



Annual Report

Program Year 2023

Fiscal Year 2024



**DELAWARE
DEPARTMENT OF
LABOR**



Division of Employment & Training



Collaboration is key to a strong workforce system, enabling us to meet the evolving needs of both employers and job seekers. In today's rapidly changing economy, workforce challenges are increasingly complex, requiring a unified approach that taps into the strengths and resources of diverse partners.

By fostering collaboration among businesses, educational institutions, government agencies, and community organizations, we create innovative solutions that respond to labor market demands. These partnerships ensure individuals are equipped with the skills needed to succeed while sharing best practices that drive meaningful change.

In the past year, as part of our [combined state plan](#) with Career and Technical Education (CTE), we developed a four-year strategy and operational plan for the continued implementation of Delaware's workforce development system. This state plan outlines our vision for aligning job training and education programs under WIOA, fostering better coordination across services, improving efficiency, and connecting individuals to high-quality job opportunities. Cross-program planning promotes a shared understanding of workforce needs, allowing us to better serve our community.

Our collaborative efforts have led to significant advancements in training, job placement, and career development programs. By aligning goals and pooling resources, we effectively address the unique needs of different industries and populations, strengthening the resilience of our workforce.

Looking ahead, we remain committed to the collaborative spirit that has shaped our progress. Together, we will continue to drive innovation, foster economic growth, and create pathways to success for all members of our community.

Sincerely,
Joanna Staib
Executive Director



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State's Strategic Vision and Goals

At the Delaware Workforce Development Board, our vision is to empower individuals, enrich communities, and drive economic prosperity through learning and skills advancement. This vision guides our every endeavor, reflecting our commitment to fostering a workforce that is prepared to meet the demands of a dynamic and ever-evolving job market.

Our mission is to continuously improve workforce development by remaining responsive to the evolving needs of individuals and industries. We aim to drive positive change, strengthen our communities, and contribute to a thriving economy. By prioritizing the development of skills and knowledge, we are building a future where every Delawarean has the opportunity to flourish and contribute to the greater good.

This year, Delaware submitted the Workforce Innovation and Opportunity Act (WIOA) State Plan which outlines Delaware's strategic vision and operational framework for workforce development for Program Years 2024-2027. The combined state plan emphasizes aligning workforce services with the needs of employers, enhancing access to training and education, and creating pathways for high-demand careers. A key focus is on expanding access for underserved populations, including youth, individuals with disabilities, and those facing employment barriers. By fostering collaboration among state agencies, educational institutions, and community partners, the plan aims to streamline service delivery, improve outcomes, and drive economic growth. It highlights Delaware's commitment to a data-driven approach to workforce development, ensuring continuous improvement and responsiveness to evolving labor market trends.

A combined State Plan under WIOA that integrates Career and Technical Education (CTE) offers significant benefits. By aligning workforce development and CTE programs, states can create a more cohesive and efficient system that addresses both the skills needs of employers and the career goals of individuals. This integration fosters stronger partnerships between educational institutions and workforce agencies, ensuring that training is responsive to labor market demands. It also streamlines resources and services, reducing duplication and improving access to career pathways for students and workers. Ultimately, a combined plan promotes innovation, enhances job placement rates, and strengthens the overall economy by preparing a more skilled and adaptable workforce.

Within the State Plan, Delaware has identified four key priorities:

1. **Prioritizing Sectors:** We focus on the industries that are crucial to Delaware's economic growth. By understanding the needs of these sectors, we tailor our workforce development efforts to ensure that businesses have access to a skilled and capable workforce.
2. **Raising the Bar on Educational and Training Attainment:** We are committed to enhancing the educational and training opportunities available to our workforce. By setting high standards and promoting lifelong learning, we ensure that individuals are equipped with the skills necessary to succeed in a competitive job market.
3. **Increasing the Alignment Between Learning and Work:** We believe in the power of practical experience. By increasing apprenticeships, mentorships, and work-based

learning opportunities, we create a seamless transition from education to employment, ensuring that individuals gain the hands-on experience needed to excel in their careers.

4. **Opportunity for All:** We are dedicated to creating an inclusive workforce system that provides opportunities for all Delawareans. By removing barriers and promoting equity, we ensure that everyone has access to the resources and support needed to achieve their career goals.

Our commitment to this vision and mission is reflected in the programs and initiatives we undertake. We strive to create pathways to success for all members of our community, ensuring that individuals have access to the education, training, and resources necessary to achieve their career goals. By collaborating with employers, educators, and community organizations, we ensure that our workforce development efforts are aligned with the needs of the labor market, making Delaware a place where businesses can thrive, and individuals can achieve their full potential.

Delaware Workforce Development Board

The Delaware Workforce Development Board (DWDB), in close partnership with the Delaware Department of Labor, Division of Employment and Training (DOL-DET), provides leadership and resources to cultivate a skilled workforce that meets the evolving needs of businesses and communities. We approach this with a focus on equity, forward-thinking initiatives, and data-driven strategic investments. DWDB is dedicated to creating an effective, job-driven workforce development system that emphasizes worker skill development, aligns training with business needs, reduces duplication, and connects individuals with employment opportunities.

A significant portion of the DWDB's activities is accomplished through committee involvement. Each committee meets at a minimum of four times a year. These committees diligently strive to achieve the outlined goals and recommendations set forth by the DWDB.

Guiding Principles and Core Functions of the Board

The work of the Delaware Workforce Development Board is based on the following set of principles that guides priorities and investment decisions.

- **Strategy Based:** Board focuses on the big picture of workforce development (creating a system, not merely a collection of programs) to match supply and demand more effectively.
- **Customer Focused:** Systems are built around customer needs, including job seekers, employers, and youth (rather than funding streams) and promote diversity, equity, and inclusion.
- **Leveraged Partnerships and Resources:** Strategies leverage other resources and are based on strong partnerships, building on existing collaborations when possible.
- **Outcome Driven:** Outcomes are clearly defined, communicated, and measured with investments made accordingly.
- **Integrated Service Delivery:** Programs are focused on outcomes and are encouraged not to duplicate one another but rather work collaboratively to deliver services to the customer.

- **Industry and Economic Development Aligned:** Workforce programs and services are aligned with regional industries and economic growth strategies.
- **Accountable and Transparent:** There is a clear process for making decisions informed by analyzing data and evaluating performance standards.

Program Progress and Results

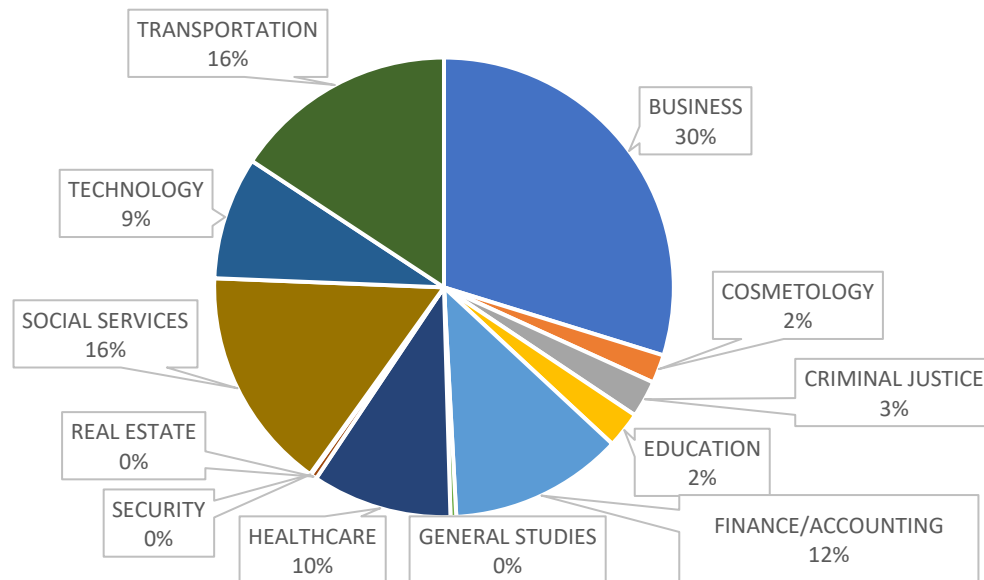
Delaware has several funding streams that provide support for various populations. These include federal non appropriate special funds, state appropriated special funds, general funds, and partner funds. Success Stories in Appendix C.

Federal Funds: Non-Appropriated Special Funds

WIOA Dislocated Worker

Background: The WIOA Title I Dislocated Worker program serves adults aged 18 or over who have been or will be dislocated from employment due to job loss, a mass layoff, or permanent business closure. The program also serves qualified displaced homemakers, spouses of members of the Armed Forces and previously self-employed individuals. Delaware provides Individual Training Account (ITA) vouchers for dislocated workers to attend education or training programs. *Provided ITA/Training for 97 participants and 1200 career services. Of the funding received the below chart shows the breakdown of the budget with respect to industries.*

ITA Dislocated Worker Industry Investment



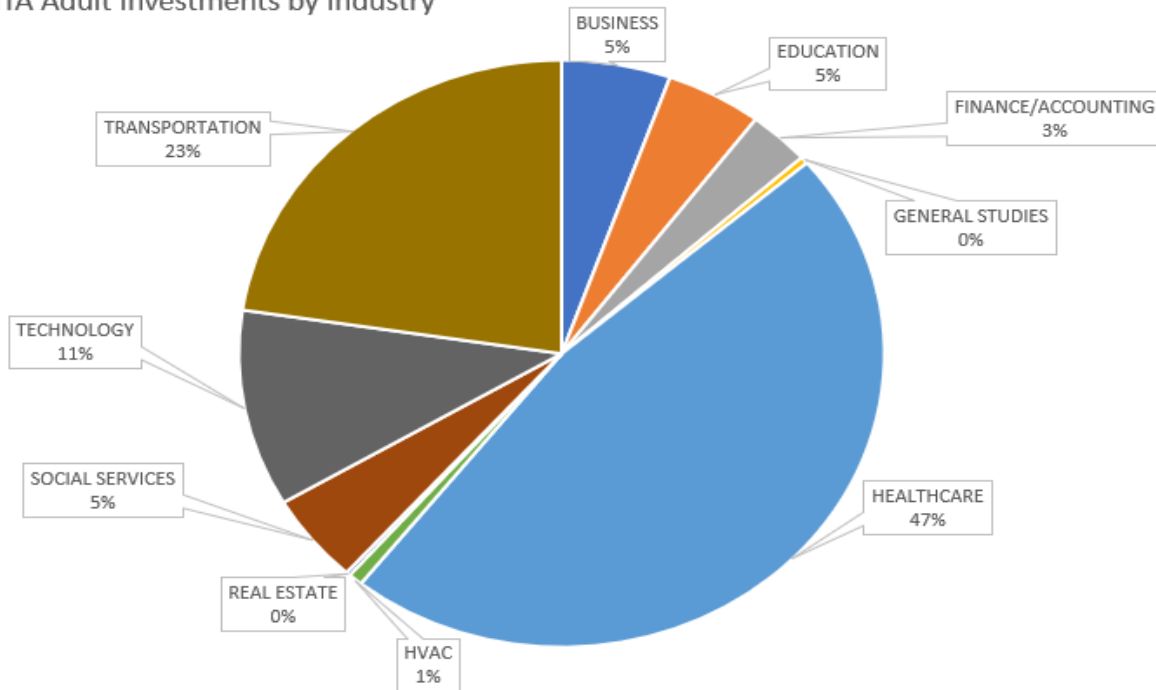
The goal of the **Title I Dislocated Worker** program is to assist individuals to reenter the workforce by providing career and training services. Career and training services include, but are not limited to, career counseling and planning, job search and placement assistance, job readiness training, on-the-job training, skill upgrading and retraining, transitional employment, adult education and literacy activities, and secondary and post-secondary education and training programs.

Helps dislocated workers statewide who have been laid off due to closing, employee reduction, and natural pandemic.

WIOA Adult

Background: Provides resources to serve individuals aged 18 and older, entitled to work in the United States, and those who have met selective service requirements if applicable, and helps employers meet their workforce needs. It enables workers to obtain good jobs by providing them with job search assistance and training opportunities. Priority is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Delaware provides ITAs and enters into contracts with providers across the state. *Provided ITA/Training for 285 participants and 306 career services. Of the funding received the above chart shows the breakdown of the budget by industry.*

ITA Adult Investments by Industry



The goal of the **Title I Adult Program** is to provide career and training services to increase employability and remove barriers to employment. Career and training services include, but are not limited to, career counseling and planning, job search and placement assistance, job readiness training, on-the-job training, skill upgrading and retraining, transitional employment, adult education and literacy activities, and secondary and postsecondary education and training programs.

WIOA In & Out of School Youth

Background: Provides resources to deliver a comprehensive array of youth services that focus on assisting out-of-school youth, ages 16-24 at enrollment, who have barriers to employment, and in-school youth, ages 14-21 who are in school but have barriers to completion, with one or more barriers to employment prepare for post-secondary education and employment opportunities, attain educational and/or skills training credentials, and secure employment with career/promotional opportunities.

The WIOA Title I Youth program connects eligible youth to a continuum of services and activities aimed at teaching youth to navigate the appropriate educational and workforce systems based on an established pathway.

Services are based on the unique needs of each individual participant, and includes but is not limited to:

- Creating awareness of career opportunities.
- Connecting youth's skills, interests, and abilities to career opportunities.
- Assistance in addressing and overcoming barriers to education and training.
- A connection to education, training, and work-based learning opportunities.
- Support in attaining career goals.

To be eligible for WIOA Title I Youth program services, an individual must be:

- Between the ages of 16-24, not attending any school and experiencing a barrier to education or employment; or
- Between the ages of 14-21, attending school, low-income and experiencing a barrier to education or employment.

Served 271 youth and provided 1,247 career services.

The goal of the Title I Youth program is to improve education and training outcomes for young adults for them to obtain and maintain meaningful self-sufficient employment.

WIOA Wagner-Peyser

Background: Through Title III, Wagner-Peyser Employment Services focuses on providing basic services including skill assessment, labor market information, reports on training programs, job search and placement assistance and individualized career services, including career and vocational counseling. These services are offered and are available to anyone who is legally entitled to work in the United States regardless of age or employment status and provided through our American Job Center One-Stops.

Delaware's One-Stop system brings together workforce development, educational, and other human resource services in a seamless customer-focused delivery network that enhances access to programs and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated streamlined services to customers. [One Stop Operator Report in Appendix D.](#)

The Vision: To work in alignment with all partners to provide Delaware's workers with the skills, credentials, and support necessary to secure and advance in employment with family-sustaining wages and to provide local employers with skilled workers the businesses need to succeed in a global economy.

In FY24, 10,168 clients received career services including 518 veterans virtually, hybrid and in person. Also supports the Migrant Seasonal Farmworker Program that ensures farmworkers have equitable access to career services and works with employers to place job orders locally,

conducts outreach to ensure compliance. In FY24, 1,239 MSFW (US workers) arrived / outreached, and 554 beds inspected during housing visits.

State Funds

Blue Collar

Funds are invested in high-quality occupational skills training and/or workforce preparation programs for adult career entrants or career changers. Blue Collar dedicates resources to initiatives that offer services, guidance, and support, enabling participants to secure unsubsidized employment or employment combined with continued education specific to their industry or occupation. These efforts empower participants to achieve their career goals and follow through on their career plans. All programs must meet federally negotiated performance measures, provide training leading to industry-recognized certifications, conduct assessments, incorporate paid work experience, assist with job search and placement, and offer retention services. Blue Collar funds also support in-school youth and out-of-school youth.

The DWDB has a spending authority of \$3.9 million for Blue Collar funds, with the board allocating 50% of these funds to adult programs and 50% to youth programs. Of the youth program funds, 80% is designated for in-school youth and 20% for out-of-school youth. This allocation helps offset WIOA fund requirements, which mandate at least 25% of WIOA funds go to in-school youth and at least 75% to out-of-school youth. *586 youth and adults were served in FY24.*

Learning for Careers (LFC)

DWDB in partnership with Delaware Department of Labor, Division of Employment and Training (“DOL/DET”) and Delaware Department of Education, (“DOE”) (collectively “Delaware”) invests funds into programs that will engage Delaware’s business community and learners in activities that result in the creation or expansion of paid work experiences for youth and adult learners in Delaware. Work-based learning, which includes career awareness, exploration, and paid work experiences must focus on middle and high skill, demand, and wage occupations as defined by the Delaware Department of Labor.

The purpose of LFC investments is to expand employer participation in student education, training, and employment programs that lead to an increase in the number of:

1. Youth served through summer youth employment or other DOL funded programs; or
2. Secondary students participating in experiential work-based learning awareness, exploration, and immersion (e.g., internship, clinical, school-based enterprise, registered youth apprenticeship) activities; or
3. Post-secondary students participating in work-based learning and/or clinical/experiential learning programs.
4. Strengthen employer-led efforts to recruit youth (ages 14 to 24) into the workforce and/or to expand the capacity of employers to offer clinical, internship, apprenticeship, work-based learning immersion, or other types of cooperative education programs.

This program engaged 34 students in work-based learning in FY24.

Today’s Reinvestment Around Industry Needs (TRAIN)

TRAIN's objective is to collaborate with providers to help employers identify workforce training needs and develop tailored solutions. These solutions focus on delivering targeted education and training, primarily to unemployed and underemployed individuals, ensuring that Delaware employers have access to the skilled talent necessary for growth and competitiveness. *In FY24, this program engaged 20 employers and trained over 91 individuals.*

Elevate Delaware

Elevate Delaware provides tuition for an eligible individual to attend an approved noncredit certificate program that provides industry-accepted skill training and certification. Participants must be currently employed within a Delaware business that employs under 51 employees. This program was established to provide tuition reimbursement and/or supportive services (up to \$10,000) for currently employed individuals to obtain additional training for career advancement.

Elevate Delaware is intended to do all the following:

1. Preserve jobs for Delaware residents and small businesses.
2. Assist Delaware residents who need skills for promotion or to obtain higher paid employment.
3. Assist small businesses in Delaware who need employees that have obtained certification for specific skills.

Elevate Delaware client update 24 enrollments and 18 completions.

Focus on Alternative Skills Training (FAST)

FAST provides tuition assistance for eligible Delaware residents who are enrolled in an approved certificate program. Eligible participants must meet the following criteria:

- a. Be a Delaware resident
- b. Have earned a diploma or its equivalent
- c. Enrolled in an approved nondegree credit certificate program no later than 24 months after graduating from high school.

Areas of training include healthcare, hospitality, food service or tourism, and transportation logistics and warehousing. The total amount of FAST payments for each eligible individual may not exceed \$10,000.

Industry Enrollment		
Industry	Target Enrollment	Achieved Enrollment
CDL	45	9
Automotive		1
Healthcare		42
Grand Total	45	52

Industry Outcomes			
Program Completion	Comp %	Credential Obtained	Cred %
6	13%	1	17%
0	0%	0	0%
19	45%	14	74%
25	56%	15	60%

Summer Youth

The Delaware State Summer Youth Program provides summer employment experiences for low-income youth ages 14 – 21. This experience provides the opportunity to learn positive work behaviors, gain skills, promote responsibility, teamwork, good work ethic, and earn wages over the summer months. All employment experiences provide youth a meaningful work experience while gaining exposure to the working world and its requirements. *In 2024, 333 youth participated in the Summer Youth so far (year-round cohort not complete). Over 135 unique worksites were utilized statewide to offer experiences to participants.*

Temporary Assistance for Needy Families (TANF)

Delaware's TANF Team is a partnership between the Department of Health and Social Services, Division of Social Services and the Department of Labor, Division of Employment and Training. TANF funds are contracted to agencies to fund two programs:

1. Employment Connection services help TANF recipients obtain and maintain full-time unsubsidized employment or participate in a combination of work activities in order to receive their cash grant.
2. Keep a Job services to provide employment retention assistance to participants who have obtained unsubsidized employment that results in maintaining employment and achieving long term economic independence, including income growth.

The TANF program administered through a joint effort with the Division of Social Services (DSS) and the Delaware Department of Labor goal is to give people temporary help until they get a job. Within the program both the State and the TANF client have responsibilities. The State provides positive incentives for the family to become self-sufficient and self-supporting. Time on TANF is limited for most people, up to 36 months, but they must work or participate in work related activities for 30 hours a week to receive a TANF check. *In FY24, DET enrolled 336 clients, 740 job placements and provided services to over 1,916 clients.*

APEX

The Advancement through Pardons and Expungement (APEX) program aims to provide opportunities to individuals with criminal histories who wish to obtain gainful employment by helping clients through the pardons and expungement process, providing employer education, and advancing legislative reform. Staff provide these clients an overview of DET services that includes fidelity bonding, training opportunities, workshops, resume and job search assistance, etc. *With partnership and financial support from the CJC, DHSS and DVR, over 5,600 justice involved individuals were outreached, 257 new DJL enrollments, 72 pardons granted, 141 expungements granted, 80 ITAs and over 500 supportive services provided in FY24.*

Additional Non-Appropriated Special Funds

Reemployment Services Eligibility and Assessment Program (RESEA)

RESEA is a required partner in the broader public workforce system and provides early intervention reemployment services to UI claimants who are most likely to exhaust their UI benefits. The permanent RESEA program has four purposes:

1. Reduce UI duration through improved employment outcomes,

2. Strengthen UI program integrity,
3. Promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA),
4. Establish RESEA as an entry point to other workforce system partners.

During the period January 1, 2022, to December 31, 2022, 994 RESEA participants received services.

Jobs for Veterans Grant (JVSG)

JVSG has dedicated staff to provide individualized career and training related services to veterans and eligible persons with significant barriers to employment (SBEs), including those with a history of criminal justice involvement or past felony convictions and helping employers fill their workforce needs with job-seeking veterans. Within each American Job Center (AJC), a Disabled Veterans' Outreach Program (DVOP) specialist delivers personalized case management to veterans, eligible spouses, or caregivers of wounded, ill, or injured service members receiving treatment at military treatment facilities (MTFs) or warrior transition units (WTUs). All AJC staff are trained to assess and offer services to eligible veterans and eligible persons. *In FY24, over 826 employers were outreached to connect case managed veterans with employment opportunities statewide.*

Work Opportunity Tax Credit (WOTC)

The purpose of the WOTC program is to improve employment opportunities for hard-to-place job seekers by providing a tax credit to the employer who hires and maintains that employee. Employers make the hiring decision and there is no limit to the number of new hires who can qualify an employer for the tax savings. *In FY24, 14,045 applications were processed and 9,143 certifications.*

Foreign Labor Certificate (FLC)

Assists employers to meet the requirements for recruiting nonimmigrant foreign workers to the U.S. on a temporary or seasonal basis when there is a shortage of domestic workers. *In FY24, 1,239 H2-A Workers (non-US) arrived /outreached and there were 30 multi-opening job orders processed.*

Fidelity Bonding Grant

Federal Bonding Program provides fidelity bonding insurance coverage to ex-offenders and other high-risk job applicants who may be denied coverage due to issues that may include but not be limited to work experience, poor credit history or a criminal background. At no cost to the employer or employee the bonds are issued by a national insurance firm ranging in the amounts of \$5,000 to \$24,000 per person for a period of up to one year. *In FY24, 300 bonds were issued to employers.*

Trade Act Assistance

Provides adversely affected workers who were laid off due to a mass layoff or plant closure with opportunities to obtain the skills, credentials, resources, and support necessary to (re)build skills for future jobs.

CAREER Dislocated Worker Grant (Comprehensive and Accessible Reemployment through Equitable Employment Recovery)

Career and training services will be provided by expanding accessibility and capacity through virtual platforms and other technology to reach and serve larger numbers of dislocated workers to include mass email and text, photo headshots, video cover letters, referrals, homepage redesign, virtual job fair, calendar scheduler, chat feature, automatic capture of services, and imbedded assessments. DET also upgraded all conference rooms with the latest technology and equipment to be able to serve clients in an interactive hybrid format, both virtually and in person.

COVID National DWDG

Assist dislocated, unemployed, and underemployed workers with employment and training services. Including training opportunities through ITAs and OJTs.

During the period of performance, July 1, 2020, through September 30, 2023, the enrollment goal of 268 was achieved including 38 On the Job Training (OJT) contracts, 178 Career Scope Assessments and 87 ITAs.

H-1B One Workforce Grant

H-1B One Workforce Grant provides training and related activities to assist workers in gaining the skills and competencies needed to obtain or upgrade employment in high-growth industries or economic sectors. The goal is to prepare Delawareans for high skill jobs, reducing the dependence on foreign labor. *During the period of performance from February 1, 2021, to January 31, 2025, the enrollment goal is 708 and there are 577 enrollments.*

Additional Programs

Business Unit

Aligns the Office of Apprenticeship and Training (OAT) and the Business Services Representatives.

There were approximately 41 job fairs, which included an estimated 3160 job seekers and 834 employers.

Registered Apprenticeship

Registered Apprenticeship is a proven method of training involving on-the-job work experience coupled with related instruction, typically offered in a classroom setting. Registered apprentices work for their employer or sponsor and are paid while they learn their respective trade.

Registered Apprenticeship, in simple terms, is a program of "learning while earning."

Apprenticeships combine a full-time job with training—and prepare workers to enter in-demand careers. Apprenticeships provide affordable pathways to high-paying jobs and careers without the typical student debt associated with college. Division of Employment and training is currently promoting the expansion of traditional and non-traditional trades with formula funding from ETA (SAEF).

Current Total Apprenticeship and Training Totals:

- 514 Sponsors (Employers)

- *1,808 Registered Apprentices*
- *640 New Apprenticeships*
- *212 New Journeymen*

Pre-Apprenticeships

Pre-apprenticeship is a program or set of services designed to prepare individuals to enter and succeed in a Registered Apprenticeship program. A pre-apprenticeship program, by definition, has a documented partnership with at least one Registered Apprenticeship program.

There are 15 new Registered Pre-Apprenticeship programs implemented in PY22.

Rapid Response

Rapid response refers to the State Workforce Agency activities used to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities. Rapid Response resources may also be proactively directed to support businesses undergoing economic stress to mitigate potential layoffs or closings. Rapid response must be delivered when one or more of the following circumstances occur (Referring to: 400.00 Rapid Response Policy. DET. Effective July 10,2024):

- Announcement or notification of a permanent closure, regardless of the number of workers affected
- Announcement or notification of a mass layoff as defined in § 682.305
- A mass job dislocation resulting from a natural or other disaster
- The filing of a Trade Adjustment Assistance (TAA) petition

Delaware's Rapid Response System provides services in four key areas:

1. Informational resources and direct reemployment services for workers, including but not limited to information and support for filling unemployment insurance claims, information on the impacts of layoffs on health coverage or other benefits. Information on and referral to career services, reemployment-focused workshops, and services in training;
2. Delivery of solutions to address the needs of businesses in transition, provided across the business lifecycle (expansion and contraction), including comprehensive business engagement, layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment;
3. Convening, brokering, and facilitating the connections, networks, and partners to ensure the ability to aid dislocated workers and their families, such as home heating assistance, legal aid, and financial service; and
4. Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic change.

WARN Notification information for July 1, 2023 – June 30, 2024. Three Companies served from Nov 2023-May 2024.

1. November 2023: ILC Dover sent notice to DET of their second round of layoffs 2023 with 43 people being impacted. This is the next wave from the original notice in April 2023. DET has given a Rapid Response presentation to 40 ILC Dover employees on 12/5 and hosted ILC Dover employees at the 12/4 Job Fair at the Dover AJC.
2. Feb 7, 2024: Hanover Foods, Inc, alerted DET of their “reduction in operations” at their Clayton, Delaware Facility located at 7000 Millington Road and R. 6 Duck Creek Road. DOL executed our WARN Response on February 15,2024. The 71 displaced employees had already been layoff for the season as done previously in the past but with a undetermined return date. This detail made executing a standard WARN Notice more difficult, so we deferred to the Federal WARN Manual for assistance and guidance. DET also met with UI to discuss the uniqueness in the case and any additional information.
3. May 19, 2024: Beebe Healthcare in Lewes, DE. Beebe Healthcare will be contracting out their revenue cycle function to Ensemble Healthcare Partners and shutting down their 424 Savannah Road, Lewes, DE 19958-location effective May 19, 2024. 260 Staff Members will be affected by this plant closure. However, Ensemble Healthcare Partners has offered 259 of the 260 affected employees employment/ rebadging with same rate of pay, similar benefits and no change in work location, shift, hours employee classification, dress code, etc. The one individual was offered a severance package.

According to the DET Policy: 400.00 Rapid Response Policy:

Develop a Rapid Response (RR) Action Plan

The RR team works collaboratively to develop an action plan that strategically marshals and deploys coordinated workforce system services and resources to the needs of businesses and workers, addressing issues such as:

- What does the business want? • What services can the system offer?
- What constraints may impact the ability to provided services, and how will the team operate within those limitations?
- Are their potential trade impacts?

Implement the Action Plan

The RR team implements the action plan to engage with businesses and workers, providing services that may include, but are not limited to workshops, materials, employer meetings, layoff aversion strategies, recruitment events, and training. To ensure the accuracy of information shared with UI claimants, any materials used to describe UI services must be pre-approved by the DUI Administrator. *At the conclusion of each workshop, feedback is provided from the participants regarding other services they are interested in and suggestions how to improve the RR workshop. *The standard presentation is in the format of a PowerPoint that can be easily customized. It covers topics such as services available through the AJCs including Job Search and Training opportunities. It also covers general UI information and other services which are available through the Delaware Department of Labor

In the event of natural disasters and/or pandemics, the Delaware Emergency Management Agency (DEMA) is the point of contact for the Federal Emergency Management Agency (FEMA). During such events, DET will obtain guidance from the Delaware Emergency Management Agency (DEMA) so that job seeker and employer services can be carried out to those affected. DET will follow the procedures to carry out RR activities but will tailor services

based on the needs of the employer(s) and job seeker(s) during that time. The collaboration with DEMA will also facilitate new strategies as needed based on the specifics of the particular event.

ILC Dover's WARN/Rapid Response Strategies

- Our Warn/Rapid Response called on cross-divisional cooperation with DET & UI.
- Informational Resource Workshops and direct reemployment services for workers, including but not limited to:
 - information and support for filling unemployment insurance claims, information on the impacts of layoffs on health coverage or other benefits. Information on and referral to career services, reemployment-focused workshops on-site at ILC Dover with DET, UI and RESEA.
- Updated our existing digital workshop PPT and literature.
- On-site translators for both Spanish Speakers and Haitian Creole Speakers offered all attendees equal access and inclusivity and empowered them with informational DOL literacy.
- Having English and Spanish UI Handbooks (thank you Archie for providing those) and English and Spanish Questionnaires made us more accessible and provided helpful feedback that can be utilized and revisited by DOL Apprenticeship and RESEA Staff for training requests.
- Coordinating an industry-related Job Fair at the Dover American Job Center for affected ILC employers.

ILC's WARN presentation was the perfect example of "Meet you where you are." Having on-site UI and Training Personnel offered a complete 360 of our available services and provided employees pivotal information to assist them in taking their next steps with DOL and UI.

Layoff Aversion Activities:

1. Aiding employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address these needs.
2. Ongoing engagement, partnership, and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to dislocated workers in obtaining reemployment as soon as possible.
3. Business engagement, which is a comprehensive, strategic approach to building relationships with businesses through provision of valuable solutions to meet their needs, is closely tied to layoff aversion

Other Aversion Avenues:

1. Establishing linkages with economic development activities at the Federal, State, and local levels, including Federal Department of Commerce programs and available State and local business retention and expansion activities.
2. Partnering or contracting with business-focused organizations to assess risks to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered.

3. Many business-focused organizations, such as the Manufacturing Extension Partnership (MEP) program, Trade Adjustment Assistance (TAA) for Firms, and others, may provide critical support to businesses across a variety of industries with a variety of needs; ensuring partnerships or even funding contracts with these organizations can ensure your layoff aversion approach can deliver valuable solution
4. Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing. or shift in production of their major customer. One area where layoff aversion activities may be especially successful is addressing impacts of a primary company closure/layoffs on its customers or suppliers; understanding the ripple effects of one layoff may give you a good opportunity to develop timely intervention to prevent additional layoffs. This can also be important activity to undertake in advance of layoffs at a particular company—if there are companies in your area that might be at risk, and might have a complex supply chain, studying the supply chain and understanding potential impacts in advance of any downturn can prove valuable.
5. Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses.

Customer Satisfaction Survey

Customer Satisfaction surveys are completed by participants in workshops and staff review the feedback to make improvements. These surveys are listed at the end of all workshops for participants to complete and then a staff member follows up with an email of the link. The continuous improvement process for customer satisfaction was implemented DOL wide in July and reported weekly to each division. Below are result from September of the number of surveys being filled out by customers.

Dover had **4.82%** surveys filled out of 352 people **E&T had 9, DVR had 1, UI had 7, IA had 0 filled out**

Georgetown had **2.35%** surveys filled out of 297 people **E&T had 2, DVR had 2, UI had 3, IA had 0 filled out**

Newark had **3.75%** surveys filled out of 213 people **E&T had 4, DVR had 1, UI had 3, IA had 0 filled out**

Wilmington had **1.15%** filled out of 347people **E&T had 3, DVR had 1, UI had 0, IA had 0 filled out**

Management Information System (MIS) Unit

During FY24, DET has worked with both AJLA and internal staff to develop Tableau reports and dashboards, as well as processes that benefit services for the clients. There are new graphs currently available showing job orders by location with an interactive map. There is also a Fiscal report that shows how much was paid to each training provider and program. These enhancements allow targeted outreach for specified clients with contact information for outreach efforts. Regular training meetings have been conducted with administrators and program managers to show the enhancements, including federal reporting requirements.

Data Validation

Data validation is performed on a quarterly basis between MIS and Contracts Unit. Required annually, but best practice, we perform quarterly. As part of our annual report certification, we confirm that data validation was completed throughout the year.

Results for WIOA programs below.

WIOA & WAGNER-PEYSER PY23 EXPENSES									
WIOA ADULT				# Participants Served			Cost per Participant Served		% Admin Expended
	TOTAL EXPENDED	ADMIN	ITA	Career Services	ITA/Training	Career Svcs	ITA/Training	Career Svcs	
6/30/2024	16,419,947.62	1,790,372.36	7,572,307.07						
6/30/2023	13,435,194.78	1,511,176.01	7,048,338.72						
PY23 ONLY	2,984,752.84	279,196.35	523,968.35	\$2,181,588.14	285	306	\$1,838.49	\$7,129.37	9.35%
WIOA DISLOCATED WORKER									
	TOTAL EXPENDED	ADMIN	ITA						
6/30/2024	16,071,568.33	1,862,845.16	5,129,204.17						
6/30/2023	14,351,661.54	1,673,201.35	4,877,179.01						
PY23 ONLY	1,719,906.79	189,643.81	252,025.16	\$1,278,237.82	97	100	\$2,598.20	\$12,782.38	11.03%
WIOA YOUTH									
	TOTAL EXPENDED	ADMIN	YOUTH TRAINING						
6/30/2024	18,737,492.90	1,736,751.53	13,541,154.85						
6/30/2023	15,682,957.00	1,487,174.93	11,377,155.97						
PY23 ONLY	3,054,535.90	249,576.60	2,163,998.88	\$640,960.42	111	279	\$19,495.49	\$2,297.35	8.17%
WAGNER-PEYSER									
	TOTAL EXPENDED	ADMIN							
6/30/2024	14,167,460.89	NA							
6/30/2023	11,863,877.03	NA							
PY23 ONLY	2,303,583.86			\$2,303,583.86		10,168	0	\$226.55	N/A

Performance Indicator	Program	Negotiated Performance Level	Actual Performance Q1	Actual Performance Q2	Actual Performance Q3	Actual Performance Q4	Performance Results Q1	Performance Results Q2	Performance Results Q3	Performance Results Q4
Employment Rate 2nd Quarter after Exit	Adult	77.0%	79.7%	80.5%	79.2%	81.1%	103.5%	104.5%	102.9%	105.3%
	DW	71.0%	65.8%	81.8%	81.2%	75.4%	92.7%	115.2%	114.4%	106.2%
	Youth	62.5%	67.4%	67.4%	64.3%	64.8%	107.8%	107.8%	102.9%	103.7%
	W/P	60.0%	67.1%	64.3%	64.1%	65.5%	111.8%	107.2%	106.9%	109.2%

Employment Rate 4th Quarter after Exit	Adult	71.0%	77.9%	76.7%	75.9%	76.2%	109.7 %	108.0 %	106.9 %	107.3 %
	DW	71.0%	73.3%	79.5%	78.9%	76.2%	103.2 %	112.0 %	111.1 %	107.3 %
	Youth	64.0%	80.7%	75.7%	79.6%	76.8%	126.1 %	118.3 %	124.4 %	120.0 %
	W/P	59.0%	64.8%	65.1%	64.8%	66.8%	109.8 %	110.3 %	109.8 %	113.2 %

Median Earnings 2nd Quarter after Exit	Adult	\$6,250	\$8,794	\$8,922	\$8,835	\$8,389	140.7 %	142.8 %	141.4 %	134.2 %
	DW	\$6,500	\$10,916	\$11,093	\$11,557	\$11,557	167.9 %	170.7 %	177.8 %	177.8 %
	Youth	\$2,150	\$3,166	\$3,845	\$4,206	\$3,651	147.3 %	178.8 %	195.6 %	169.8 %
	W/P	\$5,300	\$7,569	\$7,614	\$7,481	\$7,564	142.8 %	143.7 %	141.2 %	142.7 %

Credential Attainment	Adult	60.0%	66.5%	68.8%	69.8%	68.9%	110.8 %	114.7 %	116.3 %	114.8 %
	DW	65.0%	65.3%	60.2%	63.4%	62.9%	100.5 %	92.6%	97.5%	96.8%
	Youth	76.5%	74.6%	74.3%	76.3%	74.2%	97.5%	97.1%	99.7%	97.0%
	W/P	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Measurable Skill Gains	Adult	25.5%	29.2%	31.3%	39.2%	42.5%	114.5 %	122.7 %	153.7 %	166.7 %
	DW	25.5%	30.3%	27.9%	32.5%	41.0%	118.8 %	109.4 %	127.5 %	160.8 %
	Youth	60.0%	58.6%	57.7%	76.8%	62.2%	97.7%	96.2%	128.0 %	103.7 %
	W/P	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Effectiveness in Serving Employers

For PY 23, continued with our piloted approaches that were selected **several** years ago:

- Employer Penetration Rate
- Repeat Business Customers Rate

The official measure that ETA went with for ESE is Retention with the Same Employer 2nd and 4th Quarters after Exit. This will be implemented for PY 24.

American Rescue Plan Act (ARPA)

This fund provided \$50 million to developing the workforce through Delaware. Several projects have been awarded to date and programs are continuing to see great results. Data will continue to be collected and reviewed to verify the successes of the projects and the impacts they have made on our state. Each project will be monitored to ensure compliance with the terms of the project and use of funds. The focused workforce projects developed in partnership with the Delaware Workforce Development Board address deficiencies in sectors such as coding, information technology, driver training, and food services. The overarching goal of ARPA funds dedicated to

workforce is to assist unemployed or underemployed individuals with job training, summer youth, and to achieve certifications and additional education. Delaware is focusing on long-lasting impact to better equip Delawareans for the workplace, and to have resilience as a state for the changing job market. Full Recovery Plan and Performance report can be found [here](#).

Governor's Office ARPA Proposals Funded:

Pathways, \$7,300,000: Career Pathways in Delaware are designed to be prepare our young people for a rapidly changing world. This project has three key strategies. 1) Go deeper on Pathways. 2) Strengthen employer co-ownership of talent pipelines. 3) Invest in innovation and scale.

Healthcare Research, Academy of Medicine, \$5,000,000: This project has several components.

- Delaware Health Force: To gather and aggregate data, introduce geographic mapping and population demographics/trends within the industry.
- Mini Medical School Expansion: Encouraging youth to consider a career in healthcare creating homegrown professional. *690 registered in Mini Medical School and 39 in the Delaware Youth Medical Academy.*
- Expansion of Student Financial Aid Program: Extending to nurses, medical, and dental assistants, and behavioral health professionals as determined to be in a shortage status within Delaware workforce. First loans began in Spring 2023.
- Graduate Medical Education Expansion Program: Operate statewide at booth physician and higher-level medical graduate levels in other disciplines. Current contract with Christiana Care.

Zip Code, \$4,500,000: Zip Code program provides financial support for low- to moderate-income Delaware residents making the transition from minimum wage jobs to tech careers with sustainable wages that transform the lives of these workers and the local community, particularly women and communities of color; groups whose employment has been significantly impacted by COVID. *187 participants have graduated since the beginning of this project and 66 are currently participating.*

Tech Impact, \$3,000,000: This project is focused on attracting and keeping talent in Data Scientists here in Delaware. Participants complete a one-year fellowship upskill their data and soft skill capabilities. Participants are then placed on projects with local organizations (including state agencies) focused on public health initiatives providing support in data analysis. *One cohort is complete, second cohort currently in progress. Total fellows to date: 19, 13 placed in jobs, 11 in Delaware based companies.*

Tech Impact, Career Mobility APP, \$1,500,000: This program seeks to engage job seekers as well as reengage those that have abandoned the workplace with job opportunities and training programs via a technology focused Career Exploration APP that maximizes our ability to connect unemployed and underemployed. *Release date October 2024.*

LEEP Pathways to Apprenticeship, \$1,700,000: LEEP's initiative Pathways to Business (P2B) was designed to expand on their pathways program by including minority businesses in their efforts. The P2B program is committed to providing Delaware minority, woman owned, veteran, small and emerging construction/contracting firms with the tools necessary to become competitive bidders on public works and private construction projects throughout the state. By strengthening these businesses, our goal is to empower them with the resources they need to hire and train a newly expanded workforce and to grow our local economies. *14 companies, all women/minority owned with 75 full time employees.*

United Way OGOV Fellowship, \$1,000,000: The program will use APRA funds to support elementary and middle school aged youth to enroll in high-quality summer learning experiences. Program is designed to promote peer engagement, positive community relationships and develop college/career skills and orientation. *47 Fellows and 475 campers were served through this project.*

Delaware Restaurant Association, \$900,000: provide workforce development training and other support services for Delaware's restaurant industry. DRA and its philanthropic educational Foundation (DRF) seek to provide nationally recognized curriculum and workforce development management and other career advancement for Delaware's restaurant and hospitality industry workforce. *The DRA has already exceeded expectations and delivered training opportunities to 13,981 individuals over the entire grant cycle who have registered on our site and downloaded course materials/access to programs, with 8,895 credentials earned (some participants may earn more than one credential of completion, while others may obtain training but may not pass certification exams or complete training).*

Delaware Restaurant Association 2.0, \$550,000: This program provides nationally recognized curriculum and workforce development management and other career advancement for Delaware's restaurant and hospitality industry workforce, under the following 3 program segments: Expanding subsidized certifications for the hospitality/hotel industry sectors, workforce expansion and retention credit, and transportation assistance program.

Delaware Restaurant Association Workforce Extension, \$500,000: Funding to provide workforce development training and other supportive services to the current workforce project.

Code Differently, \$750,000: Code Differently will provide workforce development training and career services to prepare 120 low and moderate-income Delaware residents to become technology-enabled professionals for career opportunities in high need technology occupations. *40 participants to date, 55% identify as living in a promise community, and 70% of enrollees have not completed a college degree.*

Code Differently Extension, \$3,000,000: Code Differently will provide workforce development training and career services to prepare 120 low- and moderate-income Delaware residents to

become technology-enabled professionals for career opportunities in high need technology occupations through December 2026. *14 participants have been enrolled to date, 12 have completed the program.*

Faithful Friends, \$250,000: Grants funds used for the implementation of an animal welfare education and career training program in partnership with New Castle County Vocational Technical School. NCVTT students will gain an understanding of animal shelter management including animal and housing care responsibilities, volunteer and staff integration, and introduction to veterinary technician and nursing care. *The first student began in June 2023 with a goal of 10-12 biomedical science and allied health students.*

Kind to Kids, \$600,000: The objective of Kind to Kids Foundation's UGrad Education Program is to improve educational outcomes for Delaware's students in foster care, specifically high school graduation rates and grade succession rates. The primary goals of the program are:

1. Increase grade succession rates for children in foster care
2. Increase high school graduation rates for children in foster care
3. Improve academic success for children in foster care.
4. Facilitate academic or career success for youth aging out of foster care and transitioning to young adulthood

The statewide program has exceeded all goals, achieving 100% high school graduation rate and a 100% succession rate for all foster students enrolled.

DelDOT Generic Workforce, \$500,000: A workforce development program to offer trainings through the DelDOT Workforce Development Academy WDA that would be administered by an accredited organizations identified by DelDOT to increase the participation of women minorities and disadvantaged persons in job classifications in the highway construction industry. *Funds have assisted 99 Delaware residents with training in various work classifications such as welding, electrical, construction, and mechanics. Participant demographics: Black /African American (60) Hispanic (10) White(18) Other (11).*

DelDOT CDL Training, \$440,000: A workforce training and development project for classified drivers that meet certain qualifications. *Funds have assisted 106 Delawareans in attaining their CDL license with 66 placed in employment.*

DelDOT Western Sussex, \$210,000: This program is an intensive summer program that exposes students to transportation careers. **Programmatic data through 6.30.2023. Participants include Black African/American (3) Hispanic(1) White (0) Other (1).*

DelDOT Keep Litter Free, \$228,662.70: This program provided support to clean up Delaware's highways and other transportation areas. *Through 2022, the Delaware Department of Transportation, was able to remove 9,149 bags of trash from roadways. There were 36 personnel that were employed through this program.*

DelTech CNA National Guard, \$241,335: This program was implemented to combat pandemic experienced staffing shortages in local hospitals and healthcare facilities the College trained Delaware National Guardsmen and Guardswomen for placement/assignment of newly trained CNAs into healthcare/hospital facilities in order to increase beds available and reduce patient boarding at the state's hospitals, reducing delays in moving patients from emergency departments who require inpatient treatment to a hospital bed. *93 Students were enrolled with 84 completed training and testing and entered the workforce. All 84 passed the written and skills assessment.*

Technology Park Business Accelerator, \$250,000: This project is to foster entrepreneurs building products and services to improve financial health and equity of the low to moderate income community. *The incubator will accommodate 10 early-stage companies or entrepreneurs the first cohort of 6 companies have well developed products and services.*

Delaware Technology Park Extension, \$200,000: **This extension** will allow the current scoped project to gain traction to attract new company starts in the Incubator. *By the end of 2026 completion of award spend out, we expect to have 15 companies and 50 new jobs.*

DWDB ARPA Proposals Funded:

Business Liaisons, \$500,000: The Business Liaison program provides alignment between the State, industry, and education/training providers to meet the needs of Delaware's businesses and provide connection for individuals that participate in training programs to employers. *As of June 30, 2024, 2,216 outreach activities to Delaware businesses, 252 full company interviews. 76% of those companies interviewed were completely unfamiliar with state resources and 55% were hiring.*

Workforce Innovation, \$3,000,000: The Delaware Workforce Development Board (DWDB) is seeking innovative training programs and nontraditional training delivery methods to help Delawareans find employment opportunities in high growth, high demand and/or emerging industries. The goal of this initiative is to establish at least 5 new training programs, across all counties, within industries identified as growth or emerging sectors. The target audience for participation in the programs includes unemployed or underemployed individuals, unemployed women, and particularly those that may face barriers to employment. *A request for information was released in spring and four training providers were identified and will be contracted. A request for proposals was posted in June.*

DET ARPA Proposals Funded:

On the Job training (OJT) \$1,000,000: This funding is used for a workforce initiative to reimburse businesses that provide on-the-job training opportunities to support those looking for work while addressing their own staffing shortages. This program is to ensure that individuals who were rendered unemployed or underemployed due the mandatory job shutdowns may be provided with the opportunity to put current skills to work as well as gain additional skills via on-the-job training with an employer who would benefit from assisted employee placement within jobs where employers have a need for workers. *17 contracts have been awarded.*

The Focus on Alternative Skills Training (FAST) \$500,000: This program provides tuition up to \$10,000 for recent high school graduates for an approved non-degree credit certification program in impacted industries that provides industry skills training and recognized credential certifications. DET awarded contracts to four providers (Career Team, Delaware Futures, West End Neighborhood House, Jobs for Delaware Graduates) and has a Special Projects Unit in one of the American Job Center to engage with participants. *As of June 30, 2024, 52 individuals have participated or are participating in training. 9 in CDL training, 1 in automotive, and 42 in healthcare. 50 % have completed with 58% of those obtaining a credential.*

Tableau Enhancement \$500,000: Upgrades and enhancements for Tableau reports for DJL to include new filters for case management reports, interactive dashboards, custom reports, and dashboards. Enhancing Tableau will assist in reaching workers affected by COVID-19 by allowing staff to track and target clients for outreach.

Forward Delaware OST Training Program: : High quality occupational skills training and/or workforce preparation programs for adult career entrants or adult career changers. Agreements with specific industry (e.g., Healthcare) and included all occupational skills training programs that lead to a job within the funded industry (e.g., CNA, LPN, Patient Care Tech).

Subrecipients: *Delaware Skills Center- Healthcare, Construction, Information Technology / Blindsight- Healthcare / Sussex Tech- Healthcare / Polytech- HVAC & Electrical / Food Bank- Warehouse/Log & Culinary / American Driver Academy- CDL.*

Forward Delaware Expansion Project, \$3,872,530.13: Forward Delaware provided high quality workforce preparation program for adult career entrants or adult career changers who have extreme barriers to employment who have been impacted by the COVID-19 crisis. *Participants include 35 in construction, 123 in healthcare, 148 in Logistics/Transportation statewide. There were 239 Program completion, 193 employments, and 32 in advanced training. DET also assisted American Driver Training Academy in purchasing an additional tractor trailer to be able to provide more training classes due to the high demand and employer need for CDL drivers.*

GED (Test of General Education Development) GED®/HS Diploma Program /UI Claimants \$84,400: This program will provide incentives to individuals that have self-identified in Delaware Job Link as not having a high school diploma or GED. This program provides skills upgrade training that prepares qualified unemployment claimants to earn a high school credential and a \$500 one-time incentive payment who earn their GED within 6-8 months from enrollment.

Pre- Apprenticeship Training \$2,201,610: Pre-apprenticeship programming aims to close the gap in qualifications for individuals to qualifying for a Registered Apprenticeship (RA) position and to expand the underrepresented, disadvantaged, or low-skilled population that participate in RA. **Subrecipients:** *Delaware Skills Center - Plumbing Pre Apprenticeship / LEEP - Constructions/Union Pre Apprenticeship / NERDiT - IT Pre Apprenticeship / Polytech Adult Education - Aircraft Mech Pre Apprenticeship / The Challenge Program - Furniture Pre Apprenticeship. Participants include 23 in aircraft mechanics, 56 in construction, 6 in carpentry, 10 in IT with a 64% completion and of those 100% achieved a credential.*

DOL ARPA Proposals Funded:

Marketing and Communication. \$2,500,000: This project directly prompts and enhances the outreach for training activities in the state to increase employment services to those unemployed and underemployed. Campaigns to date: Launch of “Did You Know…” through billboards, commercials, and radio spots. *This project included nearly 260,000 video impressions, 46 weekly 30-second radio commercials, social media campaign as well as multi month statewide billboard campaign.*

Other Programs of Interest

Meeting People Where They Are Initiative – The goal of this initiative is meet clients in the community in conjunction with current and new partners with an objective of providing information regarding DOL and E&T services while also increasing the foot traffic at the AJCs by advertising via word of mouth and community involvement. See Appendix F for events.

Research Projects

The purpose of the Delaware Employment Equity Project (DEEP) was to analyze the needs of Delawareans and employers to design effective strategies that increase access to equitable employment opportunities, especially within Delaware’s Promise Communities. These efforts were funded through a statewide planning grant made by the U.S. Economic Development Administration (EDA). Final report and recommendations [found here](#).

The DWDB commissioned several studies to better understand the current state of workforce opportunities, support services, entrepreneurial resources, workforce policies, and community member job skills and interests. The project was broken into six workstreams, largely research efforts, each focusing on different topics ranging from policy to wraparound services. Launched in the fall of 2021, the project commenced with the Business Decision Makers Survey, capturing insights from over 200 of Delaware’s largest employers. It concluded in the spring of 2024 with the Labor Force & Skills Assessment, which surveyed individuals living and working in Delaware.

The Delaware Employment Equity Project sought to analyze all aspects of the workforce ecosystem and make connections between the Delaware Workforce Development Board (DWDB), employers, entrepreneurs, and the workforce at large, with a focus on [Promise Communities](#). The geographic areas of Promise Communities were updated through the efforts of this project, as discussed later in this report.

The six research workstreams of the DEEP are outlined below:

1	Business Decision Maker Survey - Zogby/Tech Impact Comprehensive survey of Delaware business decision makers to understand the employment marketplace and the current needs of businesses. Final report
2	Equity-Centered Workforce Development Study - United Way Assess the current state of workforce development in Delaware through a comprehensive and equity-focused lens in partnership with UWDE and others. Final report

3	<p>Policy Review and Analysis - University of Delaware Analyze current workforce policies to ensure there are no inconsistencies, conflicts, duplication, or ambiguity that promote inequity or increase barriers for individuals and programs in Promise Communities.</p>
4	<p>Gap Analysis of Entrepreneurial Resources - Social Contract Assess the landscape of innovation and entrepreneurship assets and identify gaps in access to capital and other resources. Final report</p>
5	<p>Gap Analysis of Wraparound Services - EDSi Assess the landscape of wraparound services to identify opportunities to address employment barriers and connect employers and training programs with wraparound service providers. Final report</p>
6	<p>Labor Force & Skills Assessment - Social Contract Assess the skill sets and employment interests of individuals within Delaware Promise Communities. Final report</p>

Clean, Green, and Blue Economy

The Division of Employment and Training, in collaboration with the University of Delaware (UD), is conducting a market analysis focused on workforce opportunities in the wind, electricity, and marine sectors. The objective of this project is to assess the skills and training current workers possess and determine what additional training individuals would need to transition into the clean energy and blue economy workforce. For example, a recent visit to the Maritime Institute of Technology and Graduate Studies (MITAGS) in Maryland, where members from Delaware toured the facility to evaluate whether the training offered there should be introduced in Delaware or if it would be more advantageous to partner with MITAGS, leveraging their existing infrastructure. UD is expected to deliver a comprehensive report by June 30, 2025, outlining their findings and recommendations for the future in this sector.

Appendixes

Appendix A: Labor Market Information

(Delaware Annual Economic Report 2023 found [here](#))

Appendix B: Division of Employment and Training (DET) Annual Report



STATE OF DELAWARE

DEPARTMENT OF LABOR

DIVISION OF EMPLOYMENT AND TRAINING

4425 NORTH MARKET STREET, THIRD FLOOR

WILMINGTON, DE 19802

RICHARD FERNANDES

DIRECTOR

TELEPHONE: (302) 761-8159

Date: October 11, 2024

To: Delaware Workforce Development Board

From: Richard Fernandes, Director Division of Employment and Training

Re: Division of Employment and Training (DET) Annual Report

Below is a summary of our implemented initiatives and accomplishments over the past year and proposed programs and grants for the upcoming year.

Implemented

DET has implemented the following:

- Streamlined and improved the continuity of operations through standardized policies with procedures. This process allows supervisors and managers the ability to create operating manuals for staff by putting together the relevant policies and procedures into one training guide.
- Enhanced virtual platforms such as Zoom and Microsoft Teams for staff to continue providing services including all workshops. With Microsoft TEAMS, an online scheduling mechanism was created for all AJC staff to access and view statewide who is scheduled or to schedule clients at each AJC for workshops, or appointments with AJC staff in person and virtually.
- Dual Generation Center – Supported 510 clients overall with 6,108 different services and 12 job placements in 2024. Staff have assisted clients with DJL registration, resume assistance, job referrals, career guidance, and job applications.

Accomplishments

APEX: The Advancement through PARDONS and EXPUNGMENT Program (APEX) provides opportunities to individuals with criminal histories who wish to obtain gainful employment. With partnership and financial support from the CJC, DHSS and DVR, over 5,600 justice involved individuals were outreached, 257 new DJL enrollments, 72 pardons granted, 141 expungements granted, 80 ITAs and over 500 supportive services provided in FY24.

Appropriated Special Funds (Blue Collar): Provides funds to state agencies and public sector organizations to train economically disadvantaged individuals and others with barriers to employment. Served 586 youth and adults in FY24.

American Rescue Plan Act (ARPA):

Period of Performance (3/11/21 - 12/31/24)

- **Forward Delaware ARPA Extension:** DET created the Rapid Workforce Training and Redeployment Initiative. This short-term training, titled Forward Delaware Extension, is designed to assist workers and their families who have been impacted by the COVID-19 crisis. This consists of 4 contracts with training providers with 123 enrolled in healthcare, 35 in Construction/Trades and 148 in Logistics/Transportation statewide. There were 239 Program completion, 193 employments, and 32 in advanced training. DET also assisted American Driver Training Academy in purchasing an additional tractor trailer to be able to provide more training classes due to the high demand and employer need for CDL drivers.
- **Tableau Enhancement:** Upgrade and enhance Tableau reporting database for DJL to include new filters for case management reports, interactive dashboards, custom reports and dashboards in Tableau and allow state users the ability to customize reports.
- **Focus on Alternative Skills Training (FAST):** provide up to \$10,000 in tuition assistance to DE residents who have obtained a high school diploma, or GED and have enrolled in an approved non-degree credit certificate program that provides industry accepted skill training and certification no later than 24 months after graduating high school. **Subrecipients:** Career Team, Delaware Futures, West End Neighborhood House, Jobs for DE Grads
- **On the Job training (OJT):** Offset the cost of training for employers and gives them the opportunity to take a chance on hiring a worker they may typically not have in the past. (e.g. newly skilled, long term unemployed, less qualifications than normally required). Employers are eligible for up to 50% reimbursement of the employee's wages during the on-the-job training period to help cover the cost of training. The employers must offer full time jobs paying a minimum of \$16.00/hour, but with reimbursement capped at \$28.00 per hour. Training can be a minimum of 4 weeks up to 6 months.
- **Forward Delaware OST Training Program:** provide high quality workforce preparation programs for adult career entrants or adult career changers who have extreme barriers to employment. **Subrecipients:** Delaware Skills Center- Healthcare, Construction, Information Technology / Blindsight- Healthcare / Sussex Tech-

Healthcare / Polytech- HVAC & Electrical / Food Bank- Warehouse/Log & Culinary / American Driver Academy- CDL

- **GED (Test of General Education Development) GED®/HS Diploma Program:** serve approximately 250 UI Claimants, dislocated workers, underemployed, and those looking to upskill who have self-identified in DJL that they do not have a high school diploma or GED®. Provides skills upgrade training that prepares qualified participants to earn a high school credential and a \$500 one-time incentive payment to those who earn their GED within 12 months from the time of enrollment.
- **Pre- Apprenticeship Training:** programs to create a qualified pipeline of Registered Apprentices and to expand the underrepresented (Women), disadvantaged, or low-skilled population that participates in Registered Apprenticeship (RA). **Subrecipients:** Delaware Skills Center - Plumbing Pre-Apprenticeship / LEEP - Constructions/Union Pre Apprenticeship / NERDiT - IT Pre Apprenticeship / Polytech Adult Education - Aircraft Mech Pre Apprenticeship / The Challenge Program - Furniture Pre-Apprenticeship

Business Unit: Aligns the Office of Apprenticeship and Training (OAT) and the Business Services Representatives. There are 514 active Apprenticeship and Training Employer Sponsor programs, and a total of 1,808 apprentices. In FY24, there were 640 newly registered apprentices and 212 that graduated to obtain Journey person status. There were 15 new Registered Pre-Apprenticeship programs implemented. DET is currently promoting expansion of traditional and non-traditional trades with formula funding from ETA (SAEF). There were 41 job fairs statewide, with over 3,160 job seekers and 834 employers.

CAREER Dislocated Worker Grant (Comprehensive and Accessible Reemployment through Equitable Employment Recovery): Career and training services will be provided by expanding accessibility and capacity through virtual platforms and other technology to reach and serve larger numbers of dislocated workers to include mass email and text, photo headshots, video cover letters, referrals, homepage redesign, virtual job fair, calendar scheduler, chat feature, automatic capture of services, and imbedded assessments. DET also upgraded all conference rooms with the latest technology and equipment to be able to serve clients in an interactive hybrid format, both virtually and in person.

COVID National DWG: Assist dislocated, unemployed, and underemployed workers with employment and training services. Including training opportunities through ITAs and OJTs. During the period of performance, July 1, 2020, through September 30, 2023, the enrollment goal of 268 was surpassed including 38 On the Job Training (OJT) contracts, 178 Career Scope Assessments and 87 ITAs.

Elevate Delaware: Provides tuition and supportive services, up to \$10,000, to Delaware residents who have obtained a high school diploma, Diploma of Alternate Achievement Standards, or a Delaware secondary credential such as a GED, have enrolled in an approved nondegree credit certificate program, and work for a small employer under 51 employees. In FY24, there were 24 enrollments and 18 completions.

Fidelity Bonding: provides fidelity bonding insurance coverage to ex-offenders and other high risk job applicants who may be denied coverage due to issues that may include but not be limited to work experience, poor credit history or a criminal background. At no cost to the employer or employee the bonds are issued by a national insurance firm ranging in the amounts of \$5,000 to \$24,000 per person for a period of up to one year. In FY24, 300 bonds were issued to employers.

Foreign Labor Certification (FLC): To determine the availability of U.S. workers and the potential adverse effect on wages and working conditions that the admission of foreign workers might have on similarly employed U.S. workers before employers can obtain a labor certification. The FLC office advises employers, applicants, and foreign workers as appropriate regarding requirements for labor certification programs and advertise job openings consistent with non-Foreign Labor Certification advertisements to reach and interest the maximum number of U.S. workers. In FY24, 1,239 H2-A Workers (non-US) arrived /outreached and there were 30 multi-opening job orders processed.

H-1B One Workforce Grant: training and related activities to workers to assist them in gaining the skills and competencies needed to obtain or upgrade employment in high-growth industries or economic sectors. These grants are supported by user fees paid by employers seeking high skilled foreign workers under the H-1B visa program. The goal of the training grants is to prepare Americans for high skill jobs, reducing the dependence on foreign labor. During the period of performance from February 1, 2021, to January 31, 2025, the enrollment goal is 708 and there are currently 577 enrollments.

Jobs for Veterans State Grant (JVSG): Disabled Veterans Outreach Program Specialists (DVOP) and Local Veterans Employment Representatives (LVER) are staff assigned to the American Job Centers to provide preferential employment, reemployment, and training services to U.S. military veterans and provide services to employers to hire veterans. In FY24, 826 employers were outreached to connect case managed veterans with employment opportunities statewide.

Learning for Careers: Engage business community in a planning process that results in the creation or expansion of paid work experiences for youth and adult learners. The purpose is to increase employer participation in student education, training, and employment programs that leads to an increase in the number of youth served through summer youth employment or other DOL funded programs; or secondary school students participating in work-based learning and/or co-operative education programs; or postsecondary students participating in work-based learning and/or clinical/experiential learning programs. This program engaged 34 students in work-based learning in FY24.

MIS Unit: During FY24, DET has worked with both AJLA and internal staff to develop Tableau reports and dashboards, as well as processes that benefit services for the clients. There are new graphs currently available showing job orders by location with an interactive map. There is also a Fiscal report that shows how much was paid to each training provider and program. These enhancements allow targeted outreach for specified clients with contact information for outreach efforts. Regular training meetings have been conducted with

administrators and program managers to show the enhancements, including federal reporting requirements.

Reemployment Services Eligibility and Assessment program (RESEA): Partnership with Unemployment Insurance and provides early intervention for UI claimants who are most likely to exhaust their UI benefits. Delaware's RESEA program provides early intervention reemployment services to UI claimants who are most likely to exhaust their UI benefits. RESEA funds are used to assess the continued eligibility for Unemployment and reemployment needs of UC claimants in the targeted populations identified by the state and to provide reemployment services to RESEA participants, including reemployment services to which RESEA participants are referred. During the period January 1, 2023, to December 31, 2023, 994 RESEA participants received services.

Summer Youth: Serves low-income youth between 14 and 21 years old by providing a paid work experience during summer months. This experience provides the opportunity to learn positive work behaviors, gain skills, promote responsibility, teamwork, good work ethic, and earn wages over the summer months. In 2024, 333 youth participated in the SSYEP so far, (Year-Round cohort not complete). Over 135 unique worksites were utilized state-wide to offer these experiences to participants.

TANF: Temporary Assistance to Needy Families (TANF) is administered through a joint effort of the Division of Social Services (DSS) and the Delaware Department of Labor. The goal of TANF is to give people temporary help until they get a job. Within the program both the State and the TANF client have responsibilities. The State provides positive incentives for the family to become self-sufficient and self-supporting. Time on TANF is limited for most people, up to 36 months, but they must work or participate in work related activities for 30 hours a week to receive a TANF check. In FY24, DET enrolled 336 clients, 740 job placements and provided services to 1,916 clients.

Today's Reinvestment Around Industry Needs (TRAIN): Designed to ensure Delaware business has the workforce they need, advance the skills of Delaware workers, grow the state's economy, and increase sustainable employment for working families. It is a two-step grant process that first supports multiple employers and other stakeholders developing workforce training plans to address their workforce training needs (Phase I) and then invests in implementing some or all of the developed workforce training plans to train individuals (Phase II). In FY24, this program engaged 20 employers and trained 91 individuals in Phase II.

Trade Act Assistance: provides adversely affected workers who were laid off due to a mass layoff or plant closure with opportunities to obtain the skills, credentials, resources, and support necessary to (re)build skills for future jobs. In FY24, staff conducted outreach to eligible participants.

WIOA Adult: Help low-income adults statewide who are unemployed, employed and/or underemployed. Priority is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Provided ITA/Training for 285 participants and 306 career services in FY24.

WIOA Dislocated Worker: Helps dislocated workers statewide who have been laid off due to closing, employee reduction, and natural pandemic. Provided ITA/Training for 97 participants and 1200 career services in FY24.

WIOA In & Out of School Youth: Provide services for in school youth with barriers to secondary school completion, employment, and post-secondary enrollment. Programs include career exploration and guidance, comprehensive guidance, and counseling, continuing support for educational attainment, and opportunities for occupational skills training in in-demand industries and occupations. Programs are designed to culminate with a good job along a career pathway and/or enrollment in postsecondary education. Also provides funds for high quality programming for out of school youth and young adults with barriers to secondary school completion, employment, and/or and post-secondary enrollment. Programs include career exploration and guidance, comprehensive guidance and counseling, continuing support for educational attainment, opportunities for occupational skills training in in-demand industries and occupations. Programs are designed to culminate with a good job along a career pathway and/or enrollment in postsecondary education. Served 271 in and out of school youth and provided 1,247 career services in FY24.

WIOA Wagner Peyser: Provide Employment Services as part of the One Stop system. There are no eligibility requirements for this program. In FY24, 10,168 clients received career services including 518 veterans virtually, hybrid and in person. Also supports the Migrant Seasonal Farmworker Program that ensures farmworkers have equitable access to career services and works with employers to place job orders locally, conducts outreach to ensure compliance. In FY24, 1,239 MSFW (US workers) arrived / outreached, and 554 beds inspected during housing visits.

Work Opportunity Tax Credit (WOTC): To improve employment opportunities for hard-to-place job seekers by providing a tax credit to the employer who hires and maintains that employee. Employers make the hiring decision and there is no limit to the number of new hires who can qualify an employer for the tax savings. In FY24, 14,045 applications were processed and 9,143 certifications.

Current/New Initiatives

“Meet People Where They Are” initiative is to meet clients in the community in conjunction with current and new community partners with an objective of providing timely DET services onsite.

Christiana Mall Initiative – The DOL Mall Cart Initiative served as a centralized community resource that promoted our services and showcased our knowledgeable and friendly frontline team members. Manned seven days a week during the month of August 2024, all DOL Divisions were given the opportunity to participate and directly touch the lives of thousands of

Delawareans in our area. There was engagement with a total of 1071 patrons, 121 QR interest forms completed, and 20 physical interest forms completed. There has also been overall interest

from 247 patrons for DET, 12 patrons for DVR, 5 for Paid Leave, 40 patrons for UI, 11 patrons for IA, and 15 patrons for OOLMI. Additionally, BSRs have reached out to 178 employers overall.

What do you want the DWDB to do?

DET administers over 28 programs and grants statewide, which connect job seekers with employers and develops Delaware's Workforce to meet the changing needs of its employers. We currently administer \$53.6 million in awarded competitive grants, state, and federally funded programs for FY25, including over \$8.5 million in ARPA funding. In FY24, DET provided virtual and in person services to over 10,000 job seekers resulting in almost 99,000 unique services, 1,200 employers with over 118,000 job orders posted, and 38 Training Providers with 268 certificate, degree, and license programs. DET would benefit from additional employer engagement through employer forums that can promote all the services available. We would like the board to emphasize the effectiveness of posting jobs in DJL to connect job seekers and employers.

Appendix C: Success Stories

To make a LONG story short, I started the process of clearing my criminal record 8 years ago back in 2016. Mr. Duncan has aided me from start to finish!!! If I won the lottery for \$1 Billion dollars, Mr. Duncan would receive HALF!!! He is GREAT man, well deserving of a promotion!!! Thank you, Apex, I am a lifelong fan now, I recommend anyone who needs help with clearing their criminal history to you guys!!!

Thank you,
Nicklas Robins

Delaware Department of Labor is currently assisting me with job training and employment search. The representatives are helpful in other areas outside of labor law issues and have been wonderful in matters that may have affected individuals from seeking employment.

I would like to give the upmost respect and appreciation for the Department of Labor and The Apex program and my case manager Kyna Baker. I've been wanting to improve my career by upgrading my CDL Class B to Class A. With the help and support from Mrs. Kyna Baker I was showed the training and skills to successfully complete and pass my CDL test. Now I'll be able to support my two daughters and have financial independence and freedom.

I'm a single mom to an awesome little baby girl. I was very stuck in low paying jobs. High school kid jobs. Hotels and restaurants for years. I knew I wasn't going to get anywhere with that pay. Especially having a brand-new baby, every other month things change and she's growing, and she always needs new things. I also was renting a small room and sharing it between myself and my child. I had dreams of being a truck driver way before I had my child. Had my CDL permit but a lot of trucking companies weren't looking to take me on for training because of my felony background as well. I was feeling super down and bummed out about life. Then I heard about the apex program through the DOL. I applied and met Ms. Kyna Baker! She was very quick in her response. And very diligent when it came to passing paperwork along and getting everything processed. I mean, SUPER QUICK! We met and talked, had an interview and she empathized with me and met me right where I was at as far as being a parent and wanting to do the best I can for my kid. Next thing I knew, by the end of the week I received the phone call that I was approved for my grant! I went to American Driver Training Academy. Where there, they have a 98% passing rate. Meaning you're pretty much guaranteed to pass in 4 weeks. And sure, as my name is Jamie, I passed! Kyna always checked on me to make sure all was well! She's just a really involved social worker. She really cares about the people she works with. And that just makes all the more difference! She doesn't put you off for later. She doesn't take 7-10 business days to call you. No! She calls you 5 min later. Even on a Friday! Lol she's just awesome! Seriously! This whole experience has changed mine and my daughter's life and I just truly appreciate the caring people involved in my success story.

I was very distraught when visiting your office today. Robin showed such care and compassion and made me feel better. Then Tessa went above and beyond trying to help me with my resume and trying to guide me to find work suitable to my skills. I felt cared for and that is huge this day and age. They are both assets to The Delaware Division of Labor.

My initial experience of utilizing The Department of Labor Resources after being laid off was overwhelming. It was extremely difficult, and I was a bit apprehensive with the realization of unemployment as my new reality. Especially considering my lack of career training for the next career pathway. I was determined to obtain the resources I needed to further my career, but the process was mentally draining. I decided to challenge the system and trust the process. Several months had passed due to lack of funding and staffing for a Case Manager.

After some time had passed, I received a call from your office with the opportunity of assistance for career training. I immediately gather all the required information requested to proceed with the enrollment process. During this process I developed a great rapport with Jerosalee Wasserman (Case Manager). I needed more clarity, so she suggested I speak with Tessa Bosch (Training Supervisor) regarding my specific situation. After providing additional documentation and discussing my history, passion, and eagerness to further my knowledge and education. Tessa thoroughly reviewed my credentials and informed me I met the necessary requirements as a good candidate for the educational assistance program. I can profoundly say, this has been a remarkable experience for me to have come so far, with so many obstacles preventing me from my obtaining my career training goals. And through this unexpected path of life, I'm proud to say The Department of Labor has the resources to tenacity to build a better career force for the future and now I can be a part of that workforce! Thanks so much for all your help!

I did not realize that employers searched based on job titles and my resume needed to have the same job title as the type of work I was looking for. I also did not know that the resume expires, even though it has an expiration date next to it. Small pieces of information , but that make a big difference.

From a Jobseeker in Dover: In January of this year, I lost my job through no fault of my own. I was devastated and lost and hopeless. Sherian Moore called me regularly to check on me and my progress in my job search. She was available via phone call or email to assist me with questions (and I had many). This was the first time in my life where I lost my job. I have had over 20 years of job experiences. and I didn't know where to go from there. Sherian Moore helped to guide me through the process. She was always so positive and encouraging. She helped me to feel hopeful when I had lost all hope of finding a job. She was kind during a time where I was in desperate need of kindness. I used job link everyday several times a day. I went on about 25 interviews thanks to Job link. It took almost 6 months, but I found a great job, with great pay. I am so happy I had her as a case worker because she honestly gave me the push I needed. Many Many thanks to Sherian!

Mark Bartsch, was also very positive, he emailed me jobs to apply for and he kept in touch regularly. He provided me with resources on classes I could take while I was looking for a job. I remember I emailed him one day and I said "Mark, I have applied for over 300 jobs, and I haven't gotten a call back" and Mark said: "stay positive don't allow yourself to get discouraged". Those words are just what I need to press on. I have had such a positive experience, and I really lucked to get a team of encouraging kindhearted individuals. Thanks so much Mark Bartsch.

Appendix D: One Stop Operator Board Report

Delaware Workforce Development Board One Stop Operator Report

Year 2 Compiled Board Report January - October 2024

Contract Deliverable Progress Overview

<p>Contract Deliverable</p> <p>Organize with the Goal of Continuous Improvement</p> <ul style="list-style-type: none"> • Monthly Meetings - Agendas (7) days in advance, Minutes (10) days post meeting • Arrange logistics, Plan Speakers • Facilitate Meetings • Partner Communication • Maintain records • Compile accurate referral tracking data 	<p>Successes</p> <ul style="list-style-type: none"> • (8) Monthly meetings, (5) virtual and (3) in-person for One Stop system held with agendas and minutes sent with strong attendance. • Monthly meetings for Leadership Team held with agendas and minutes sent with strong attendance. • Speakers for meetings. • Respond to partner requests. • Initiate OneStopOperator_AJC@Delaware.gov mailbox for continuity of communications • All Records maintained. • Bi-weekly email of workforce related events sent to 400+ partners. • 2025 event scheduled planned to be socialized October 2024. <p>In Progress</p> <ul style="list-style-type: none"> • Working with DET leadership on relaunch of updated DJL portal with a referral function. Focus groups completed to ensure incorporation of partner voice. Training on new platform to begin January 2025.
<p>Contract Deliverable</p> <p>Tools</p> <ul style="list-style-type: none"> • Work with Leadership to ensure that all partner roles are clearly defined in MOU and IFA • Collaborate on the creation of a Dashboard of Performance <p>Measures</p> <ul style="list-style-type: none"> • Collaborate with Leadership for the update and gathering of data from customer satisfaction surveys. 	<p>Successes</p> <ul style="list-style-type: none"> • Worked with Director, Deputy Director, and EDSI to gather the required information for MOU, gather information for updated drafts, and facilitate signatures. • Meet with Deputy Director monthly about progress and ability to assist and field ideas. Tasks as assigned. • Participating with Certification Team for process revamp. Final draft to be circulated in Leadership meeting October 2024. Launch date of January 2025. • Participated on Workforce GPS Evaluation PLC team to identify a research capstone that enhances an identified Statewide workforce need.

	<ul style="list-style-type: none"> • Cohort of staff began meeting August 2024 to collate performance measures statewide. Regular topic of Leadership meetings. <p>No Progress</p> <ul style="list-style-type: none"> • No progress to date on customer satisfaction surveys. Surveys are collected through DJL, but the use of the data will be reviewed in 2025 to inform future professional development and areas for improvement.
Contract Deliverable	Successes
<p>Events – Convening</p> <p>Assemble a working committee to plan and implement an annual convening of statewide One-Stop System frontline staff.</p>	<ul style="list-style-type: none"> • Proposed a revamp to the Convening meeting that separated a one-day event into three training events integrated into the One Stop meetings. • January 2024 - WIOA 101 and gaps identified in Statewide gap analysis. • May 2024 - AI and maximizing workflow. • September 2024 - Occupational and Labor Market Information coupled with adult education opportunities. • 2025 will host two training sessions through in-person meetings.
Contract Deliverable	Successes
<p>Events – Certification</p> <ul style="list-style-type: none"> • Work with Leadership Team toward certification of One Stop locations Statewide - keep all records to facilitate seamless certification annually. • Develop a One-Stop Monitoring Tool to track performance. 	<ul style="list-style-type: none"> • Record system in place for attendance tracking of Leadership Team Meetings. • Working with Certification team to revamp process and documents for certification. Final review before Leadership team October 2024.
Other	<ul style="list-style-type: none"> • Working with the National Association of Workforce Boards to track and create policy for AI usage in OSO meetings. • Connected with partners in other States to track the policy trends across the nation.

Appendix E: Pre-Apprenticeship Programs

Pre-Registered Apprenticeship Programs

October 2024

Program	Occupation	Term
Polytech IT Bootcamp	IT Analyst	11/1/22-11/1/24
The Challenge Program	Carpentry	7/1/23-7/1/25
Delaware Correctional Industries	Welder	4/15/23-4/15/25
Delaware Correctional Industries	Automotive	6/1/23-6/1/25
Delaware Skills Center	Electrician	5/1/23-5/1/25
Delaware Skills Center	HVAC	5/1/23-5/1/25
Delaware Skills Center	Welding	5/1/23-5/1/25
Delaware Skills Center	Carpentry	5/1/23-5/1/25
NerdiT	IT Analyst	4/5/23-4/5/25
LEEP P2A	Construction Laborer	4/1/23-4/1/25
LEEP P2A	Carpenter	4/1/23-4/1/25
Wheels on The Road	Heavy Equipment Operator	8/15/23-8/15/25
PSAM	Aviation Mechanic	6/1/23-6/1/25
HELP Initiative	HVAC	3/15/24-3/15/26
HELP Initiative	Construction Laborer	3/15/24-3/15/26
HELP Initiative	Electrician	3/15/24-3/15/26

Appendix F: Meeting People Where They Are Events

DOVER	
Event Date	Event
9/7/2023	Kent county business bus tour
9/15/2023	Outreach
9/16/2023	Dover Latin Festival
9/19/2023	Career Fair
9/22/2023	Veterans Stand Down Day
10/5/2023	Dover Probation and Parole JobOctoberfest
10/18/2023	Caesar Rodney Job Fair
10/25/2023	Health Worker Summit
11/7/2023	Smyrna DHSS Recurring Resource Table
11/12/2023	Haitian Resource Event
11/14/2023	Smyrna DHSS Recurring Resource Table
11/21/2023	Smyrna DHSS Recurring Resource Table
11/28/2023	Smyrna/Dover Recurring Resource Table
11/29/2023	WilmU Career Training Fair
12/4/2023	Dover AJC Job Fair
12/5/2023	Smyrna/Dover Recurring Resource Table
12/8/2023	Delaware Dept of Justice Community Pop-up Event
12/9/2023	Dover PD Hometown Holiday Event
12/12/2023	Smyrna/Dover DHSS Recurring Resource Table
12/19/2023	Smyrna/Dover DHSS Recurring Resource Table
1/2/2024	Smyrna/Dover DHSS Recurring Resource Table
3/21/2023	DSU Job Fair
4/18/2024	SOS Collaboration
4/24/2024	SOS Collaboration
4/27/2024	Dover High Resource Fair
5/13/2024	DHSS Resume Workshop
5/15/2024	Bayhealth Career Advancement
5/16/2024	DSU Job Fair
5/21/2024	DOL Job Fair
5/22/2024	DOC Resource Fair
6/3/2024	DOC Lobby Outreach
6/6/2024	What Coat resource Fair
6/10/2024	CPSU Resume Workshop
6/11/2024	DOC Lobby Outreach
6/18/2024	Williams State Service Center Lobby Outreach
6/24/2024	CPSU Heat Resume Workshop
6/25/2024	DOC Lobby Outreach
6/26/2024	Thurman State Service Center Resource Fair

NEWARK	
Date	Event
07/29/23	Fatherhood Symposium
08/01/23	40th Annual National Night Out
10/06/23	Faith & Blue Weekend Meet Greet And Eat
10/26/23	Trunk or Treat 68PM
11/08/23	Table Display 58 PM
11/28/23	Table Display 5:00 7:30 PM
10/25/23	College and Technical Trade Fair Night
10/24/23	Annual College and Career Night
12/09/23	Community Coat Giveaway
01/20/24	Community Resource Day
01/24/24	Community Collaborative Meeting
01/31/24	Coat Drive
TBD	Eucheminical Food Pantry
02/09/24	Wellness Center & Community Engagement Meeting
02/16/24	Resource Fair 14pm
02/2024	Job Fair / CPW
02/22/24	Job Fair / CPW
02/23/24	9th Annual State of the Guard Event
03/07/24	Call to Action Call
03/08/24	Brandywine School District Jobs for Delaware Graduates Event
03/12/24	Wilmington Collaborative meeting
03/13/24	GVI Call in
03/14/24	Table display
03/26/24	Jobs for Delaware Graduates Job Fair
03/27/24	March Department of Corrections Re-Entry Workshop
03/29/24	Table display
04/04/24	Program Presentation
04/09/24	Fox Valley American Job Center Job Fair
04/11/24	April Department of Corrections Re-Entry Workshop
04/12/24	Laurel Community Pop Up
04/16/24	April Department of Corrections Re-Entry Workshop
04/17/24	Hope Center Resource Fair

04/18/24	GVI Breaking Cycles
04/24/24	GVI Call In Wilmington
04/25/24	2nd Chance Workshop
04/26/24	Table Display Amerihealth Caritas
04/27/24	The Latin American Community Center Spring Job Fair
04/30/24	Table display
5/1/2024	May Department of Corrections Re-entry Workshop
5/3/2024	DOL Presentation
5/7/2024	DOL Job Fair
5/9/2024	May Department of Corrections Re-entry Workshop
5/10/2024	Table Display Amerihealth Caritas
5/21/2024	May Department of Corrections Re-entry Workshop
5/24/2024	Table Display Amerihealth Caritas
6/4/2024	June Department of Corrections Re-entry Workshop
6/6/2024	Career Readiness Workshop Series
6/11/2024	June Department of Corrections Re-entry Workshop
6/13/2024	Career Readiness Workshop Series
6/13/2024	June Department of Corrections Re-entry Workshop
6/13/2024	Community Resource Fair
6/14/2024	Harvest for the Homeless Community Cookout
6/18/2024	June Department of Corrections Re-entry Workshop
6/20/2024	Career Readiness Workshop Series
6/20/2024	2 nd Annual Help Eliminate Living Poverty Event
6/25/2024	June Department of Corrections Re-entry Workshop
6/27/2024	Career Readiness Workshop Series
6/27/2024	June Department of Corrections Re-entry Workshop
6/28/2024	Southbridge Community BBQ

FOX Valley	
8/3/2023	Nine innings of networking job fair at Frawley Stadium
8/26/2023	Lifeline Church Ministry9/11/2023
10/14/2023	DOL
2/21/2024	DART
2/22/2024	Goodwill
2/22/2024	GVI (Group Violence Intervention)
2/29/2024	Delaware Restaurant Foundation
3/8/2024	Brandywine School District
3/13/2024	John Dickenson High School

3/14/2024	Wilmington Police Department- Community Resource Fair
3/26/2024	JDG Job Fair for Jobs for Delaware Graduates
4/9/2024	DOL Job Fair
4/16/2024	Delaware Probation & Parole Second Chance Day
4/19/2024	Department of Public Works
4/27/2024	Sarah Pyle Academy
4/27/2024	The Latin American Community Center
5/15/2024	Goodwill
5/16/2024	Tech Impact Org
5/23/2024	Bo Fide Sine Metu
6/14/2024	Neighborly Home Care & Division of State Service Centers

GEORGETOWN

GEORGETWON	
Event Date	Event
7/10/2023	Sussex County Crisis Housing Services
7/13/2023	Brandywine Counseling
8/16/2023	Catholic Charities
8/23/2024	Brandywine Counseling
8/24/2023	Community Resource Fair- DHSS
8/26/2023	Father & Family Community Wellness
8/31/2023	Salvation Army
9/7/2023	Salvation Army
9/12/2023	Salvation Army
9/13/2023	Laurel Public Library
9/13/2023	Little Creek Apartments
9/13/2023	Catholic Charities
9/15/2023	Hispanic Festival
9/21/2023	Salvation Army
9/21/2023	Community Resource Fair
9/25/2023	DHSS/HEAT
9/27/2023	Brandywine Counseling
9/28/2023	Salvation Army
9/30/2023	DAPI Sussex
10/3/2023	Laurel Public Library
10/5/2023	Salvation Army
10/5/2023	Job Fair Outreach
10/7/2023	Grace UMC Street Fair

10/9/2023	Sussex County Crisis Housing Services
10/12/2023	Laurel Public Library
10/13-14/2023	Apple Scrapple Health & Safety Fair
10/18/2023	La Red Health Center
10/19/2023	Salvation Army
10/24/2023	Laurel Public Library
10/25/2023	Salvation Army
11/6/2023	Sussex County Crisis Housing Services
11/16/2023	Community Resource Fair
11/27/2023	DHSS/CPSU/Re-Entry
11/29/2023	Brandywine Counseling
12/4/2023	Sussex County Crisis Housing Services
12/21/2023	Children & Families First- Winter Fest
12/27/2023	Brandywine Counseling
1/4/2024	The Bridge Clinic
1/9/2024	Chandler Heights
1/13/2024	Milford Homeless Advocacy
1/16/2024	Chandler Heights
1/2024	The Bridge Clinic