and state workforce development policy (through allocation of the Job Development Fund (JDF)). The Board consists of 23 members representing business, labor, education, community, and government with the statutory responsibility and authority to plan, coordinate, fund and evaluate nearly all statewide workforce development activities.

2019 GWB BOARD MEMBERS

**Mike Grey, Chairperson**

Vice President of Operations, North East Region, Sodexo School Services

**Jordan Boslego,**  
Sydney Providence and Quay

**Maureen Boudreau,**  
Johnson and Johnson

**Stephanie Preston,**  
Citizens Bank

**Janet Raymond,**  
Providence Chamber of Commerce

**Karsten Hart,**  
Newport Restaurant Group

**Steve Kitchin,**  
New England Institute of Technology

**David Chenevert,**  
RI Manufacturers Association

**John Gregory,**  
Northern RI Chamber of Commerce

**Katelyn Pisano,**  
Kenzan

**Debbie Proffitt,**  
Purvis Defense Systems

**Susan Rittscher,**  
Center for Women and Enterprise

**Stefan Pryor,**  
Rhode Island Commerce Corporation

**Scott Jensen,**  
Department of Labor and Training

**Julian Alssid,**  
Community College of Rhode Island

**Angelica Infante-Green,**  
Department of Elementary and Secondary Education

**Courtney Hawkins,**  
Department of Human Services

**George Nee,**  
RI AFL-CIO

**Paul Alvarez,**  
UA Local 51

**Paul MacDonald,**  
Providence Central Federated Council

**Robin Coia,**  
New England Laborers Labor-Management Coop. Trust

**Mario Bueno,**  
Progreso Latino

**Cathy Doyle,**  
Year Up



Integrated across state and federal workforce programs, the GWB's Strategic Vision provides a unified direction for Rhode Island's comprehensive workforce development system. This vision, as described in the Board's Biennial Strategic Plan, includes four key strategic priorities: demand-driven investments, career pathways, aligned policy and networked government, and data and performance. These priorities cohesively drive the investments and operations of GWB. They support each other throughout the course of an individual's or employer's specific need, and are implemented as cohesive components throughout the state's workforce network:

Click here to view the Full Strategic Plan\*



**Demand-Driven Investments**

**Demand-Driven and Strategic Investments**

- 1. Sustain state investments in the demand-driven Real Jobs RI program, maintaining its statewide reach and focus on growing industries.
- 2. More widely promote the availability and enrollment requirements of Real Jobs RI training activities.
- 3. Provide continued oversight of the Real Jobs RI program to ensure that a focus on job quality and acuity of employer demand remain the highest priority



**Career Pathways for Youth & Adults**

**Career Pathways for Youth and Adults**

- 1. Increase state investments in the community-based Real Pathways RI program, enhancing its statewide reach and focus on populations with barriers to employment.
- 2. Provide continued oversight of the Real Pathways RI program to ensure that a focus on job quality and meeting the diverse and specific needs of subpopulations with barriers to employment remain the highest priorities.
- 3. Continue to develop and expand the use of integrated education and occupation skills training models such as apprenticeships and the Integrated Basic Education and Skills Training Program (I-BEST).
- 4. Increase state investments in the PrepareRI initiative, with a particular focus on underserved populations; increasing the total number of youth and employer participants.



**Aligned Policy & Networked Governance**

**Aligned Policy and "Networked Government"**

- 1. Develop a uniform definition of 'credentials of value' that align with industry demands and promote economic opportunity
- 2. Develop and implement a uniform standard of high quality career counseling to be adopted throughout the workforce network
- 3. Increase and improve the level of service provided to non-English speakers across the workforce network.
- 4. Increase the presence and awareness of the workforce system through a strategic and cross-platform marketing campaign



**Data & Performance**

**Data and Performance**

- 1. Continue to build up the data and performance tracking capabilities of the workforce network in a comprehensive and uniform way.
- 2. Develop and publicize public-facing tools such as the 'P20W' performance dashboard to help stakeholders quickly and easily access information about the public workforce development network.
- 3. Continue to integrate state workforce outcomes for non-GWB programs (Adult Education, DHS, etc.) into regular Strategic Investment Committee meetings for performance review and analysis to determine gaps, duplication, etc.
- 4. Continue the development of common performance measures.

\*Reading this report in hard copy? To view the Full Strategic Plan visit: <https://gwb.ri.gov/wp-content/uploads/2019/03/FY202021BiennialPlan.pdf?a684a5>





## Demand-Driven Investments

## FY2019 Performance



932

New Hires Placed



1898

Incumbent Workers  
Upskilled



196

New Occupational Training  
Programs



370

Employers Served



A list of all **Real Jobs Rhode Island** sector partnerships can be found here:  
<http://www.dlt.ri.gov/realjobs/partnerships.htm>.

## Rhode Island starts early to develop offshore wind workforce pipeline

WRITTEN BY



Meg Dalton  
November 9, 2018

PHOTO BY  
Ionna22 / Wikimedia  
Commons



The Block Island Wind Farm's five turbines sit about three miles off Rhode Island's coast.

A state-funded pilot program looks to inspire kids to think about offshore wind with field trips and classroom curriculum.

## R.I. manufacturers learn to manage a 'good' problem – training more people for growing job openings

By Mary Lowe - October 5, 2018 2:00 am



A BRIGHT START: Michael Stuba is training for a job as a pipe fitter for General Dynamics Electric Boat at a Westerly Education Center program put on by the Community College of Rhode Island. / PBN PHOTO/BRIAN MCDONALD

## Warwick's Claflin another Real Jobs RI success story



TECH TEAM: Eric Robinson, Fernando Ruiz and Stephen DiMatteo are joined by Anthony Sek and Erik Chacha, who are also employed as apprentice medical equipment technicians, inside Claflin/CME's expansive warehouse. (WARWICK BEACON PHOTO)



## Demand-Driven Investments

### Non-Trade Apprenticeship Development Program

The Non-Trade Apprenticeship Development Program provides 'start up' funding to help develop new and innovative apprenticeship training models in high-growth, high-demand fields that extend beyond the traditional trades. Apprenticeship is a tried-and-true training model that is increasingly getting a 'second look' in today's economy. The 'learn and earn' structure is mutually beneficial to employer and employee, particularly low-income workers who are able to support themselves and their families as they learn the skills their employer needs. Employers can develop a tiered pay structure that grows as the individual's value to the company grows. In FY2019, the Governor's Workforce Board issued four Non-Trade Apprenticeship Development Grants to the following organizations:

#### Care New England

**Partner(s) and Employer Sponsors:** Care New England Healthcare System, Community College of RI, Tech Collective

#### Rhode Island Trucking Association

**Partner(s) and Employer Sponsors:** Rhode Island Trucking Association, New England Tractor Trailer Training School, Apprenticeship RI

#### Community College of Rhode Island (Cyber Security)

**Partner(s) and Employer Sponsors:** Community College of Rhode Island, AMICA Insurance Company, Blue Cross and Blue Shield of Rhode Island

#### Community College of Rhode Island (Social Services)

**Partner(s) and Employer Sponsors:** Community College of Rhode Island, Access Point RI

### FY2019 Performance



New Non-Trade Apprenticeship Models Approved

- Truck Driver
- Healthcare Computer Support Specialist
- Rehabilitation Counselor



## Demand-Driven Investments

### Non-Trade Apprenticeship Incentive Program

The Governor's Workforce Board Non-Trade Apprenticeship Incentive Program provides incentive grants of \$1,000 per non-trade apprentice registered subsequent to January 1, 2016, after the completion of the required probationary period. Employers are eligible for up to \$5,000 in monetary incentive within any 12 month period. The following twenty organizations received grants in FY2019:

- Aquidneck Landworks
- Carousel Industries
- Central Nurseries
- Clark Farms Inc
- Community Music Works
- Earth Care Farm LLC
- Fleurs, inc.
- Garden Endeavors
- Golden Root
- Grandscape
- Greener Ease LLC
- GSM Metals
- Landscape Creations of RI
- Meister Abrasives
- Murdock Webbing
- Providence Police Department
- RI Heat Treating Co.
- RI Kitchen and Bath
- Robert Alan Matthews Landscape Design
- Wild & Scenic Inc

### FY2019 Performance

  
**21**

Grants Issued

**\$**  
**\$43,000**

Total Awarded





## Demand-Driven Investments

A&D Lighthouse Financial Services, Inc  
Amos House  
Aqua Salon and Spa LLC  
Atlantis Comfort Systems Corp  
Automatic Temperature Controls, Inc.  
Awe, LLC  
Bayside Veterinary Care Inc.  
Beacon Shipping Logistics Inc.  
Bel Air Finishing Supply  
Brown Medicine  
Bruin Plastics Company Inc.  
Carousel Industries of North America, Inc.  
Center for Women & Enterprise  
Child Care Consultants & Facilities Mgt  
Compuclaim, Inc.  
Development Associate, Inc.  
Dewetron, Inc.  
DiSanto, Priest & Co.  
DownCity Design  
EaglePicher Technologies, LLC  
Earth Care Farm LLC  
East Bay Manufacturers, Inc.  
Edesia  
Electro Standards Laboratories  
Elite Physical Therapy, Inc.  
Envision Technology Advisors LLC  
Evans Capacitor Company  
Falvey Insurance Group LTD  
Farm Fresh Rhode Island  
Finlays Extracts & Ingredients USA, Inc.  
Gloria Duchin, Inc  
Goodwin-Bradley, Inc.  
Harkins Wealth Management, LLC  
Herrick & White Ltd.  
House of Hope CDC

## Incumbent Worker Training Grants

To remain competitive, organizations increasingly need to train and re-train existing members of their workforce. Incumbent Worker Training grants are matching grants of up to \$50,000 available to Rhode Island companies to help grow and maintain competitiveness by investing in training of their *existing* workforce. During FY 2019, the following 98 companies applied for and received Incumbent Worker Training grants:

INSPIRE Enviromental  
Jay Packaging Group  
Joseph Tavone Incorporated  
Kafin Oil Co, Inc.  
Kitchen Guys  
L.K. Goodwin Co.  
Lawrence Air Systems  
Lawrence Air Systems, Inc.  
Leadership Rhode Island  
Lexington Lighting Group LLC  
Magnetic Seal Corp.  
Maxson Automatic Machinery Company  
McCarten Violins, LLC  
National Marker Company  
Navateck CFD Technologies, LLC  
New Economy Corp  
New England Syrup Company  
New Horizon Consulting Group, LLC  
New Urban Arts  
Newport County Driving School  
Newport Hospitality, Inc  
Ocean State Jobbers, Inc. dba Ocean State Job Lot  
PacketLogix, Inc.  
Pariseault Builders Inc  
Plastics Plus, Inc. dba enVision Solutions  
Playground Prep, LLC  
Portsmouth Veterinary Clinic  
Pro-Change Behavior Systems, Inc.  
Providence Texture  
R&D Technologies, Inc.  
Reade International Corp  
Rhode Island Community Food Bank Association  
Rhode Island Council for the Humanities  
Rhode Island Health Care Association

Rhode Island Telephone, Inc.  
Rhode Island Turnpike and Bridge Authority  
RI Hospitality Association  
Roger N. Carlsten, DDS  
SAGE Environmental, Inc.  
Sansiveri, Kimball & Company, LLP  
SEA CORP  
Senesco Marine LLC  
SES America, Inc  
Sightsailing, Inc  
SOL Power LLC dba Sol Power  
Spagnolo Enterprises Inc  
Stupell Industries LTD Inc.  
Taylor Box Company  
Technic, Inc.  
The Children's Workshop, Inc.  
The Digital Ark, Corp.  
The Greysmith Companies  
The Hilb Group of New England  
The Washington Trust Company  
Toray Plastics (America), Inc.  
Traverse Landscape Architects, LLC  
TribalVision, LLC  
Twisted Throttle  
Videology, Inc.  
Vishay Sprague dba Vishay Electro Films  
Warwick Center for the Arts  
Women's Fund of Rhode Island  
Xzito Creative Solutions, LLC

## FY2019 Performance



# 557

Incumbent Workers  
Upskilled



## Career Pathways for Youth & Adults

### Career Pathways

Rhode Island's middle class job market has experienced a shift away from low-skilled jobs toward more middle and high-skilled occupations. Because today's workplace needs are more defined, today's job seeker cannot rely on a generalist approach to his or her future career. Individuals seeking gainful employment, specifically those from traditionally underserved populations, need a high level of career knowledge, skill training, and experience so they can make informed decisions and compete in an increasingly competitive labor market. For this reason, the Governor's Workforce Board invests in a number of programs designed to provide career pathways for youth and adults.

#### **Targeted Workforce Preparation through Real Pathways RI**

Real Pathways RI promotes and supports partnerships between and among nonprofits, education and training providers, community partners, and others, within a specific geographic region or who focus on a similar population (ex. veterans, non-English speakers). These partners collaborate and strategize how to best serve clients through comprehensive and cooperative workforce development programming that is demand-driven, linked to the larger workforce development network, and designed to maximize the opportunities for middle class employment. The GWB partnered with 14 Real Pathways RI partnerships throughout the state during FY 2019.

#### **RISE 2 Work Partnership**

**Lead Applicant:** Perspectives Corporation

**Employers Partners:** CVS, Home Depot

**Strategic Partners:** Accesspoint RI, Looking Upwards, Opportunities Unlimited

#### **Pathways to Manufacturing for English Language Learners**

**Lead Applicant:** Dorcas International Institute of RI

**Employers Partners:** Lumetta, Inc., Hook-Fast Inc.

**Strategic Partners:** Genesis Center

#### **Platform to Employment in Manufacturing**

**Lead Applicant:** The Workplace

**Employers Partners:** AA Thrifty Sign and Awning, National Marker Company

**Strategic Partners:** Career TEAM, Christopher Fragale, MSW

#### **Progreso Hospitality Partnership**

**Lead Applicant:** Progreso Latino

**Employers Partners:** Sodexo, California Taco Shop

**Strategic Partners:** ED Total, Multicultural Food Service and Hospitality Alliance

#### **Rhode Island Core Skills Partnership**

**Lead Applicant:** RI Adult Education Professional Development Center (at West Bay Collaborative)

**Employers Partners:** Blow Molded Specialties, Hyman Brickle & Sons, Murdock Webbing, RI Hospitality Association, We Make RI

**Strategic Partners:** Blackstone Valley Community Action Program, Genesis Center, RI Family Literacy Initiative, RI Regional Adult Learning, Westbay Community Adult Education Academy, United Way of RI

#### **Rhode Island Works Wonders for Foster Youth**

**Lead Applicant:** Foster Forward

**Employers Partners:** Rhode Island Marine Trades Association, Rhode Island Hospitality Association, Ocean State Job Lot, Burlington Coat Factory, Manpower, Children's Friend and Service

**Strategic Partners:** Crossroads RI, Roger Williams University- School of Continuing Services, Tri-County Community Action, DCYF, Voice Youth Leadership Board

#### **P.A.I.D (Pathways to Adulting, Independence, and Dignity)**

**Lead Applicant:** Community Care Alliance

**Employers Partners:** Snap Chef, Panera Bread, Real Jobs Partnership of Northern RI, Healthy Jobs for RI

**Strategic Partners:** Harbour Youthworks411 Center, Project Learn, Workforce Partnership of Greater RI

#### **Year Up IT Training Enhancement Program**

**Lead Applicant:** Year Up Providence

**Employers Partners:** Amica Mutual Insurance, Citizens Bank

**Strategic Partners:** Community College of RI, Community Action Partnership of Providence, Community Care Alliance



## Career Pathways for Youth & Adults

### Pathways to Apprenticeship

**Lead Applicant:** RI Institute for Labor Studies

**Employers Partners:** Laborers' International Union of North America (LIUNA), New England Regional Council of Carpenters (Local 94), International Brotherhood of Electrical Workers Local 99 (IBEW 99), International Union of Painters and Allied Trades District Council 11 (IUPAT), UA Local 51 Plumbers and Pipefitters (UA Local 51)

**Strategic Partners:** RI Family Literacy Initiative, Literacy Volunteers of East Bay, RI Committee on Occupational Safety and Health

### Amos House / Open Doors Reentry Program

**Lead Applicant:** Amos House

**Employers Partners:** Rhode Island Hospitality Association, Building Futures, More than a Meal Catering, Hope & Main, Epicurean Feast at Blue Cross and Blue Shield of RI, Punta Cana Bistro, Amos House Builds, Preservation of Affordable Housing, Women's Development Corporation, St. Mary's

**Strategic Partners:** Open Doors

### Real Pathways for Homeless Adults

**Lead Applicant:** Crossroads RI

**Employers Partners:** Home and Hospice Care - Nursing Placement, Elmwood Nursing and Rehabilitation Center, Elmhurst Rehabilitation & Healthcare Center

**Strategic Partners:** Riverwood Mental Health Services

### Newport County Pathways to Employment

**Lead Applicant:** Newport Community School

**Employers Partners:** Heatherwood Nursing & Rehabilitation Center, St. Clare-Newport, Royal Middletown

**Strategic Partners:** URI-College of Pharmacy

### Greater Providence Healthcare Career Pathways

**Lead Applicant:** Genesis Center

**Employers Partners:** CharterCare Health Partners, Cedar Crest Nursing and Rehabilitation, Providence Community Health Centers, East Bay Community Action Program, The Fogarty Center, Elmwood Adult Day Health Care Center, Elmwood Health Care Center, Groden Center

**Strategic Partners:** RI Family Literacy Initiative, Providence Housing Authority, City of Providence - First Source, City of Providence - Office of Economic Opportunity

### Veterans Pathways to Prosperity

**Lead Applicant:** Operation Stand Down RI

**Employers Partners:** RI Urban Apprenticeship Program, Rhode Island Trucking Association, Rhode Island Manufacturing Association, Providence/Cranston Workforce Development Board

**Strategic Partners:** RI Office of Veterans Affairs, US Department of Veterans Affairs, Providence VA Hospital

## FY2019 Performance



560

New Hires Placed



397

Credentials Awarded



87

Individuals Achieved an Academic Outcome



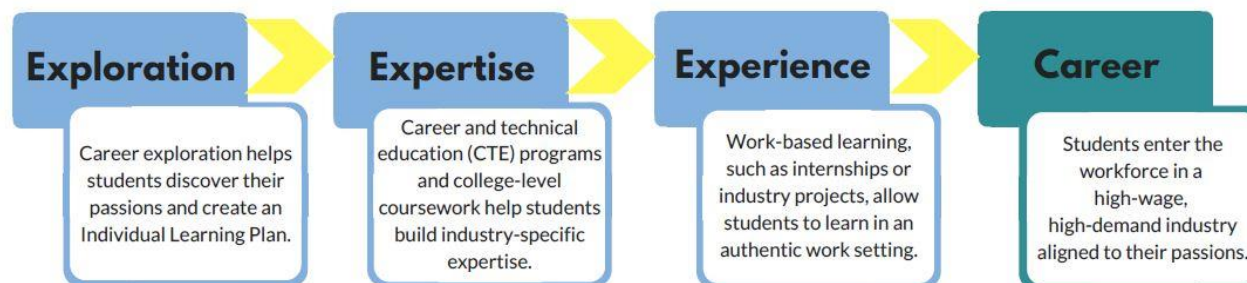
51

Individuals Learned English



## RI's Three Year Action Plan to Ensure All High School Students are College and Career Ready

- A statewide strategy to prepare all Rhode Island youth for success in college and career
- A strategic partnership between government, private industry leaders, K-12 education, higher education, and non-profits across Rhode Island
- An initiative funded, in part, by the New Skills for Youth Grant from JPMorgan Chase and the Council of Chief State School Officers (CCSSO)



## PROGRAMS & INVESTMENTS

Career pathway activities allow youth to **explore career options**, gain **career-focused technical expertise**, and engage in **work-based learning experiences** like internships. The GWB funded the following programs for youth in FY19:

- Building off the long-standing Summer Youth Employment program, the GWB launched the **Real Skills for Youth** program to enhance and scale work-based learning opportunities for youth, and more tightly connect work-based learning to year-round career readiness programming, by supporting partnerships among schools, youth-serving organizations, industry, and others. In its first year, the Real Skills for Youth program granted \$2.9 million to 10 partnerships led by the following organizations:
  - City of Providence
  - DownCity Design
  - YouthBuild Preparatory Academy
  - Southside Community Land Trust
  - Young Voices
  - Central Falls School Department
  - Comprehensive Community Action Program
  - Connecting Children and Families
  - Newport Community School
  - Workforce Partnership of Greater RI
- Summer 2018 was the pilot year of the **PrepareRI Internship Program**, which places Rhode Island high school juniors in paid summer internships with the state's top employers in a range of industries. Over 600 students applied for 150 internship slots, and 162 students were placed in high-quality internships with over 45 employer partners.
- Over 4,500 8<sup>th</sup> graders participated in the second **JA Inspire Career Fair** in December 2018 at the Rhode Island Convention Center. Students engaged with 110 exhibitors to explore careers and industries, CTE programs, and postsecondary options through hands-on activities. JA Inspire was supported by the New Skills for Youth grant from CCSSO and JP Morgan Chase.
- In total, GWB youth-focused investments in Real Skills for Youth, Real Jobs RI, Real Pathways RI, and the PrepareRI Internship Program served **1,733 youth in paid experiences Summer 2018** and 2901 youth in career exploration and work-based learning programming in academic year 2018-19.





## Career Pathways for Youth & Adults

### Youth

The Governor's Workforce Board funds two major initiatives to support youth career readiness. The PrepareRI Internship Program places Rhode Island high school juniors in paid summer internships with the state's top employers in a range of industries - benefiting both students and business. The Real Skills for Youth program funds strategic partnerships among schools, youth-serving organizations, industry, and others to develop and implement high-quality paid work-based learning activities and college and career readiness programming for youth. The total performance across both programs is provided below.

### FY2019 Performance



### 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. These funds support programs that integrated education and workforce development for adult learners.

### FY2019 Performance



### Work Immersion – Subsidized Paid Work Experiences for Students and Unemployed Adults

Work Immersion provides subsidized, temporary work experiences for college students, recent college graduates, unemployed adults, and Career and Technical Education high school students. Employers are able to receive up to a 50% wage reimbursement for hosting such individuals in a paid work experience up to 400 hours.

### FY2019 Performance







## Aligned Policy and Networked Governance

A number of significant reforms and evolutions are concurrently taking place throughout the Rhode Island workforce development network. The reforms and rethinking required by the federal WIOA act, the continued development of a demand-driven system to engage more employers, and enhanced connections to K-12 and other external partners (among other changes) represent an exciting opportunity for the network. Investments in more effective marketing, alignment of policies and planning efforts, and greater uniformity and consistent quality throughout the workforce network will better serve employer and job seeker customers.

### Aligned Policy & Networked Governance

#### Organization and Convening of Inter-Agency Workgroup

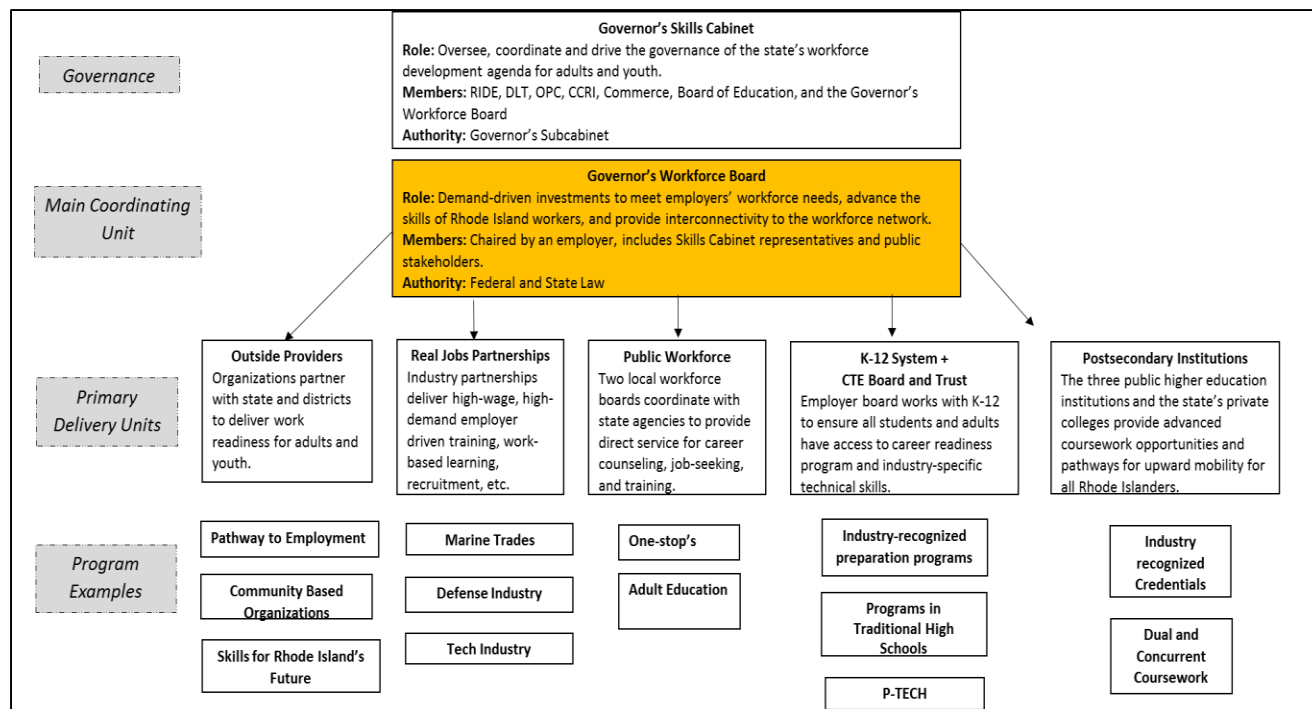
The federal Workforce Innovation and Opportunity Act (WIOA) requires unprecedented coordination and alignment between partner agencies such as Human Services, Education, Labor, and Rehabilitative Services, among others, to deliver integrated, responsive, and high performing services for job seekers and employers. The GWB oversees the convening and facilitation of an interagency workgroup comprised of administrators from across the spectrum of core partner agencies to cooperatively plan, strategize, and execute the implementation of the WIOA as well as the strategic integration of state JDF resources when appropriate.

#### Review and Redesign of GWB Programming

During FY 2019 the GWB conducted a thorough review of the design and utility of their in-house programs including the Work Immersion program and the Incumbent Worker Training program. This review resulted in a number of programmatic and administrative rules designed to better reflect the intent of each program while improving customer service and employer friendliness. Among other changes, the GWB transitioned to web-based/digital applications for all programs, revised program rules to eliminate redundant or unnecessary information and speed evaluation/approval process, and revised the grant reimbursement process to increase oversight and fiscal integrity.

#### Begin Development of 2020 State WIOA Plan

Under the federal Workforce Innovation and Opportunity Act (WIOA), states must submit a plan to the U.S. Department of Labor that outlines a strategy for the State's workforce development system every four years. The next plan is due in 2020. The planning effort will bring together over a dozen different job training, career services, and education programs to develop a shared strategy for the state workforce development network. While the bulk of the writing and developing of the 2020 plan will occur during FY2020; much of the preliminary planning for collaborative cross-agency strategy development and stakeholder engagement was led by the Governor's Workforce Board during FY2019.







## Data and Performance

Performance monitoring and data measurement help to guide GWB investments and policy decisions. The GWB allocates both staff time and resources which enable it to better collect, analyze, and utilize data to improve upon or design new initiatives to meet on-going and future workforce needs. Data analysis measures not only the return on taxpayer investments, but also provides access to real-time information on the value and impact for those that the workforce system serves - individuals, employers, and Rhode Islanders at large.

### Data & Performance

#### Continued Development of Statewide Comprehensive Workforce Development Performance Dashboard

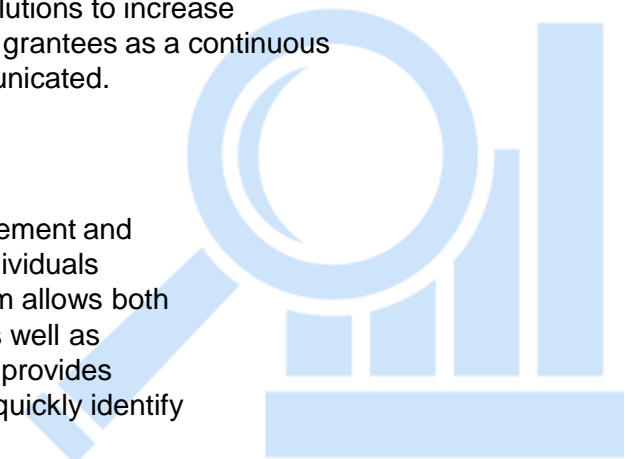
Building on the progress of the Unified Workforce Expenditure and Program report, and utilizing resources provided by the National Skills Coalition and the USDOL Workforce Data Quality Initiative, the GWB has partnered with an in-state vendor to develop a more robust and interactive web-based performance dashboard that will enable users to view outcomes and participant information across a range of workforce development programs, and connect this information to data sets from other agencies to begin to query some impactful policy and programmatic questions. This multi-stage development began with the integration of federal WIOA data, and will progress to include other GWB funded programs. The vision is for all workforce development programming across state agencies to be housed and analyzed through this dashboard to allow for comparisons, analysis, and review.

#### DLTStat and Active Contract Management

With an increased focus to use data to continuously improve the delivery of workforce programs, the Department of Labor and Training has created a Data and Performance Management Unit to facilitate the newly implemented agency-wide accountability program, DLTStat, which applies a collaborative problem-solving approach to gauge program performance in real-time, using monthly Department-level meetings to collectively review data and identify solutions to increase program success. DLTStat leverages relentless follow-up and active contract management with grantees as a continuous feedback loop to ensure opportunities for improvement and best practices are effectively communicated.

#### Real DMS

The Department of Labor and Training has successfully launched the Real DMS, a data management and electronic enrollment system that captures contract, enrollment, and outcome information for individuals participating in the Real Jobs, Real Pathways, and Real Skills partnership programs. The system allows both partnerships and grant advisors a platform to manage and update information for participants as well as monitor the status of activities. The Real DMS is linked, in real-time, to a dashboarding tool that provides interactive reports and visuals to staff to facilitate active contract management discussions and quickly identify areas for follow-up with grantees.





## Implementation of the Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is the primary federal law governing employment, education, training, and support services for job seekers. WIOA was passed by bipartisan majorities in both houses of Congress and signed into law on July 22, 2014. The law supersedes the previous Workforce Investment Act (WIA) and looks to more fully integrate states' workforce and talent development systems to better serve employers and job seekers.

Rhode Island is currently in a phased implementation of WIOA. As the state's federally-designated workforce agency, the Governor's Workforce Board is tasked with implementation of the law which includes developing a strategic plan for the state, issuing policy and directives, allocating resources, and working with the state's local workforce boards on the coordinated delivery of high quality workforce development services.

Rhode Island's vision for WIOA is to develop a responsive demand-driven system that prepares unemployed and underemployed individuals (particularly those with barriers to employment) for occupations in high wage/demand fields. The full State WIOA plan, including 2018 revisions, can be viewed [here](#).\*

This work is done in concert with the state's two local workforce development boards:

- Workforce Solutions of Providence/Cranston
- Workforce Partnership of Greater Rhode Island



### Summary of Major Activities

- WIOA grants the US Secretary of Labor the authority to waive some regulatory requirements as a tool to promote workforce system innovation and focus on outcomes. In FY2019, Rhode Island requests five waivers, of which the Secretary of Labor approved one. The waiver relates to the collection of performance data from training providers.
- The Governor's Workforce Board, in partnership with the United Way 211 program, continued to issue the One Stop Career Center 'Comprehensive Support Service Directory'. The service directory is tool for the workforce development network to locate and connect with support services and service providers throughout Rhode Island. The directory is designed to help staff locate a particular service or support based on a customer's need.
- Both Local Areas have continued to advance the work of the new One Stop Center Operator, beginning partner program cross-training, facilities redesign, program integration, and other efforts designed to improve the One Stop customer experience.



## Implementation of the Workforce Innovation and Opportunity Act



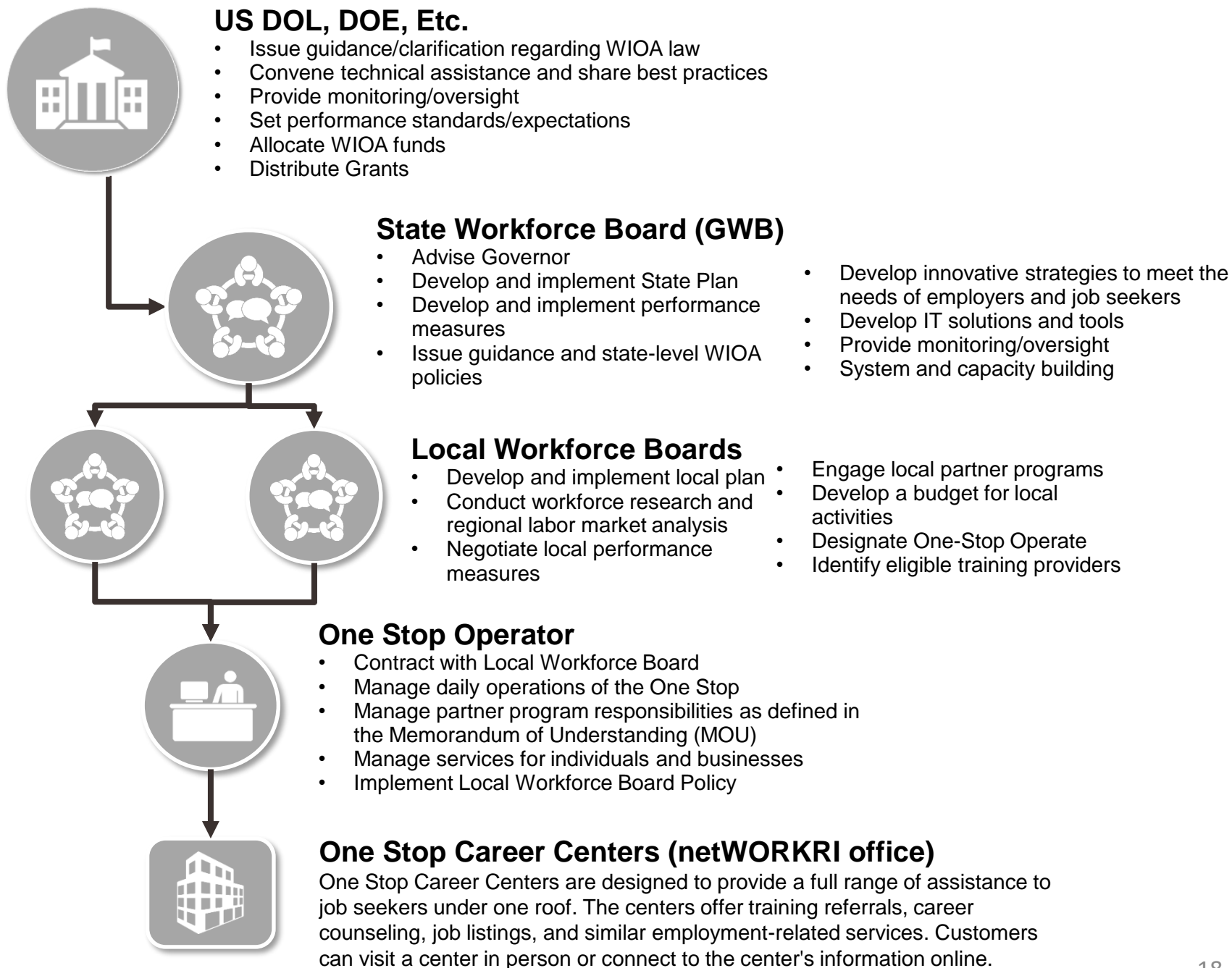
### WORKFORCE INNOVATION NOTICES ISSUED

Workforce Innovation Notices are the formal process through which the Governor's Workforce Board sets statewide policies, guidance, and information for WIOA, which are delivered to the local workforce development boards as well as system partners. In FY2019, the Governor's Workforce Board issued the following WIN notices:

WIN #	Description	WIN #	Description
<a href="#"><u>GL</u></a>	The U.S. Department of Labor (USDOL) recently provided guidance regarding WIOA Title I funds and default status on a Federal Student Loan. The USDOL determined that states may not impose restrictions on eligibility for WIOA services if such restrictions are not written in federal regulations. Therefore, WIOA programs and services cannot be denied solely due to an individual's Federal Student Loan being in default status. This guidance letter clarifies the USDOL decision and shares that information with the local workforce areas.	<a href="#"><u>18-11</u></a>	The Lower Living Standard Income Level (LLSIL) is a USDOL-defined metric which is used to determine income eligibility for many WIOA programs. WIN 18-11 disseminates the Lower Living Standard Income Level guidelines to local workforce areas for 2019.
<a href="#"><u>15-19-02</u></a>	The Eligible Training Provider List (ETPL) identifies training providers who qualify to receive WIOA funds to train adults, dislocated workers, and out of school youth. The State's ETPL and related eligibility procedures ensure the accountability, quality, and labor-market relevance of programs of training services that receive funds through WIOA. WIOA outlines the responsibilities of the Governor and state agencies in creating and maintaining a list of eligible training providers. This policy describes what the Eligible Training Provider List is; the eligibility criteria for placement on the list; the process for applying for placement on the list; the criteria for continued eligibility; the process for removal; and other important administrative functions. It is the second revision to a policy originally passed and made effective January 1, 2016. The policy is consistent with the WIOA law and addresses multiple key legal and regulatory requirements where applicable.	<a href="#"><u>18-12</u></a>	The USDOL provides WIOA funding to states through three 'categories' – Adult, Dislocated Worker, and Youth. These allocations are determined based on a formula that takes into account, among other factors: unemployment, poverty, plant closures, and population. WIN 18-12 describes how the state will allocate the funds to our local workforce areas for the upcoming program year.



## Workforce Innovation and Opportunity Act – Governance (Summary)





## Workforce Innovation and Opportunity Act

Rhode Island is required to annual submit comprehensive performance reports to the USDOL for operations funded under the Workforce Innovation and Opportunity Act (WIOA).

### Title I Programming ('Workforce Development Services'):

WIOA funded programming designed to provide job search, education, and training activities for individuals seeking to gain or improve their employment prospects. Services include: Basic career services, Individualized career services and Training services and serves Adults, Dislocated Workers, and Youth.

#### PY2019 Performance



### Title III Programming ('Wagner Peyser'):

WIOA funded programming offering universally accessible career services to job seekers and employers. Services include free online job boards, recruitment and technical services for employers; referral to other federal workforce development resources

#### PY2019 Performance



### ★ Title III Programming ('Jobs for Veterans State Grant'):

The Jobs for Veterans State Grant program provides federal funding to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans

#### PY2019 Performance





## Administration of the Job Training Tax Credit

Pursuant to the FY2019 State Budget; the Job Training Tax Credit is no longer available for tax years beginning on or after January 1, 2018

The Governor's Workforce Board was previously statutorily charged with approving letters of request for the state Job Training Tax Credit.







No external reports were  
commissioned and/or received in  
FY2019.



In the coming year, the GWB will look to build on the tremendous momentum achieved throughout FY 2019 and continue to make progress on our Four Strategic Priorities:

#### **Demand Driven Investments:**

- Expand Real Jobs RI to meet employer demand;
- Develop no fewer than five nontrade apprenticeships through the Non-Trade Apprenticeship Development program;
- Collaborate with K-12 and postsecondary education partners to expand work-based learning that connects students in in-demand careers, and to respond to employer demand when designing education and training programs.

#### **Career Pathways for Youth and Adults:**

- Through Real Pathways RI, secure at least 500 job placements for individuals with barriers to employment;
- Expand career exploration and paid work experiences for RI students through the JA Inspire Career Fair, PrepareRI Summer Internship, WIOA Youth, and Real Skills for Youth grant program;
- Invest in career coaching and essential skills-development throughout the workforce development network, including youth centers, adult education providers, and other community-based organizations.

#### **Aligned Policy and Networked Government**

- Engage sector partnerships to inform investments, policies and practices across public agencies;
- Submit Rhode Island's the FY20-FY24 WIOA State Plan, committing to invest in sector-based workforce development, improve WIOA client experience at one-stop job centers, and align policies & practices across WIOA partner programs;
- Regularly engage the GWB's advisory committees to provide stakeholder feedback on strategies and investments:
  - Career Pathways Advisory Committee
  - Education & Employment Advisory Committee (formerly known as the Adult Education Advisory Committee)

#### **Data and Performance**

- Complete migration to electronic contract and performance data management systems to enhance GWB's ability to tie investments directly to outcomes;
- Conduct monthly reviews of progress towards high-priority goals;
- Implement active contract management with grantees to ensure continuous improvement and progress towards goals.



While the total state and federal funding for workforce development programs totals over \$80 million (see Unified Expenditure and Program Report); the Governor's Workforce Board is directly responsible for allocating a portion of those funds through administration of the state Job Development Fund and federal Workforce Innovation and Opportunity Act funds. A summary of how those funds were spent in FY 2019 is below.

## Job Development Fund

<b>FY2018 Carry-in (Obligated and/or Unexpended)</b>	<b>6,127,091</b>
<b>Collections, General Revenue, and Interest</b>	20,315,053
<b>Total Availability</b>	26,442,144
<b>Less:</b>	
<b>DOR/Employer Tax Unit</b>	(870,159)
<b>GWB Operations</b>	(1,291,828)
<b>RJRI Operations</b>	(952,825)
<b>DOA Centralizations</b>	(190,431)
<b>SubTotal</b>	<b>23,136,901</b>
<b>Grants and Awards Obligated and Expended</b>	(21,849,851)
<b>Grants and Awards Obligated and/or UnExpended (FY2020 Carry Over)</b>	1,287,050

## Workforce Innovation and Opportunity Act

<b>Disbursed Funds</b>	<b>\$10,128,525</b>
<b>Less:</b>	
<b>State Set-Aside Funds</b>	(1,282,312)
<b>Rapid Response Services</b>	(1,059,323)
<b>Allocation to Local Workforce Boards</b>	(7,786,890)
<b>Disbursement by Program Type</b>	<b>\$10,128,525</b>
<b>Adult</b>	\$3,230,367
<b>Dislocated Worker</b>	\$3,471,304
<b>Youth</b>	\$3,426,854



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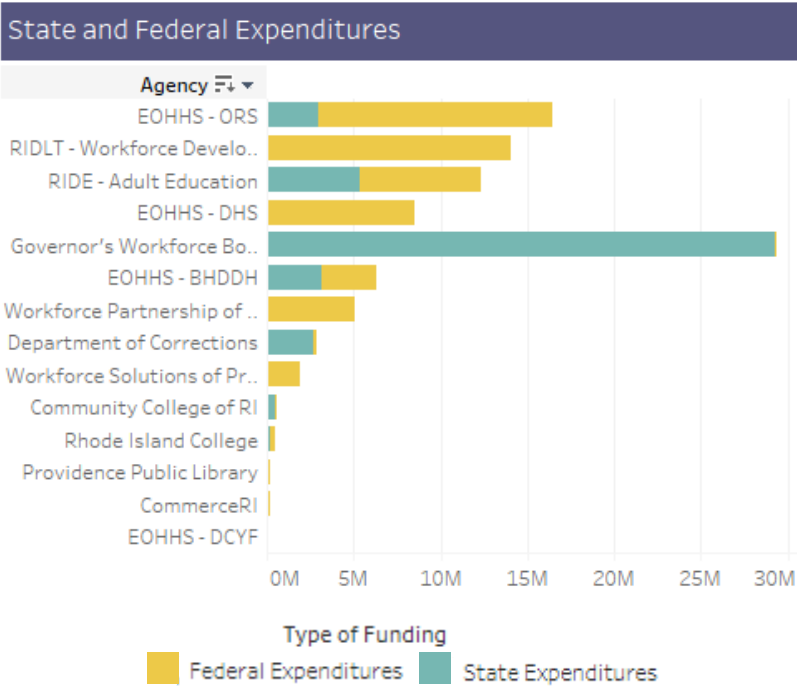
First published in 2010, the annual **Unified Workforce Development Expenditure and Program Report (UEP)** is a compendium of all of Rhode Island's workforce development expenditures and program activities. It is intended to serve as a mechanism to assist elected officials, policymakers, and other stakeholders in gaining a better understanding of the impact of workforce development funds in the state.

Because of the in-depth and comprehensive nature of the UEP; the analysis looks back one fiscal year to allow for complete reporting and 'data cleaning'. Beginning with the FY 2015 UEP, the Governor's Workforce Board transitioned from a paper-based report to an interactive online dashboard which allows the user the ability to conduct their own analysis and inquiry. A summary of major findings is below along with a link to the full **FY 2019 UEP** Dashboard. The dashboard is also available on the **GWB** website.

Click here to view the Full  
FY 2019 UEP\*

Key Figures: Outcomes*	
Total Served	45,755
Total Trained	14,664
Entered Employment	9,573
Retained Employment	11,061
Credentials Obtained	3,504
Youth Received Work-Based Learning	1,848

Key Figures: Expenditures	
Total FY Expenditures	\$98,107,297
Total Federal Expenditures	\$53,747,532
Federal Expenditures as % of Total FY Expenditures	54.78%
Total State Expenditures	\$44,359,765
State Expenditures as % of Total FY Expenditures	45.22%
Total Program Expenditures	\$83,017,858
Program Expenditures as % of Total	92.8%
Total Administrative Expenditures	\$6,483,618
Administrative Expenditures as % of Total	7.2%
Cost Per Participant	\$4,053.45



\*Reading this report in hard copy? To view the Unified Expenditure and Program Report visit:  
<https://public.tableau.com/profile/amelia.roberts#!/vizhome/FY19UEP/FY19UEP>



# Governor's Workforce Board

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