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*Annual Report: Narrative Section  
Delaware: Program year 2009  
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**From Turbulence to Opportunity**

The Delaware Workforce Investment Board (DWIB) and its primary partner, the Delaware Department of Labor, Division of Employment and Training (DOL-DET), continue to exhaust every resource to prepare Delaware's workforce for the jobs of today and tomorrow. Like most of the nation, Delaware's business slowdown seems to be especially stubborn. As one can see by the box to the right employment gains are modest and offset by more people looking for work. That has not stopped us from ensuring that Delawareans coming to the state's One Stop Career Centers prepare people for high demand jobs. Some innovative approaches included contracting additional intensive services for resume preparation, job search skills, electronic job searching, etc. If it's true that a skilled and ready workforce recruits and retains business, then the future for Delaware looms bright over the horizon.

	Aug. 2010	July 2010	Aug. 2009
Civilian Labor Force	422,100	422,700	432,500
Employment	386,800	387,300	396,800
Unemployment	35,300	35,400	35,700
Unemployment Rate %	8.4	8.4	8.3
U.S. Unemployment Rate %	9.6	9.5	9.7

Source: Delaware Dept. of Labor in cooperation with the U.S. Dept. of Labor, Bureau of Labor Statistics.

As you will see in pages that follow, the DWIB and DET have worked long and hard; trying innovative approaches to serve unprecedented numbers of Delawareans, while at the same time, ensuring stewardship of taxpayer resources to give Delaware citizens an advantage as we move from turbulence to opportunity.



## WORKFORCE BOARD FIELDS NEW LOOK

### *Stockbridge Takes Reins: New Plan Is First Order of Business*



From Left. New DWIB Board Chairman Gary Stockbridge works with board member Dr. John Austin from Delaware State University

Change is on the move with the Delaware Workforce Investment Board (DWIB) as it embraces a new chairman, several new board members, and develops a new strategic plan.

*“We intend to drive this process with an emphasis on gathering data to understand the needs in Delaware, involving all the stakeholders in discussions around these facts, and then prioritizing actions that will move us towards our goals, Mr Stockbridge*

*said of the planning. “We can’t reach our goal unless we are all pulling in the same direction and working on the most important efforts. I want this process to help us all work smarter and work together for the benefit of those we serve throughout Delaware.”*

The DWIB’s new chairman Gary R. Stockbridge was appointed earlier this year by Gov. Jack Markell. Mr. Stockbridge replaces John McMahon, who became Delaware Secretary of Labor, and also takes the reins from Jeff Bross who led the DWIB until early January. Mr. Bross is now the DWIB’s Vice Chairman.

While several people will be sorely missed, perhaps outgoing Youth Council Chairman Dana Shreve and Public Relations Chairwoman Pat Creedon are the most visible board members bidding us adieu.



From L. New Board member Sher Valenzuela, DWIB Executive Director Gwen Jones and Outgoing PR Committee Chair Pat Creedon at a DWIB sponsored function

Mr. Shreve’s hard work has made the Delaware Youth Council a model of excellence with a nationwide reputation. His accomplishments range from founding Delaware’s multi-agency Youth Vision Team, to the detailed asset mapping for children “aging out” of foster care.

Ms. Creedon’s accomplishments are equally remarkable.

She was the driving force behind the Governor’s First Entrepreneurial Conference and led the redesign and simplification of the Delaware Workforce Investment Board website.

Both join other board members in helping develop the Wilmington GED program so more job seekers could qualify for training opportunities.

While those leaving the board will be missed, the new members will bring different experiences to the DWIB.



## Newly Appointed Delaware Workforce Investment Board Members

<b>Hon. Jack Markell</b>	Gov. Chief Elected Official
<b>Chairman Gary Stockbridge</b>	President, Delmarva Power
George Krupanski	Boys and Girls Clubs of Delaware
Hon. Alan B. Levin	Director DE Economic Development
Hon. Lillian Lowery	Sec. Department of Education
Hon. Rita Landgraf	Sec. Dept. Health and Social Services
John Chrzanowski	S.T. Good Insurance Company
James Wolfe	Pres. DE Chamber of Commerce
Peter Bradley	Dover Downs Hotel & Casino
Ralph Cetrulo	Cetrulo & Morgan Group, LLC
Sher Valenzuela	First State Manufacturing
William Parks	Colonial Parking
Willy Ho	Leeber, Ltd.
Stephen Lehm	Vandemark and Lynch Engineering
Audrey Van Luven	Christiana Care
Maureen Farley	W.L Gore
Hon. Anas Ben Adi	Delaware Housing Authority
John Byrne	University of Delaware

## DWIB/DOL-DET RESPOND TO RECESSION

This time last year we reported the Delaware Workforce Investment Board and the Delaware Department of Labor, Division of Employment and Training (DOL-DET) received stimulus funds under the American Recover and Reinvestment Act (AARA) of about \$7 million.



From R. Tom Smith and Julia Hayward help several people at the recent Provider Forum held in Dover

Since then DOL-DET has invested its entire \$4 million Intensive Training Account budget and spent almost \$3 million for youth programs including this year's summer youth program.

It hasn't been easy said DWIB Executive Director, Gwen Jones "It has been a real team effort to ensure we used these resources quickly and well," she said. "The

DOL-DET staff was able to service more than twice the normal number of clients seeking help.

"The thing we need to remember is a trained and ready workforce attracts and sustains businesses."

Youth programs also did well. Summer Youth Employment funded by ARRA was established throughout Delaware putting money into the hands of about 1,100 youth last summer. The same number of Youth were served this summer.

According to DET Director Tom Smith, 75 percent of people who received ARRA training got jobs, 80 percent of those people held on to those jobs, and -- about 65 percent of the people earned a specific skill credential they can carry with them the rest of their life.

### DWIB/DET STEP UP PROVIDER SCRUTINY

The Delaware Workforce Investment Board will step up enforcement of provider performance measures to more accurately mirror the board's performance requirements with the US Department Labor's Employment and Training Administration (ETA).

"We have been very successful over the years," said DWIB Deputy Director Bill Potter. "But the advent of the recession and the explosion of clients visiting the One Stop Centers has forced us to review every process we have.

"We must ensure the success of training programs for Delaware job seekers and employers by enforcing tough and fair provider standards."

Mr. Potter, who explained the performance measures to the providers, said the providers were being held to exactly the same standards as the DWIB.

"We did not inflate the provider measures to build a cushion for ourselves," he said.

	Entered Employment	Employment Retention	Average Earnings
WIA Adult	82 % / 66%	76 % / 62%	\$9700 / \$7,760
Dislocated Workers	82 % / 66%	82% / 66%	\$13,330 / \$10,640

Developing performance measures is a complex process involving in-depth labor market research, developing a proposal for the government, and negotiation with ETA.

According to Ms. Jones the DWIB has two performance measures.

“If you look at the table above, each block has two numbers. The first number is the negotiated level between the DWIB and ETA” she said. “The second number is 80 percent of the first. The goal is always to make the first number, but the minimum acceptable performance is the 80 percent level.

“If we fail to make the 80 percent level Delaware is subject to sanctions which could include the loss of federal money.”

While it can seem complicated Ms. Jones said there is a simple way for providers to succeed.

“Providers need to ensure their students graduate from training programs and ensure their graduates get and keep jobs.

“If we do that, everything else falls into place.”

The stepped up vigilance will not catch providers by surprise because the topic was the main point at the recently completed annual Provider Forum held in May 2010.

“We laid out the measures and explained the importance of success,” Ms. Jones said.

“We went over the topic in great detail.

“We know we have great providers and we want to make sure that everyone understands the definition of success.”

The Forum, held at the Dover Sheraton, was revamped to include a presentation by Fox Valley One Stop Employment Service Specialist Ronetia Bacon. A job placement workshop was also included for the first time.

Ms. Bacon’s presentation is available at [www.delawareworks.com/wib](http://www.delawareworks.com/wib) for review and discussion.

### **Partnerships Work For Summer Youth Employment**

The Delaware Department of Labor, Division of Employment and Training (DOL-DET) found an inventive way to serve more Delaware Youth when it joined forces with Temporary Assistance to Needy Families (TANF) leaders this summer to create this year’s Summer Youth Employment Program.

The partnership created a larger than expected youth program, which was able to provide opportunities to more than 1,160 Delaware youth in all of the state’s counties.

DOL-DET director Tom Smith reached out to long-time partners to find a new way to make things happen for kids.

He was able to combine about \$ 300,000 of American Recovery and Reinvestment Act funds with about \$ 1.6 million of TANF funds.

### **LEVERAGING NONTRADITIONAL RESOURCES TO SERVE MORE**

#### **DWIB and City Team for Hicks: *Community Center Opens Local Resource***

Wilmington’s West Side is hardscrabble where the impacts of the Great Recession are easily visible. Unemployed men gather on corners and front steps waiting for the next blow to come, the next layoff, or the next job closure.

A small ray of hope is easy to spot and sorely needed.

One glimmer showed up in a big way recently when the Delaware Workforce Investment Board (DWIB) and the City of Wilmington teamed to open a SHARE Network Access Point (SNAP) at the William Hicks Anderson Community Center.

The importance of the initiative was clearly demonstrated by the more than 35 people who joined Hicks Center Executive Director Chris Dolley for the Jan 28, 2010 grand opening.



Top Photo. From L. Del. Gov. Jack Markell talks to Wilmington Mayor James Baker as a resident looks on.  
Bottom Photo. DWIB Executive Director Gwen Jones address the more than 30 people attending the opening of the Hicks Anderson Access Point

Mr. Dolley was joined by Del. Gov. Jack Markell, Wilmington Mayor James Baker, Delaware Department of Labor Secretary John J. McMahon Jr, DWIB Executive Director Gwendolyn Jones, and several local community members.

The SNAP will help local residents look for work using the Delaware Department of Labor's Delaware JobLink; the state's online job site ([joblink.Delaware.gov](http://joblink.Delaware.gov)).

"The goal is to help people do what they could do at home, if they had the resources and a little help," said DWIB Deputy Director Bill Potter. "The thing that makes this all possible is Delaware Joblink."

The resources and help come from about 25 computers the William Hicks Anderson Community Center has dedicated at its computer lab. Center staff, trained by the DWIB in fundamentals of electronic job search and resume preparation, will assist West side residents.

"The SHARE Network program offers a more convenient way for citizens to explore employment opportunities, which is vital in today's economy," said Mayor Baker. "I want to thank the state (of Delaware) and the Workforce Investment Board for providing Wilmington residents with other opportunities to find

employment."

Gov. Markell cited the access point the type of creative approach he is on the watch for. "We are working together every day to help employers create new and better jobs for our state's citizens. People who are looking for work also need an easy way to connect with the companies that are hiring. SHARE helps accomplish that goal," Markell said. "It's a simple idea, but it's also very creative. This is exactly the kind of innovation we need to help put people back to work."

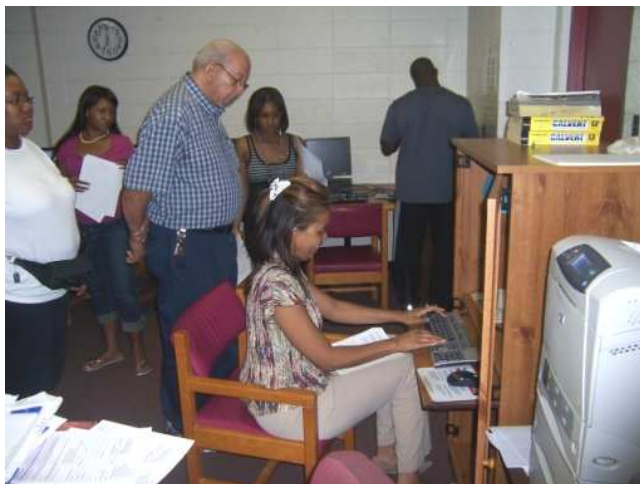
The William Hicks Anderson Community Center computer room is open Monday through Friday from 9 a.m. to 12 p.m.

## William Anderson Hicks Update

It appears the William Anderson Hicks Community Center is having an immediate impact as a SHARE Network Access Point (SNAP)

Since opening in early winter the center has helped more than 25 people find fulltime jobs. The center is helping about 75 people per month look for jobs and conducts other job search activities.

"I am so impressed with the work this center does," said DWIB Executive Director Gwen Jones. "The Hicks Center is a special place."



Tracy Purnell from DOL-DET's Fox Valley office checks registrations at the William Hicks Anderson Community Center

## HICKS CENTER ELEVATES AMERICA

It was one of those sultry August nights in Wilmington that brought people out of their houses in hopes of catching a little relief from an errant breeze. North Madison Street, on Wilmington's west side, was alive with people gathering at front stoops, street corners, and the local park.

There was a sense of something happening – or going to happen.

Perhaps the vibe was generated at the William Hicks Anderson Community Center where more than 30 people gathered for a chance to improve their

job prospects by enrolling in a computer training program sponsored by Microsoft and distributed by the Delaware Department of Labor's, Division of Employment and Training (DOL-DET).

If the vibe didn't start there, it sure caught on.

Tracy Purnell, a DOL-DET Employment Service Specialist, and Carl Webster the center's resident computer guru, worked hand-in-glove to provide vouchers for the Elevate America Program.

Ms. Purnell checked each person's registration as Mr. Webster managed and accounted for each training voucher.

The program provides free training for training for Microsoft Office 2003, or 2007, or a high level Microsoft Professional program.

To receive a voucher Delawareans had to be registered with DOL-DET and have access to a computer and internet. The Hicks Center, which has been registering people with DOL-DET via its SHARE Network Access Point (SNAP) was the perfect fit to bring the resource to the community.

"This is exactly what we should be doing," said Gwen Jones DWIB Executive Director. "We have to try and meet people where they live.

"When opportunities such as Elevate America knock on the door, we have to answer that door, and maximize the opportunities so that people in our communities benefit. The SHARE Network and Elevate America are a perfect Match."



**Gary R. Stockbridge**  
**President, Delmarva Power**  
**Chairman, Delaware Workforce Investment Board**



## **A NEW LEADER AND NEW ENERGY**

The Delaware Workforce Investment Board (DWIB) is becoming the high functioning workforce board necessary to navigate the workforce development world of today. With the appointment of new Chair, Gary Stockbridge of Delmarva Power, the board is invigorated and ready to journey into new territory. Gary added more than fifteen new board members, after many members moved on over the last two years. New members were carefully selected and their applications submitted to the Governor's office for consideration. Newly appointed members realize it is time to get the business community involved in the work of education, training and hiring of the citizens of Delaware.

The DWIB and the Department of Labor's Division of Employment (DOL-DET) are excited as we take workforce development and employment and training to the next level. We want to thank Governor Jack Markell for his continued support of the "governor's" workforce board and for selecting Chairman, Gary Stockbridge. With Gary at the helm we are sure to realize our mission and fulfill set goals, as we roll up our sleeves for the board's Strategic Planning Retreat, October 25, 2010.

Thanks to Patricia Creedon and Dana Shreve who have been board members for more than ten years; our best as they move on to new endeavors. Thank you Bob Clarkin for all the wonderful work you did reporting performance measures and outcomes for the board and for interpreting the many guidance letters and regulations.

As always, we want to thank our Regional Administrator, Lenita Jacobs-Simmons and her staff for helping Delaware be successful. We had many questions and the Region shared very good guidance as we worked to use our American Recovery Reinvestment Act funds in the most effective ways possible. Thank you for the work you do.

Our sincere thanks to the Secretary of Labor, John McMahon. He not only shares his building with the DWIB, but also his wisdom. As our co-laborer through his Division of Employment and Training staff he has supported and provided an atmosphere conducive to working together toward great accomplishments which benefit the citizens of Delaware.

You can feel the energy in our meetings, because we know the answers to improving this economy are at our door. We look forward to digging deeper for new jobs and opportunities that will allow the individuals who have been trained with Workforce Investment Act funds to get a job and maintain that job.

*Delaware Workforce Investment Board - Our new Energy is Electrifying!*



## Delaware Workforce Investment Board

Program Year 2009 (July 1, 2009 - June 30, 2010)

	Available	Expended	Percent Expended	Remaining	Obligated
<b>TOTAL WIA FUND SOURCES</b>	<b>\$14,516,554</b>	<b>\$10,881,258</b>	<b>75%</b>	<b>\$2,273,760</b>	<b>\$2,140,425</b>
Adult Program Funds	1,826,195	1,314,189	72%	512,006	253,373
ARRA WIA Adult Stimulus	1,234,406	932,059	76%	2,069	300,278
Carry-in	434,699	434,699	100%	0	0
Total Adult Program Funds	3,495,300	2,680,947		514,075	553,651
Dislocated Worker Program Funds	1,702,783	1,096,221	64%	606,562	345,790
ARRA WIA Dislocated Worker Stimulus	2,039,325	1,204,086	59%	317,341	517,898
Carry-in	516,366	516,366	100%	0	0
Total Dislocated Worker Program	4,258,474	2,816,673		923,903	863,688
Youth Program Funds	1,929,283	1,497,952	78%	431,331	170,162
ARRA WIA Youth Stimulus	2,918,025	2,374,665	81%	0	543,360
Carry-in	476,318	476,318	100%	0	0
Total Youth Program	5,323,626	4,348,935		431,331	713,522
Out of School Youth		852,008			
In School Youth		868,331			
Summer Employment		0			
Rapid Response Funds	15,000	0	0%	15,000	0
Carry-in	135,131	78,620	58%	56,511	
Total Rapid Response	150,131	78,620		71,511	0
15%Statewide Activity Funds	895,845	562,905	63%	332,940	9,564
Carry-in	393,178	393,178	100%	0	0
Total 15% Statewide Activity	1,289,023	956,083		332,940	9,564
		Total # of Customers Served			
<b>Overall, All Program Strategies</b>	<b>1,760</b>	<b>6,182</b>			
Adult Program	2,680,947	1,798			
Dislocated Worker Program	2,816,673	2,283			
Youth Program	4,348,935	2,101			