

State of Alaska

WORKFORCE INNOVATION AND OPPORTUNITY ACT



ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT



Below photo:
Chilkat Protector Mask
(C) 2020 Lily Hope
Modeled by Lily Hope
(and son Louis)

Sydney Akagi
Photography





THE STATE
of **ALASKA**
GOVERNOR MIKE DUNLEAVY

Department of Labor and Workforce Development

Office of the Commissioner

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November 23, 2020

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

Dear Secretary Scalia,

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 Performance Report for Program Year 2019.

The report highlights the success of Alaska's workforce development system, provides insight into benefits received by program participants, and describes our progress achieving the vision, strategies and goals outlined in the 2020 Alaska WIOA Combined State Plan. This year's report also highlights Alaska's response to the challenges posed by the COVID-19 pandemic.

Assisting Alaskans in overcoming skill barriers and obtaining meaningful employment is an integral part of our mission here at the Department of Labor, prioritizing universal access to employment, skill-building and training opportunities that lead to jobs with family sustaining wages in a way that meets critical industry needs. While WIOA programs help individuals and families, they also bolster local economies by providing workers who are better equipped, educated, and trained for current and future jobs. The Alaska Department of Labor and Workforce Development is proud to lead this charge to promote job growth and economic stability to assure that Alaska is Open for Business.

WIOA funds are a significant contribution to our public workforce system as we continue to focus on making smart investments to revitalize our economy in the face of continuous global, national, and local change. We appreciate the ongoing federal/state partnership to develop our workforce. Thank you for your continued support to the people of Alaska.

Best regards,

A handwritten signature in black ink that reads "Tamika L. Ledbetter".

Dr. Tamika L. Ledbetter
Commissioner

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Assurances: The Alaska Department of Labor and Workforce Development assures that all required elements for the Program Year 2019 WIOA Annual Report are reported uniformly.

Alaska's Program Year 2019 WIOA Overview

During Program Year 2019, Alaska provided multiple pathways to high skill, high wage jobs and careers, by enhancing job seeker and worker access to education, training, and support services needed to prepare for high-demand occupations that pay family-sustaining wages. Alaska's strategic vision and goals similarly guaranty that employers will stay connected with a skilled, sustainable workforce, and that Alaska is and will continue to be 'Open for Business'.

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; serve individuals with disabilities; prioritize veterans and transitioning active service members and their families; and meet the skilled workforce needs of employers. With input from industry partners, Alaska provided workers for in-demand, high-growth occupations including healthcare, construction, maritime, oil and gas, transportation, technology, education, and mining. The department engages workforce strategies 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 populations. [*Information on Strategic Vision, Goals, Sector Strategies and Career Pathways is located in the Alaska WIOA Combined State Plan PY 2020-2023.*](#)

In the face of the challenges inherent to serving a small population spread over a vast area, as well as the vicissitudes of changing economic and environmental factors, the department provided robust delivery of WIOA and statewide program services.

As the COVID-19 pandemic swept the globe, Governor Dunleavy promptly responded by continuously issuing updated [mandates, executive orders and guidance](#) to keep all Alaskans safe, while flattening the curve of the virus's impact. Communities around the state also responded, many by adopting stay-at-home orders and business restrictions. The pandemic resulted in unprecedented numbers of business closures and reductions, layoffs, and unemployment insurance claims in Alaska, with all department programs feeling the impact. In the face of the job center closures to the public on March 17, 2020, the Division of Employment and Training Services (DETS) quickly adapted most WIOA services to online, email, and telephonic delivery, brought on additional unemployment insurance and IT staff to deliver federal enhancements in a timely manner, streamlined Rapid Response program delivery, and augmented opportunities for the historically large cohort of dislocated workers.

During PY 2019, the department also continued development, rigorous testing, and implementation of [AlaskaJobs](#), a new online labor exchange and case management system to enhance user experience, co-locate data, and provide a single sign-on between WIOA Title I, II, III programs, Trade Adjustment Assistance, and Unemployment Insurance programs. This allows individuals to enter core information into one location when applying for various programs and benefits. This upgraded and modern integrated system supports common WIOA participant federal reporting, increases self-service options for external users, and allows staff the ability to provide better overall services to customers.

Economic Overview

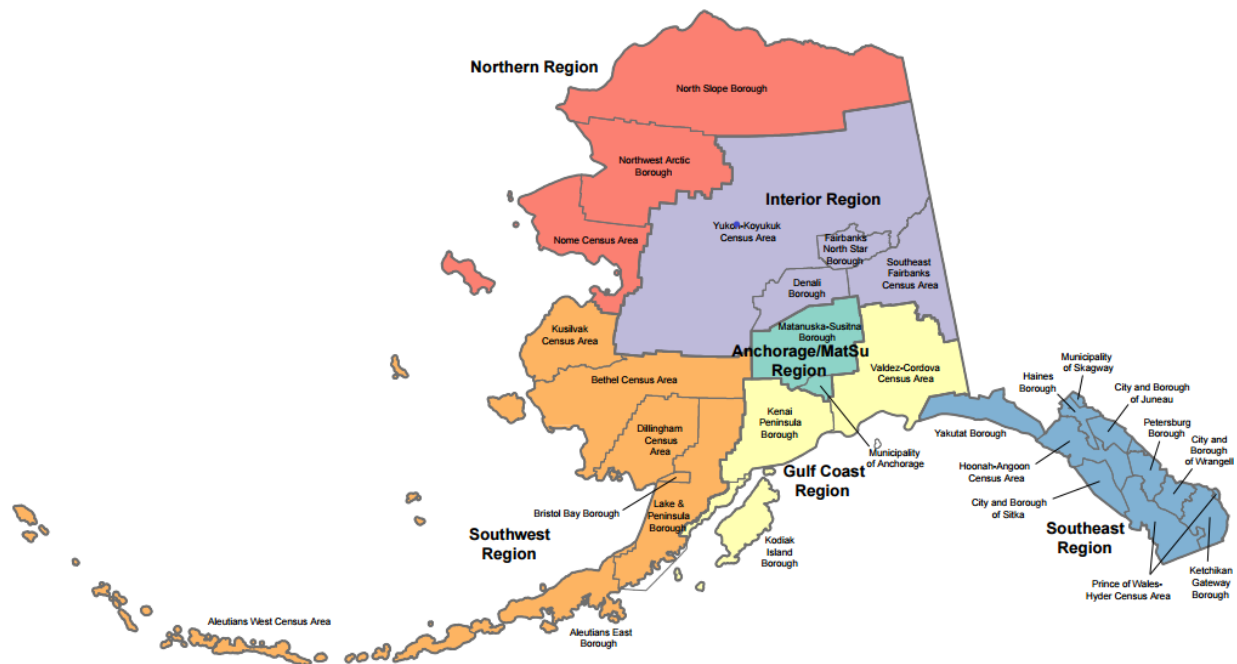
While Alaska ranks 48th among states by population, it is the largest geographically. The state accounts for 16 percent of the total land mass of the United States with an area of 570,641 square miles. Alaska’s 2019 population was 731,007 with a working-age population – ages 16 to 64 – of 474,838.

Alaska was slowly emerging from an economic downturn, precipitated by a drop in oil prices, when the COVID-19 pandemic hit the country and caused unprecedented economic disruptions. As the state and nation continue to manage and attempt to mitigate public health issues, economies and job markets are gradually began to stabilize and recover some lost jobs, although unemployment rates remained high at the close of the year.

The state’s largest economic drivers are the federal government, including a significant number of military bases, oil and gas, tourism, commercial fishing, and mining. Looking beyond the short-term disruptions directly as a result of the pandemic, those drivers remained fundamentally sound, with the possible exception of oil and gas, which faces new uncertainties because of low prices. This industry is not expected to bounce back quickly coupled with the possibility of permanently reduced world demand.

Alaska continued to face the ongoing challenge of transitioning away from reliance on oil production to fund its state government. Most states will face significant budget deficits as a result of revenue loss and additional COVID-related costs, but Alaska’s budget deficits began prior to the pandemic and are likely to put overall downward pressure on state spending for the next several years.

WIOA Single Area Waiver and Planning Regions



Under WIOA, Alaska is a single regional planning area, encompassing the entire state. Operationally, however, Alaska has six state-defined economic regions, which the state uses to collect and analyze labor market information and to inform planning.

- **Anchorage/Mat-Su Region** - The population center of the state and mix of employment and industries in the region is roughly reflective of those across the state.
- **Gulf Coast and Southeast Regions** – These coastal areas have more opportunities in the maritime industry such as fishing and fishing-support sectors, but strong healthcare growth has occurred wherever there are stable or growing populations.
- **Interior Region** – With a mix of resource industries including large coal and gold mines, a large military presence and is also home to Denali National Park, this region generates a large number of seasonal jobs and year-round jobs.
- **Northern Region** – This region is home to most of the state’s large oil and gas industry and benefits from oil, gas and mining industry jobs, as well as the significant portion of statewide construction and transportation jobs that are needed to support these industries.
- **Southwest Region** - Heavily dependent on the 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.

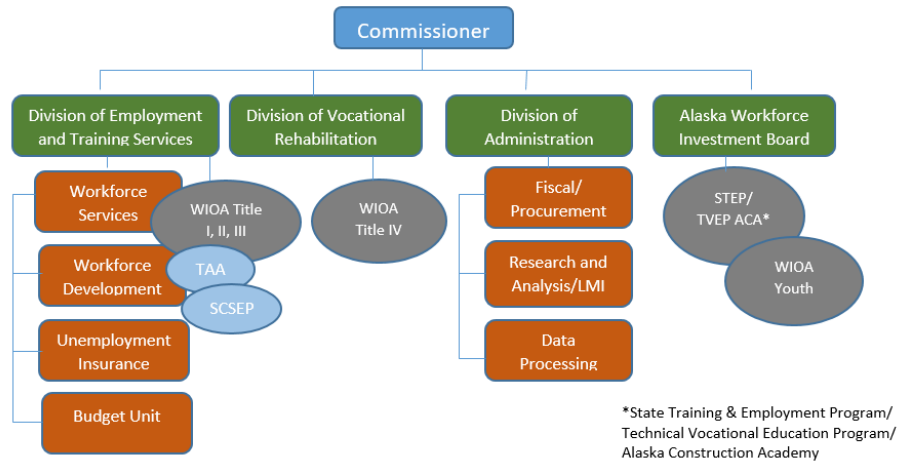
Alaska’s waiver to WIOA Section 107(b), allows the State Board to carry out the roles of a Local Board, and effectuate a single regional planning area. The modified role of the State Board and single planning area are essential to offset excessive administrative costs, thwart inconsistencies in services, and improve overall performance in a state whose small population is nevertheless dispersed over a vast area of economically distinct regions.

Although Alaska is a very large state geographically, it is certainly small when it comes to working closely with stakeholders. Operating under the waiver, the Alaska Workforce Investment Board (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, and inviting these stakeholders to participate in Regional Advisory Councils. Additionally, the waiver allows the AWIB to foster regional collaboration among job centers, education institutions, labor, and non-profits, and to work with employers to determine local or regional hiring needs that informs responsive training programs.

Functioning as a single regional planning area has streamlined the process and timeliness of awarding grants by the elimination of multiple layers of administrative entities, has allowed consistent eligibility standards across the state, and improved both visibility and accountability of workforce investment programs.

Alaska Department of Labor and Workforce Development

As the state’s lead entity for workforce development, the department, through the Division of Employment and Training Services (DETS), administers WIOA Title Ib Adult and Dislocated Worker Programs, Title II, Adult Education, and Title III, Wagner Peyser program. Title IV is administered by the Division of Vocational Rehabilitation and the Alaska Workforce Investment Board component manages state funded employment and training programs and the WIOA Youth program through a competitive granting process.



Alaska Workforce Investment Board

The vision of the Alaska Workforce Investment Board (AWIB) is to build connections that put Alaskans into good jobs. AWIB 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 policy entity, the 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, understandable workforce system for all customers. This includes businesses seeking qualified workers, unemployed Alaskans looking for jobs, and incumbent workers upgrading their skills to meet the demands of a changing work environment.

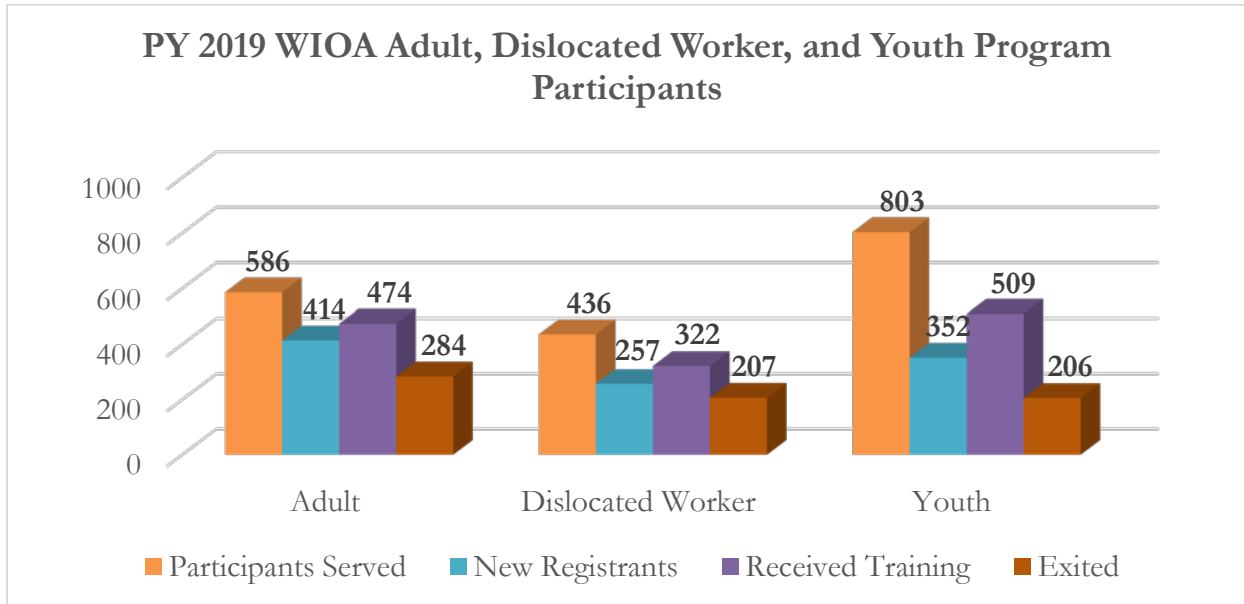
During PY 2019, AWIB submitted Alaska’s WIOA State Plan 2020-2023. Due to the COVID-19 pandemic, One–Stop Certifications were not conducted. The AWIB intends to reinstate the Once-Stop Certification process in PY 2020.

Division of Employment and Training Services

The mission of the division is to provide labor exchange, 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 Title I – Adult, Dislocated Worker, and Youth Programs



Career Support and Training Services (CSTS) case managers in one-stop job centers provide support for Alaska’s WIOA Adult and Dislocated Worker program services. CSTS staff work with participants to determine the appropriate set of goals, programs, and assistance to address the needs of each individual including; comprehensive assessments, career evaluation, and labor market analysis, to develop an individual employment plan, with referral to additional resources if needed. Eligible individuals may receive pre-vocational, vocational, apprenticeship, on-the-job, incumbent worker training and support services to help meet costs of housing, transportation, tools, clothing, books, and supplies needed while participating in program services.

Across all titles, WIOA programs prioritize special populations, in particular focusing on supporting individuals with barriers to employment including, but not limited to:

- Displaced homemakers
- Low-income individuals
- Older individuals
- Ex-offenders
- Youth who are in or aged out of foster care
- Long-term unemployed individuals
- Other groups determined by the Governor to have barriers to employment

Job center staff collaborate with the 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.

Alaska continued to strengthen WIOA Adult and Dislocated Worker programs in PY 2019 as evidenced by: meeting or achieving all program year performance indicators; introducing a new integrated data and case management system; fostering inter-agency and external partnerships; offering useful resources to businesses resulting in hundreds of opportunities for job seekers; and establishing solid employer relationships with the one-stop job centers. Alaska also streamlined its Incumbent Worker Training (IWT) application process, and supported IWT in aviation and construction industries to enhance the competitiveness of employers in those sectors by building a skilled workforce.

As a result of the COVID-19 pandemic, Alaska job centers closed to public foot traffic in March 2020. Job center staff and training providers faced new challenges to work remotely and to ensure the safety and health of participants and workers. Some of the difficulties that were overcome include: access to technology; availability of safe transportation; lack of available program testing; secure document signature and transmission; closure or shifting of training programs to online delivery; and insufficient training opportunities available in the high growth sectors.

Adult

The goal of the WIOA Adult program is to improve the quality of the workforce, reduce reliance on public assistance programs, and improve the efficiency and competitiveness of Alaska’s economy. Staff work with job seekers who are at least 18 years old and experience barriers to employment, giving preference to veterans and other protected persons, individuals with disabilities, individuals with limited basic skills, low-income beneficiaries, and beneficiaries of public assistance.

Through its one-stop job center network case managers actively worked with 586 participants, of which 414 were new registrants. Program exits increased from 224 in PY 2018 to 284 in PY 2019, as case managers continued to prioritize timely exits.

At career fairs, workshops, and recruiting events held at job centers and online, outreach efforts have expanded to serve communities throughout the state. Under the WIOA Adult program in PY 2019, Alaska’s job centers served more males than females with the majority in the 25-44 age bracket, the majority of individuals served were Caucasian or of American Indian/Alaska Native descent, and most individuals were low-income and longer-term unemployed.

	Adult	
PY 2019 Performance	Negotiated	Actual
Employment Rate (Q2)	73%	60.4%
Employment Rate (Q4)	71%	61.3%
Median Earnings	\$7,600	\$10,055
Credential Rate	63%	69%

Dislocated Worker

The 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 are also may be dislocated workers.

The COVID-19 pandemic forced the closure of many businesses, leading to thousands of layoffs in Alaskan communities. In response, the department worked to streamline WIOA Dislocated Worker program services to impacted individuals. As most of these layoffs were temporary, with an unknown timeline, mandatory stay at home orders, and enhanced UI benefits, the dislocated worker program did not experience a marked spike in enrollments. As with WIOA Adult, the Dislocated Worker program served more males than females with the majority in the 25-44 age bracket. The majority of

individuals serviced were Caucasian or of American Indian/Alaska Native decent; and most individuals were low-income and longer-term unemployed.

Dislocated Worker PY 2019 Performance	Negotiated	Actual
Employment Rate (Q2)	73%	81.1%
Employment Rate (Q4)	71%	67.6%
Median Earnings	\$9,400	\$10,794
Credential Rate	64%	58.8%

Rapid Response

Alaska’s Rapid Response Coordinator leads a team of specialists housed in job centers throughout the state. The team develops layoff aversion strategies and provides services to workers, employers, and communities facing business closures and layoffs. Notification of possible layoffs or business closures are received through 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. Worksite rapid response meetings are tailored to each dislocation, and may include information on unemployment insurance, job search and placement assistance, labor market information, on-the-job training, classroom training, and/or referral to basic and remedial education.

The COVID-19 pandemic resulted in a substantial increase in layoffs in Alaska. In lieu of in-person worksite meetings, the Rapid Response team produced and published two videos released online – one on filing for UI benefits, and a second on job center services and job training options. Larger employers were offered audio-only web calls run similarly to worksite meetings. The team also provided all employers with a rapid response email packet to share with their workers. It included an overview, videos, continuously updated tips for filing UI claims and accessing the department’s UI pandemic web pages, the labor exchange system, the Rapid Response Layoff Guide, and FAQs.

Rapid response numbers paint a vivid picture of what Alaska employers and workers faced in PY 2019 – 85 rapid responses impacting 7,231 workers. In contrast, there were 23 rapid responses in PY 2018, 34 in PY 2017, and 24 in PY 2016. Alaska saw a dramatic increase in WARN notices with 19 submitted during PY 2019, contrasting with only two in PY 2018, eight in PY 2017 and two in PY 2016.

National Dislocated Worker Grants

Trade and Economic Transition Dislocated Worker Grant

In response to statewide economic downturn due to loss of revenue from the oil and gas industry, Alaska received \$3.35 million in October 2018 to focus on expansion of dislocated worker training and employment programs in three of Alaska's fastest growing industries - maritime, healthcare, and construction.

As Alaska's population of skilled workers age into retirement and faced higher layoff rates due to the COVID-19 pandemic in PY 2019, this funding continued to assist with creating a continuous, qualified, sustainable workforce to serve the healthcare needs of Alaska's growing elder population, develop and implement a desperately needed maritime industry curriculum, and focus on quality pre-apprenticeship and specialized training programs in the construction trades.

Delivery of Alaska's first quality pre-apprenticeship (QPA) began this year after approval of the QPA framework, as did unique Marine Vessel Repair and Maintenance programs. Utilizing TET DWG funding, these programs were developed with extensive industry input, and are designed to lead to industry-recognized credentials, direct apprenticeship opportunities, or direct employment. Outreach and recruitment of dislocated workers for apprenticeships leading to employment serving as Merchant Seamen and other maritime occupations continued, and an additional training provider offering specialized construction industry training leading to National Center for Construction Education & Research (NCCER)-recognized credentials throughout Alaska joined the program.

During PY 2019, an additional 298 individuals for a total of 475 participated in the TET DWG program. An estimated 582 individuals will receive award funded services through September 30, 2020.

National Health Emergency Dislocated Worker Demonstration Grant

In July 2018, Alaska received a two-year \$1.2 million demonstration grant to help combat a pervasive and escalating statewide opioid crisis. In June 2020, a no-cost period of performance extension was approved which extends the grant through June 30, 2021. Grant funds are flexible and can be used to provide training and support services to any Alaskans affected by the crisis, as well as workers who can help recognize, prevent, or provide services for substance abuse and mental health issues that often lead to addiction.

Beginning in February 2020, all components of the grant were impacted by COVID-19. Some components, such as training opportunities for teachers, at-risk youth, and emergency room nurses, have been indefinitely delayed due to considerable uncertainties, changes in priorities and work environments. Other components have training providers that converted (or are in the process of converting) training opportunities from in-person to online courses.

Below is a snapshot of the past and anticipated enrollments for the nine program components. Most notably, statewide job center staff far exceeded the original goal of enrolling 100 opioid-affected individuals by enrolling 208 individuals by June 30, 2020. These large numbers underscore the severity

of the opioid crisis in Alaska. Incumbent worker training (IWT) goals also exceeded original program expectations.

	Transition Camp Youth	IWTs	Opioid-affected Individuals	RADACT Teacher Training	RADACT Counselor Training	ASHNHA Emergency Room Nurses	DVR Career Exploration	Kodiak Police Department	Nome Police Department
Original Participant Goal	240	75	100	100	30	200	85	13	10
Enrollment through PY 2019	159	79	208	48	28	50	14	13	0
Anticipated for PY 2020	91	80	100+	52	2	150	69	0	10
New Participant Target	240	159	279	100	30	200	85	13	10

Leveraging resources resulted in 100 percent co-enrollment between the Dislocated Worker Program and the Trade and Economic Transition (TET) and National Health Emergency (NHE) Dislocated Worker grants, which provided participants with further opportunities to obtain employment, training, and supportive services.

National Emergency Dislocated Worker Grant

In response to a magnitude 7.1 earthquake in Southcentral Alaska on November 30, 2018, the Department of Labor and Workforce Development was awarded up to \$4.5 million in disaster funding for temporary jobs to assist with the cleanup, repair, and reconstruction of damaged public structures and facilities. In addition to facilities repair, this grant provides work experience to dislocated workers, with the goal of permanent employment. With the initial \$1.5 million release of these funds, the Department is working with Alaska Works Partnership, Inc. (AWP) as the project operator and the Anchorage School District (ASD) as the worksite to implement recovery activities at identified school district, earthquake damaged facilities.

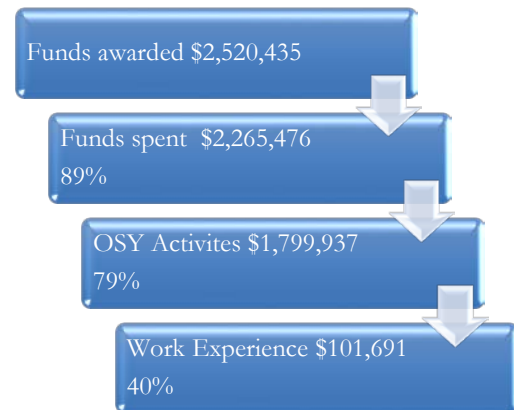
Due to extensive property damage identified by ASD and the winter months limiting the construction window, Alaska received approval to extend the grant period of performance to December 31, 2020. Eleven participants enrolled in the program at the Eagle River School project resulting in \$20,350 in subsidized wages during PY 2019, with plans to add worksites moving into PY 2020.

Youth

Alaska’s WIOA Youth program is delivered by organizations around the state identified through a competitive solicited granting process led by the grants unit within the Alaska Workforce Investment Board. AWIB strives to establish and maintain a comprehensive system of WIOA Youth partners to provide employment, vocational, academic, and support services to eligible In School Youth (ISY) and Out-of-School Youth (OSY) ages 14 - 24.

In PY 2019, AWIB awarded \$2,520,435 to 12 subrecipients for delivery of comprehensive Youth services. Of the award, 89 percent (\$2,265,476) was expended, of which 79 percent (\$1,799,937) was expended on OSY activities, and 40 percent (\$101,691) supported work experience activities. The program provided services to 803 youth experiencing barriers to employment and training and included the following demographic breakout:

- 702 OSY served (18 percent increase)
- 174 ISY served (14 percent decrease)
- 186 youth with disabilities served (24 percent of total)
- 117 homeless youth served (15 percent of total)



Alaska also implemented an At-Risk Youth initiative to assess and fill referral and resource networking gaps between youth workforce development service system, the state, and other stakeholders. The initiative includes collaboration between the Alaska Workforce Investment Board, Division of Vocational Rehabilitation, Division of Behavioral Health, Office of Children Services and other community partners.

In addition, the state codified strategic partnerships with the Alaska Coalition on Housing and Homelessness (AKCH2) and Youth Housing Development Program (YHDP) to address youth housing with workforce development services. The AKCH2 is Alaska's homeless and affordable housing advocacy body, with a mission to increase affordable housing and end homelessness in Alaska. AKCH2 carries out the day to day management of the Balance of State Continuum of Care program, oversees the contract for the Alaska Homeless Management Information System, and hosts an annual housing & homelessness conference each year. The YHDP arm of the coalition specifically targets homeless youth needs.

The COVID-19 pandemic significantly impacted service delivery to eligible youth, as most programs had to close their doors due to city and state mandates beginning in March 2020. Delivery of services continued in modified formats developed by partner AWIB project operators, such as virtual training delivered online, and staff providing case management to participants via telework. In-person appointments occurred on a case-by-case basis while maintaining social distance parameters. Youth received increased support services to assist with food and other needs exacerbated by the pandemic.

In addition to modification of services, the COVID-19 Pandemic also reduced spending by project operators due to postponed or cancelled training and work experience opportunities. Some operators were able to adjust and provide online training options. The Division of Juvenile Justice program canceled all trainings by outside providers as the facility could not allow outside personal entry. Operators Alaska Military Youth Academy and Alaska Vocational Technical Institute were required to release all students and send those residing in their dormitory facilities back to their home

communities. Many local business partners who provided work experience opportunities were similarly affected. Opportunities where participants can perform work experience from home or for project operators themselves are being explored and pursued.

Youth PY 2019 Performance	Negotiated	Actual
Employment, Education, or Training Placement Rate (Q2)	54%	55.2%
Employment, Education, or Training Placement Rate (Q4)	50%	53%
Credential Rate	50%	58.6%

Alaska nevertheless met all negotiated performance measures for PY 2019 and performance outcomes were commensurate with prior years.

Statewide Activities

Statewide activity funds are a vital part of Alaska’s workforce development system. These funds support all required activities outlined in WIOA including; Alaska Workforce Investment Board 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 evaluating performance, and staff training, capacity building and technical assistance. All of these activities support the 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 addition to the required activities as outlined in 20 CFR Part 682.200, Alaska utilized statewide activity funds for designated grant projects to Alaska Works Partnership, Inc. and Shiloh Housing:

[Alaska Works Partnership, Inc.](#)

Statewide funding continued to support Alaska’s Helmets to Hardhats program provided through Alaska Works Partnership (AWP) to serve 60 participants in PY 2019. This program provides life changing training, skills development and employment placement assistance to military veterans. Due to state health social distancing mandates, AWP implemented virtual training methods. Carpentry, blueprint reading, trades math, OSHA 10, ironworking, welding and plumbing and pipefitting were some of the trainings offered to veterans.

[Shiloh Community Housing, Inc.](#)

High Concentration of Eligible youth funds were used to support 15 homeless youth through the Shiloh LIFE program, whose mission is to help single young adults, male and female, ages 18-24 achieve long term housing and employment stability. The program receives referrals from homeless shelters, Office of Children Services and other homeless prevention agencies. Services provided include housing support, online virtual training, employability skills, work experience, and job placement assistance.

WIOA Title II – Alaska Adult Education

Housed within the Division of Employment and Training Services, the Alaska Adult Education (AAE) program is a statewide instructional program for adults seeking to enhance their postsecondary education skills of reading, writing, and mathematics in order to transition into the labor market, collegiate level academia, or vocational training. The AAE office provides grant management for Adult Education and Family Literacy Act (AEFLA) funds, and also relies on successful partnerships to provide students the educational advantages they need. In PY 2019, AAE awarded over \$2.5 million to thirteen regional adult education grants, an integrated correctional system, and a grant for Integrated English Literacy and Civics Education (IELCE). As mandated by federal regulations, grantees receive AEFLA funding for the delivery of adult education and literacy activities. AAE regional programs are funded according to their capacity to conduct activities including adult education, literacy, workplace adult education and literacy activities, family literacy activities, English language acquisition activities, integrated English literacy and civics education, workforce preparation activities, and integrated education and training.

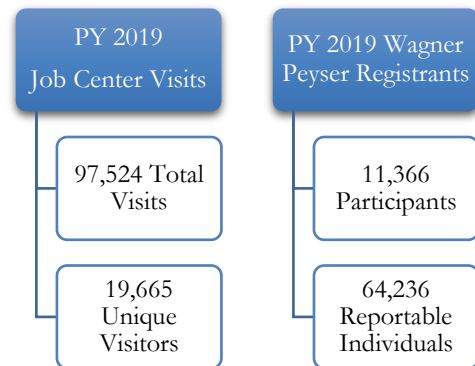
As with most educational entities around the country, the COVID-19 Pandemic impacted Adult Education in Alaska. The AAE office remained abreast of changes instituted by the Department of Education and adjusted policies as needed. In March, health mandates required limited access to correctional facilities and closures of schools. Through creativity, flexibility, and persistence, regional programs were able to transition from in-person to distance teaching and remote GED testing was pursued and made available by June. Alaska awarded 489 alternative high school diplomas in PY 2019, which was a drop of 33 percent from the previous year and mainly attributed to testing being unavailable for three months. AAE measures achievement of educational functioning level (EFL) gain from pre to post-testing with standardized testing to demonstrate measurable skill gain. At the beginning of PY 2019 all pre-/post-assessments had to be conducted in-person for reliability and validity. The AAE program quickly adjusted with remote TABE/BEST testing beginning May 2020.

- 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 2019, 55 percent of full time students tested at or below eighth grade educational functional level.
- Secondary education & high school equivalency preparation is aimed at providing 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 0.2 percent of incoming students tested in the ninth through twelfth grade range.
- The Alaska English as a Second Language program assists students whose primary language is not English to improve their reading, writing, speaking, and comprehension of the English language. In PY 2019, 41 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. Self-services are also available via our new consolidated system, AlaskaJobs, which replaced the Alaska Labor Exchange System (ALEXsys) in June 2020. Labor exchange services in AlaskaJobs provide an online employment services portal consisting of a no-fee job bank connecting job seekers with Alaska employers. It is available throughout the AJCN as well as on-line 24 hours per day at <https://alaskajobs.alaska.gov/vosnet/Default.aspx>.

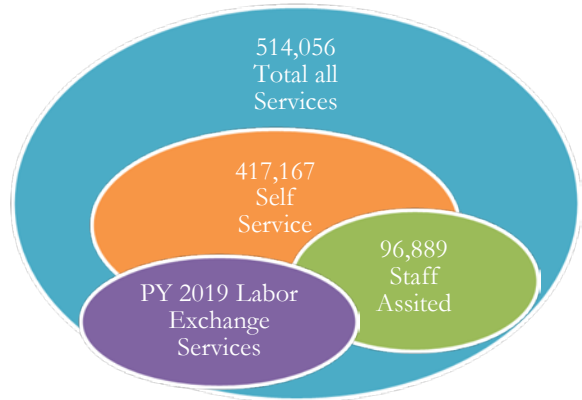
Job seeker services include job search assistance, referral, and placement. Additionally, job center staff provide assessments of skill levels and abilities, aptitude testing, and career guidance. Many job centers offer regular workshops including job seeking tips, resume writing, cover letters, interviewing skills, employment after incarceration, and annual free IRS-certified tax services provided through My Free Tax Initiative. AJCN staff routinely provide referrals to partner agencies, veteran’s representatives, and WIOA Title I programs for assistance with training and support.



The Alaska Career Ready program including WorkKeys® assessment is providing job seekers opportunities to earn National Career Readiness Certificates (NCRCs). In PY 2019, 1174 job seekers underwent WorkKeys® assessments to earn 305 NCRCs. Although Wagner-Peyser job seeker participation dropped due to COVID-19, all services not requiring in-person interaction (such as WorkKeys® assessment proctoring) continued to be available telephonically or electronically, including virtual job fairs.

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 meet employers’ current and future needs. Staff assist employers with special recruitment, ensure job applicant suitability, conduct job fairs, refer to case managers for Incumbent Worker Training, and provide information that helps ensure compliance with state and federal laws. This focus facilitates long-term business relationships built on confidence and results. The AJCN also houses apprenticeship specialists who support employers sponsoring apprenticeship programs. Registered Apprenticeships allow employers to establish their own standards of proficiency while developing a local and loyal workforce.

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 program (WOTC).



In PY 2019, Alaska’s WOTC program processed 1,466 applications, issuing 688 certifications for up to \$2,250,400 in tax credits. In July 2019, Alaska received an award to provide up to 850 fidelity bonds to employers who hire justice-involved individuals through June 2023.

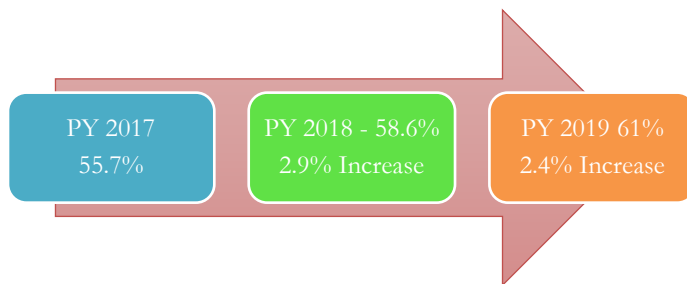
Wagner-Peyser State Performance

Alaska exceeded the Employment Rate (Q2) and Median Earnings performance indicators. The Employment Rate (Q4) is harder to attain due to the highly seasonal nature of employment in the state from seafood processing, tourism, construction projects, etc.

Wagner Peyser		
PY 2019 Performance	Negotiated	Actual
Employment Rate (Q2)	55.8%	61%
Employment Rate (Q4)	60%	58.1%
Median Earnings	\$5,435	\$6,134

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.



Alaska continues to see a higher percentage of job seekers connecting with employers, with a 2.4 percent increase in the Employment Rate second quarter after exit performance indicator for PY 2019.

Number of Job Seekers who Received Staff-Assisted Services

Alaska experienced a decrease in the number of job seekers who receive a staff-assisted service, primarily due to COVID-19 requiring closure of job centers to the public in March 2020. Job center staff continued to provide staff-assisted services via telephone and web-based means, but ultimately saw a 6,976 reduction from PY 2018 levels as businesses closed and job seekers followed stay-at-home orders.

Number of Employers Using the Alaska Labor Exchange System

PY 2019: 48,283 Job Orders were placed in the online labor exchange system for 99,553 job openings

The number of employers using the online labor exchange is an indicator of the market share of all active employers in Alaska. Dedicated Alaska job center business connection staff emphasize proactive outreach to employers to establish long-term business relationships for their employment and training needs. In PY 2019, 1,931 employers used the labor exchange system, down from the prior year.

Veterans Services

Alaska is home to over 68,000 veterans who make up 12.8 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 Statewide Grant (JVSG). These 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 assist employers to fill their workforce needs with job-seeking veterans.

The LVER is a bridge between employers and veterans to recruit, hire, promote, and retain veteran hire. The LVER staff establishes relationships with employers and facilitates the placement of veterans in meaningful employment to facilitate compliance with the Vietnam Era Veterans' Readjustment Assistance Act and regulations. One way this is done is through the annual Veterans and Military Spouses Job Fair, held this year in November 2019. Approximately 130 employers, education, training, and apprenticeship providers attended the event, which served nearly 500 participants. Outreach is also provided in places such as U.S. Department of Veterans Affairs medical and veteran centers,

homeless shelters, civic and service organizations, Veteran Stand Down events, veterans’ job fairs, and military installations.

The COVID-19 pandemic presented challenges to the JVSG program during PY 2019. Since in-person outreach methods were not an option beginning mid-March, staff adjusted to outreach online and by telecommunication. For example, the LVER conducted virtual outreach events with the Veterans Affairs Anchorage Domiciliary, Alaska Coalition for Veterans & Military Families, and the Steven A. Cohen Military Family Clinic.

In PY 2019, 3,113 veterans received services. Alaska exceeded five of the six JVSG performance targets.

JVSG		
PY 2019 Performance	Negotiated	Actual
Employment Rate (Q2)	54.3%	49.7%
Employment Rate (Q4)	49.1%	53%
Median Earnings	\$6,759	\$7,159

Senior Community Service Employment Program

With program staff located in five job centers around the state, Senior Community Service Employment Program (SCSEP) assists low-income Alaskans 55 and older to prepare for and secure employment in an efficient and seamless manner. All SCSEP participants are registered with Wagner Peyser and utilize employment services to learn how to use self-service applications and tools, gain customer service skills, and improve their computer, clerical, and soft skills to better prepare them to re-enter the workforce. As an integral part of participants’ skills training, SCSEP staff work with partners to develop individual training plans which include the WorkKeys Curriculum, Customer Service, Business Communication, Working with Others, and Work Ethics components. Many SCSEP participants are co-enrolled with WIOA Title I, II, or IV programs for further enrichment. During PY 2019, 165 SCSEP participants received services.

Alaska values mature workers, as they possess strong work ethic, resourcefulness, a lifetime of valuable skills, technical knowledge, and life experience necessary to be assets to any workplace. In partnership with the Alaska Commission on Aging, AK DOLWD launched a campaign to “Strengthen Alaska

SCSEP		
PY 2019 Performance	Negotiated	Actual
Employment Rate (Q2)	51.9%	43.1%
Employment Rate (Q4)	40%	34.2%
Median Earnings	\$4,023	\$4,994
Barriers to Employment	2.80	3.25
Service Level	167.6%	134.1%

Workforce by Employing the Older Worker” in the spring of 2020 to raise awareness of the valuable resource older workers provide. This campaign fosters innovative strategies to assist seniors to obtain employable skills and find suitable work in today’s job market.

Unemployment Insurance

Alaska’s Unemployment Insurance (UI) program continues to exceed U.S. Department of Labor’s benchmarks for issuing timely first payments of UI benefits. Business closures caused by the COVID-19 pandemic resulted in an unprecedented level of unemployment claims during the final third of PY 2019. To address the extraordinary number of claims as well as multiple UI programs enacted by Congress, Alaska’s UI program hired over 160 short-term non-permanent staff. To date, Alaska has

paid over \$776 million of UI benefits to out of work Alaskans. The UI program remains committed to working with its Workforce Services and Development partners to implement strategies to speed unemployment insurance claimants' return to work.

PY 2019 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
\$502,736,229	\$244	53,369	8.6	\$1,893,471	\$777,255	\$1,902,603
Automated System Claims				Unemployment Claim Center Call Responses		
99 %				196,798		

Reemployment Services and Eligibility Assessment

The 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, up to 105 claimants living in areas with full service job centers, including recently separated veterans and those deemed most likely to exhaust their benefits, are selected. The program connects participants with in-person assessments and re-employment services, and is designed to reduce long-term unemployment in Alaska's workforce. Participation is mandatory for continued UI eligibility.

In PY 2019, 2761 claimants participated in RESEA. This is significantly fewer than the 3,298 PY 2018 RESEA participants, and is directly attributed to COVID-19 restrictions, business closures, and relaxed pandemic funding requirements. The first three quarters saw RESEA participation numbers averaging just over 808 successful completions per quarter. The impact of COVID-19 was strongest during the final quarter, with 335 participants successfully complete their RESEA requirements.

Registered Apprenticeship

Since 1947, when the Carpenters JATC created the first trade apprenticeship program in Alaska, Alaskan employers have been training their employees through the registered apprenticeship process. Registered apprenticeship programs in Alaska have enjoyed steady growth since that time. In 2015, Alaska began an expansion of registered apprenticeship programs across the state and have helped employers to see how apprenticeship can benefit their businesses. This has led to increased opportunities in apprenticeship for health care, aviation, and construction. As of June 2020, Alaska had approximately 2,122 registered apprentices training in a wide variety of occupations.

In PY 2019 the department continued to work on two USDOL apprenticeship grants that focus on health care, the first is the American Apprenticeship Initiative grant for \$2.9M. This 5-year project has added over 550 Registered Apprentices to the workforce as of June 2020. The project increases career

awareness, strengthening existing career pathways, introduces new career pathways, and significantly helps employers fill entry-level positions in high-demand health care sector occupations. The second is a 3-year State Apprenticeship Expansion (SAE) grant for \$1.5M to support the implementation of health care apprenticeships in five occupations – electronic health records technician, community health worker, clinical medical assistant, medical administrative assistant, and medical biller/coder – under the sponsorship of the Alaska Primary Care Association (APCA). The APCA has 26 member clinics across the state and as of June 2020, has sponsored approximately 190 registered apprentices with over 20 employers. Additional occupations were added to the SAE grant to enable APCA to provide additional occupations to their sponsorship. Current plans include a Peer Support Specialist apprenticeship that will be an integral part of a mental health emergency service funded by the Mental Health Trust Authority and a Community Health Worker program that will be funded by Providence Hospital. APCA will be transitioning to a fee for service structure after the COVID-19 pandemic is over, ensuring sustainability after the grant ends.

Another part of the State Apprenticeship Expansion grant focuses on registered apprenticeships in aviation, which is a relatively new industry in using the apprenticeship model. With the help of the USDOL Office of Apprenticeship in Alaska, two aviation occupations were approved, Airframe & Powerplant Mechanic and Air Transport Pilot.

In July 2019, DOLWD was awarded a \$1M Apprenticeship State Expansion grant to promote apprenticeship in construction occupations. While COVID-19 has limited travel in the state, distance delivery to market apprenticeship to construction employers is being utilized. This grant also provided funding for related technical instruction, tools, and other items required for apprenticeship. This limited apprentice support funding is leveraged with WIOA funds as appropriate.

Registered Apprenticeship specialists are located in job centers and all job center staff receive training on available apprentice opportunities and processes to provide to job seekers and employers. The Apprenticeship Specialists received in-depth Apprenticeship Foundational Training in August 2019 by the USDOL Office of Apprenticeship.

Expanding the utilization of Registered Apprenticeship will have a significant impact on increased earnings by Alaskans who become apprentices. Based on the latest data available, those who complete an apprenticeship 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% higher than all other workers. Increasing the number of apprentices and the completion rate will have a significant impact on the local and statewide economy as well as in the lives of individuals and their families.

Alaska's Evaluation Activities

Alaska reviews information and data to evaluate the performance of WIOA programs and assess areas identified for improvement. These measures include quarterly and annual reviews of overall program performance, annual monitoring and data validation of job centers and sub-recipients, measuring effectiveness in serving employers, conducting Wagner Peyser self-appraisal reviews, engaging

participants through customer satisfaction surveys, and actively participating and learning from federal monitor reviews.

Federal Employment and Training Administration Monitoring

During PY 2019 Alaska participated in multiple federal reviews including:

- Senior Community Employment Services Program – August 2019
- Migrant Seasonal Farmworker – September 2019
- National Health Emergency Dislocated Worker Grant – September 2019
- Jobs for Veterans State Grant – October 2019
- Trade and Economic Transition Dislocated Worker Grant – February 2020

This monitoring provided important information to identify areas of improvement and also highlight best practices.

During August 2019, the **SCSEP** program participated in an on-site federal review in Anchorage. The USDOL, Region 6, Federal Project Officer met with program staff, participants, reviewed files and conducted site visits. Four program areas were found to out of compliance, Service Design and Delivery, Performance Accountability, Performance Management, and Subrecipient Management and Oversight. Alaska updated eligibility policies and procedures, provided additional training to staff, revised subaward agreements to include measurable performance objectives, created a program specific monitoring tool, and implemented a system to identify causes of low performance. After careful review of Alaska's compliance finding responses, attachments, and other supporting documentation, USDOL determined in December 2019 that the corrective action plan met the corrective action requirements and all findings were closed.

In September 2019, the USDOL, Region 6, Regional Monitor Advocate (RMA) conducted an in-person site visited in Juneau to meet with the State Monitor Advocate (SMA) regarding the Migrant Seasonal Farmworker (**MSFW**) program. During this visit, the SMA presented Alaska's policies, procedures, and Outreach Plan, and worked directly with the Regional Monitor Advocate (RMA) to expand on outreach opportunities to all areas of the state. Although these issues did not arise in discussion, the RMA subsequently issued findings and a Corrective Action Plan regarding the designation of Alaska's SMA duties and outreach requirements. Alaska provided a timely response in October, including Alaska's then-current Agricultural Outreach Plan and Request for Less Than Full-time Position. The Deputy Regional Administrator accepted Alaska's response and closed the review process in November.

Also in September 2019, two USDOL, Region 6, Federal Project Officers (FPOs) for the **NHE-DWG** conducted in-person site monitoring visits in Anchorage and Wasilla, and a telephonic monitor for a Southeast Alaska grantee. The FPOs reviewed grant activities, the budget, best practices, addressed concerns, and provided technical assistance. The Job Center Central Region Manager and case managers reviewed direct participant files with the FPOs in both locations. In-person site visits were conducted at the MyHouse Homeless Youth Center, the Alaska State Hospital and Nursing

Home Association and at the Regional Alcohol and Drug Abuse Counselor Training program to share their experience, goals, and progress. The monitor visit resulted in one area of concern for the program as a whole which was low monetary expenditures. All subrecipients passed the review, and MyHouse activity was noted as a best practice in the federal monitoring report.

During October 2019 the USDOL, Veterans' Employment and Training Service (VETS) conducted an audit of Alaska's **Jobs for Veterans State Grant (JVSG)**. The purpose was to determine compliance of the statutory roles and responsibilities of the JVSG-funded staff in Alaska, as well as audit services to non-veterans. On-site interviews were conducted with all JVSG staff in Anchorage. Policy documents, manuals, internal guidance, participant files and relevant training documents were reviewed. Programmatic reports were reviewed to include state performance outcome reports, state plans, and all relevant statutory and regulatory guidance. Additionally, VETS reviewed a random selection of statewide participant files to determine if the delivery of services by DVOP Specialists were provided through a case management framework. The Preliminary Audit Report issued by VETS on October 29, 2019 resulted in areas of concern regarding the need for additional DVOP training and continuing oversight of DVOP participant case files to ensure veterans are receiving the individualized career services and employment outcomes the grant envisions. All areas of concern were addressed, all findings were resolved and the audit closed in November. During the audit, VETS also documented the following areas as promising practices:

- When funding allows, AK DOLWD uses half-time DVOP/half-time WIOA staff to more quickly administer training funding to qualified clients.
- Performance plans for JVSG staff provide plans for staff in training, full proficiency, and staff designated as Intensive Services Coordinator.

The **TET DWG** program underwent enhanced desk monitoring review in late February/early March 2020. The division provided requested information and materials regarding program implementation, service delivery, participant services, budget, property management, procurement and contract administration, performance management, subrecipient management and oversight, civil rights compliance, and financial management, via email to the USDOL, Region 6, Federal Project Officer (FPO). The review resulted in one finding requiring an update to Alaska's subaward agreement federal terms and conditions. Alaska complied within ten days, resulting closure of the finding in July. Alaska used this guidance to expand all WIOA subaward agreements to include enhanced federal terms and conditions.

State Monitoring

In PY 2019, AWIB evaluated the activities of nine sub-recipients for WIOA Youth and sub-recipients of the State Apprenticeship Expansion (SAE) and American Apprenticeship Initiative (AAI) grants. The goal was to identify how effectively the vision, strategies, and procedures of both the US DOL, Employment and Training Administration, and the state were being achieved.

The comprehensive reviews ensure sub-recipients 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. Additionally, staff conducted work experience employer and participant interviews to help identify of areas of program strength as best practices as well as those areas in need of improvement.

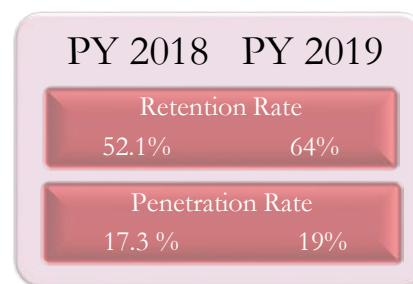
Organizations Evaluated in PY 2019

Program	Organization	Date
WIOA Youth	Southeast Regional Resource Center	December 17, 2019
	Division of Juvenile Justice	December 18, 2019
	Alaska Works Partnership Inc.	January 6, 2020
	Ketchikan Indian Community	January 13, 2020
	Alaska Military Youth Academy	January 16, 2020
	Literacy Council of Alaska	January 21, 2020
	Alaska Primary Care Association	January 28, 2020
	Nine Star Enterprises	January 30, 2020
	Alaska Vocational Technical Center	February 4, 2020
State Apprenticeship Expansion	Alaska Primary Care Association	June 18, 2019
American Apprenticeship Initiative	Alaska Native Tribal Health Consortium	June 3, 2019

Effectiveness in Serving Employers

For PY 2019, Alaska used 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 through the AJCN compared to how many employers are in the state*) as measures for determining Effectiveness in Serving Employers.

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.



Additional factors in PY 2019 include a population decrease and a heavily impacted economy during the second half of the program year due to COVID-19. Notably, although recruitment services dropped by almost 1300 from PY18 (4,942 and 3,673 respectively), the number of exiters who remained with the same employer increased. This demonstrates the outstanding work Alaska, especially Alaska Job Center staff, perform when matching qualified applicants with hiring employers.

The Penetration Rate continued to illustrate a marginalized economy and significantly lower number of recruitments by Alaska employers. The higher Penetration Rate over PY18 reflects the diligence and hard work of Alaska program staff in establishing and maintaining long-term business relationships with Alaska employers. The rate is expected to increase in PY20 as Alaska begins to open our statewide job bank, AlaskaJobs, to 3rd party recruiters and external job banks.

The PY 2019 data confirmed that over 95 percent of employer services were provided under the Wagner-Peyser program, primarily in the Workforce Recruitment Assistance and Employer Information and Support Services categories. The remaining 5 percent was shared by the WIOA Adult, Dislocated Worker, Youth programs; Adult Basic Education; and Vocational Rehabilitation. Charted data reflect 37,000 statewide job losses in the reporting period, largely due to COVID-19. According to preliminary research by department economists, 13.1 percent of job losses were from the private sector and represented 36,100 lost jobs.

Self-Appraisal System Review

Federal regulation 20 CFR 658.60 requires State Employment Service Agencies (ES) to develop a self-appraisal system to review Wagner-Peyser staff-entered services. This system, the Job Center Self-Appraisal System (SAS), determines whether established goals are achieved, and identifies deficiencies in performance in need of correction. Quarterly evaluation allows confirmation that staff is following the WIOA guidelines for providing services that are both interactive as well as providing an assessment to the job seeker or employer.

The criteria used to evaluate records include the following:

- Appropriateness of services provided to applicants and employers
- Timely delivery of services to applicants and employers
- Staff sensitivity to individual applicant and employer needs
- Thoroughness and accuracy of records prepared in the course of service delivery
- Effectiveness of Job Center interface with external organizations, i.e., other ETA funded programs, community groups, etc.

There is mandated 90 percent approval rating for all SAS results. If a job center fails to achieve 90 percent, a Corrective Action Plan (CAP) is required, and results in quarterly field staff training until deficiencies resolve.

Of the 11,289 registered job seekers in PY 2019, 608 job seeker records were reviewed for accuracy. Of these, the Statewide Job Seeker Record accuracy was 92.4 percent. With three quarters reviewed, six job centers required CAPs for failing to reach the 90 percent accuracy rating for job seeker record issues.

There were 26,603 job orders posted in ALEXsys eligible for review. Of these, 403 records were reviewed. Eight job centers required CAPs due to the accuracy rating falling below 90 percent for job order record review issues. The PY 2019 Statewide Job Order accuracy rating was determined to be

94.2 percent. Overall, SAS results were negatively impacted by COVID-19 mandated closure of job centers to the public in March 2020.

PY 2019	REGISTERED JOB SEEKERS RECEIVING SVCS	STAFF-ASSISTED SERVICES	STAFF-ASSISTED JOB ORDERS	RECORDS REVIEWED	STATEWIDE AVERAGE
JOB SEEKER	11,289	31,009		608	92.4 %
JOB ORDER			26,603	403	94.2 %

Data Validation Methodology

Data validation is a system of internal controls and quality assurance procedures established to evaluate data accuracy, validity, and reliability. Alaska’s data validation procedures were established during PY 2018 and used to verify that data reported to USDOL is valid, accurate, reliable, and comparable across programs as set forth in TEGl 7-18, and TEGl 23-19.

Our goal remains to identify anomalies in the data to resolve issues that may cause inaccurate reporting, identify source documentation required for data elements, and improve program performance accountability through the results of data validation efforts.

Using the Semi-Autonomous Research Assistant (SARA) communication system, individuals are now able to use their smartphones to photograph documents for transmission to division staff, reducing the need for office visits. Staff can now send documents for review or signature electronically. This has resulted in an increase in the number of data validation documents received.

With the arrival of the COVID-19 pandemic and resulting disruptions to data collection processes, many of the constraints on generating inclusive data have tightened. Ongoing monitoring efforts, especially manual data validation, have been severely affected. First and foremost, we have changed existing activities to ensure the health and safety of our employees. Intrastate travel restrictions halted in-person data validation and other methods, including mail and web based means, are used to obtain the information.

Staff are following current written procedures for conducting data validation, including records retention and periodic data integrity reviews of program data. In-person staff training will resume when travel restrictions are lifted to ensure that WIOA core and non-core programs have established a data validation strategy, including written procedures for conducting data validation, regular staff training, monitoring protocols, data integrity reviews, document retention and regular assessments of the effectiveness of the overall data validation process.

Performance Accountability System

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. Participant performance and labor market data allow an understanding of how workforce development is performing as a whole. [Alaska’s policy on common exit](#) includes the WIOA

Adult, Dislocated Worker, Youth, Wagner-Peyser, and Trade Adjustment Assistance programs and program staff use a shared tool to coordinate participant services and exit dates.

Alaska met the majority of the negotiated levels of performance in PY 2019 but fell short in the employment 2nd and 4th qtr after exit for adults, and 4th quarter after exit for dislocated workers. This can be attributed to many factors including the seasonality of Alaska’s workforce and harder to serve populations.

The department is commitment to increasing performance outcomes by continued improvement of its coordinated and comprehensive workforce development system, and through the hard work and dedication of department leadership and program staff. The goal is to ensure participants who exit our systems are work-ready and obtain and retain self-sufficient wages.

Moving forward, many variables will impact future performance outcomes due to COVID-19 including:

- Although some training programs have converted to online delivery, many requiring in-person attendance have been cancelled or postponed. This affects participant completer data and potentially the over-all performance of training programs.
- In some cases, participants have withdrawn from programs to attend to family issues or for their own health reasons.
- Widespread business closures have resulted in mass lay-offs, which will impact future employment outcomes.

Customer Satisfaction

Measuring customer satisfaction allows the state to understand the effectiveness of service delivery statewide. Feedback is collected and analyzed to assist in improving services to better meet the needs of job seekers and employers.

Customer Satisfaction Survey Results Trends

Program Year	Satisfied	Not Satisfied	Neutral	Total Response Count	Satisfied excluding neutral response	Satisfied rate with neutral response
2016	588	68	105	761	77.3%	91.1%
2017	652	114	185	951	68.6%	88.0%
2018	1563	85	238	1887	82.8%	95.0%
2019	651	105	110	866	75%	87.9%
Training Satisfaction Rate						
2016	345	34	76	455	75.8%	92.5%
2017	385	56	127	568	67.8%	90.1%
2018	928	44	161	1133	81.9%	96.1%
2019	437	61	76	574	76%	89.3%
Employment Services Response Rate						

2016	243	34	29	306	79.4%	89.0%
2017	267	58	58	383	69.7%	84.9%
2018	630	25	78	750	84.0%	94.4%
2019	292	44	44	380	76.8%	88.4%

Customer satisfaction is measured by emailing surveys through Survey Monkey to participants exited WIOA Title I programs quarterly, with a series of reminders to assure a maximum rate of return. The survey contains eight questions, and is 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. In PY 2018, the division initiated additional reminders which resulted in a higher response rate, making customer satisfaction data significantly more robust than in prior years.

The data gathered through customer satisfaction surveys is useful to state administrators, local offices, and training providers to improve services to better meet the needs of businesses and job seekers. It is made available to AWIB, the Alaska State Legislature, and published in this report.

WIOA PY 2019 Funding

Program	Available	Expended	Percent Expended	Available Balance
<i>WIOA Youth</i>	\$4,241,690	\$2,945,994	69.5%	\$1,295,685
<i>WIOA Adult</i>	\$3,966,713	\$3,221,175	81.2%	\$ 745,538
<i>WIOA DW</i>	\$6,412,959	\$5,137,898	80.1%	\$1,275,061
<i>Totals</i>	\$14,621,351	\$11,305,067	77.3%	\$3,326,284
<i>Subsets from Data Above</i>				
<i>Local Admin</i>	\$1,210,750	\$ 677,212	55.9%	\$533,538
<i>Rapid Response</i>	\$ 320,648	\$ 123,802	38.6%	\$196,846
<i>Statewide</i>	\$1,462,135	\$1,460,893	99.9%	\$ 1,242
<i>Totals</i>	\$2,993,533	\$2,261,907	75.6%	\$731,626

Appendix - Success Stories

WIOA Adult Program

Removing Barriers to Become Gainfully Employed



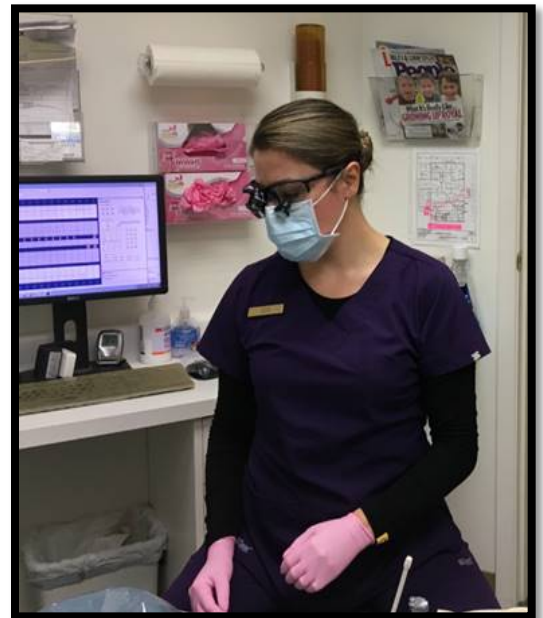
Ashley was unemployed when she came to the Peninsula Job Center seeking help with training and job search assistance. After being referred to Career Support and Training Services, Ashley worked with her case manager to build a plan for employment that included removing barriers to becoming employed in her chosen field as a Class A Commercial Driver.

Ashley received WIOA Adult and National Health Emergency funding for tuition, housing, work clothing, transportation and endorsements. She successfully gained full time, year round employment as a Commercial Truck Driver, earning \$23.00 per hour plus benefits, at Alaska Oil Sales in Kenai.

Career Advancement Leads to Self-Sufficiency

Ellie is a longtime Alaskan, who has enjoyed working as a dental assistant for a number of years. She had reached a point in her career that in order for her to be eligible for a promotion and a chance to earn a self-sufficient wage, she would need to obtain additional training.

In September of 2017 Ellie was accepted into the highly competitive Dental Hygienist program at the University of Alaska - Anchorage. Participating in this training program required Ellie to relocate to Anchorage from Fairbanks, and the rigorous nature of the program did not allow time for maintaining employment. Ellie realized she needed financial assistance in order to continue to participate in the training program and contacted the Fairbanks Job Center to inquire about potential assistance. Ellie was deemed eligible and suitable for CSTS programs and was enrolled in the WIOA-Adult and STEP programs. CSTS provided supportive services with housing, tuition, and professional license fees.



Ellie graduated from UAA, with a Dental Hygiene Credential and in July of 2019 Ellie was hired by a local Fairbanks Dentist office as a Dental Hygienist, earning 52.00 an hour plus benefits.

WIOA Dislocated Worker Program

Training First Responders

Shahmeer contacted Career Support and Training Services (CSTS) for assistance to complete his Registered Nursing (RN) program at the University of Alaska Anchorage.

Shahmeer demonstrated his strong tie to work in the healthcare industry through his previous training, volunteer work, employment, earning a 4.0 GPA during his RN prerequisites, and being accepted into this highly competitive training program.

CSTS assisted Shahmeer with tuition, books, supportive services, and costs associated with licensing fees. Shahmeer gained employment with Swedish Medical Center as an Emergency Room RN, earning \$33 per hour with benefits.



Family Man Gains CDL and New Job



Daniel, is a 41 year old male, living in Valdez whocame to Career Support and Training after being laid off, as an expediter, in January 2019 due to a reduction in force. He lives with his fiancé and her two children and plans to adopt the children.

Daniel enrolled in the 48 Hour Commercial Truck Driving course with Kenai Peninsula Driving Instruction, August 26, 2019 and obtained full time employment as a commercial driver with Crowley Fuel Services 9/30/2019, earning \$21 per hour with benefits. Daniel continues his employment with Crowley.

Career Support and Training assisted with training, out of area lodging, and out of area transportation to attend training.

Experienced Navy Veteran Lands Federal Job



Navy veteran Antonio was a distressed and dislocated Alaska Marine Highway System worker. In between sporadic AMHS dispatches to work, he regularly visited the Ketchikan job center resource room seeking steady maritime employment. Then, he reported an employment offer from MSC-Military Sealift Command. The demand for experienced veterans onboard MSC ships is high. Career Support and Training Services (CSTS) assisted Antonio with costs necessary to be ready to accept the 3-4 month contract with employer DOD-Department of Defense.

Antonio recently reported “I currently work in the supply department onboard the USNS Richard Byrd (T-AKE 4). I was a day worker involved with cleaning and sanitizing the ship as well as connecting pallets of supplies and retro to aircraft carrier based helicopters. I then moved up to messman serving licensed officers in the wardroom. From there I was promoted to the salad cook in our galley, all of this within four months. All my experience from the Navy and AMHS helped me along the way. Grateful for the help and support the CSTS team in pushing me to pursue this job with Military Sealift Command and keeping me in the maritime field.”



WIOA National Dislocated Worker Grants

National Health Emergency Dislocated Worker Grant (NHE DWG)

High school students get hands-on health care experience

In December 2019, 14 high school students from across the state with disabilities attended Healthcare Career Connections in Juneau for hands-on exploration of a variety of health care fields. Alaska employers' high demand for qualified health care workers led the department's divisions of Vocational Rehabilitation and Employment and Training Services to expand opportunities for at-risk students to obtain in-depth exposure to behavioral health, nursing, physical therapy, neonatal intensive care, and physician assistant careers in the health care industry. Students also learned the educational requirements to enter and advance in these jobs.



Future health care worker Kianna Kivisto tests blood pressure and oxygen levels for DOLWD's Sandra Burgess.

Hands-on career exploration provides clarity for students as they transition from school to work. Presentations, tours, and instruction gave students the opportunity to discover whether this type of work aligns with their interests, skills, and abilities.

The Healthcare Career Connections for students is administered through Southeast Alaska Area Health Education Center (a program of SERRC) and its partnerships with local health care providers.

Trade and Economic Transition Dislocated Worker Grant (TET DWG) Alaska Works Partnership, Inc. Construction Quality Pre-Apprenticeship Framework

Alaska's first USDOL Office of Apprenticeship, formally approved Quality Pre-Apprenticeship (QPA) framework creates priority for completers to enter directly into a Registered Apprenticeship program or employment through partnership with trade unions and employers.

In PY 2019, 84 TET DWG participants completed construction QPAs.



ALASKA WORKS PARTNERSHIP
Construction Education & Training
alaskaworks.org

ALASKA WORKS PARTNERSHIP INC.

QUALITY – PRE-APPRENTICESHIP FRAMEWORK

Construction Trade Occupations

- Carpenter
- Sheet Metal Worker & HVAC Systems Technician
- Plumber / Pipefitter
- Construction Truck Driver
- Heavy Equipment Operator
- Ironworker / Structural Welder
- Electrical Wireman

Developed in Cooperation with the U.S. Department of Labor
Alaska Office of Apprenticeship

Alaska Works Partnership Inc. is an equal opportunity program.
This project was 100 % federally funded.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it.

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Full text available at <https://www.alaskaworks.org/wp-content/uploads/2020/02/Framework-AWP-Pre-Apprenticeship-Final-1-14-2020-002.pdf>

WIOA Youth Program

Ben's Story

Ben was an 18 year old youth in the foster care system with no employment skills or history. He was enrolled in the WIOA Youth Program in Anchorage by Nine Star who assessed Ben's needs to determine a service strategy, and then sourced and coordinated a work experience opportunity with local employer, Furniture Enterprises. Ben began his work experience but only worked one week before suddenly quitting. Because of the providers established relationship with the employer, the employer was willing to give Ben a second chance. Ben was able to continue his worker experience after receiving employment skills training, guidance and support from his case manager.

This second chance led to Ben improving his performance and work ethic. Ben's rejuvenated approach led to him being given the opportunity to have increased hours and full time employment. His job performance is steadily improving and his employer is pleased with his performance.



<https://ninestar.org/>

K'Lyn's Story

K'Lyn was a low income high school dropout lacking employment skills, who was also pregnant and going through a divorce. K'Lyn enrolled in the WIOA Youth Program with the Literacy Council of Alaska in Fairbanks. She received a needs assessment, was provided a service strategy, and received supportive services while enrolled in high school completion and work experience training.



<https://www.literacycouncilofalaska.org/>

K'Lyn earned her high school equivalency diploma and was able to move into her own apartment. She is currently working with a local salon to pursue a career in cosmetology.

Alaska's Veterans' Program

Nathaniel Schmidling is a disabled U.S. Air Force veteran. He became unemployed in August 2019 and actively sought employment without success. He qualified and applied for multiple professional level state and federal government positions and private sector positions. Only two of his submitted applications led to interviews, neither of which resulted in a job offer. Mr. Schmidling entered the Jobs for Veterans Statewide Grant (JVSG) program in January 2020 seeking intensive assistance.



Upon entry to the JVSG program, he worked one-on-one with a Disabled Veterans' Outreach Program (DVOP) specialists. The DVOP assisted Mr. Schmidling in developing short and long term goals, restructuring his resumes and cover letters, practicing interviewing skills, and providing him with job leads. He expanded the minimum qualifications and Knowledge, Skills and Abilities (KSAs) sections of his state and federal resumes so that he would increase points earned during the application process, and increase chances of getting an interview. He also attended a Navigating USA Jobs workshop.

After several months of working with a DVOP, Mr. Schmidling was offered a job with the federal government at the VA Domiciliary in Anchorage as a Social Services Assistant for homeless veterans, a GS6 making \$45,000 a year. His first day of work was May 9th and he reports that things are going well.

Alaska's Apprenticeship Program



Thella Maiava Apprenticeship Success



Thella came to Alaska Works Partnership ready to move forward from being a homemaker, determined to gain entry into a construction apprenticeship. She completed weatherization training and followed up with an 80-hour Building Maintenance training. Continuing her dedication to her goals, she completed carpentry training and a blueprint reading and trades math training. She found her passion and strength in carpentry and was direct-entered in the Carpenters' Local 1281 apprenticeship in June of 2020. Pictured here, Thella is currently working full time for BEK of Alaska, Inc. on a project at East Anchorage High School.

Thella recently visited the AWP office to bring our staff a thank you note; it read: "Thank you guys for everything! Apprenticeship was great. I start work Monday! Be safe. Appreciate all the time, effort, patience and support! ~Thella."



Alaska's Helmets to Hardhats Program

Shady Mohamed



Shady was a combat medic transitioning back to civilian life when he came across a welding opportunity at Alaska Works Partnership. Registering with Alaska Helmets to Hardhats, Shady was given the opportunity to participate in VEEP, where he spent several weeks training with the IBEW and was direct entered into the apprenticeship program.

Austin Vales-Deehan



Austin was a calvary scout that was transitioning out of the military and hoping to find a career in the civilian world. He registered with Alaska Helmets to Hardhats and was given an opportunity to train with the IBEW in their VEEP program. Austin was able to complete the several weeks of training and be direct-entered into the apprenticeship program.

Marc Villegas



Marc was an indirect infantryman transitioning back to civilian life when he discovered Alaska Works Partnership's Alaska Helmets to Hardhats program. He enrolled in the VEEP program and trained for several weeks with the IBEW before being direct-entered into the apprenticeship program.