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***Annual Report: Narrative Section  
Delaware: Program year 2008  
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& Bill Potter, Deputy Director***

**Partners, Changes, Stimulus, and Economic Shocks  
“Delaware Working Toward Recovery”**

Since the last annual report, Delaware had its auto manufacturing sector devastated with the closure of the General Motors and Chrysler plants along with local auto parts suppliers. Tiny Milford, Delaware lost Invista, its worldwide carpet fiber manufacturer and the rest of the state faced similar wreckage as workforce reductions occurred in almost every business and occupational category.

With economic shocks occurring almost weekly the Delaware Workforce Investment Board (DWIB) and its primary partner the Delaware Department of Labor, Division of Employment and Training (DOL-DET) have worked more closely than ever to aggressively serve Delaware citizens and businesses.

The arrival of about \$7 million of American Recovery and Reinvestment Act (ARRA) funds has enabled the DWIB and DOL-DET to expand its training offerings while providing improved services at the job seeker level.

As you will see below Delaware has taken enthusiastic steps to harness the power of ARRA funds, increase its partnerships, and deploy services to communities – while at the same time engaging entrepreneurs and other small business partners.

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**ARRA and Teamwork** – The Delaware Workforce Investment Board (DWIB) and the Delaware Department of Labor, Division of Employment and Training (DOL-DET) are working closely to ensure



DWIB Executive Director Gwen Jones and new DET Director Tom Smith discuss workforce issues.

money from the American Recovery and Reinvestment Act (ARRA) is effectively and efficiently spent. With slightly more than \$7 million coming to the state for workforce development programs, close coordination is more critical than ever said DWIB Executive Director Gwen Jones. “These funds will help us enhance our existing services and allow us to specifically address needs of workers in ways we have not be able to due to lack of funding (i.e. intensive and readjustment services for dislocated workers). Jones is quick to note using ARRA funds are prescriptive and must be used within the context of current rules established by the Workforce Investment Act and the specific guidance issued by the federal government through its Employment and Training Administration (ETA).

Three Requests For Proposals (RFP) were released to leverage the funds. One was for Intensive Services for Adults and Dislocated Workers another was for a mandated summer youth employment program, and another was for year round youth training.

**Summer Youth** -- Delaware disadvantaged youth will have more opportunities for summer employment this year because the Delaware Workforce Investment Board (DWIB) awarded more than \$1.9 Million to organizations throughout the state to develop programs and put you to work. The awards, part of the American Recovery and Reinvestment Act (ARRA), are meant to provide youth with a chance to earn money and develop life skills, said DWIB Youth Council Chair Dana Shreve. "Grantees have been asked to make every effort to match worksites with the interests and goals of the youth they serve, as well as structuring the work experience to impart communication, interpersonal, decision-making and learning skills in the workplace," Shreve said.

**Intensive Services** -- Local job seekers working with Delaware's Division of Employment and Training will find more services available because the Delaware Workforce Investment Board recently awarded \$2 million to private businesses to augment already existing services at the state's employment offices. The awards, part of the American Recovery and Reinvestment Act (ARRA), are meant to augment needed services due to the explosion of job seekers needing help, said DET Director Thomas M. Smith. "These resources will allow us to improve the services Delawareans get from their local One Stop Centers," Smith said. "As we move through this turbulent period, it was important to provide more capacity to our system staffed by the dedicated workforce professionals."

**In-School and Out-School Programs** -- When Delaware's at-risk youth enter the workforce they are sometimes unprepared. The Delaware Workforce Investment Board (DWIB) awarded about \$1 million to training providers throughout the state to beef up training programs intended to address this challenge. The money, part of the American Recovery and Reinvestment Act, came to the state to augment already existing initiatives funded by the federal Workforce Investment Act (WIA). The programs prepare youth who are facing serious barriers by providing training and other services. These youth will be able to increase their employment opportunities, continue their education and attain higher educational levels and occupational skills credentials. The result is less welfare dependency and their ability to contribute to the workforce and help create a better economy

**Outreach -- Jones and Hayward Mentor Women** - The women at Career Team got a double dose of excellence recently when Delaware Workforce Investment Board (DWIB) Executive Director Gwen Jones and Executive Assistant Julia Hayward visited Career Team's Wilmington site to give the students some tips about getting ahead as a woman in today's business world. About 15 women listened intently as Ms. Jones and Ms. Hayward told the students that the journey to self-sufficiency starts from looking inward and assessing one's skills and weaknesses. "We all have strengths and weaknesses," Ms. Jones said. "It's knowing yourself that helps you prepare for the workplace." Ms. Jones shared with the group that journaling was one of the tools she uses to keep on track and measure her progress. "When I look back and see how I thought at different points in my life, it helps me to put things in perspective and gives me strength to keep moving forward," Ms Jones said.



Ms. Hayward's presentation was equally riveting. She told the group about her mother's rise from austere beginnings to becoming a college educated woman. The two DWIB women were asked to visit Career Team to provide positive role models for the training organization's women.

## **ENTREPRENEURS GET HELP FROM DWIB, DEDO, AND THEMSELVES -- Homerun –**



From L: Sher Valenzuela vice president of Milford-based First State Manufacturing Inc; Gwen Jones DWIB Executive Director, and Executive Board member Pat Creedon are recognized for hosting the entrepreneurial conference.

Touchdown – Knockout – Last minute Goal! Whatever sports metaphor you choose, the Delaware Workforce Investment Board (DWIB) dealt economic pessimism a crushing blow June 5, 2009 when more than 500 entrepreneurs and government officials teamed up at the Your Business 2009: The Governor's Entrepreneurial Business Conference.

The event, a joint effort between the Delaware Economic Development Office (DEDO) and the DWIB, had been in the works since early January. The goal was to make it easier for entrepreneurs to find the help they need.

"For the first time, private business owners locked shields with the Economic Development Office and the Workforce Investment Board," said Sher Valenzuela,

vice president of Milford-based First State Manufacturing Inc. "For the first time, a conference agenda was created by the business participants that attend; not non-business entities that 'think' they know what business owners need in order to succeed." Businesses were asked to help design the conference by submitting workshop ideas when they registered. More than 25 roundtable discussions and several panel presentations were created based on the input received from entrepreneurs.

To make it all happen, the Chase Center on the Riverfront's massive Governor's Hall was transformed from staid reception area, to dynamic classroom for the event. One of the highlights of the day was Gov. Jack Markell's address to the 500-plus packed lunch crowd. Gov. Markell said his administration was dedicated to ensuring the best possible climate for business and entrepreneurial development. The daylong event was divided into five tracks: marketing, workforce development, legislative issues, operations, and government contracting. People were able to move between tracks selecting the programming that best fit their needs.

**TRANSITION REPORT--** Members of the Delaware Workforce Investment Board's (DWIB) executive committee partnered with industry leaders and painstakingly crafted a transition report to assist Governor-Elect Jack Markell as he begins his time in office.



From L: DWIB Executive Director Gwen Jones and Executive Committee member Sandy Johnson work on transition plan details.

The report, which includes the DWIB's recently completed strategic plan, was in the works for several months and incorporated the history, functions, and overview of the DWIB.

Executive committee member Sandy Johnson headed the effort, pulling in diverse groups to ensure the final product was comprehensive and detailed. Like any piece of good work, the foundation was laid months earlier through a series of board development workshops conducted by Ms. Johnson. These workshops provided the initial research needed to **make the**

**transition report thorough.**

**Former DWIB Chair Leads Delaware DOL --** Delaware Gov. Jack Markell looked to the workforce system when he announced John J. McMahon Jr. would take the reins Delaware Secretary of Labor. Secretary McMahon served the state as the Workforce Investment Board chairman for more than eight years. He replaced Secretary Thomas B. Sharp. The DWIB is currently led by Jeffrey Bross, Acting Chair.



**Outreach - DWIB Teams With Multiple Partners To Help Displaced Workers --** When carpet fiber maker Invista announced it was closing its Seaford Delaware plant the southern Delaware town of about 7,000 took a body blow sending it reeling.



But like Rocky Balboa had Mickey Goldmill, the Invista worker's also had somebody in their corner – actually it was a group of somebodies – The Retired Senior Volunteer Program (RSVP). RSVP reached out to several agencies including the Delaware Workforce Investment Board (DWIB) with an idea – if it could hold workshops for displaced workers to augment Delaware Department of Labor services maybe Invista workers might pick up some tips which could help.

DWIB Deputy Director Bill Potter was especially intrigued by the idea, because he has been working closely with faith-based and community organizations throughout the state. The DWIB joined the group which included the Society of Human Resource Management (SHRM), the Social Security Administration (SSA), and the Delaware Economic Development Office (DEDO).

The DWIB provided several publications to the effort including the Delaware Department of Labor's Personal Data Book, The Ultimate Job Search Booklet, and DOL's Career Compass. The RSVP volunteers, with Bill Potter in tow, provided several workshops to the laid off workers including such topics as electronic job searching, resume preparation, and mock interviewing.

"This is a very successful program with powerful outreach!" said RSVP volunteer coordinator April Willey. The RSVP Volunteers participating are experts in the field of Human Resource Management and bring a high standard of excellence to this program.

**HERO STOPS BY ONE STOP! *Tuskegee Airman Meets Staff* --** There's no telling who



might drop by a One Stop Service Center. One day in early January, 2009 Otis Lowerybergh of Wilmington Delaware stopped by. The thing is, Mr. Lowerybergh is an American Hero. He is one of the original 926 Tuskegee Airmen whom flew in the segregated fighter unit during WW II.

The Tuskegee unit, according to [www.redtail.org](http://www.redtail.org), flew over 15,000 sorties and lost very few bombers earning them "the nickname Red Tail Angels."

"It was a distinct pleasure to meet Mr. Lowerybergh," said DWIB Deputy Director Bill Potter. "His courage and perseverance are an inspiration."

Mr. Lowerybergh's affiliation with the Tuskegee unit made him an instant celebrity at the One Stop. He posed for pictures with many staff members and told stories about being a Tuskegee Airman. DWIB Deputy Director Bill Potter is seen above with Mr. Lowerybergh.

Photo by Al Barclift:  
Tuskegee Airman Otis Lowerybergh  
gets his picture snapped at with  
DWIB Deputy Director Bill Potter.

## DWIB/DOL OPEN FIRST SHARE NETWORK ACCESS POINT—Milford, Delaware



residents got an early Christmas present last month when Delaware's first Sharing How Access to Resources Empowers Access Point (SNAP) opened just before the holidays at the Bethel African Methodist Episcopal (AME) Church.

The SNAP, at 205 NW 4th St, is staffed with church volunteers and outfitted with Dell Laptops provided by the Delaware Workforce Investment Board (DWIB) through a grant to promote labor market information.

The church and its adjoining community center will assist job seekers by providing help with resumes, job interviewing skills, and providing computer access for Internet job hunting.

Milford's Bethel AME Church houses Delaware's first SNAP. Church Pastor, Rev. Gregory P. Nelson reports that his Access Point is being used heavily by Milford and nearby residents, who can't find transportation to make it to Dover or Georgetown.

The church's pastor, Rev. Gregory P. Nelson, jumped at the chance to be part of the Sharing How Access to Resources Empowers (SHARE) Network after hearing about the new initiative at a statewide ministers meeting. "I feel that it is time for the church to become more involved in the process of assisting our parishioners and community

in seeking employment, preparing resumes, and feeling good about helping themselves to do better for themselves and their families," Reverend Nelson said. Though Bethel AME Church was the first SNAP to open, it was followed closely by the opening of an access point at Wilmington's West End Neighborhood House just before the New Year.

Access points are planned for the Delaware Adolescent Program Inc. (DAPI), Dover's Caring Community and other sites in Kent and New Castle counties.

The program, a US DOL initiative managed by the DWIB in partnership with the Delaware Department of Labor, seeks to push self-help employment services to communities through faith based and community organizations.

SHARE has two components: an online resource directory at <http://www.sharenetwork.delaware.gov/>; and the SHARE Network Access Points (SNAP) like the one at Bethel A. M. E. Church.



From Left: Kent County Levy Court Commissioner Eric Buckson and Rev Nelson stand near the Dell Laptop computers that outfit the SNAP

Flyer from a recent SHARE Network Access Point ribbon cutting ceremony.



## **OUTREACH DWIB/DET LEAD BRAC OFFENSIVE** -- The Delaware Workforce



Public Relations and Outreach Committee Chairwoman Pat Creedon talks to a pair of employers at the BRAC conference.

Investment Board (DWIB) and the Delaware Department of Labor, Division of Employment and Training (DOL/DET) recently showcased their respective resources at the first Delaware BRAC Business Conference held Oct, 31 at the University of Delaware's Clayton Hall, BRAC, an acronym for Base Realignment And Closure, is a worldwide restructuring of U.S. military installations, which promises to bring several thousand jobs to Aberdeen Proving Ground in Maryland and its surrounding communities, including New Castle County.

The projected jobs include federal employment and small business openings. The conference, sponsored by the Delaware Economic Development Office (DEDO) helped businesses get an advantage by providing them with the

latest "how to" information about working with the federal government. "This is a really big deal," said DWIB Deputy Director Bill Potter. "The potential for Delaware businesses and Delaware job seekers is enormous."

The two DOL agencies set up a combined display providing detailed information about employer services, the Delaware JobLink (<https://joblink.delaware.gov>), and job seekers services.

**SPECIAL THANKS** -- The DWIB thanks outgoing Gov. Ruth Ann Minner and Secretary of Labor Thomas B. Sharp for their leadership and support. Whatever successes the DWIB achieved were due in large part to them. The DWIB Welcomes Gov.-elect Jack Markell to the DWIB. The board looks forward to working with the new governor as we transform our workforce to meet the employer needs of today and tomorrow.

**FOX VALLEY'S ABE/ GED PROGRAM ON SITE – "KEEPS IT MOVING"** - As students graduate with their GED they are being case managed to adult training programs.

A Submitted Photo: GED students at the Fox Valley One Stop help GED instructor Mike Wilber Celebrate his 60<sup>th</sup> Birthday. The GED Program is a special partnership between the DWIB, New Castle County Vo-Tech School District and the Delaware Department of Labor. This program entered it's 4<sup>th</sup> year this September (2009).



# WEST END NEIGHBORHOOD - A NEIGHBORHOOD PHENOMENON ! (Partnering with Walmart, DWIB and JP Morgan Chase)

West End Neighborhood house celebrates a recent initiative between Wal-Mart, the DWIB and JP Morgan Chase. From L: Hayley Schmitinger, West End student Alicia Miller, New Castle County Executive Chris Coons, West End Student Ashley Randolph. Delaware Gov. Jack Markell, West End Program director Kenyetta McCurdy Byrd and Wal-Mart Sr. Regional Manager Rhoda Washington



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*DWIB's Acting Chair*

*Jeffrey M. Bros*

**Delaware**  
**WORKS**  
DELAWARE WORKFORCE INVESTMENT BOARD  
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**MOVED - The Delaware Workforce Investment Board is on the move again.** This time it's not figurative; it's literal. Executive Director Gwen Jones, Executive Assistant Julia Hayward, and Deputy Director Bill Potter have moved to the **fourth floor of the Delaware Department of Labor's (DOL) Wilmington-based headquarters.** Still co-located with DOL, this move puts the DWIB just down the hall from DOL Secretary John McMahon. Phone numbers, emails, and fax numbers are all the same.

10/1/2009

Delaware Workforce Investment Board

Program Year 2008 (July 1, 2008 - June 30, 2009)

	Available	Expended	Percent Expended	Remaining	Obligated
<b>TOTAL WIA FUND SOURCES</b>	<b>\$8,019,064</b>	<b>\$6,063,375</b>	<b>76%</b>	<b>\$1,955,689</b>	<b>\$580,856</b>
Adult Program Funds	1,887,197	1,452,497	77%	434,700	218,305
Carry-in	175,521	175,521	100%	0	0
<b>Total Adult Program Funds</b>	<b>2,062,718</b>	<b>1,628,018</b>		<b>434,700</b>	<b>218,305</b>
Dislocated Worker Program Funds	1,436,521	920,155	64%	516,366	192,409
Carry-in	781,285	781,285	100%	0	0
<b>Total Dislocated Worker Program</b>	<b>2,217,806</b>	<b>1,701,440</b>		<b>516,366</b>	<b>192,409</b>
Youth Program Funds	1,929,284	1,452,966	75%	476,318	166,221
Carry-in	461,680	461,680	100%	0	0
<b>Total Youth Program</b>	<b>2,390,964</b>	<b>1,914,646</b>		<b>476,318</b>	<b>166,221</b>
Out of School Youth		792,596			
In School Youth		994,839			
Summer Employment		0			
Rapid Response Funds	142,384	7,253	5%	135,131	0
Carry-in	18,618	18,618	100%	0	0
<b>Total Rapid Response</b>	<b>161,002</b>	<b>25,871</b>		<b>135,131</b>	<b>0</b>
15%Statewide Activity Funds	880,362	487,188	55%	393,174	3,921
Carry-in	306,212	306,212	100%	0	0
<b>Total 15% Statewide Activity</b>	<b>1,186,574</b>	<b>793,400</b>		<b>393,174</b>	<b>3,921</b>

<b>Overall, All Program Strategies</b>	<b>\$ 3,404</b>	<b>Total # of Customers Served</b>	<b>1,781</b>
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Adult Program	1,628,018	737
Dislocated Worker Program	1,701,440	310
Youth Program	1,914,640	737

## Cost of Program Activities Relative to the Effect of Activities on Participant Performance

1) Unit Costs = total cost by service / total participation by service.

	Expenditures			Core #	Participation		Core	Unit Cost	
	Core \$	Intensive \$	Training\$		Intensive #	Training #		Intensive	Training
Adult	0	-----		0	9	224	0	-----	
Dislo Wkr	0	-----		0	17	109	0	-----	
Youth	0	N/A		0		N/A	0	N/A	

Notes: Delaware concentrates its WIA funds on providing training services. Intensive Services are provided to each training participant; however, very few participants receive intensive services only (see above Participation #'s based on the Entered Employment Measure). Core Services are funded with Wagner Peyser dollars. DE cannot currently provide it at this level of detail for PY08.

2) Cost per Participant = total costs by year / participants in the same year.

Adult	\$2,209.00
Dislocated Wkr	\$5,489.00
Youth	\$2,609.00

3) Cost Per Exiter = total costs by year / total exiters in the same year.

Adult	\$ 3,970.00
Dislocated Wkr	\$13,088.00
Youth	\$11,818.00

4) Cost per Entered Employment = total costs by year / total exiters entering employment in the same year

Adult	\$ 8,348
Dislocated Wkr	\$16,680
Youth	N/A

5) Cost per Retained Employment = total cost by year / total number of participants retained in the same year

Adult	\$ 5,856.00
Dislocated Wkr	\$15,609.00
Youth	\$N/A

6) Cost per Average Earnings Increase = total cost by year / average earnings increase in the same year.

No longer a required measure for Adult & Dislocated Worker

7) Cost per exiter receiving a particular services (such as an intensive or training service) = total costs per one or more particular services by year / total number of exiters who received the same particular services in the same year.

DE and cannot currently provide it at this level of detail for PY08.

8) Cost per positive outcome (e.g., placed in a job, the military, a registered apprenticeship program, education program, or advanced training program) = total cost by year / total number of exiters with a positive outcome in the same year.

DE cannot currently provide it at this level of detail for PY08.

9) Cost per recognized certificates received = total costs by year / total number of recognized certificates received in the same year.

Adult	\$ 6,755
Dislocated Worker	\$24,658
Youth	\$16,795

10) Return on Investment (ROI) = as defined on an annual basis for exiters with positive outcomes including certificates attained.

DE cannot currently provide it at this level of detail for PY08.

## **Partners, Changes, Stimulus, and Economic Shocks “Delaware Working Toward Recovery”**

In Closing – The road to recovery is great in our state and in our nation. The Delaware Workforce Investment Board is committed to participating fully to recovery by maximizing the resources it is entrusted with and to use those resources to empower individuals through education and training. We are proud to have built strong partnerships over the past few years with community organizations, sister agencies, institutions of higher education and business to help us leverage services to equip Delaware citizens to become a part of an ever changing workforce.

The Delaware Workforce Investment Board strives to develop policies that allow flexibility in service delivery and eliminates barriers for clients who are eligible under the law. Maximizing our ability to be creative in providing services needed in order for job seekers to be successful is critical. Our clients need our help and it is our job to create an environment that will energize and encourage a community of workers who are facing economic shocks like never before. This is a work we are committed to.

With the help of the Delaware Department of Labor, the Division of Employment and Training Director and other in-house partners we are working together to help our clients with services and training that will help them reach their goals and help improve their lives.

The DWIB would like to thank outgoing Gov. Ruth Ann Minner and Secretary of Labor Thomas B. Sharp for their leadership and support for the successes we have had during their tenure.

We want to thank some of our past members whose work has left an indelible mark on the legacy of the Delaware Workforce Investment Board. They are Dwayne Wayman, Hon. Sandy Johnson, Hon. Judy Cherry, Hon. Valerie Woodruff, Debra Singletary, Sen. Charles Copeland and the Hon. John McMahon.

Our continued thanks to our Regional Administrator, Lenita Jacobs-Simmons and her incredible staff for their support, especially this year for their assistance with the many initiatives, funding opportunities, and guidance that has come out of the U.S. Department of Labor, as a result of a down economy. We could not navigate the waters without you.

Many thanks to our past Chairman – Hon. John McMahon who is the newly appointed Delaware Secretary of Labor. Please accept our appreciation for eight years of committed and heartfelt service to the Delaware Workforce Investment Board. Many lives have been changed because of your determination to make ABE/GED available at the One-Stops – especially Fox Valley.

The DWIB has already begun working on new initiatives as directed by our new Governor Jack Markell. As new members are coming on board to carry on the work of the DWIB, we want to thank our current members who have stayed and worked relentlessly through several transitions over the past few years.

And finally to our Acting Chairman, Jeff Bross – thank you for guiding the DWIB through yet another transition in 2009!



