



THE STATE  
of **ALASKA**  
GOVERNOR MIKE DUNLEAVY

## Department of Labor and Workforce Development

Office of the Commissioner

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November 24, 2023

The Honorable Julie Su  
United States Secretary of Labor, Acting  
U.S. Department of Labor  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210

Dear Secretary Su,

On behalf of the Alaska Department of Labor and Workforce Development and the Alaska Workforce Investment Board, we are pleased to submit Alaska's Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative for Program Year 2022. The report highlights the success of Alaska's workforce development system, the benefits received by program participants, and the vision, strategies and goals outlined in the 2020 Alaska WIOA Combined State Plan and its 2022 modification.

From the southernmost reaches of the Southeast Panhandle to the gates of the Arctic and all points between, Alaska is a vast landscape with many unique challenges – reaching job seekers living in sparsely populated areas, the seasonal nature of many of the state's primary employment sectors, and the ongoing changes brought on by COVID-19 and climate change. Alaska pivoted toward recovery in PY 2022 to maximize limited resources for Alaskans' benefit and meet its goals to better assist Alaskans in overcoming skill barriers and to obtain meaningful employment, continuing to build and maintain its resilient network of public and private, union and nonunion partners to ensure full capacity for training in high-demand industries. The state's WIOA programs offer many options: apprenticeships, retraining, reskilling, internships, on-the-job-training, entrepreneurship, and more which connect Alaskans to family-sustaining wage employment while meeting critical industry workforce needs.

WIOA funds are an essential contribution to our public workforce system which help us to focus on smart investments to revitalize our economy in the face of rapid change. WIOA programs help individuals and families – they bolster local economies by better equipping, educating, and training for current and future jobs.

We appreciate and value this important federal/state partnership. Thank you for your continued support to the people of Alaska.

Best regards,

A handwritten signature in blue ink that reads "Catherine Muñoz".

Catherine Muñoz  
Acting Commissioner



**ALASKA DEPARTMENT OF LABOR  
& WORKFORCE DEVELOPMENT**



# State of Alaska WORKFORCE INNOVATION AND OPPORTUNITY ACT

Program Year 2022

## Annual Report Narrative



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**Assurances:** The Alaska Department of Labor and Workforce Development assures that all required elements for the Program Year 2022 WIOA Annual Report are reported uniformly. All WIOA title programs, I – IV, coordinated in the development of this report.

## Alaska's Program Year 2022 WIOA Overview

During PY 2022 Alaska continued to meet challenges inherent to serving a population spread over a vast area, the lingering impact of the COVID-19 pandemic, and changing economic and environmental factors. By remaining flexible, maximizing technology, and leveraging Workforce Innovation and Opportunity Act (WIOA) and other state and federal program resources, Alaska continues toward its vision of providing multiple pathways to high skill, high wage jobs and careers, and access to the education, training, and support services needed to prepare for and participate in high-demand occupations that pay family-sustaining wages.

The Alaska Department of Labor and Workforce Development (DOLWD) implements WIOA and state training programs to build clear routes to support and grow learning opportunities for workers at all stages of life, meet the skilled workforce needs of employers, prioritize veterans and transitioning active service members and their families, and serve individuals with disabilities. With input from industry partners, Alaska provided workers for in-demand, high-growth occupations including healthcare, construction, maritime, oil and gas, alternative and renewable energy, transportation, technology, education, and mining. The department engages workforce strategies, sector partnerships, and cross-program data to expand registered apprenticeship, pre-apprenticeship, and work-based learning approaches; demonstrates innovation in delivery of Alaska Job Center services; and prioritizes services to target at-risk populations. Information on Alaska's Strategic Vision, Goals, Sector Strategies and Career Pathways is published in the [\*Alaska Combined Plan Modification for Program Years 2022 – 2023\*](#).

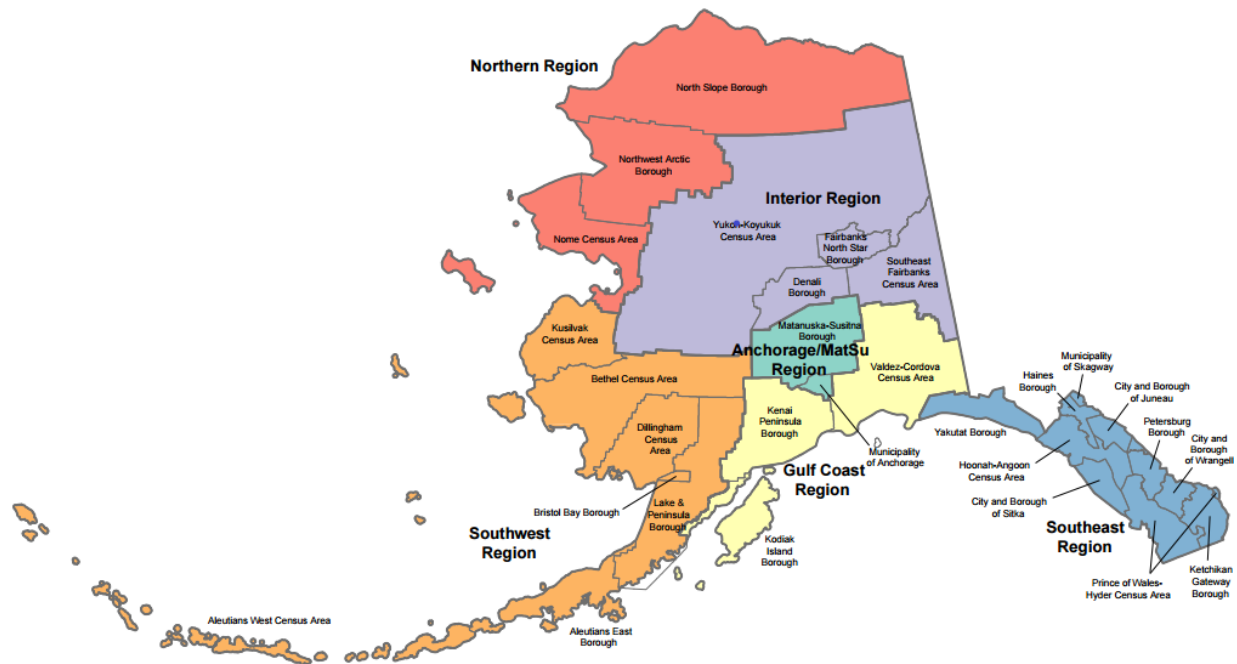
Some PY 2022 highlights of the Alaska Workforce Investment Board (AWIB) include sponsoring the U.S. Department of Labor to facilitate Apprenticeship Foundational Training to provide the tools needed to expand registered apprenticeship programs in Alaska to more than 60 attendees from around the state, successfully closing out the four-year Apprenticeship State Expansion grant to expand registered apprenticeships in construction occupations, and the application and award of a State Apprenticeship Expansion Formula Funding grant, which will focus on building Alaska's capacity to increase the number of registered apprenticeships through stronger alignment between education and workforce systems.

Some highlights of Division of Employment and Training Services (DETS) efforts have been collaboration between Career Support and Training Services and Alaska Adult Education (AAE) to increase identification of individuals identified as Basic Skills Deficient (BSD) by refining a screening tool and creating a referral process to better serve BSD individuals, participation in a federal project which led to inclusion in national Adult Priority of Service promising practices guidance [for publication on WorkforceGPS in PY 2023](#), creation of opportunities for Integrated Education and Training plans with wraparound support for successful outcomes, as well as continuation of a partnership with the University of Alaska to increase local education and training programs eligible for WIOA funds. During PY 2022 DETS added 75 new programs to the Eligible Training Provider

List (ETPL), 50 of which were with the University of Alaska’s three main campuses in Anchorage, Fairbanks and Southeast.

With Alaska’s job centers fully reopened to the public after the COVID-19 pandemic, DETS has not only continued to incorporate best practices in virtual and distance delivery developed and implemented to expand access to rural areas and those who prefer virtual services, but promoted WIOA training opportunities in priority career pathways across the state via radio, digital advertising and search presence, and bus signs in the state’s largest cities of Fairbanks and Anchorage. During PY 2022, DETS continued to improve and promote [AlaskaJobs](#), its online labor exchange and case management system, to enhance service delivery and reporting and provide a single user sign-on for WIOA Title I, II, III programs, Trade Adjustment Assistance, and state programs. AlaskaJobs provides access to an array of no-cost online self-services for individuals seeking jobs and employers seeking employees, supports common WIOA participant federal reporting, and allows staff the ability to provide the highest level of customer service across programs. The DETS Technical Unit houses the AlaskaJobs Help Desk to assist with AlaskaJobs technical issues and respond to customer questions.

## Economic Planning Regions and Overview



Alaska has six state-defined economic regions, which are used to collect and analyze labor market information and to inform strategic planning.

- **Anchorage/Mat-Su Region** – This region is home to 55 percent of the state’s population. Anchorage headquarters many of the state’s large resource extraction companies and Alaska Native corporations, and with Joint Base Elmendorf-Richardson (Air Force and Army), is also home to a large military population. The Matanuska-Susitna Valley (Mat-Su) has long been the

fastest growing part of the state due mostly to its relatively inexpensive housing, desirable lifestyle, and proximity to the Anchorage job market.

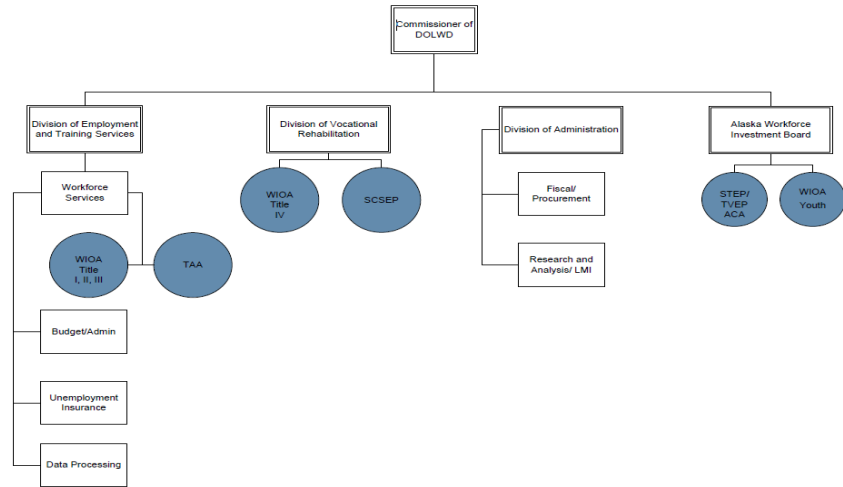
- **Gulf Coast Region** – South of Anchorage and part of the population corridor known as the Railbelt, the Gulf Coast Region is especially diverse considering its relatively small population of 11 percent of the state’s 736,556 people. Nearly every industry sector in the state is represented to some degree in the region: oil and natural gas, fishing, tourism, and federal government/military (Coast Guard).
- **Southeast Region** – Historically the population center of Alaska, Southeast’s share of the state’s population has steadily diminished since World War II as most large infrastructure investments have occurred in Anchorage and Fairbanks. Southeast has an older population and slower population growth. But the region’s robust economic assets, including commercial and sport fishing, tourism, military (Coast Guard) and mining, have healthy prospects.
- **Interior Region** – This part of the state has a mix of resource industries including large coal and gold mines, a prominent and growing military presence (Air Force and Army) and the state’s main research-focused university campus in Fairbanks, and is also home to Denali National Park, which generates a large volume of seasonal tourism jobs.
- **Northern Region** – This region is sparsely populated with only about four percent of the state’s population living year-round in this vast geographic area but is home to most of the state’s large oil and gas industry including Prudhoe Bay and the spread of fields and infrastructure that have followed, as well as the world’s largest zinc mine, Red Dog.
- **Southwest Region** – Heavily dependent on the state’s rich and varied fishing industry, this region supplies a large percentage of the nation’s total commercial fish harvest by both poundage and value. Bristol Bay sockeye salmon, Bering Sea crab, and pollock caught in the region represent some of the largest salmon, crab, and whitefish fisheries in the world. In addition to massive commercial fishing activity, sport fishing is also an important economic asset.

Alaska ranks 48th among states by population — only Wyoming and Vermont have fewer people — but it is by far the largest in area. With an area of 570,641 square miles, the state accounts for 16 percent of the total land mass of the United States. Alaska has experienced negative net migration for the last ten years, by far the longest stretch of migration-related losses since statehood. Alaska’s 2022 population was 736,556 with a working-age population – ages 15 to 64 – that has shrunk by almost 20,000 since 2010. Those declines were due mostly to its large Baby Boomer cohort aging out of the workforce, and also to migration-related losses of people in their 30s and 40s. The working-age population is expected to stabilize but not grow significantly in the coming years, suggesting that current labor shortages are likely to persist.

The state’s largest economic drivers are the federal government, including large populations of Air Force, Army, and Coast Guard personnel; oil and gas; tourism; seafood; and mining. Excepting oil and gas, the health of those assets remained sound during PY 2022 and several are poised for potentially strong growth in the next decade.

# Alaska Department of Labor and Workforce Development

As the state’s lead entity for workforce development, the department, through DEITS, administers WIOA Title IB Adult and Dislocated Worker programs, most Title ID National programs, Title II Adult Education, Title III Wagner-Peyser programs, and the Unemployment Insurance program. Title IV of WIOA is administered by the



Division of Vocational Rehabilitation (DVR), while the AWIB component manages state funded employment and training programs, Apprenticeship programs, and the WIOA Youth program through a competitive granting process.

## Alaska Workforce Investment Board

AWIB’s vision is to build connections that put Alaskans into good jobs. The board uses labor market data and regional and sector stakeholder input to guide continuous improvement of Alaska’s workforce system.

As the Governor’s lead workforce planning entity, AWIB develops a statewide workforce investment policy framework and drives coordination and collaboration among programs and agencies to ensure that Alaska is ‘Open for Business’, with a useful, accessible workforce system for all customers. This includes businesses seeking qualified workers, unemployed Alaskans looking for jobs and career training, and incumbent workers upgrading their skills to meet the demands of a changing work environment.

## Division of Employment and Training Services

The mission of the division is to provide labor exchange services, employment and training services, and unemployment insurance to Alaskans and Alaska businesses to advance opportunities for employment and provide economic stability for communities in Alaska.

The division administers WIOA formula funds through job centers and national dislocated worker grants through subawards to employment and training organizations.



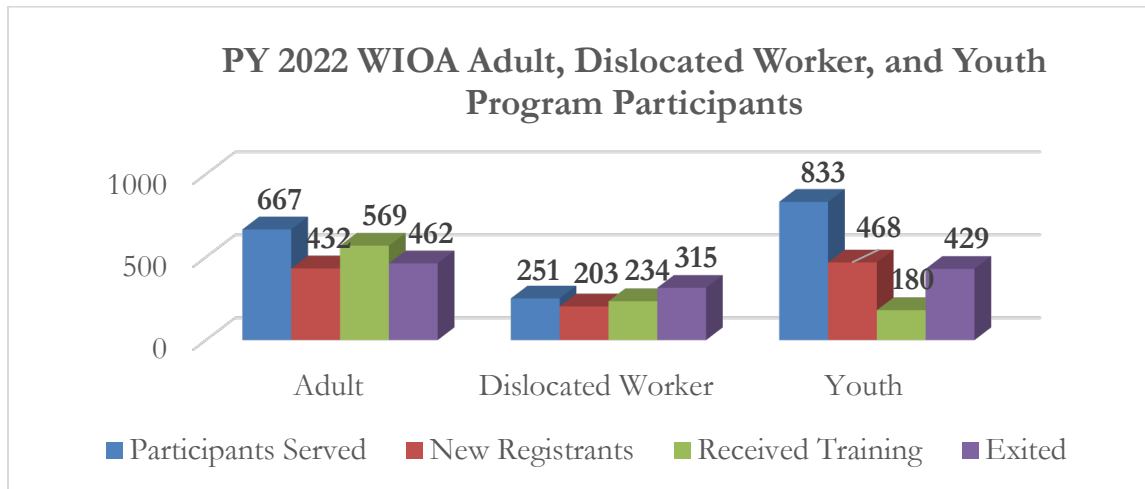
## WIOA State Board and Two Planning Area Waiver

Alaska's waiver to WIOA Section 107(b) allows the AWIB to carry out the roles of a Local Board. The modified role of AWIB representing two local areas consisting of Anchorage/Mat-Su and the remainder of the state is essential to offset excessive administrative costs, thwart inconsistencies in services, and maximize overall performance in a large state whose small population is dispersed over a vast area of economically distinct regions.

Alaska has made significant progress towards the goals outlined in the approved waiver. Two non-voting seats consisting of local elected officials were created during PY 2021, along with a sub-committee that ensures local area priorities are represented. Functioning as a single State Board has streamlined the process and timeliness of awarding grants by the elimination of multiple layers of administrative entities, allowed consistent eligibility standards across the state, and improved both visibility and accountability of workforce investment programs. Operating under the waiver, the AWIB has drawn representation from all areas of the state and from diverse interest groups such as organized labor, business and industry, state agencies, native organizations, educational institutions, individuals experiencing disabilities, and other relevant groups. Similarly, by ensuring the diversity of representation on the AWIB, the interests of a wide range of at-risk and priority populations are served, such as veterans, low-income youth and adults, dislocated workers, and rural residents.

The AWIB continues to engender local participation and points of view, consulting local elected officials from Alaska's boroughs and cities in regional and statewide planning efforts. For example, the Workforce Readiness and Employment and Placement Committee provides oversight for training and employment programs that are delivering education and training relevant to local employer needs. AWIB has prioritized attendance at gatherings surrounding local workforce issues, as well as informational events focused on Infrastructure Investment and Jobs Act (IIJA) funding opportunities for rural Alaskan communities. Additionally, the waiver allows the AWIB to foster regional collaboration among job centers, educational institutions, labor, and non-profits, and to work with employers to determine local or regional hiring needs that informs responsive training programs to ensure that the department meets all sector needs and serves all geographic regions.

## WIOA Title I – Adult, Dislocated Worker, Youth, and Statewide Programs



Housed in DETS, Career Support and Training Services (CSTS) case managers in one-stop job centers provide support for Alaska’s WIOA Adult and Dislocated Worker programs. CSTS staff work with individuals to determine program eligibility and, after enrollment, identify goals and appropriate programs and services to address individual needs via comprehensive assessments, career evaluation, and labor market analysis to develop an Individual Employment Plan while providing referrals for necessary additional resources. Participants may receive pre-vocational, vocational, occupational, apprenticeship, on-the-job, and Incumbent Worker training, as well as supportive services to help meet costs of housing, transportation, tools, clothing, books, and supplies while participating in program services.

Across all titles, WIOA programs prioritize high-need populations, with special focus on supporting veterans and their eligible spouses, displaced homemakers, individuals with barriers to employment including but not limited to recipients of public assistance, low-income individuals, older individuals, ex-offenders, youth in or aged out of foster care, long-term unemployed, basic skills deficient individuals, and other groups determined by the Governor to have barriers to employment. Job center staff also collaborate with Registered Apprenticeship programs to promote and enhance the use of apprenticeships. Staff understand the value of apprenticeship as a work-based opportunity for jobseekers, how to establish new apprenticeship programs, and ways to blend and braid WIOA funds into Registered Apprenticeship opportunities.

As evidenced by meeting or exceeding most program year performance indicators, continuing to improve the division’s integrated data and case management system, fostering inter-agency and external partnerships, and supporting Incumbent Worker Training in multiple industries to increase employers’ competitiveness by developing a skilled workforce, Alaska continued to strengthen WIOA Adult and Dislocated Worker programs in PY 2022. CSTS staff continue to serve Alaskans across the state, now and in the future.

DETS, DVR and AWIB staff coordinate WIOA Adult, Dislocated Worker, Youth, Rapid Response, National Dislocated Worker Grant, Trade Adjustment Assistance, and Vocational Rehabilitation programs to maximize outreach and participant funding in accordance with the department’s [Co-enrollment Policy 07-505.1](#).

## Adult

Throughout its one-stop job center network, providing services in accordance with [Priority Populations Policy 07-517.1](#), CSTS case managers actively worked with 667 Adult participants, of whom 432 were new registrants during the program year. Program exits decreased from 496 in PY

<b>Adult PY 2022 Performance</b>	<b>Negotiated</b>	<b>Actual</b>
Employment Rate (Q2)	78.0%	83.4%
Employment Rate (Q4)	75.0%	85.4%
Median Earnings	\$9,900	\$11,914
Credential Rate	69.0%	68.0%
Measurable Skill Gains Rate	81.0%	73.6%

2021 to 462 in PY 2022. Alaska’s WIOA Adult program served more males than females by a two-to-one ratio, with a 60 percent majority in the 25-44 age bracket, 72 percent identifying as a single race were Caucasian, low-income individuals comprised 56 percent, 10 percent experienced disabilities, and 10 percent were single parents.

## Dislocated Worker

<b>Dislocated Worker PY 2022 Performance</b>	<b>Negotiated</b>	<b>Actual</b>
Employment Rate (Q2)	83.0%	91.5%
Employment Rate (Q4)	81.5%	87.5%
Median Earnings	\$11,200	\$14,935
Credential Rate	57.6%	73.6%
Measurable Skill Gains Rate	87.0%	79.9%

Per policy [07-524.1](#), Alaska’s WIOA Dislocated Worker program provides employment and training services to individuals who have lost their job through no fault of their own or received a layoff notice, employees who have received notice that they will lose their job unless they

complete additional training or acquire additional credentials, displaced homemakers who have relied on the income of another family member and no longer receive that support, and relocated active military spouses. Self-employed individuals who have experienced income reduction or were compelled to close their business due to economic conditions in their community or natural disaster may also be dislocated workers. As with the Adult program, the Dislocated Worker program served more males than females at a three-to-one ratio during PY 2022, with a 59 percent majority in the 25-44 age bracket. Similarly, 70 percent of those identifying as a single race were Caucasian, 37 percent of dislocated worker participants were low-income, and 11 percent were single parents.

Under the Dislocated Worker program umbrella, Alaska’s Incumbent Worker Training program assisted 10 employers to train 20 incumbent workers in the ground and air transportation, healthcare, and technology industries. Benefits to employers included business expansion, ability to continue employment year-round, layoff aversion, and community health stability. Benefits to employees included portable credentials, pay increases, year-round work, and advancement.

## Rapid Response

Alaska’s Rapid Response program is proactive and prioritizes layoff aversion, engaging with employers during all stages of the business cycle. The coordinator works with a team of specialists housed in job centers throughout the state to provide customized strategies, support, and assistance to businesses, communities, families, and individuals to avoid or minimize the impact of job loss and business closures. The Rapid Response

	WARN Notices	Rapid Responses
<b>PY 2018</b>	2	23
<b>PY 2019</b>	19	85
<b>PY 2020</b>	7	73
<b>PY 2021</b>	3	15
<b>PY 2022</b>	1	15

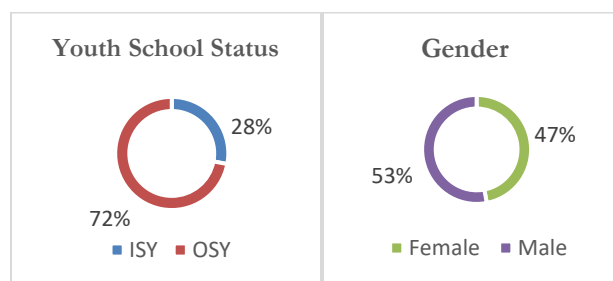
team receives notification of potential layoffs and business closures via workers filing unemployment insurance claims, direct contact from impacted employers and workers, media announcements, fluctuations in employer tax contributions, and Worker Adjustment and Retraining Notification (WARN) notices. Rapid Response assistance is tailored to each worksite and dislocation, and may include information on incumbent worker training, unemployment insurance, job search and placement assistance, Trade program benefits, labor market information, on-the-job training, classroom training, and referral to basic and remedial education. Depending on the demographics of the worker group, partners may present services available through their organizations, language interpreters may be provided as needed, and mental health support may be made available. During PY 2022, the Rapid Response program provided services to 15 employers and received one WARN notice, demonstrating a stabilizing job market consistent with the prior year’s activity.

## Youth

<b>PY 2022 WIOA Youth Performance</b>	<b>Negotiated</b>	<b>Actual</b>
Employment Rate (Q2)	58.0%	66.1%
Employment Rate (Q4)	56.0%	61.1%
Median Earnings	\$3,825	\$4,693
Credential Rate	56.7%	55.7%
Measurable Skill Gains	70.0%	76.2%

The AWIB’s Grant Unit administers the WIOA Youth program. A comprehensive statewide system of WIOA Youth partners delivers services funded via an annual competitive solicitation award process. These subrecipients provide industry-driven vocational, academic, and supportive

services to eligible In-School (ISY) and Out-of-School Youth (OSY), with the majority of resources targeting out-of-school, homeless, foster care, and adjudicated youth demographics.





In PY 2022, the Youth program awarded \$3,513,959 to 10 subrecipients and served 833 youth. The infusion of funding into the workforce system through federal and non-federal programs has created many opportunities for leveraging resources and strategic partnerships. For example, during the program year Youth grantee Nine Star Enterprises provided work experience opportunities to 261 youth including over \$386,000.00 in wages and stipends, which in turn contributed to local economies.

### **Alaska’s At-Risk Youth Initiative**

The At-Risk Youth team facilitated several youth employment workshops and job fairs with the Division of Juvenile Justice and local school districts during PY 2022. During these events, the team provided job search and job search preparedness curricula and facilitated a soft skills course using the Center for Work Ethic Development “Bring Your ‘A’ Game” curriculum. The programs are used to engage young adults interactively to build foundational workplace skills and ethics.

### **Other State Funds Activities**

Statewide activity funds are a vital part of Alaska’s workforce development system. These funds support all required activities outlined in WIOA Title ID and 20 CFR Part 682.200 including AWIB oversight, disseminating the Eligible Training Provider List, providing labor market information, providing additional assistance to local areas that have high concentrations of eligible Youth, operating a fiscal and management accountability information system, conducting monitoring and performance evaluation projects, staff training, capacity building, and technical assistance, to support optimal operation of the one-stop delivery system. Statewide funds also offer the flexibility to increase the state’s capacity to serve Alaskans through grant awards.

In PY 2022 statewide funding continued to support Alaska’s Helmets to Hardhats (H2H) program provided through Alaska Works Partnership for life-changing training, skill development and employment placement assistance to military veterans, transitioning service members, and their eligible spouses. The project served 74 individuals during the program year with a \$200,000 award. Northern Industrial Training (NIT) received \$299,750.00 to develop curriculum to address the statewide shortage of entry-level and professional-level Commercial Truck Drivers, Diesel Mechanics, Health Safety and Environmental Technicians, and Project Managers. With the developed curriculum, NIT is poised to significantly address the state’s shortage in these crucial occupations.

### **Eligible Training Provider List (ETPL)**

With the addition of 75 new programs from 14 providers, Alaska’s Eligible Training Provider List grew to 706 programs delivered by 74 providers in PY 2022. With 50 new programs on the ETPL, the University of Alaska system continued to offer more than half of the training opportunities on the list. Both job center staff outreach to providers and the ETPL Coordinator’s quarterly contact with newly registered apprenticeships contributed to the growth and improvement in student social security number reporting.

## PY 2022 WIOA Title I Funding Snapshot

Program	Available	Expended	Percent Expended	Available Balance
<i>WIOA Youth</i>	\$4,183,488.00	\$3,545,227.45	84.74%	\$638,260.55
<i>WIOA Adult</i>	\$3,923,005.00	\$3,135,404.01	80.00%	\$784,600.99
<i>WIOA DW</i>	\$6,992,051.00	\$5,597,757.38	80.06%	\$1,394,293.62
<i>Title I Totals</i>	<b>\$15,098,544.00</b>	<b>\$12,281,388.84</b>	<b>81.34%</b>	<b>\$2,818,155.16</b>
<i>Subsets from Data Above</i>				
<i>Local Admin</i>	\$1,248,415.99	\$361,507.48	28.96%	\$886,908.51
<i>Rapid Response</i>	\$349,602.55	\$18,630.09	5.33%	\$330,972.46
<i>Statewide</i>	\$2,264,781.60	\$780,862.13	34.48%	\$1,483,919.47
<i>Totals</i>	<b>\$3,862,800.14</b>	<b>\$1,160,999.70</b>	<b>30.06%</b>	<b>\$2,701,800.44</b>

## WIOA Title II – Alaska Adult Education

Alaska Adult Education (AAE) is a statewide program for adults to enhance their postsecondary education skills as they transition into the labor market, collegiate level academia, or vocational training. The AAE office manages Adult Education and Family Literacy Act (AEFLA) funds to forge partnerships to provide students the educational advantages they need. AAE grantees are funded according to their capacity to conduct basic adult education, literacy and family and workplace education, English language acquisition, workforce preparation activities, digital literacy, civics education, and integrated education and training. In PY 2022, AAE awarded over \$2.4 million to regional adult education grantees including an integrated correctional system to deliver federally mandated adult education and literacy activities, and a grant for Integrated English Literacy and Civics Education (IELCE). Some PY 2022 AAE program highlights:

- Basic skills & pre-secondary education is instruction comparable to first through eighth grade educational levels and is designed to prepare students for secondary education courses. During PY 2022, 47 percent of full-time students tested at or below eighth grade educational functional level.
- Secondary education & high school equivalency preparation provides instruction to improve students' skills for transition into higher education, training, or employment. The curriculum is rigorously aligned with the functional level of high school ninth through twelfth grade students. Pre-testing determined only two percent of incoming students tested in the ninth through twelfth grade range.
- AAE measures achievement of educational functioning level (EFL) gain from pre- to post-testing using standardized proctored testing, as well as attainment of a high school diploma or equivalent, to demonstrate measurable skill gains. In PY 2022, 83.8 percent of students achieved EFL gains in Literacy/English Language Arts, 11.27 percent achieved gains in Mathematics, and 18.39 percent achieved measurable skill gains, an increase over the previous

year’s 14.78 percent. Alaska awarded 400 high school equivalency diplomas in PY 2022, a increase from the previous year.

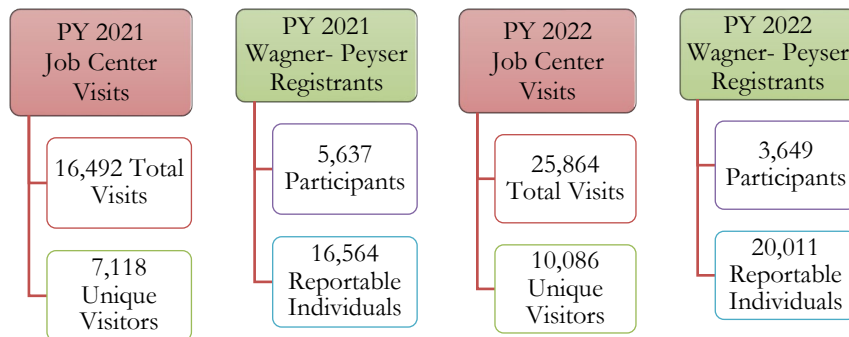
- The Alaska English as a Second Language (ESL) program assists students to improve their reading, writing, speaking, and comprehension of the English language. In PY 2022, 51 percent of full-time students assessed were ESL students.

## WIOA Title III – Wagner-Peyser

Alaska’s Wagner-Peyser labor exchange services are delivered through 14 Alaska job centers collectively known as the [Alaska Job Center Network](#) (AJCN). The AJCN collaborates with partner agencies to provide universal access and services under one roof to employers, job seekers, and workers. Comprehensive self-services are also available via [AlaskaJobs](#), Alaska’s free online labor exchange system connecting job seekers with Alaska employers.

### Services for Job Seekers – Resource Room

Resource Room staff provide job seeker services such as regular workshops including job seeking tips, resume writing, cover letters, interviewing skills, employment after incarceration, and annual My Free Tax Initiative services. Additionally, staff provide assessments of skill levels and abilities, aptitude testing, and career guidance. Job seekers may also participate in the Alaska Career Ready program for WorkKeys® curricula and assessments, providing job seekers opportunities to earn National Career Readiness Certificates (NCRCs). In PY 2022, job seekers including incarcerated individuals prior to release underwent 1,123 WorkKeys assessments to earn 305 NCRCs, a nearly fourfold increase in testers and a 28 percent increase in NCRCs over the prior year. Resource Room staff also provide

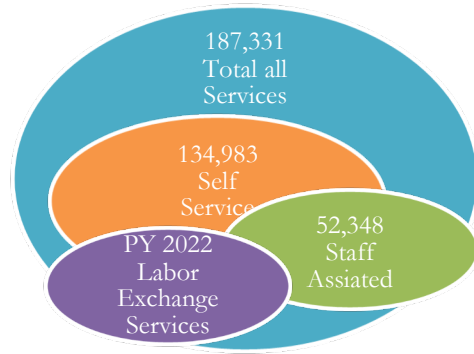


appropriate referrals to partner agencies, veteran’s representatives, and WIOA Title I programs for assistance with training and support, job search assistance, referral, and placement.

Most job fairs, workshops, and recruiting events were held in person during PY 2022, with options for all services not requiring in-person interaction such as WorkKeys Curriculum online courseware and virtual job fairs also available telephonically or electronically to meet customer needs. Substantial increases continued in job center visits, unique visitors, and reportable individuals receiving services. Alaska continued to improve and exceed negotiated targets for all three performance measures for PY 2022.

Wagner-Peyser PY 2021 Performance			Wagner-Peyser PY 2022 Performance		
	Negotiated	Actual		Negotiated	Actual
Employment Rate (Q2)	58.8%	64.5%	Employment Rate (Q2)	60.0%	69.3%
Employment Rate (Q4)	57.2%	56.3%	Employment Rate (Q4)	59.0%	67.0%
Median Earnings	\$5,650	\$7,774	Median Earnings	\$6,500	\$8,892

Along with federal common performance indicators, Alaska has state-identified performance targets: connecting employers with qualified job seekers; increasing the number of job seekers receiving staff assisted services; and increasing the number of employers using the online labor exchange system. Commensurate with continued pandemic recovery, decreased unemployment rates, and a prolonged virtual one-stop system outage experienced by many state and local board users across the country including Alaska for



several weeks in July 2022, fewer Alaskan job seekers sought Wagner-Peyser services in PY 2022, with 12,241 job seekers receiving 52,348 staff assisted services down from 15,410 job seekers receiving 56,014 staff assisted services in PY 2021. Similarly, only 12,922 job seekers received 134,983 self-services during PY 2022. Job center visits increased and the AlaskaJobs labor exchange system overall saw stronger use than the prior year, however, where an average of 54,785 users per quarter accessed the website for an average of 125,713 sessions per quarter. Nearly 46 percent of users accessed AlaskaJobs from a mobile phone or device.

### Services for Employers – Business Connection

Job center staff are also trained to serve employers, with dedicated Business Connection staff at the state’s five largest job centers. Alaska’s approach to serving employers emphasizes proactive, staff-initiated outreach designed to establish long-term relationships to meet employers’ current and future employment and training needs. Staff assist employers with special recruitments, ensure job applicant suitability, conduct job fairs, make referrals for Incumbent Worker Training, and provide information that helps ensure compliance with state and federal laws. The AJCN also houses Apprenticeship specialists who support employers in sponsoring Registered Apprenticeship programs, which allow employers to establish their own standards of proficiency while developing a local and loyal workforce.

The number of employers using the online labor exchange is an indicator of the market share of all active employers in Alaska. In PY 2022, 1,867 employers used the AlaskaJobs labor exchange system, including 1,682 employers who placed 25,740 job orders for 56,018 job openings at 2,590 worksites and viewed 14,284 resumes online. These included 145 Foreign Labor Exchange job orders tied to H-2A and H-2B visa requests, primarily for seafood and retail industry positions.

PY 2022: 1,682 employers placed 25,740 internal job orders in the online labor exchange system for 56,018 job openings!

The AJCN is often the first line for information about labor market conditions and employer activity including layoffs and business closures. Rapid Response and Trade Adjustment Assistance staff foster a statewide team approach throughout a layoff, closure or dislocation process. Job centers and AlaskaJobs are also sources of information on valuable hiring incentives such as on-the-job training wage reimbursement, Fidelity Bonding for at-risk job seekers, the Alaska Veteran Hire Tax Credit,



and the Work Opportunity Tax Credit (WOTC) program. By leveraging the enhanced capacity of the AlaskaJobs WOTC module, the WOTC program processed 10,693 requests and issued 1,948 certifications for up to \$5,481,400 in tax credits in PY 2022, while 28 fidelity bonds for a total of \$140,000 coverage were issued to employers who hired justice-involved individuals.

## Veterans Services

Alaska is home to approximately 62,744 veterans who make up 11.8 percent of the state’s adult population, the highest per capita veteran population in the nation. Veterans receive priority for services in all job centers, and veterans and eligible spouses are offered specialized programs and opportunities to maximize training potential, employment, and retention. Using a team approach to providing services to veterans, all job center staff receive training on the Jobs for Veterans Act, Americans with Disabilities Act, and other legislation that impacts veteran priority, preference, and employability. When job seekers indicate veteran status upon initial entry to a job center, they are also evaluated for eligible Significant Barriers to Employment (SBEs). The state follows all Special Grant Provisions, Veterans’ Program Letters, USDOL/VETS Law 107- 288, and United States Code Title 38.

Those veterans experiencing SBEs are assisted by specialized staff funded through the Jobs for Veterans State Grant (JVSG). Disabled Veterans’ Outreach Program (DVOP) specialists and Local Veterans’ Employment Representative (LVER) staff are housed in job centers located in areas with the highest veteran populations. JVSG staff also work with employers to recruit, hire, promote, and retain veterans in meaningful employment. Outreach is conducted in places such as U.S. Department of Veterans Affairs medical and veteran centers, homeless shelters, civic and service organization locations, Veteran Stand Down events, veterans’ job fairs, and military installations.

During the program year, a total of 657 veterans received 2,199 staff assisted services. Alaska exceeded all three JVSG negotiated performance targets. The annual Veterans and Military Spouses Job Fair occurred in-person in November 2022, where over 250 participants were able to access 78 education, training and apprenticeship providers and employers in attendance.

Veterans Services		
PY 2022 Performance	Negotiated	Actual
JVSG Funded Services		
Employment Rate (Q2)	53%	66.7%
Employment Rate (Q4)	50%	68.9%
Median Earnings	\$7,200	\$7,900

## Unemployment Insurance

### PY 2022 Unemployment Insurance Highlights

Unemployment Insurance Benefits				Unemployment Insurance Collections		
Total Benefits Paid	Average Weekly Benefit	Total Number of Recipients	Average Weeks Claimed	Fraud Overpayments	Fraud Penalties	Non-Fraud Overpayments
\$56,993,735	\$272	18,940	16	\$2,211,159	\$1,054,801	\$2,944,164
Automated System Claims				Unemployment Claim Center Call Responses		
Weeks Filed 99%				72,749		
Initial Claims 75.8%						

Alaska's Unemployment Insurance (UI) claimants are required to post active resumes in AlaskaJobs and document work searches to maintain eligibility for benefits. During PY 2022, the UI program saw substantial reductions in unemployment benefits paid, average weekly benefit, total number of recipients, and average weeks claimed after the COVID-19 pandemic. The program continued to focus on reducing backlog and returning business operations to pre-pandemic processes, as well as navigating how to modernize its UI systems to process claims and tax filings more efficiently.

## Reemployment Services and Eligibility Assessment

The Reemployment Services and Eligibility Assessment (RESEA) program launched in January 2016 and continues to be a priority for Alaska. Six regional job centers participate in RESEA, with the UI program as an active partner. After filing their first bi-weekly claim, claimants living in areas with full-service job centers, including recently separated veterans and those deemed most likely to exhaust their benefits, are randomly selected to participate. The program connects participants with in-person assessments and re-employment services to reduce long-term unemployment in Alaska's workforce. In addition to resume and job search requirements, participation in a RESEA interview and receipt of a selection of staff-assisted services is mandatory for continued UI eligibility. Alaska improved interview attendance tracking capability, Assessment, Work Search and Able and Available forms as well as providing materials and training to job center staff in an effort to smooth the path for UI staff and claimants, ensure the accuracy of reporting, and reduce its Failure to Report rate from a PY 2022 baseline of 58%.

During the program year, 4,035 claimants participated in RESEA, 2,461 of whom successfully completed program requirements. Alaska's RESEA program is working with the AlaskaJobs developer to code a second interview requirement which should be completed by the end of 2023. A second interview requirement is subject to evaluation and should result in an increased number of claimants returning to work as they continue to engage with staff to find a job or enroll in necessary training.

## Common Exit Policy

Per department policy [07-539](#), common exit applies to WIOA Adult, Dislocated Worker, and Youth; Wagner Peyser; and Trade Adjustment Assistance programs. Common exit occurs when a participant who is enrolled in two or more applicable programs has met the exit criteria for each program, has not received qualifying participant-level services from any of those programs for at least 90 consecutive days, and has no future qualifying participant-level services planned. The date of exit is automatically determined and applied retroactively to the participant record in AlaskaJobs based on the completion date of the last qualifying participant-level service.

## Registered Apprenticeship

Alaska's Registered apprenticeship (RA) programs have enjoyed steady growth since the creation of its first trade apprenticeship in 1947, especially in health care, aviation, and construction careers, as more employers have become aware of how apprenticeship can make their businesses more competitive. The department uses a two-tiered approach to apprenticeship expansion. Apprenticeship specialists housed in job centers work with employers to promote apprenticeship and to assist apprentices with the costs of apprenticeship, while AWIB assists sponsors and intermediaries with funding to expand the infrastructure of apprenticeship, including pre-apprenticeship and multi-employer sponsorship.

In PY 2022, the department continued work on construction apprenticeships. A \$1 million Apprenticeship State Expansion (ASE) grant program ended June 30, 2023, resulting in over 292 new apprentices in construction occupations in Alaska. Leveraged with WIOA funds, the department used ASE funding for the costs of related instruction, tools, and other items required for construction apprenticeships. ASE subrecipient Associated Builders and Contractors of Alaska (ABC) continued to incentivize member employers to enroll new apprentices to subsidize the cost of related instruction during the program year. The department also continued its partnership with Alaska Primary Care Association (APCA) to work on healthcare apprenticeships to help mitigate the effects of COVID-19.

Alaska received a \$3.99 million State Apprenticeship Expansion, Equity, and Innovation (SAEEI) grant in June 2021 for the promotion of apprenticeship in fields such as construction, healthcare, information technology, mining, and other careers. The department has six subrecipients, including the Department of Corrections providing Culinary and Peer Support apprenticeships, Pacific Northwest Ironworkers adding a new Metal Fabricator apprenticeship, APCA supporting healthcare apprenticeships, and Providence Hospital, a new sponsor of healthcare apprenticeships in phlebotomy.

Expanding Registered Apprenticeship opportunities has significantly impacted Alaskan apprentices' earnings. Those who complete an apprenticeship can earn three times more on average than they did the year before they entered apprenticeship. Those participating in an RA program had an average wage of \$52,281, 35 percent higher than all other workers. As of June 2023, Alaska served approximately 2,090 registered apprentices training in a wide variety of occupations.

## PY 2022 Monitoring Activities

### Federal Employment and Training Administration Monitoring

In PY 2022, AWIB participated in two federal monitoring processes. Staff from the United States Department of Labor, Employment and Training Administration (DOLETA) conducted a program review of AWIB's ASE grant which resulted in several findings. The AWIB timely provided the necessary corrective actions, which DOLETA accepted in November 2022 and closed the findings.

The second federal monitoring was also conducted by DOLETA staff via an enhanced desk monitoring review of the department’s WIOA Title I and III programs. There were five findings resulting from the monitoring. DOLETA accepted AWIB’s corrective actions in February 2023 and closed the findings.

DOLETA’s Unemployment Insurance Program Specialist performed in-person and deskside monitoring of Alaska’s RESEA program in October and November 2022 to measure program progress, identify areas of compliance, and offer opportunities for technical assistance to help resolve issues of non-compliance, and assess the use of federal funds. There were three areas of concern which were addressed by Alaska, and no findings.

## State Monitoring

Per [Monitoring and Single Audit Policy 07-523.2](#), comprehensive reviews ensure subrecipients are operating in compliance with federal and state laws and regulations; the terms and conditions of their grants; the state’s policies and procedures; participant program eligibility; and performance accountability. Monitor guides include questions, reviews, and observations as necessary to ensure staff are following written data validation and source documentation procedures. Appropriate corrective action is spelled out in monitor reports if data validation procedures are not being followed, and follow-up reviews are conducted to ensure corrective actions are properly implemented. Staff also conducted work experience employer and participant interviews to help identify areas of program strength as best practices as well as those areas in need of improvement.

In PY 2022, AWIB evaluated the activities of two WIOA Youth subrecipients. DETS evaluated four Alaska Adult Education local providers, with a goal of ensuring that subrecipients and grantees were adhering to the vision, strategies, and procedures for their programs as mandated by DOLETA, US Department of Education Office of Career, Technical, and Adult Education, and the State of Alaska. DVR monitored one provider to address Senior Community Service Employment Program (SCSEP) performance accountability requirements due to the continued closure of many host sites to volunteers due to the COVID-19 pandemic.

### Organizations Evaluated in PY 2022

Program	Organization	Date
<b>WIOA Youth - AWIB</b>	Southeast Regional Resource Center	February 21, 2023
	Alaska Works Partnership	April 10, 2023
<b>Alaska Adult Education</b>	Nine Star, Inc.	April 26, 2023
	Alaska Literacy Program	May 9, 2023
	Literacy Council of Alaska	May 24, 2023
	Kawerak, Inc.	June 7, 2023
<b>SCSEP</b>	Southeast Regional Resource Center	May 15-16, 2023



DETS supervisory staff continued internal monitoring of Adult, Dislocated Worker, and Wagner-Peyser programs in the job centers with spot check reviews throughout the program year and with monthly reports to management identifying data entry inconsistencies. As a result of monitoring, the division developed and deployed intensive training for new WIOA case managers to increase knowledge, accuracy, and performance, and developed and implemented a comprehensive [Wagner-Peyser Program Monitoring Plan and Policy 07-543](#). Quarterly on-site monitoring of Adult, Dislocated Worker, and Wagner-Peyser programs at job centers is planned for PY 2023.

## Performance Accountability System

<b>PY 2022 Negotiated Performance Levels and Results</b>	<b>Target</b>	<b>Actual</b>
<b>Adult</b>		
Employment Rate 2nd Quarter after Exit	78.0%	83.4%
Employment Rate 4th Quarter after Exit	75.0%	85.4%
Median Earnings 2nd Quarter after Exit	\$9,900	\$11,914
Credential Attainment Rate	69.0%	68.0%
Measurable Skill Gains	81.0%	73.6%
<b>Dislocated Worker</b>		
Employment Rate 2nd Quarter after Exit	83.0%	91.5%
Employment Rate 4th Quarter after Exit	81.5%	87.5%
Median Earnings 2nd Quarter after Exit	\$11,200	\$14,935
Credential Attainment Rate	57.6%	73.6%
Measurable Skill Gains	87.0%	79.9%
<b>Youth</b>		
Employment Rate 2nd Quarter after Exit	58.0%	66.1%
Employment Rate 4th Quarter after Exit	56.0%	61.1%
Median Earnings 2nd Quarter after Exit	\$3,825	\$4,693
Credential Attainment Rate	56.7%	55.7%
Measurable Skill Gains	70.0%	76.2%
<b>Wagner - Peyser</b>		
Employment Rate 2nd Quarter after Exit	60.0%	69.3%
Employment Rate 4th Quarter after Exit	59.0%	67.0%
Median Earnings 2nd Quarter after Exit	\$6,500	\$8,892
<b>Adult Education</b>		
Employment Rate 2nd Quarter after Exit	35.0%	44.3%
Employment Rate 4th Quarter after Exit	37.0%	44.9%
Median Earnings 2nd Quarter after Exit	\$4,720	\$6,259
Credential Attainment Rate	25.0%	42.0%
Measurable Skill Gains	24.0%	18.4%

Alaska met the majority of its negotiated levels of performance in PY 2022 but fell short in the Measurable Skills Gains metric for Adults, Dislocated Workers, and Adult Education; and the Credential Attainment rate for Adults and Youth. However, none of those metrics fell more than 10

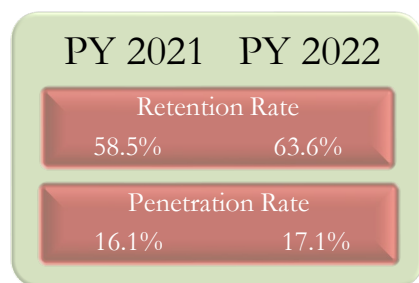
percent below the target. The department has placed strong emphasis on developing solutions to address Measurable Skills Gains and Credential Attainment rate shortfalls, including enhanced monitoring and staff training.

Alaska uses performance accountability measures in accordance with the strategic vision and priorities of the department to evaluate the effectiveness of the workforce investment framework and individual core programs, with the goal to ensure participants who exit our systems are work-ready and obtain and retain self-sufficient wages. Data entry quality control is performed via the robust business rules of the AlaskaJobs case management system, which prevent the entry of inappropriate information and attempt to prevent the entry of inaccurate information.

Alaska ensures the data integrity of reported information through monitoring, quarterly data validation, logical validation, and the use of Quarterly Report Analysis (QRA) metrics provided by DOLETA as described in the Data Validation Methodology section of this report and covered in detail in the department’s data integrity policy [07-541](#) and procedures. Alaska also analyzes the QRA metrics monthly, graphing both QRA metrics and negotiated metrics over time to identify trends as they emerge. These analyses are proving effective, with 34 of 38 (89%) QRA metrics surpassing target for PY 2022 compared to 20 of 29 (69%) two years ago.

### Effectiveness in Serving Employers

In addition to the participant-level metrics indicated above, Alaska continued to use the Retention Rate (*how many workers continue to work for the same employer in the second and fourth quarters after exit*) and Penetration Rate (*how many employers being served compared to how many employers are in the state*) as its chosen federal pilot measures for determining Effectiveness in Serving Employers. Alaska includes data from WIOA Titles I, II, III and IV to calculate these rates. In PY 2022, both measures demonstrated year-over-year improvement from the prior two years.



**The Retention Rate** is intended to indicate how well Alaska matches job seekers to employers and is determined by aligning core program data with wage information. Factors that influence the Retention Rate include Alaska’s economic climate, the high rate of seasonal and transitional workers, challenges stemming from geographical barriers, and one of the highest ratios of nonresident to resident workers in the nation.

In PY 2022, the total number of establishments receiving recruitment services increased by 650 from PY 2021 as the need for workers continued to accelerate. With increased recruitment services by job center staff to match qualified applicants with hiring employers and additional employment opportunities opening to Alaska’s workers, the Retention Rate increased over five percentage points from the previous year after two consecutive years of decline.

**The Penetration Rate** for PY 2022 rose to 17.1 percent from 16.1 percent in PY 2021, but the Penetration Rate is still two percentage points lower than the pre-pandemic reporting year of PY 2019.

While we have not fully recovered from the pandemic’s impact, it is encouraging to see an increase for the second year in a row. The percentage of employers who are using Alaska’s employer services offered through the job center network is expected to increase as employers reopen, continue to receive job center staff assistance recruiting skilled workers, and enjoy the full array of employer services available at job centers and via AlaskaJobs.

As in previous years, the vast majority of employer services were provided under the Wagner-Peyser program, primarily in the Workforce Recruitment Assistance and Employer Information and Support Services categories. The remainder of employer services was shared by the WIOA Adult, Dislocated Worker, and Youth programs, Adult Basic Education, and Vocational Rehabilitation. Employers who received Rapid Response services in Alaska remained at 15, the number of employer information and support services saw a sevenfold increase from 69 to 509 establishments, while the number of established pipeline activities in partnership with the public workforce system to access untapped labor pools increased more than 300 percent from 49 to 166 in PY 2022.

## Data Validation Methodology and Results Summary

Alaska implemented Data Integrity policy [07-541](#) in accordance with TEGL 7-18, TEGL 23-19, and Program Memorandum OCTAE 19-1 to cover joint data integrity, logical validations, standard data validation, monitoring, and the use of quarterly report analyses to ensure data is valid, accurate, reliable, and comparable across programs. The policy is supplemented with data integrity procedures.

Data validation is conducted quarterly, concluding by mid-September prior to certification of annual performance reporting, with records selected to ensure that all organizations’ records are sampled and validated each year. An annual assessment of the data validation process is conducted within 90 days of the conclusion of fourth quarter data validation. Revisions to the data validation policy and procedures are considered based on error rates, trends in data accuracy, and identification of issues during monitors.

TEGL 23-19 Change 2 Attachment II is used for allowable source documentation. Sample sizes are based on readily available population proportion sample size calculators using a 95 percent confidence level, a 50 percent population proportion, and a 15 percent confidence interval. The sampling frame consists of program participants enrolled during the previous 24 months and, if exited, exited during the previous 18 months. Participants are selected using stratified probability sampling, with 75 percent active and 25 percent exited participants selected.

Failure scores are assigned to each data element as follows:  $DE\ Failure\ Score = \frac{Count\ of\ DE\ Failures}{Records\ including\ DE} \times \frac{Count\ of\ DE\ Failures}{Total\ Errors}$ . This method prevents an element with a high failure rate but low frequency from appearing to have more impact than an element with a lower failure rate but high frequency. A threshold of 5 is set for highest scrutiny, but all failures are reviewed for process improvement. Validation worksheets identifying failed data elements are sent to case managers. All errors are corrected, and error correction documentation is returned within 30 days of receipt of the validation

worksheets. The validation worksheet and error correction documentation including the result of the correction, steps taken to correct the error, a determination of why the error occurred, and the steps that will be taken to preclude the error from occurring again, are attached to the participant file. The effectiveness of the data validation process is evaluated quarterly upon the completion of interim data validation efforts through an analysis of error trends.

Case managers and staff associated with data entry or validation are provided annual refresher training that includes an overview of validation results and corrective actions from the previous program year, identification of trends, a summary of the effectiveness assessment, an explanation of any changes to the data validation policy or procedures including source documentation requirements, case manager feedback, and reinforcement of the importance of their roles in ensuring valid, reliable data. An analysis of records managed by each case manager is reviewed for trends that are unique to that case manager. Procedures are reviewed to ensure the case manager has all necessary resources. Process changes resulting from annual refresher training are shared as quickly as possible and incorporated in future training.

The following are maintained in accordance with the department’s records retention schedules: electronic copies of data validation records, including frozen quarterly wage records; records of errors, missing data, and other anomalies, along with associated correction documentation; records identifying error rates and trends in common data accuracy issues; records of corrective actions taken; and records of individualized and system-wide training.

Data integrity reviews consist of monthly local QRA calculations; quarterly comparison of local results to DOLETA QRA results; monthly analysis of local results and QRA results by program managers for alignment with internal expectations and DOLETA-established targets; ongoing evaluation by data analysts and program managers of feedback provided by DOLETA; and routine evaluation by management and case managers of participant information for alignment with expectations.

**PY 2022 Data Validation Results**

Files Validated	Passed	Pass Rate	Failed	Fail Rate
227	191	84.14%	36	15.68%

**Self-Appraisal System (SAS)**

Per 20 CFR §658.601, Alaska has established a self-appraisal system for job center operations to determine success in reaching goals and to correct deficiencies in performance. The self-appraisal system includes a quarterly quantitative appraisal and an annual qualitative appraisal.

The quarterly appraisal consists of reviewing a random sample of records of Wagner-Peyser enrolled individuals who received a staff assisted service and employer records for those with job orders created in AlaskaJobs by staff during the review period. An Employment and Training Technical Unit (ETTU) staff member pulls the records and performs a review. The overall job center accuracy rating must be

90 percent or higher, with those centers falling below 90 percent required to complete a corrective action plan.

The annual qualitative appraisal is conducted on-site by the job center managers who review records using the *Policy and Procedure Annual Self-Appraisal Checklist*. Any section of the checklist with a negative response is required to have an explanatory comment. Managers return the *Checklist* to the ETTU SAS lead within 30 days of receipt of the form.

### PY 2022 Self-Appraisal System Results

	Registered Job Seekers with Services	Staff-Assisted Services	Staff-Assisted Job Orders	Records Reviewed	Statewide Average Pass Rate
Job Seekers	20,689	3,650		620	94.9%
Job Orders			25,553	386	97.0%

### Customer Satisfaction

Measuring customer satisfaction allows the state to better understand the effectiveness of statewide service delivery. Survey results are presented to the AWIB, Alaska State Legislature, DETS program management, and job center staff to improve services to better meet the needs of job seekers and employers. Due to the importance of customer satisfaction survey results, Alaska overhauled the survey process in PY 2022 by increasing the frequency of survey invitations via SurveyMonkey from quarterly to weekly, as well as issuing reminders after providing initial survey invitations to encourage a maximum response rate. Tabulated results and comments are shared with job center regional managers and WIOA program leads on a weekly basis to better identify issues promptly. These changes resulted in a new baseline established for PY 2022 that will not be comparable to PY 2021 and prior results. We have already seen several benefits from these changes including higher return rates from participants and more timely identification of issues our customers are facing.

#### PY 2022 Customer Satisfaction – Individual Question Response Trends

Satisfied	Not Satisfied	Neutral	Total Response Count	Percent Satisfied
<b>Total Satisfaction Rate</b>				
184	3	2	189	97.4%
<b>Training Satisfaction Rate</b>				
174	3	6	183	95.1%
<b>Employment Services Satisfaction Rate</b>				
180	4	5	189	95.2%

In PY 2022, the Alaska participant survey contained nine questions broken into two parts: satisfaction with employment services, including assessments and support services; and satisfaction with training



services. Participants are encouraged to submit additional feedback and provide ideas for improvements to the program. Of the 480 participants who received services during PY 2022 and were invited to take the survey, 189 participants responded to at least one question, a 39.4 percent response rate and an increase over PY 2021's response rate of 16.7 percent. The increased response rate demonstrates the effectiveness of issuing surveys more quickly after training, as well as providing a series of reminders to participants.

#### **PY 2022 Participant Survey Results by Question**

<b>Survey Question</b>	<b>Agree</b>	<b>No opinion</b>	<b>Disagree</b>
<b>Service-related questions</b>			
Satisfied with the overall services I received	92.1%	4.2%	3.7%
The services met my expectations	95.2%	1.1%	3.7%
The services provided were ideal for my needs	96.3%	2.1%	1.6%
I would recommend this organization to others	95.2%	2.6%	2.1%
<b>Training-related questions</b>			
Overall, the training met expectations	92.9%	4.4%	2.7%
The amount of training time was adequate	91.3%	7.1%	1.6%
I received adequate support from the training organization	91.8%	4.9%	3.3%
I'm confident the training will increase my employability	96.2%	1.6%	2.2%
Would recommend this training to others	94.5%	2.2%	3.3%

The employer survey process underwent similar changes during PY 2022 to establish new baseline results. Employer satisfaction is now measured using a survey containing three questions related to services received plus optional additional feedback. The overall employer satisfaction rate for employers who received job center staff assistance in PY 2022 was 71.4 percent. Of the 1,381 invited to take the survey, 277 employers responded for a 20.1 percent response rate with no change from the prior year.

#### **PY 2022 Employer Survey Results by Question**

<b>Survey Question</b>	<b>Agree</b>	<b>No opinion</b>	<b>Disagree</b>
I am satisfied with overall services.	73.9%	13.0%	13.0%
The services met my expectations.	72.5%	15.9%	11.6%
The services provided were ideal for my needs.	67.4%	21.4%	11.2%

## **Title IV – Division of Vocational Rehabilitation**

Through partnering with other WIOA programs, school districts, and tribal vocational rehabilitation programs, DVR provides career services, training services, and other supportive services to Alaskans who experience disabilities and want to work. DVR also provides Pre-Employment Transition

Services (Pre-ETS) to students with disabilities who are eligible, or potentially eligible for, DVR. DVR offices are collocated in four job centers throughout the state to better identify appropriate referrals and coordinate resources available for co-enrolled participants, thus creating a seamless system that allows for an individual to leverage multi-program resources. Additionally, DVR leadership continues to work closely with WIOA partners to carry out department priorities and initiatives such as At-Risk Youth, Senior Employment, and Re-entry Coalitions.

In PY 2022, 964 individuals applied and a total of 1,951 individuals received services under the Vocational Rehabilitation program. DVR also provided Pre-ETS to 1,368 students with disabilities. The majority of individuals, 39 percent served by DVR, experienced a cognitive impairment, followed by 29 percent with psychosocial impairment, 20 percent with physical and orthopedic impairment, and 13 percent with blind/deaf/communicative impairment. While the number of individuals applying for services continued to remain low, DVR continues to implement strategies to increase access to the program. DVR assisted 292 individuals with disabilities to obtain employment, and the average hourly wage of those employed increased from \$16.87 per hour in PY 2021 to \$18.66 in PY 2022. DVR also provided 671 services to 398 unique employers.

### Senior Community Service Employment Program

SCSEP PY 2022 Performance	Negotiated	Actual	Actual to Negotiated Comparison
Employment Rate (Q2)	43.10%	45.50%	105.57%
Employment Rate (Q4)	31.40%	31.40%	100.00%
Median Earnings	\$3,366	\$4,590	136.36%
Barriers to Employment	3.10%	3.57%	115.16%
Service Level	128.70%	116.00%	90.13%

Starting in PY 2022, the WIOA partner SCSEP under the Older Americans Act Title V was delivered in Alaska as the Mature Alaskans Seeking Skills Training (MASST) program in DVR to achieve more equitable statewide distribution of its services. All MASST participants are co-enrolled as WIOA Title III Wagner-Peyser participants, and MASST remains a dedicated one-stop partner within the Alaska Job Center Network to better serve senior job seekers and businesses. The program continues to stress the importance of education, training, credentials, and skills development, serving unemployed, low-income persons 55 years of age or older. MASST provides priority of service to veterans, individuals with a disability, recently incarcerated individuals, those with low literacy skills, limited English language proficiency, individuals who reside in rural areas, are homeless, or at risk of homelessness, and ensures the dignity and independence of older Alaskans by assisting them to lead useful and meaningful lives through planning, advocacy, education, and interagency cooperation. Alaska remains focused on Competitive Integrated Employment, which means working in the community alongside

employees who do not experience disabilities while earning at least minimum wage and receiving the same workplace benefits and opportunities as other employees doing the same job. During PY 2022, MASST served 134 participants.

## **Alaska's Evaluation Projects and Products**

With a portion of statewide funds set aside by the Governor, AWIB, through its Assessment & Evaluation committee, and DETS partner with the department's Research and Analysis unit; other DOLWD divisions; national, state, and local agencies; trade unions and organizations; training providers; and other non-profit and private entities around the state to evaluate WIOA program performance via a variety of products. The [Research and Analysis](#) unit (R&A) collects national, state, and local data in addition to working with WIOA program leaders and partners to conduct and publish longitudinal studies regarding Alaska's demography and economy as they relate to the workforce, to ensure that the state is on a continuous path of improvement and excellence in providing targeted training and support to the state's employers and job seekers. R&A's Occupational Database and other proprietary information systems providing participant data and rich labor market information create a platform for deep, long-term evaluation of workforce programs. For a list of highlights of R&A's PY 2022 evaluation projects and products including links, see [Appendix II – PY 2022 Evaluation Highlights](#).

## **Quality Pre-Apprenticeship**

During PY 2018, training provider Alaska Works Partnership (AWP) worked with the Federal Office of Apprenticeship, the state's apprenticeship program, the DETS Trade and Economic Transition Dislocated Worker Grant program, and construction trade unions and employers to develop the state's first seven construction Quality Pre-Apprenticeship (QPA) framework courses, per [policy 07-525.1](#). After federal approval, training delivery began in PY 2019, with five more construction QPAs approved in early PY 2021. During PY 2020, DETS laid groundwork to evaluate the effectiveness of QPA training as more participants complete the courses and gain indenture or employment to compare the rate of indenture, employment, and wage outcomes of QPA completers with other types of construction training from providers across the state to inform further development and use of the QPA framework in construction and other trades in Alaska. This project was discontinued in PY 2022 due to insufficient available data.

## **Reemployment Services and Eligibility Assessment**

Alaska initiated RESEA evaluation according to the requirements of TEGl 06-19 to conduct evidence-based analysis to determine and deploy optimal interventions and service delivery during PY 2020. The DETS RESEA coordinator worked with the division's UI program and with R&A as the third-party evaluator.

During PY 2021, a second RESEA interview requirement was selected as the intervention subject to evaluation based on a comparison to single interview data, where a randomly selected sample of first interview completers (75 percent) will be selected for a second interview. The third-party evaluator

will compare this group against the single interview control group (25 percent) to determine how successful an additional intervention is for individuals gaining and maintaining long-term employment based on four potential points: employment, median earnings, benefit weeks claimed, and benefit funds expended.

DETS continued to work with its system developer and the department's Data Processing unit to implement a second RESEA interview in AlaskaJobs, with completion anticipated by the end of calendar year 2023. Alaska has developed a statement of work for the evaluation project and will provide it to federally designated provider ABT Associates, for review and technical assistance during PY 2023. Evaluation of the second RESEA interview will continue through PY 2023 and beyond. See [RESEA Evaluation Flowchart](#) for more information.

## **JOBZ Club and S'Cool Store**

In PY 2018, the Alaska Department of Education and Early Development (DEED) and school district staff began working with DVR to [evaluate the effectiveness of JOBZ Club and S'Cool Store](#) in increasing graduation rates and post-school outcomes for students with disabilities as identified in DEED's State Systematic Improvement Plan. PY 2018 was the first year of collecting data at the student level and this will be an on-going evaluation through 2025. DVR has been extremely successful in providing statewide services to transition age students in urban, rural, and remote locations. This has been accomplished through partnerships with school districts, specialized Pre-Employment Transition Services Community Rehabilitation Providers (CRPs), and other organizations that assist with coordinating transportation and enrollment. As part of this project, DVR also increased the distribution of training materials and resources specifically those that include culturally responsive programming for rural districts with large Alaska Native students with disabilities by:

- Changing the Pathways curriculum to include subsistence and self-employment through subsistence activities; and
- Distributing "Picture Your Future – Exploring Your Transition Goals" which is a culturally responsive assessment tool and transition planning guide.

DVR has also incorporated culturally responsive programming into statewide transition training through virtual teacher training and at the Alaska Statewide Special Education Conference that incorporates training on using Picture Your Future and implementing Pathways. Due to challenges collecting data, formal evaluation of these measures by DVR was discontinued during PY 2022.

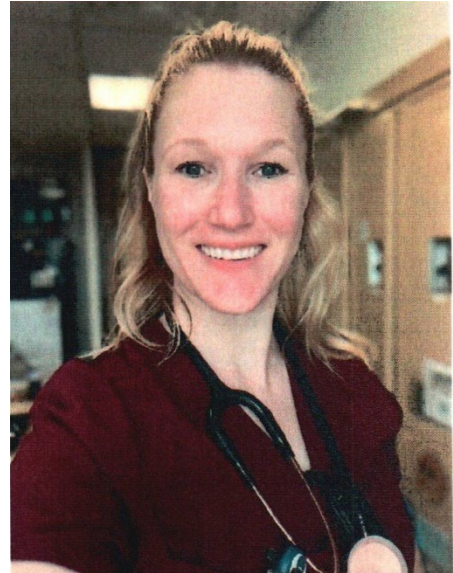
## Appendices

### Appendix I – Alaska’s Success Stories

#### WIOA Adult Program

##### Homegrown Nurse

As a stay-at-home parent and spouse of a military veteran, Christy had not worked in competitive employment for over 19 years. While studying at the University of Alaska Anchorage campus, her advisor referred her to the job center’s Career Support and Training Services (CSTS) to seek funding to complete her Bachelor of Science in Nursing degree. Her CSTS case manager completed a comprehensive assessment which indicated that Christy had insufficient employment skills to be competitive in the local labor market. CSTS enrolled her and used WIOA Adult funds to cover tuition, fees, books, supplies, and testing and licensing fees. While Christy was not eligible for a PELL grant, she was able to use her spouse’s GI Bill education benefits to cover the remaining costs of her training. Christy obtained full-time employment as a Registered Nurse



at Fairbanks Memorial Hospital at a starting wage of \$32.00 per hour plus benefits. Christy is thrilled to be working her dream job as a Registered Nurse and in her hometown of Fairbanks, Alaska.

##### Training Leads to Pay Increase

Jonathan obtained full-time employment as a Driver/Equipment Operator with M&M Constructors, earning \$32.00 per hour plus benefits. Jonathan contacted CSTS in search of Heavy Equipment Operator training. Prior to enrollment, Jonathan was employed as a driver, working 35 hours a week, earning \$26.00 per hour. While he already had a Class A Commercial Driver License, Heavy Equipment Operator training would provide Jonathan with more employment opportunities and higher wages. CSTS used WIOA Adult funds to cover the cost of tuition and transportation. Jonathan self-funded his meals and incidentals. He completed a 120-hour Basic Civil Construction training course through the Alaska Driving Academy. Jonathan said, "My training was the best experience and thank you for making my dream come true."



## WIOA Dislocated Worker Program

### Collaboration Leads to Self-sufficiency



Susan obtained full-time, year-round employment as a Social Services Associate for the State of Alaska Office of Children's Services earning \$20.16 per hour with benefits after she completed her Associate of Applied Science in Human Services Degree from the University of Alaska, Anchorage, Mat-Su College branch. Mat-Su Job Center CSTS staff performed her assessment showing the need for Susan to obtain her degree to enter a high growth/high demand career field. Susan had been laid off from a previous job and had been long-term unemployed. At enrollment, Susan was also raising her grandchildren and receiving Temporary Assistance for Needy Families, Supplemental Nutrition Assistance Program benefits, and Medicaid. She was also approved for a PELL grant to assist with tuition and fees. Since Susan was receiving

TANF, she already had a Division of Public Assistance case manager assisting her with goals towards self-sufficiency. The CSTS and DPA case managers worked together across departments to braid funds from both programs, fully supporting Susan through her training to ensure a successful outcome. Susan's DPA case manager provided support services during training, while CSTS provided funding for tuition and fees through the WIOA Dislocated Worker as well as National Dislocated Worker National Health Emergency and Trade and Economic Transition grant programs.

### License Upgrade Leads to New Job

Deonte obtained full-time, year-round employment as a Heavy Truck Driver with Conoco Phillips on the Alaska North Slope, earning \$30 per hour with benefits. Mat-Su Job Center CSTS staff performed an assessment indicating the need for Deonte to upgrade his restricted Class B Commercial Driver License to an unrestricted Class A CDL to enter a high growth/high demand career. Deonte was determined to be low income after being laid off from his previous job and was receiving Unemployment Insurance, Supplemental Nutrition Assistance Program benefits, and Medicaid at the time of enrollment. He already had a current Department of Transportation medical card and a Commercial Learners Permit, and was assisted with tuition, fees, and housing to attend Kenai Peninsula Driving Instructions Entry Level Driver Training course from the WIOA Dislocated Worker program.



## Training in Non-traditional Occupation Leads to Self-sufficiency



Jessica was a single parent and a Supplemental Nutrition Assistance Program recipient living in low-income housing when she came to the Ketchikan Job Center to inquire about funding for Commercial Driver training. She had been employed as a pet groomer earning \$16.00 per hour but was laid off from her position when the facility closed during the COVID-19 pandemic. She has always enjoyed driving and working hard, and she wanted to obtain her Class A Commercial Driver License. Jessica did some labor market research on her own, saw there

was a large need for CDL Class A drivers, and that the income would help her support herself and her young child. Wagner-Peyser staff referred her to CSTS after providing information about potential financial assistance for training. Jessica was determined eligible for the WIOA Dislocated Worker program by CSTS staff and assessed to need additional skills to be competitive in the labor market and gain self-sufficiency. She received tuition and fees to attend the Entry Level Driver Training Course at Southeast Trucking and Training along with support for housing, meals, and transportation during training. Jessica relocated to Oregon to accept a full-time position as a Commercial Truck Driver and Warehouse Associate for Christensen USA at a starting wage rate of \$24.00 per hour plus benefits. She has since received a raise, is earning \$29.00 per hour and is now self-supporting and happy with her new career.

## WIOA Youth Program

Emily was introduced to construction training when she participated in the Cadet to Work Program (CWP) through the Alaska Military Youth Academy and Alaska Works Partnership in 2017. She completed several CWP classes including: Electrical Wiring 40 Hour, Carpentry 40 Hour, Advanced Carpentry 40 Hour, and OSHA 10 Hour. Emily then received her GED and graduated from AMYA.

Emily was having a tough time personally after graduating and unfortunately became a substance abuser. She ended up at Hiland Mountain Correctional Center and entered a recovery program in Wasilla. Emily worked hard to recover and completed her program in the spring of 2022. Her Alaska Works Partnership case manager bumped into her while Emily was working in Palmer at a gas station and encouraged her to apply to a Heavy Equipment Operating 40 Hour training. With WIOA Youth funds, Emily successfully completed the training in July 2022. She excelled as a top student, enjoyed operating equipment, and felt she had found her career calling. After completing an interview skills class to help her prepare, she applied to the Operating Engineers Local 302 Heavy Equipment Operator Apprenticeship. Emily's hard work paid off and she was accepted into their apprenticeship in December 2022! Emily also received support services from Alaska Works Partnership during her 11



weeks of apprenticeship training before beginning work in June 2023. Emily attributes her success to her sobriety and the training and guidance she received as a WIOA Youth participant from Alaska Works Partnership. She wants to encourage others who have experienced hardships and substance abuse problems to seek rehabilitation, and once they recover, to consider a career in construction apprenticeship. As of June 2023, Emily is operating for Western Construction & Equipment in Anchorage.



## Alaska's Veterans' Program

### Richard's Story

Richard, a US Army veteran, first came into the Anchorage Midtown Job Center in April 2023 seeking veteran services. JVSG staff identified that Richard was eligible for services under VPL 03-14: he was homeless, low income, and had a justice-involved background. While his prior convictions made it difficult for Richard to obtain employment, JVSG staff identified career fields to accommodate that limitation. As current labor market information for Structural Iron and Steel Workers indicates there is a projected growth between 4 to 7 percent in the state of Alaska, with his experience as a roadbuster in another state, Richard and staff decided to pursue the Ironworkers 751 Apprenticeship program. JVSG staff connected Richard with the union's apprenticeship coordinator, and they accepted him into their apprenticeship program. The Local 751 Ironworkers complete a four-year, 6,000-hour apprenticeship program including structural steel, welding, and rigging. Since Richard already had some work experience, he was quickly dispatched in May 2023 to work for Whalen Construction at the Port of Alaska in Anchorage with the starting wage of \$24.89 per hour. Richard was also co-enrolled in the WIOA Adult program and received assistance with tools and gear to maintain employment and complete his apprenticeship. As of September 2023, Richard is working with Iron Inc. earning \$25.79 per hour.



### Miguel's Story

JVSG staff met veteran Miguel at a Transition Assistance Program separation briefing on Joint Base Elmendorf-Richardson in Anchorage in September 2022. After assessment, Miguel disclosed that he was being separated from the military and was hesitant to seek services. JVSG staff motivated Miguel to stay positive and plan for separation properly. He had limited certifications and skills, so training was recommended, and he agreed. Miguel was able to enroll and complete the Center for Employment Education's Six-Week Basic Driver CDL A Pre-Apprenticeship Training. The local Teamsters Union then accepted Miguel to their driver apprenticeship. JVSG staff combined efforts with CSTS case managers to provide assistance which included labor market information, interviewing strategies, training, and work gear funds for Miguel to complete his apprenticeship. After its completion, Miguel received a job offer to work with ASRC Energy Services in Kuparuk with the starting pay of \$23.10 per hour. As of September 2023, Miguel is working with Granite Construction earning \$30 per hour.

## Alaska's Apprenticeship Program



**Willie Larson Jr.**

**Training received: ACA Ironwork & Welding**

**Success: Willie came from Kwethluk to training a 40-hour Ironwork & Welding class; he was marked as "Top 5," in his class. With the new skills under his belt, he returned to Kwethluk and secured employment at a local fabrication shop in his home village.**



## Appendix II - PY 2022 Evaluations Highlights

### R&A – WIOA Research and Analysis Evaluation Products

#### *Nonresidents Working in Alaska Report*

<https://live.laborstats.alaska.gov/reshire/nonres.pdf>

To benefit Alaska’s economy, it is critical to prepare Alaska workers for occupations and specialties with high rates of nonresident hire. Published in February 2023, the Nonresidents Working in Alaska report examines the industries, occupations, and regions with high percentages of nonresident workers. The AWIB and other policymakers use this information to identify where to develop training programs that will prepare more Alaskans for high-paying jobs.

#### *Training Program Performance Report*

The Training Program Performance Report details the employment and earnings for participants of several WIOA training programs in Alaska. These include Adult, Dislocated Worker, Youth, and other programs. R&A uses data from its internal occupational database system to compare trainees’ occupations and earnings the year before training to the year after. This comparison is mandated by Alaska Statute 23.15.580, which requires DOLWD to evaluate state employment-related training programs. The employment and wage outcomes R&A produces are delivered to the AWIB each year, with the outcomes intended to guide training program development and workforce needs.

#### *Special Labor Market Topics*

R&A published a number of special research topics in the monthly publication Alaska Economic Trends, including

#### **Employment Outcomes After High School Graduation**

<https://live.laborstats.alaska.gov/trends/split/apr22art1.pdf>

#### **The Decline in Working Age Population**

<https://live.laborstats.alaska.gov/trends-magazine/2023/March/the-decline-in-working-age-alaskans>

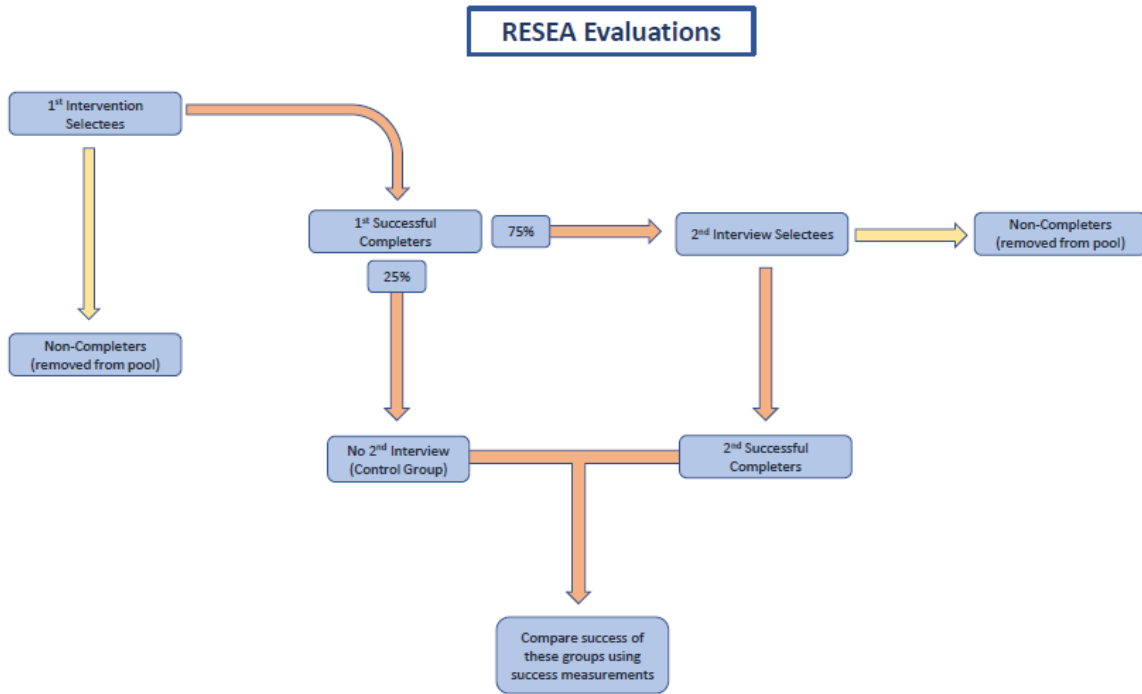
#### **The Child Care Industry**

<https://live.laborstats.alaska.gov/trends-magazine/2022/April/the-child-care-shortage>

#### **Recovery in Alaska’s Tourism Industry After the Pandemic**

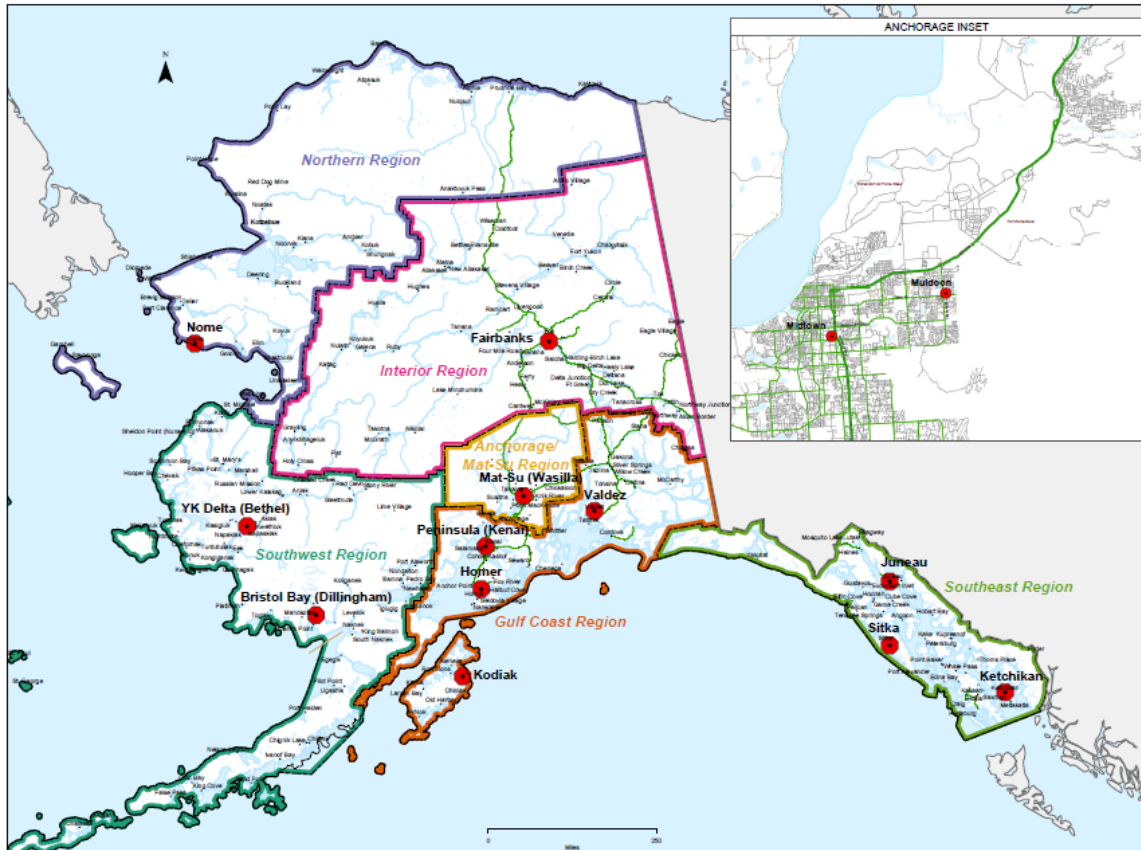
<https://live.laborstats.alaska.gov/trends-magazine/2023/April/has-tourism-fully-bounced-back>

# RESEA Evaluation Flowchart



# Appendix III – Alaska Job Center Network Map

Alaska Job Centers



Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section (5/17)