

State of Alaska

Workforce Innovation and Opportunity Act



**ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

**Annual Report Narrative
Program Year 2018**



THE STATE
of **ALASKA**
GOVERNOR MICHAEL J. DUNLEAVY

Department of Labor and Workforce Development

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November 15, 2019

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

Dear Secretary Scalia,

On behalf of the Alaska Department of Labor and Workforce Development and the Alaska Workforce Investment Board, we are pleased to submit Alaska's Workforce Innovation and Opportunity Act (WIOA) Annual Performance Report for Program Year 2018.

The report highlights the success of Alaska's workforce development system, provides insight into benefits received by program participants, and describes how the state is making progress on achieving the vision, strategies and goals outlined in the 2018 Alaska WIOA Combined State Plan Update.

WIOA funds are a significant contribution to our public workforce system as we continue to focus on making smart investments to revitalize our economy in the face of continuous global, national, and local change. Our priority is for Alaskans to have universal access to employment, skill-building and training opportunities that lead to jobs with family sustaining wages, while meeting critical employer and industry needs.

While WIOA programs help individuals and families, they also bolster local economies by providing workers who are better equipped, educated, and trained for current and future jobs. The Alaska Department of Labor and Workforce Development is proud to lead this charge to promote job growth and economic stability to assure that Alaska is Open for Business.

We appreciate the ongoing federal/state partnership to develop our workforce. Thank you for your continued support to the people of Alaska.

Best regards,

A handwritten signature in black ink, reading "Tamika L. Ledbetter".

Dr. Tamika L. Ledbetter
Commissioner

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Alaska's Program Year 2018 WIOA Overview

During Program Year 2018, Alaska continued to focus on workforce development to provide multiple pathways to high skill, high wage jobs and careers, by enhancing job seeker and worker access to education, training, and support services needed to prepare for high-demand occupations that pay family-sustaining wages. Alaska's strategic vision and goals similarly guaranty that employers will stay connected with a skilled, sustainable workforce, and that Alaska is and will continue to be 'Open for Business'.

The Alaska Department of Labor and Workforce Development (DOLWD) implements WIOA and state training programs to build clear routes to support and grow learning opportunities for workers at all stages of life; serve individuals with disabilities; prioritize veterans and transitioning active service members and their families; and meet the skilled workforce needs of employers. [*Appendix A, Alaska's Strategic Vision and Goals*](#). With input from its industry partners, Alaska continues to provide workers for in-demand, high-growth occupations including healthcare, construction, maritime, oil and gas, transportation, technology, education, and mining. The department engages workforce strategies to expand registered apprenticeship, pre-apprenticeship, and work-based learning approaches; demonstrate innovation in delivery of Alaska Job Center services; and prioritize services to target populations. [*Appendix B, Alaska's Sector Strategies and Career Pathways*](#) In the face of the challenges inherent to serving a small population spread over a vast area, as well as the vicissitudes of changing economic and environmental factors, the department continued robust delivery of WIOA and statewide programs. [*Appendix C, Alaska's PY 2018 Economic Overview*](#) and [*Appendix E, Alaska's PY 2018 Success Stories*](#)

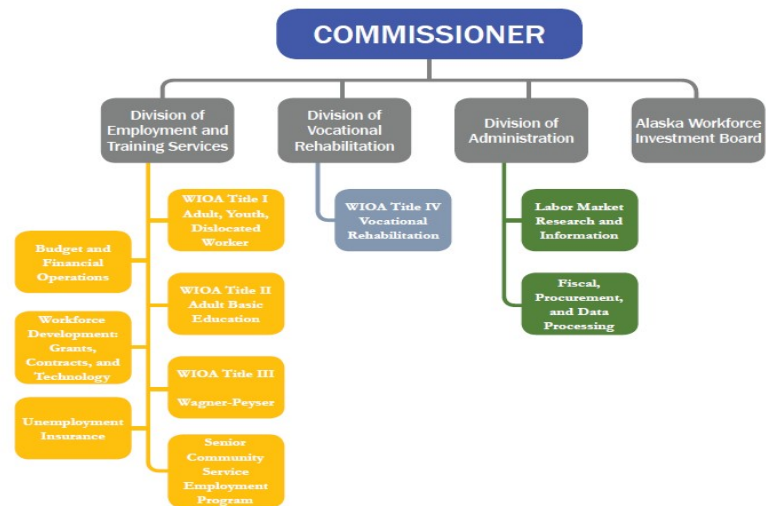
Some highlights:

- At its October 2018 meeting, the Alaska Workforce Investment Board (AWIB) adopted an addendum to Alaska's [*Career and Technical Education Plan*](#).
- On June 13, 2019, the department was notified that it had been awarded a \$1 million competitive Apprenticeship State Expansion grant, adding a third grant to the two implemented under its [*Alaska Apprenticeship Plan*](#).
- The department applied for and received three competitive National Dislocated Worker grants. These funds are used to assist Alaskans affected by the state's opioid epidemic, communities impacted by the November 30, 2018 earthquake, and workers impacted by Alaska's economic downturn due to declining oil revenue.

During PY 2018, the department procured and began development of a new online labor exchange and case management system to enhance user experience, co-locate data, and provide a single sign-on between WIOA Title I, II, III programs, Trade Adjustment Assistance, and Unemployment Insurance programs. This will allow individuals to enter core information into one system when applying for various programs and benefits. This new system provides for WIOA required common participant reporting and will go live in PY 2019.

Alaska Department of Labor and Workforce Development

As the state's lead entity for workforce development, the department, through the Division of Employment and Training Services (DETS), administers WIOA Title I, II, and III programs. Title IV is administered by the Division of Vocational Rehabilitation. The Alaska Workforce Investment Board component reports to the Commissioner, and provides policy and oversight of the state's workforce investment activities.



Division of Employment and Training Services

The mission of the division is to provide labor exchange, employment and training services, and unemployment insurance to Alaskans and Alaska businesses to advance opportunities for employment and provide economic stability for communities in Alaska. The division administers WIOA formula funds through job centers and competitively through grants to employment and training organizations as recommended by the Alaska Workforce Investment Board (AWIB) and approved by the Commissioner.

Alaska Workforce Investment Board

The vision of the Alaska Workforce Investment Board (AWIB) is “to build connections that put Alaskans into good jobs.” AWIB uses labor market data and regional and sector stakeholder input to guide continuous improvement of Alaska’s workforce system.

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

During PY 2018, the AWIB continued its review of the 2010 Career and Technical Education (CTE) Plan to develop the 2018 Addendum to the Alaska Career and Technical Education Plan. The full board approved the addendum at the October 2018 AWIB meeting. AWIB also approved its Policy 100-2019 Procurement of One Stop Center(s) at its May 2019 meeting. The procurement process for the One Stop Operator spanned June and July, with recommended changes from USDOL, Employment and Training Administration, Region 6.

During PY 2018 the AWIB adopted the following resolutions:

- [18-04 Regarding One-Stop Certification for the Peninsula; Dillingham and Juneau Job Center](#)
- [18-05 In Support of the 2018 Addendum to the Alaska Career and Technical Education Plan](#)
- [18-06 In Support of the Apprenticeship Training Plan](#)
- [18-07 In Support of National Apprenticeship Week](#)
- [19-01 Regarding One-Stop Certification for the Valdez and Homer Job Center](#)

Alaska's WIOA Waiver

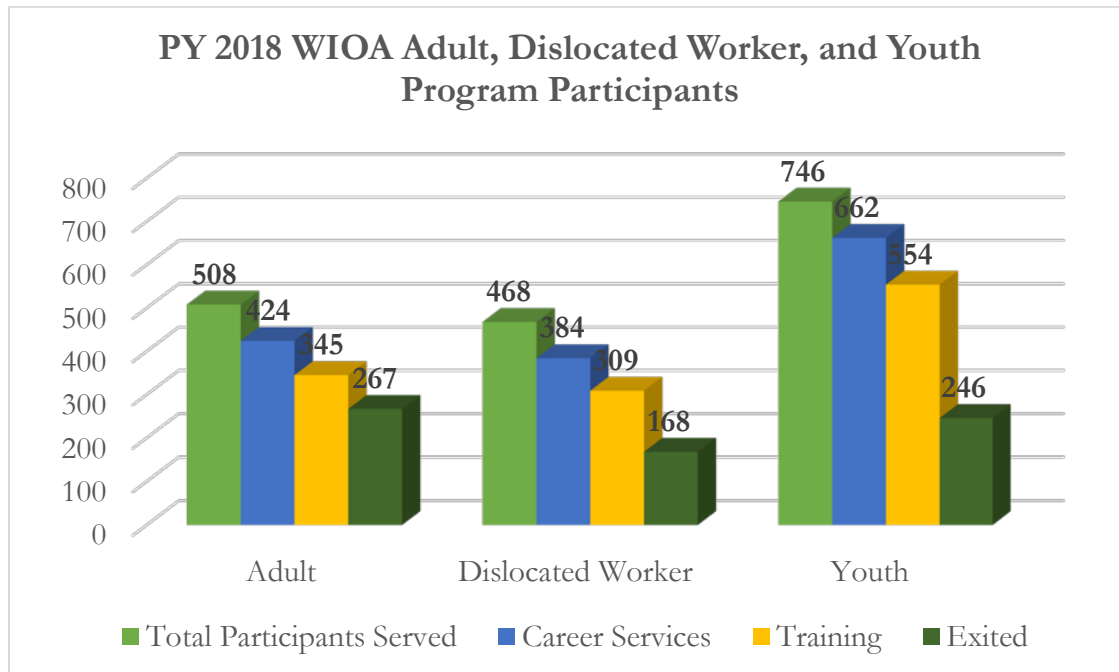
Alaska's population of approximately 737,080 people live across its 570,641 square miles in six state-defined economic regions. [Appendix D, Alaska WIOA Area and Planning Regions](#) Small population density combined with lack of road access or consistent year-round transportation in most of the state presents continuous challenges with administering statewide employment services in a manner that is economically feasible.

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

Although Alaska is a very large state geographically, it is certainly small when it comes to working closely with stakeholders. Operating under the waiver, AWIB continues to engender local participation and points of view, consulting local elected officials from Alaska's boroughs and cities in regional and statewide planning efforts, and inviting these stakeholders to participate in Regional Advisory Councils. Additionally, the waiver allows the AWIB to foster regional collaboration among job centers, education institutions, labor, and non-profits, and to work with employers to determine local or regional hiring needs that informs responsive training programs.

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

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



Alaska’s WIOA Adult and Dislocated Worker services are provided by Career Support and Training Services (CSTS) case managers in one-stop job centers. [See map, below.](#) CSTS staff work one-on-one with participants to determine the appropriate range of goals, services, and support to meet each individual’s needs. This may include comprehensive assessments, workforce preparation, reviewing labor market information, career counseling, creating individual employment plans and referrals to additional resources. Eligible individuals may receive assistance for pre-vocational, vocational, apprenticeship and on-the-job training and education from providers on the [Eligible Training Provider List \(ETPL\)](#), and supportive services to help meet costs for housing, transportation, tools, clothing, books, and supplies needed while participating in program services.

Across all titles, WIOA focuses on and places priority on special populations for the Adult and Dislocated Worker programs, particularly emphasizing serving individuals with barriers to employment to include, but not limited to:

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

The Adult and Dislocated Worker programs partner with the Registered Apprenticeship program to encourage and expand the use of apprenticeships in the state by training staff on the importance of apprenticeships as a work-based experience for jobseekers and gaining experience on how to develop

new apprenticeship programs, as well as ways to braid Registered Apprenticeship and WIOA funding to support them.

Alaska has taken measures to strengthen WIOA Adult and Dislocated Worker programs as evidenced by: meeting or exceeding all program year Federal Common Measure Goals; developing a new comprehensive data and case management system to administer WIOA and other programs; cultivating inter-agency and external partnerships; providing valuable services to businesses which results in thousands of opportunities for job seekers; and by developing solid employer relationships with the one-stop job centers.

Adult

The Adult Program aims to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of Alaska's economy. Staff work with job seekers who are at least 18 years old and experience barriers to employment, giving priority to veterans and other covered persons, individuals who experience disabilities, individuals who are basic skills deficient, low-income, and public assistance recipients.

Program Year 2018 was another successful year. Through its one-stop job center network, Alaska served 1,760 participants, with 1,252 of those utilizing self-services. Case managers actively worked with 508 participants, of which 286 were new registrants. Program exits increased from 160 in PY 2017 to 267 in PY 2018, as case managers prioritized timely exits.

Outreach efforts increased to serve all populations at workshops, job fairs, and hiring events held at job center locations throughout the state. Under the WIOA Adult program in PY 2018, Alaska's job centers served more males than females with the majority in the 25-44 age bracket; the majority of individuals served were Caucasian or of American Indian/Alaska Native decent; and most individuals were low-income and longer-term unemployed.

Dislocated Worker

The WIOA Dislocated Worker Program provides employment and training services to individuals who have lost their job through no fault of their own or received a layoff notice, employed workers who have received a notice that they will lose their job unless they complete additional training or acquire additional credentials, displaced homemakers who have been dependent on the income from another family member and are no longer receiving that support, and relocated active military spouses. Self-employed persons who have experienced income reduction or were compelled to close their business due to economic conditions in their community or natural disaster may also be eligible.

Even in good economic times, there are still many looking for work who face significant barriers to employment. These include youth, English language learners, individuals with justice system involvement, individuals with disabilities, and people experiencing homelessness. Despite low unemployment in Alaska, PY 2018 saw an increase in Dislocated Worker enrollments from 400 in PY 2017 to 468 in PY 2018. Of those, 222 were new registrants and the program experienced 168 exits during the year.

As with WIOA Adult, the Dislocated Worker program saw more males than females with the majority in the 25-44 age bracket; the majority of individuals serviced were Caucasian or of American Indian/Alaska Native decent; and most individuals were low-income and longer-term unemployed.

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

PY 2018 WIOA Adult and Dislocated Worker Program Data

	Adult	Dislocated Worker
Self-Service Participants	1,252	N/A
Case-Managed Participants	508	468
Case-managed New Registrants	286	222
Exiters	267	168

National Dislocated Worker Grants

Trade and Economic Transition Dislocated Worker Grant (TET DWG)

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

As Alaska's population of skilled workers are aging out of the workforce, the increased funding will assist with creating a qualified, sustainable workforce necessary to serve the healthcare needs of Alaska's growing elder population, develop desperately needed maritime industry curriculum, and focus on quality pre-apprenticeship programs in the construction trades.

The development of quality pre-apprenticeship programs is the first in Alaska, while the maritime curriculum includes novel courses not readily available elsewhere in the United States. These programs were developed with extensive industry input, and are designed to lead to industry-recognized credentials, direct apprenticeship opportunities, or direct employment. The grant also funds increased outreach and recruitment of dislocated workers for apprenticeships leading to employment serving as Merchant Seamen and other maritime occupations aboard deep ocean-going commercial transport vessels in Alaska and abroad.

During PY 2018, 177 individuals participated in the TET DWG program and an estimated 535 individuals will receive grant funded services during the life of the grant.

National Health Emergency Dislocated Worker Demonstration Grant (NHE DWG)

In July 2018, Alaska received a two-year \$1.2 million demonstration grant to help combat a pervasive and escalating statewide opioid crisis. Grants funds are flexible and can be used to serve any Alaskans affected by the crisis, as well as workers who can help recognize, prevent, or provide rehabilitation services for substance abuse and mental health issues that often lead to addiction. Target populations for this program also include justice-involved youth and adults, and in-school youth with a defined or perceived disability who may be more at-risk than their peers.

The NHE DWG program funds supportive and training assistance for eligible participants through job centers, provides incumbent worker training to workers for teachers, emergency room personnel and other healthcare and mental health workers, and focuses on creating awareness, early intervention strategies and resources through transition camps for at-risk youth.

NHE DWG Participant Targets and Achievements

	Youth Transition Camp	IWT	Opioid- affected Individuals	IWT Program for Teachers	IWT Program for Counselors	IWT Program for ER Nurses
Participant Goal	240	75	100	100	30	200
PY 2018 Participants	137	12	59	29	10	
Anticipated PY 2019	103	53	41	71	20	200

National Emergency Dislocated Worker Grant (NE DWG)

In response to a magnitude 7.1 earthquake that hit Southcentral Alaska on November 30, 2018, the department was granted up to \$4.5 million in disaster funding for temporary jobs to assist with the cleanup, repair, and reconstruction of damaged public structures and facilities. With the initial \$1.5 million release of these grant funds, the department is focusing on repairs to public buildings including elementary, middle, and high school facilities. In addition to facilities repair, this grant will provide experience to dislocated workers, with the goal of permanent employment.

Rapid Response

Alaska's Rapid Response program provides services to workers, employers, and communities facing business closures and layoffs. Alaska's rapid response coordinator leads a team of specialists housed in job centers throughout the state. This team works together on layoff aversion strategies to address layoffs and business closures. Notification of possible layoffs or business closures are received through a variety of means including workers filing unemployment insurance claims, contact from impacted employers and workers, media announcements, fluctuations in employer tax contributions, and Worker Adjustment and Retraining Notification (WARN) notices.

Rapid response meetings are tailored to each dislocation, and may include information on unemployment insurance, job search and placement assistance, labor market information, on-the-job training, classroom training, and/or referral to basic and remedial education.

Ongoing engagement, partnership, and relationship-building with employers in the community are essential to ensure they understand how these services can help during all stages of the business cycle.

During PY 2018, Alaska's Rapid Response teams worked with the employers of more than 23 affected businesses and assisted hundreds of workers.

Youth

Alaska's WIOA Youth program is delivered through organizations providing comprehensive employment, vocational, academic, and support services for eligible In School Youth (ISY) and Out-of-School Youth (OSY) ages 14 to 24 to achieve maximum stability and economic development.

The program serves youth across the state and prioritizes rural youth due to their higher risks of school dropout and suicide. The main provider of rural youth services is Yukon Delta Fisheries providing crucial work experience to youth from several rural villages. In PY 2018, the organization granted 51 scholarships to rural youth attending post-secondary education or vocational training. Another youth provider is a healthcare organization supporting ISY participants in earning post-secondary credentials and certificates in healthcare career pathways and providing critical work experience opportunities within medical clinics, hospitals, and rural clinic internships. Additionally, two new sub-recipients joined the youth program in PY 2018: a construction industry organization providing pre-apprenticeship training for construction trades with direct employment pathways; and a literacy council providing adult education completion services and university-based vocational skills training.

Youth projects are competitively solicited with two-year grant agreements and an option for a third year renewal based on performance. The multi-year agreements are intended to provide sub-recipients with sufficient operating time to serve at risk youth. Provider service levels have proven to be more successful, with minimal service interruption caused by the competitive solicitation process.

In PY 2018, Alaska awarded \$2,099,834 to ten subrecipients for the delivery of comprehensive Youth services. Of the award, 82 percent or \$1,711,539 was expended with 18 percent for ISY activities, 82 percent for OSY activities, and a 54 percent work experience expenditure rate overall. This was more than double the required federal target of 20 percent. There were 746 participants enrolled in the program, up from 698 the year prior.

Statewide Activities

Statewide activity funds are a vital part of Alaska's workforce development system. The funds support all required activities outlined in WIOA including disseminating the Eligible Training Provider List; providing Labor Market Information; Alaska Workforce Investment Board oversight; providing additional assistance to local areas that have high concentrations of eligible Youth; operating a fiscal and management accountability information system; conducting monitoring and evaluating performance; and staff training, capacity building and technical assistance. All of these activities support the operation of the one-stop delivery system. Statewide funds also offer the flexibility to increase the state's capacity to serve Alaskans through grant awards.

During the program year, statewide funding was used to support Alaska's Helmets to Hardhats (H2H) program now in its 16th year of operation. Until recently, Alaska was the only state to provide funding

for dedicated H2H case managers. Alaska's H2H program is also the first in the nation to provide actual hands on training in multiple trades. This has been a positive investment for the state and our transitioning military members. [Appendix F: Alaska's Helmets to Hardhats Program](#)

Statewide funding supported activities to increase outreach and recruitment for apprenticeship leading to employment as Merchant Seamen and other maritime occupations aboard deep ocean-going commercial transport vessels in Alaska and abroad. Alaskans have a high success rate with this program, as many have prior experience on marine vessels and want careers that allow them to maintain a home base in their Alaskan communities. This training coupled with the high-growth, high-demand maritime industry makes for a good investment.

Through the activities supported by these funds, Alaska's one-stop delivery system and service providers are able to provide high-quality, outcome-focused workforce development services in a demand-driven and fully integrated service environment consistent with the state's four year plan, while tracking progress toward meeting strategic goals and implementing the Governor's vision for the workforce investment system.

WIOA Title II – Alaska Adult Education

The Alaska Adult Education program (AAE) is administered through regional programs and correctional facilities. Funds are awarded on a three year competitive grant cycle and target organizations focused on providing instruction to adults seeking to enhance their education and skills in order to transition into postsecondary education, training, and employment.

In PY 2018, AAE awarded over \$2.4 million in thirteen regional adult education grants, an integrated correctional system, and a grant for Integrated English Literacy and Civics Education (IELCE). By providing foundational skills and English literacy instruction to students to improve their reading, writing, and math skills, regional programs assisted 2308 students whose average age was 33. 1644 (52 percent) became full time students requiring twelve or more hours of study time.

PY 2018 Highlights:

- GED Graduates were up over 4 percent from the previous year. Alaska awarded 736 GED diplomas in PY 2018, which tied for the highest graduate totals since the rigor of the test changed in 2014.
- AAE measures achievement of educational functioning level (EFL) gain from pre to post-testing with standardized testing to demonstrate measurable skill gain. In PY 2018, 73 percent of students achieved EFL in at least one area.
- Basic skills & pre-secondary education is instruction comparable to first through eighth grade educational levels and is designed to prepare students for secondary education courses. During PY 2018, 63.5 percent of full time student tested at or below eighth grade educational functional level.
- Secondary education & high school equivalency preparation is aimed at providing instruction to improve students' skills for transition into higher education, training, or employment. The

curriculum is rigorously aligned with the functional level of high school ninth through twelfth grade students. Pre-testing determined only 1.2 percent of incoming students tested in the ninth through twelfth grade range.

- The Alaska English as a Second Language program assists students whose primary language is not English improve their reading, writing, speaking, and comprehension of the English language. In PY 2018, 35.3 percent of full time students assessed were ESL students.
- 17 percent of students were identified as obtaining educational instruction while residing in a Correctional Facility, Community Correctional Program, or other institutional setting. This is a 2 percent increase from PY 2017.

WIOA Title III – Wagner-Peyser Act



Alaska's Wagner-Peyser labor exchange services are delivered through 14 Alaska Job Centers collectively known as the Alaska Job Center Network (AJCN). The AJCN collaborates with multiple partner agencies to provide universal access and services to employers, job seekers, and workers under one roof. Self-services are also available via the Alaska Labor Exchange System (ALEXsys), an online employment services

portal consisting of a no-fee job bank connecting job seekers with Alaska employers. It is available throughout the AJCN as well as on-line 24 hours per day at <http://jobs.alaska.gov/>.

Job seeker services include job search assistance, referral, and placement. Additionally, job center staff provide assessments of skill levels and abilities, aptitude testing, and career guidance. Many job centers offer regular workshops including job seeking tips, resume writing, cover letters, interviewing skills, employment after incarceration, and annual free IRS-certified tax services provided through My Free Tax Initiative. AJCN staff routinely provide referrals to partner agencies, veteran's representatives, and WIOA Title I programs for assistance with training and support. The Alaska Career Ready program which includes WorkKeys® assessments is another service provided in the job centers. This provides job seekers opportunities to earn the National Career Readiness Certificate (NCRC). In PY 2018, WorkKeys® assessments were given to 3,194 job seekers leading to 863 NCRCs earned.

All job center staff are well-trained in serving employers, and the five largest job centers have dedicated Business Connection staff. Alaska's approach to serving employers emphasizes proactive, staff-initiated outreach designed to meet the current and future employment and training needs of Alaska's employers. Staff assist employers with special recruitment needs, ensure job applicant suitability, conduct job fairs, and provide information that helps ensure compliance with state and federal laws. This focus facilitates long-term business relationships built on confidence and results.

The AJCN is often the first line for information about labor market conditions and employer activity including layoffs and business closures. Rapid Response and Trade Adjustment Assistance staff foster a statewide team approach throughout a layoff, closure or dislocation process. Job centers and ALEXsys are also sources of information on valuable hiring incentives such as on-the-job training wage reimbursement, Fidelity Bonding for at-risk job seekers, the Alaska Veteran Hire Tax Credit, and the Work Opportunity Tax Credit program (WOTC). In PY 2018, Alaska's WOTC program processed 1,932 applications, issuing 921 certifications for up to \$4,054,200 in tax credits.

The AJCN also houses apprenticeship specialists to provide information to employers on sponsoring an apprenticeship program. Registered Apprenticeships allow employers to establish their own standards of proficiency while developing a local and loyal workforce.

Job Center Visits		ALEXsys Registrants Source: PY2018 Wagner Peyser PIRL		
Total Visits	Unique Visitors	Participants	Reportable Individuals	Total Registrants
144,661	26,795	13,407	45,965	59,372
ALEXsys Services Source: ALEXsys				
All Staff Assisted Services	Staff Assisted Services affected participation	Self-Services	Total All Services	
142,794	35,788	358,067	505,861	
ALEXsys Web Site Use Source: Google Analytics				
Accesses	Users (Non-Unique)	Page Views	ALEXsys Job Openings Source: ALEXsys	
782,357	259,828	11,877,330	82,468	

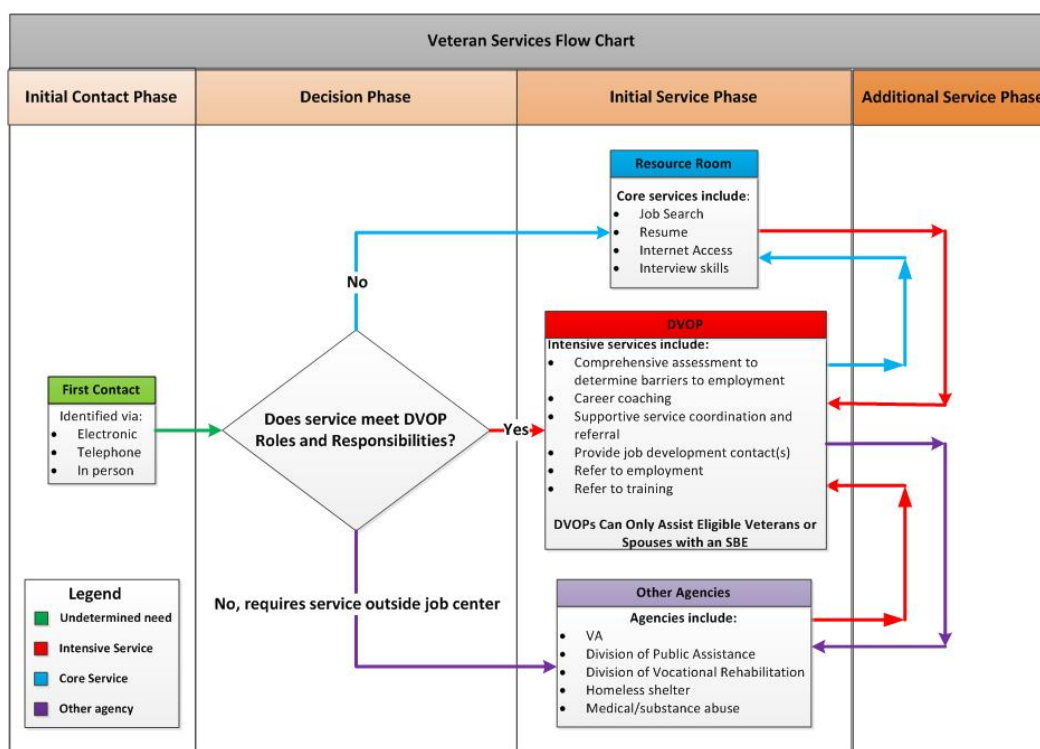
Veterans Services

Alaska is home to over 68,000 veterans who make up 12.8 percent of the state's adult population, the highest per capita veteran population in the nation. Veterans receive priority for services in all job centers. Veterans and eligible spouses are offered specialized programs and opportunities to maximize

training potential, employment, and retention. Those experiencing significant barriers to employment are also assisted by specialized staff funded through the Jobs for Veterans Statewide Grant.

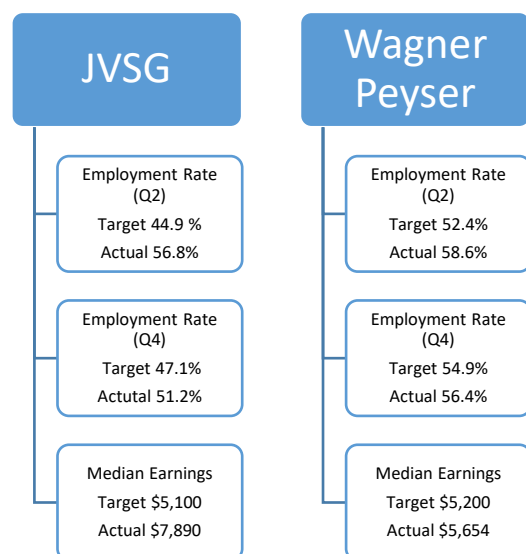
Job center staff receive training on the Jobs for Veterans Act, Americans with Disabilities Act, and other legislation that impacts veteran priority, preference, and employability. Staff focus on the assessing veterans to facilitate delivery of service, and on employer outreach to promote hiring veterans. Outreach is also provided in places such as U.S. Department of Veterans Affairs medical and veteran centers, homeless shelters, civic and service organizations, Veteran Stand Down events, veterans' job fairs, and military installations.

Four full-time Disabled Veterans' Outreach Program (DVOP) specialists are located in job centers in areas with the highest veteran populations to provide in-depth interviewing and comprehensive assessments to identify employment goals, interim objectives, and appropriate services for disabled veterans to meet employment goals. If DVOP services are not available, referrals are made to appropriate partner programs such as Career Support and Training Services and Vocational Rehabilitation.



Alaska's Local Veterans' Employment Representative (LVER) establishes relationships with employers and facilitates the placement of veterans in meaningful employment to facilitate compliance with the Vietnam Era Veterans' Readjustment Assistance Act and regulations. The LVER is a bridge between employers and veterans to recruit, hire, promote, and retain veteran hire. One way this is done is through the annual Veterans and Military Spouses Job Fair which was held in November 2018.

Approximately 110 employers, education, training, and apprenticeship providers attended the event, which served nearly 800 participants.



In PY 2018, 3,103 veterans received 22,150 services, with 1,571 of those veterans receiving in-depth, one-on-one support from a DVOP.

Alaska exceeded all six of the JVSG performance targets.

Senior Community Service Employment Program (SCSEP)

Senior Community Service Employment Program (SCSEP) assists low income individuals older than 55 to prepare for and secure employment. It is implemented in Alaska as Mature Alaskans Seeking Skills Training (MASST) as a fully integrated program in Alaska's job centers. MASST participants receive on-the-job training at job center front counters and in resource rooms, where they gain customer service skills and learn how to use self-service applications and tools. Participants also improve their computer, office clerical, customer service, and soft skills to better prepare them to enter the workforce. During their learning process, participants find unsubsidized jobs or are moved into another host site for additional training, and exit the MASST program after finding employment.

During PY 2018, the MASST program implemented utilization of a single contractor to administer payroll statewide rather than regionally. This change allowed the program to increase enrollment due to broader accessibility to funding. During PY 2018, 203 MASST participants received services and the program exceeded all but one performance measure.

Performance	Target	Actual
Employment Rate (Q2)	46.2%	52.6%
Employment Rate (Q4)	36.3%	44.4%
Median Earnings	\$3,973	\$4,973
Barriers to employment	2.76	2.95
Service Level	164.6%	163.7%

Unemployment Insurance

Alaska's Unemployment Insurance (UI) program remains one of the top in the nation for issuing timely first payments of UI benefits, and remains committed to implementing strategies to speed unemployment insurance claimants' return to work. To this end, the UI program continues to partner with Job Center staff to assist unemployed Alaskans in gaining employment.

PY 2018 Unemployment Insurance Highlights

Unemployment Insurance Benefits				Unemployment Insurance Collections		
Total Benefits Paid	Average Weekly Benefit	Total Number of Recipients	Average Weeks Claimed	Fraud Overpayments	Fraud Penalties	Non-Fraud Overpayments
\$85,078,693	\$248.28	29,433	17.55	\$1,719,107	\$916,173	\$871,255
Automated System Claims				Unemployment Claim Center Call Responses		
98%				113,438		

Reemployment Services and Eligibility Assessment (RESEA)

The RESEA program launched in January 2016 and continues to be a priority for Alaska. Six regional job centers participate in RESEA, with the UI program as an active partner. After filing their first bi-weekly claim, up to 105 claimants living in areas with full service job centers, including recently separated veterans and those deemed most likely to exhaust their benefits, are selected. The program connects participants with in-person assessments and re-employment services, and is designed to reduce long-term unemployment in Alaska's workforce. Participation is mandatory for continued UI eligibility.

In PY 2018, 3,298 claimants participated in RESEA. Those participants claimed benefits for an average of only 14 weeks, demonstrating a reduction of 3.55 weeks from the overall claimant average. This not only resulted in increased employment among the two RESEA target populations, but also significantly lessened the burden on the UI Trust Fund. In 2020, Alaska's RESEA program begins its evidence-based evaluation to ensure program effectiveness. In addition to the evaluation, other program interventions are under review to strengthen the effectiveness of assisting unemployed workers to quickly return to work.

Alaska's Evaluation Activities

Alaska continues to collect information and data to evaluate the implementation of WIOA programs and assess the need for improvement. These measures include response to federal monitor findings, monitoring of programs and sub-recipients, measuring effectiveness in serving employers, Wagner-Peyser state-identified performance goals, self-appraisal review system, customer satisfaction surveys, and data validation. A summary of these evaluation tools with PY 2018 results follows.

Employment and Training Administration Monitoring

During PY 2018, the USDOL Employment and Training Administration monitored Alaska's State Apprenticeship Expansion (SAE) discretionary grant. This review identified best practices, challenges, recommendations for improvements, and technical assistance needs. The monitor resulted in correctable findings in program and grant management processes, performance accountability, and financial expenditure rates. Alaska thoroughly reviewed the findings and immediately created an action plan to resolve them. The department updated policies and procedures, added required clauses to grant agreements, and created a support service guide specific to this grant. All findings were formally closed by US DOL on October 3, 2019.

Division of Employment and Training Services (DETS) Monitoring

In PY 2018, the DETS evaluated ten sub-recipients for WIOA Youth and the activities of sub-recipients of the State Apprenticeship Expansion (SAE) and American Apprenticeship Initiative (AAI) grants. The goal was to identify how effectively the vision, strategies, and procedures of both the US DOL, Employment and Training Administration, and the state were being achieved.

DETS staff conducted comprehensive reviews to ensure sub-recipients were operating in compliance with federal and state laws and regulations; the terms and conditions of their grants; the state's policies and procedures; participant program eligibility; and performance accountability. Additionally, staff conducted work experience employer and participant interviews to help identify areas of program strength as best practices as well as those areas in need of improvement.

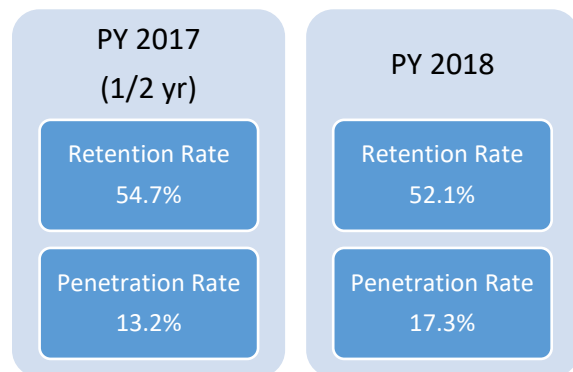
Organizations Evaluated in PY 2018

Program	Organization	Date
WIOA Youth	Southeast Regional Resource Center	March 5, 2019
	Literacy Council of Alaska	February 19, 2019
	Ketchikan Indian Community	January 8, 2019
	Nine Star Enterprises	March 19, 2019
	Yukon Delta Fisheries Development Assoc.	November 6, 2018
	Alaska Primary Care Association	October 30, 2018
	Alaska Military Youth Academy	January 25, 2019
	Alaska Vocational Technical Center	April 23, 2019
	Alaska Works Partnership Inc.	February 21, 2019
	Division of Juvenile Justice	March 6, 2019
State Apprenticeship Expansion	Alaska Primary Care Association	September 5, 2018
American Apprenticeship Initiative	Alaska Native Tribal Health Consortium	June 3, 2019

Effectiveness in Serving Employers

During PY 2018, Alaska used the Retention Rate (*how many workers continue to work for the same employer in the second and fourth quarters after exit*) and Penetration Rate (*how many employers being served through the AJCN compared to how many employers are in the state*) as pilot measures for determining Effectiveness in Serving Employers.

The Retention Rate is intended to indicate how well Alaska matches job seekers to hiring employers, and is determined by aligning core program data with wage information. After use of data from only one half of a year in PY 2017, Retention Rate data for PY18 encompasses the entire year and could now reflect seasonal layoffs, a population decrease, and an improving-but-still-sluggish economy. Many factors continued to influence the Retention Rate, including Alaska's economic climate, the high rate of seasonal and transitional workers, challenges stemming from geographical barriers, and one of the highest ratios of nonresident to resident workers in the nation.

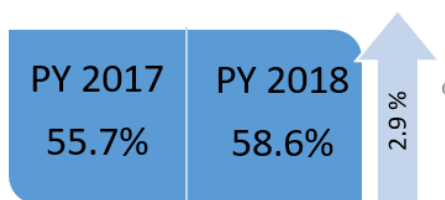


The Penetration Rate improved in PY 2018, but continued to illustrate a marginalized economy and lower number of recruitments by Alaska employers compared to Alaska's recent history. The higher Penetration Rate reflects the hard work of job center staff in establishing and maintaining long-term business relationships with Alaska employers.

PY 2018 data confirmed that over 95 percent of employer services were provided under the Wagner-Peyser program, primarily in the Workforce Recruitment Assistance and Employer Information and Support Services categories. The remaining 5 percent was shared by the WIOA Adult, Dislocated Worker, Youth programs; Adult Basic Education; and Vocational Rehabilitation.

Wagner-Peyser State Performance

State-identified performance targets are connecting employers with qualified job seekers; increasing the number of job seekers receiving staff assisted services; and increasing the number of employers using ALEXsys.



Alaska saw a 2.9 percent increase in job seekers connecting with employers during PY 2018.

Number of Job Seekers who Received Staff-Assisted Services

Program Year	Distinct Individuals	Change
PY 2018	26,641	-4,629
PY 2017	31,270	-2,924
PY 2016	34,194	-1,426
PY 2015	35,620	-1,133

Alaska continues to see a decrease in the number of Alaska Labor Exchange System job seekers who receive a Staff-Assisted Service. This may be due to lingering recession, increased use of web based self-services, and historically low levels of individuals filing for unemployment insurance.

Number of Employers Using the Alaska Labor Exchange System

The number of employers using the online labor exchange is an indicator of the market share of all active employers in Alaska. Dedicated Alaska job center business connection staff emphasize proactive outreach to employers to establish long-term business relationships for their employment and training needs. In PY 2018, 2,347 employers used the labor exchange system, up slightly from the prior year.

Self-Appraisal System Review

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

The criteria used to evaluate records include the following:

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

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

For 11,345 registered job seekers in PY 2018, 834 job seeker records were reviewed for accuracy. Of these, the Statewide Job Seeker Record accuracy was 96.6 percent. With four quarters reviewed, ten job centers required CAPs for failing to reach the 90 percent accuracy rating for job seeker record issues.

There were 27,862 job orders posted in ALEXsys eligible for review. Of these, 513 records were reviewed. Ten job centers required CAPs due to the accuracy rating falling below 90 percent for job

order record review issues. The PY 2018 Statewide Job Order accuracy rating was determined to be 95.3 percent.

PY 2018 Self-Assessment Survey Results

	Registered Job Seekers Receiving Svcs	Staff-Assisted Services	Staff-Assisted Job Orders	Records Reviewed	Statewide Average
Job Seeker	11,345	37,788		834	96.6%
Job Order			27,862	513	95.3%

Customer Satisfaction

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

Customer Satisfaction Survey Results Trends

Program Year	Satisfied	Not Satisfied	Neutral Responses	Total Response Count	Satisfied rate excluding neutral response	Satisfied rate with neutral response
2016	588	68	105	761	77.3%	91.1%
2017	652	114	185	951	68.6%	88.0%
2018	1563	85	238	1887	82.8%	95.0%
Training Satisfaction Rate						
2016					75.8%	92.5%
2017					67.8%	90.1%
2018					81.9%	96.1%
Employment Services Response Rate						
2016					79.4%	89.0%
2017					69.7%	84.9%
2018					84.0%	94.4%

Customer satisfaction is measured by emailing surveys through Survey Monkey to participants exited WIOA Title I programs quarterly, with a series of reminders to assure a maximum rate of return. The survey contains eight questions, and is broken into two parts: satisfaction with employment services, including assessments and support services; and satisfaction with training services. Participants are encouraged to submit additional feedback and provide ideas for improvements to the program. In PY 2018, additional reminders were issued to participants which resulted in an almost doubled response rate, making this year's customer satisfaction data significantly more robust than in prior years.

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

Performance Accountability System

Performance accountability measures are used to assess the overall effectiveness of the workforce investment system and individual core programs in alignment with the department's strategic vision and goals. Participant outcome data and labor market conditions provide a solid understanding of how workforce development is performing as a whole. Alaska's policy on common exit includes the WIOA Adult, Dislocated Worker, Youth, Wagner-Peyser, and Trade Adjustment Assistance programs. Program staff use a shared tool to coordinate participant services and exit dates to ensure a common exit occurs.

Program Year 2018 WIOA Performance Indicator Results

Program	Performance Indicator	PY 2018 Negotiated	PY 2018 Actual Level
Adult	Employment 2nd QTR after Exit	73%	84.0%
	Employment 4th QTR after Exit	71%	73.7%
	Median Earnings 2nd QTR after Exit	\$7,600	\$7,626
	Credential Attainment Rate	63%	64.4%
Dislocated Worker	Employment 2nd QTR after Exit	73%	84.4%
	Employment 4th QTR after Exit	71%	84.3%
	Median Earnings 2nd QTR after Exit	\$9,400	\$11,425
	Credential Attainment Rate	64%	31.4%
Youth	Placement in Employment, Education or Training 2nd QTR after Exit	54%	51.4%
	Placement in Employment, Education or Training 4th QTR after Exit	50%	54.3%
	Credential Attainment Rate	50%	48.5%
Wagner-Peyser	Employment 2nd QTR after Exit	55.8%	58.6%
	Employment 4th QTR after Exit	60.0%	56.4%
	Median Earnings 2nd QTR after Exit	\$5,435	\$5,658

Alaska met or exceeded all negotiated levels of performance with exception to the WIOA Dislocated Worker credential rate. The cohort period fell during a time when Alaska was increasing the number of apprentices served, and these participants were not included in the requirement to record and report credentials. With updated procedures and the implementation of virtual assistant software, Alaska expects the credential rate to improve during the next performance period.

Performance outcomes reflect the department's commitment to continuing improvement of its coordinated and comprehensive workforce development system, and the hard work and dedication of department leadership and program staff. Participants who exit our systems are work-ready and obtain and retain self-sufficient wages. Alaska has historically met or exceeded performance measures for WIOA Title I, II, III, and IV, illustrating the state's capacity to provide successful workforce development programs and activities.

Data Validation Methodology

Data validation is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. During PY 2018, Alaska developed new data validation procedures to verify that the performance data reported to USDOL are valid, accurate, reliable, and comparable across programs; identify anomalies in the data and resolve issues that may cause inaccurate reporting; identify source documentation required for data elements; and, improve program performance accountability through the results of data validation efforts.

New procedures for data validation include:

- Regular data element validation on the federally-required common data elements identified by the USDOL.
- Data validation quarterly and annually through a manual data validation process.
- Sampling of participant cases so that every participant case in a program population has an equal probability of being selected.
- Evaluation of each case in each sample to determine if the source documentation is present for each of the federally-required common data elements that are applicable to the respective programs.
- Statewide coordinator providing reports to the local area job center or grantee responsible for oversight of the program following the completion of data validation.
- Processes for providing technical assistance to program staff when the validation reveals invalid data, including procedures for submitting and managing timely record corrections of case files.
- Providing annual training for the data validation monitor and program staff on data validation and monitoring, including training on records sampling and acceptable source documentation.

Technical Assistance Needs

The state seeks technical assistance and information on best practices in identifying and collecting stackable credentials for apprentices in order to increase credential attainment rates.

Appendix A: Alaska's Strategic Vision and Goals

Alaska's strategic vision for developing Alaska's workforce and meeting employer needs:

“Alaskans have multiple pathways to high skill, high wage jobs and careers.”

In PY 2018, coordinated efforts among workforce partners improved the efficiency and performance of Alaska's workforce system. Accountability was strengthened across the system by focusing on education and competency attainment, individual progress, career advancement, and participant employment and earning outcomes through coordination and resource leveraging. This served to increase access to career pathway programs and lead to self-sustaining employment while avoiding duplication of services.

Alaska's goal to **build clear routes to careers for students, youth, and adults** advanced throughout PY 2018. A means to achieve this goal was through a renewed focus on Career and Technical Education (CTE) and associated update to the CTE plan. CTE was first developed in 2010 in a combined effort between the Departments of Education and Early Development and Labor and Workforce Development, the University of Alaska and other CTE professionals. The 2018 Addendum to the Alaska Career and Technical (CTE) plan was developed and approved by the AWIB in October 2018. CTE is multi-dimensional and designed for all learners, not a separate system that limits educational or occupational options. CTE engages modern learners by offering diverse options that emphasize hands-on, project-based learning resulting in learner engagement that pairs rigorous academic and technical standards with higher order thinking skills, ultimately leading to improved high school graduation rates. Both high school and postsecondary CTE programs provide technical skills as well as academic and personal skills to ensure workforce readiness. About 65 percent of jobs require some training beyond high school. In fact, many of Alaska's highest paying occupations require postsecondary education or training that is less than a four-year degree.

Alaska continued to make progress under the CTE in PY 2018, reflected by increased graduation rates; regional training centers strengthening and expanding their CTE programs; more students earning postsecondary credit while still in high school; registered apprenticeship, a strong workforce development model; school districts working together to provide rural students with increased CTE opportunities; and the university system expanding CTE offerings and providing a tuition discount for CTE program students.

Additionally, progress was made on Alaska's goal to **support and grow learning opportunities for workers at all stages of life**, through a variety of means. Alaska's ten WIOA youth programs focused on providing support for youth ages 14 to 24 by providing 14 basic elements that include adult mentorship, transition services to post-secondary education, and a variety of work based learning opportunities. WIOA adult and dislocated worker programs are available for workers entering the workforce or who need to re-train for occupations best suited for them during any stage of life. The department's Senior Community Service Employment Program fosters economic self-sufficiency and offers training and work experience opportunities for unemployed low-income persons who are age 55 or older, particularly persons who have poor employment prospects.

Serving individuals with disabilities is a priority. Both youth and adults received basic, career and training services through the Alaska Job Centers and the Disability Employment Initiative. Ticket to Work services including career counseling, support services and tailored job seeker services were provided throughout the program year.

Alaska continues to **foster and promote the recognition of military credit and transfer credits** earned in high school to apprenticeships and post-secondary education. The University of Alaska system and Regional Training Centers throughout the state have military credit policies in place for the acceptance of credit or hours toward a degree or technical program, and articulation agreements under which high school students may earn dual credit upon completion of a vocational education course.

Lastly, the goal for **meeting the skilled workforce needs of employers** continues to be a priority. The Job Center Business Connection staff, the department apprenticeship coordinator and apprenticeship specialists all increased their outreach to employers to identify and address their workforce needs. Labor market research is used to determine where there are significant labor shortages and determine in-demand occupations, while effectively cross-matching and identifying current worker skills, including military experience, to fill those occupations.

Appendix B: Alaska's Sector Strategies and Career Pathways

The AWIB and department engaged industry sector partners to prioritize filling in-demand occupations including healthcare, construction, maritime, oil and gas, transportation, technology, education, and mining. Sector workforce and career planning efforts that include employers and other sector partners (K-12 education; postsecondary education; regional training centers; economic development organizations; labor unions; and other appropriate state agencies) are ongoing. These sector-specific partnerships help ensure that education and training investments are prioritized and focused on and responsive to employer needs.

The Alaska Job Center Network also maintains strong relationships with key contacts in these industries through employer services. These relationships allow the department to effectively connect job seekers through one-stop programs and to training and employment placements. In addition, within the new MOU executed by the AWIB with the One-Stop Operator and WIOA required partners, there is an Alaskan Job Center Network advisory council that will further facilitate program and regional information sharing about how partners are successfully connecting with industries and employers.

Strategy: Expand Registered Apprenticeships, pre-apprenticeships, and other work-based learning approaches

The expansion of Registered Apprenticeship (RA) by employers will lead youth and adults, including under-represented populations, those with disabilities, and those who have multiple barriers to employment, into good paying jobs with lasting career opportunities, while providing employers with new workers to fill in-demand occupations.

Alaska adopted its Alaska Apprenticeship Plan in PY 2017. The department currently has three federal apprenticeship grants: the American Apprenticeship Initiative grant focused on health care; the State Apprenticeship Expansion grant focused on the aviation and health care industries; and the Apprenticeship State Expansion grant focused on the construction industry. All three of these grant programs support individuals during their apprenticeship as well as expand apprenticeship programs to new employers.

The department's Apprenticeship Coordinator, along with the US DOL Office of Apprenticeship, works with a variety of healthcare, aviation, and construction providers to establish RA programs to expand several occupations. Currently, Alaska has established programs with Alaska Pioneer Homes, Alaska Native Healthcare Consortium, Alaska Primary Care Association, Regional Alcohol and Drug Abuse Counseling Training and other individual employers across the state; is supporting airframe and power plant mechanic apprentices; and is serving and expanding construction apprenticeships and Quality Pre-Apprenticeships. Alaska is also working with school districts on school-to-apprenticeship programs and with Alaska Job Corps to place their graduates into apprenticeship positions.

Registered Apprenticeships are an important part of the state's workforce development plans. As of October 2019, Alaska had 1,901 registered apprentices training in nearly 60 occupations. Electricians account for 30 percent of apprentices, 13 percent are plumbers, and 12 percent work as pipe fitters

and construction craft laborers. The remaining are in various occupations including healthcare, maritime, aviation, culinary, building maintenance, and others.

Approximately 700 apprentices begin training annually, depending on the economy and demand for new workers. Around 200 to 300 apprentices complete training each year. Apprentices have an 88 percent employment rate after completion in 2017 and work in all 26 boroughs and census areas in Alaska. Those that complete an apprenticeship have much higher earnings than non-apprentice workers. For example, people who completed their apprenticeships in 2017 ages 18 to 34 earned about \$76,000 in 2018, while all Alaskans of the same age earned, on average, \$33,000.

Besides the strong labor union engagement with apprenticeship in the construction industry, Alaska has created many programs in the private sector healthcare industry due to the lack of credentialed workers, both in rural and urban Alaska. Current programs include:

1. Community Health Care Worker
2. Certified Clinical Medical Assistant
3. Certified Billing and Coding Specialist
4. Certified Medical Administrative Assistant
5. Behavioral Health Aide Counselor
6. Behavioral Health Aide Technician
7. Certified Nurse Aide – Dementia Specialty
8. Central Sterile Processing Technician
9. Chiropractic Clinical Assistant
10. Community Health Care Worker
11. Dental Assistant
12. MRI Technician
13. Optician – Dispensing
14. Pharmacist Assistant
15. Surgical Technologist
16. Veterinary Technician
17. Phlebotomy Technician

Programs in development include:

1. Direct Service Provider/Professional
2. Licensed Practical Nurse (LPN)
3. Peer Support Specialist

In addition to helping healthcare employers create individual sponsorships for apprenticeship, there are also multi-employer sponsors: the Alaska Native Tribal Healthcare Consortium provides apprenticeships for Behavioral Health Aides and the Alaska Primary Care Association provides healthcare apprenticeship to rural tribal clinics for medical assistant, community health worker, medical coder and biller, medical office assistant, and medical records. There have been additional apprenticeships created in construction, maritime, mining, aviation, education, and transportation industries.

Employer engagement with apprenticeship has been among Alaska's biggest successes, especially in our recent apprenticeship focus industry - healthcare. Under the American Apprenticeship Initiative grant, we set a very ambitious goal. Alaska proposed to indenture 450 apprentices, graduate 380, and train 750 pre-apprentices between the fall of 2015 and the fall of 2020. These goals seemed daunting but, thanks to the tremendous support of the US DOL Office of Apprenticeship team, the leadership of Alaska's apprenticeship coordinator, and the willingness of both large and small employers to give apprenticeship a try, we are well on our way towards accomplishment.

Strategy: Demonstrate innovation in delivery of Alaska Job Center services

The services provided through Alaska Job Centers (AJCs) utilizes a delivery system that maximizes web-based information and increases the mobility of case managers to provide assistance and services at various locations in communities. Each AJC tailors services in collaboration with community partners, allowing for a systematic approach to reduce long-term operational costs for office leases, for example, and transition to a more cost-effective approach.

The department has procured a new online labor exchange and case management system to enhance user experience, co-locate data, and provide a single sign-on between the employment services, WIOA Title I, and Unemployment Insurance programs. This will allow individuals to enter core information into one system, rather than in three separate systems, when applying for various programs and benefits. This new system will go live in PY 2020.

Strategy: Prioritize services to target populations

AJC services focus on serving WIOA priority populations and connecting residents to career pathways leading to employment and career opportunities. Outreach was expanded through regional workforce partners to inform persons with barriers to employment and other target populations of the services that are available to them. Services include career awareness and planning, employment skills, education and training opportunities, job placement, and follow-up services. Alaska's high priority target populations are:

- Youth and adults with disabilities
- Alaska Natives
- Veterans and transitioning service members
- Out-of-school youth
- Returning citizens
- Unemployed and underemployed
- Individuals with multiple barriers to training and employment

In PY 2018, Alaska served priority populations through multiple employment and training programs and various grants including the WIOA core programs, Fidelity Bonding, Foreign Labor Certification, State Monitor Advocate, Integrated English Language and Civic Education, Linking Employment Activities Pre-Release (LEAP), Senior Community Service Employment Program, Reemployment Services and Eligibility Assessment (RESEA), and Veterans programs.

Appendix C: Alaska's PY 2018 Economic Overview

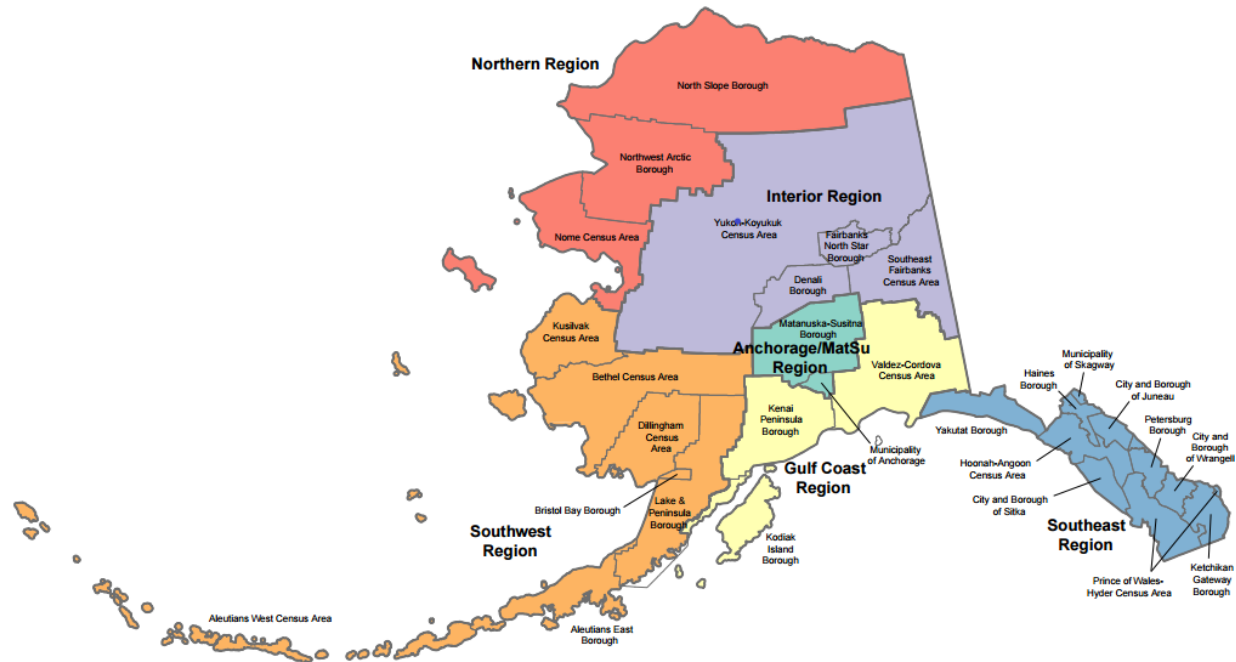
While Alaska ranks 48th among states by population, it is the largest geographically. The state accounts for 16 percent of the total land mass of the United States with an area of 570,641 square miles. Alaska's 2017 population was estimated at 737,080 with a working-age population – ages 18 to 24 – approximately 465,687.

Alaska has had the highest unemployment rate in the nation and the lowest rate of job growth for much of the last several years. The state recently emerged from a three-year period of job loss, however, and has been adding employment at a modest rate since October 2018.

The state's economy remains mostly dependent on its abundant natural resources, which in addition to oil include gold, silver, zinc, and other minerals, as well as some of the world's largest and most lucrative fish and other seafood harvests. Tourism is another significant driver as is the federal government, both military and non-military.

Alaska has long depended almost entirely on oil-related revenue to fund its state government, but those days are almost certainly over because of lower oil prices and production. As a result, Alaska is in the midst of navigating difficult choices necessary to create a more diverse economy and assure economic stability in the future.

Appendix D: Alaska's WIOA Area and Planning Regions



Alaska has a single local WIOA area, encompassing the entire state. Operationally, however, Alaska has six state-defined economic regions, which the state uses to collect and analyze labor market information and to inform planning. These economic regions are: Anchorage/Mat-Su, Gulf Coast, Interior, Northern, Southeast, and Southwest.

Anchorage/Mat-Su Region - The Anchorage/Mat-Su Region is the population center of the state and one of the only parts of the state where workers commute from one borough to another daily. The mix of employment and industries in the region is roughly reflective of those across the state. The region has about 30,000 government jobs, most of them in Anchorage. The Mat-Su Borough has grown faster than any other part of the state for decades, and had noticeably less job loss during the recent recession than elsewhere in the state.

Gulf Coast and Southeast Regions - Although parts of the Gulf Coast and Southeast Regions are isolated and rural, they contain a mix of jobs that are not dramatically different from statewide trends. Coastal areas have more opportunities in the maritime industry such as fishing and fishing-support sectors, but strong healthcare growth has occurred wherever there are stable or growing populations. Similarly, the mix of government and private sector support jobs in retail, hospitality, construction, and transportation do not differ markedly among areas with population centers of 10,000 or more.

Interior Region - The Interior Region has a mix of resource industries including large coal and gold mines, and is also home to Denali National Park, which generates a large number of seasonal jobs and a handful of year-round jobs. Fairbanks, with a borough population of nearly 100,000, depends heavily on the military and the University of Alaska, Fairbanks. Both the military and the university produce a number of jobs specific to national defense and educating students, but also create significant demand for goods and services in the community and state. At both the industry and occupational

levels, existing demand would be similar to the statewide pattern, an exceptionally high demand for healthcare workers; and demand across the rest of the industry and occupational spectrum that is roughly similar to population trends.

Northern Region - The Northern Region is home to most of the state's large oil and gas industry and includes the Red Dog Mine, one of the world's largest zinc mines. As a result, this region benefits from oil, gas and mining industry jobs, as well as the significant portion of statewide construction and transportation jobs that are needed to support these industries. North Slope workers typically work schedules of two weeks on-two weeks off, or some variation thereof. A substantial number of food services, healthcare, and custodial jobs are generated when oil and gas activity increases. Corresponding reductions occur in times of decreased activity. The deep job losses in the oil and gas industry had a broad impact across the state because such a high percentage of the oil and gas workers commute from other parts of Alaska or from outside the state. Oil and gas jobs have rebounded slightly since hitting a low point in 2018, however, and there is considerable new optimism about oil production stabilizing and even possibly growing after nearly three decades of declines from the peak years of production in the 1980s.

Southwest Region - The Southwest Region of the state is heavily dependent on the fishing industry. The region supplies a large percentage of the nation's total commercial fish harvest by both poundage and value. Bristol Bay sockeye salmon, Bering Sea crab, and pollock caught in the region represent some of the largest salmon, crab, and whitefish fisheries in the world. Much of the maritime activity is not captured in wage and hourly employment data because both permit holders and their crews are considered self-employed, and therefore not generally subject to state unemployment insurance coverage and the mandatory reporting from which the most reliable employment data are collected. Employment data shows many seafood processing jobs and a typical mix of government, healthcare, retail, construction, and hospitality employment that result from economic base industries associated with the area's fisheries.

Appendix E: Alaska's PY2018 Success Stories

WIOA Adult Program



In June 2018 Megan was referred to Career Support and Trainings Services by Kawerak Incorporated and AVTEC. An Employment Services Technician determined Megan eligible for WIOA Adult services and enrolled her on July 1, 2018.

"My name is Megan Penayah. I come from the beautiful native village of Savoonga. Living in my village, I noticed how few jobs were available for those who were responsible and hard-working and how none of those jobs offered much hope of helping me support my large family. I had

dreams of finding better work; however, those dreams always seemed part of a future I could not afford to find. I had worked for years taking a couple college classes a year through a subsidized program the local school district offered with hope of a better and more stable job at the end of a 10-year plan. Then I was told about AVTEC, a school which offers to teach Alaskan people from rural villages with families skills for the current job market and help place students in jobs statewide while also providing housing specific to my situation allowing me to stay close to the school and still have the room, space, and resources to keep my kids close to me. Everything I had desired was possible and it was only as far away as the money and time it took to move there and attend class. Yet, the possibility of better work and more opportunities still seemed out of reach. With a large family, I was never able to save enough to attend even the most affordable school.

With low hopes, I was encouraged to reach out to the AVTEC financial aid personnel who told me about financial aid I could qualify for, and through AVTEC and a few close friends, I discovered many scholarship and grant applications including one for Career Support and Training Services through the Department of Labor and Workforce Development. My biggest hopes of becoming better trained, more competent, and competitive in a broader workforce had become possible. Through many emails, a few flights, even more calls, and a lot of communication and work I was set up to begin training to be a medical administrative assistant at AVTEC. It was both terrifying and thrilling, and I was and am still more grateful than words can express for all the financial and personal help many were part of giving me from the beginning of learning about scholarship applications until the day I graduated. Through the generosity and care of those who became a part of my story, I have graduated AVTEC with certifications in the medical administrative assistance field and I have been working at the job I started shortly after graduation at Providence Hospital. I have not only my future, but also the future of my children, my family, and my people through the work and success which are part of my example to them all. I plan to continue learning more with the skills I have gained while going through the processes involved in attending and completing post-secondary school in order to continue becoming a larger support to my family, better at my job, and an inspiration to those seeking a better life in my village."

WIOA Dislocated Worker Program

Anna Hall came to the Peninsula Job Center and was referred to Career Support and Training Services (CSTS) for assistance to complete her Registered Nursing program at the University of Alaska-Anchorage (UAA).

Anna was working as a Certified Nursing Assistant (CNA) at Central Peninsula Hospital, but found herself in need of additional funding to continue her education. She had successfully completed her prerequisites for the RN program, was ranked number one of thirty-one applicants during UAA's vetting process, and accepted a spot into the Associates of Applied Science Degree program for Registered Nursing at Kenai Peninsula College.

Anna, a single mom with three children, recently lost her primary income due to divorce, making her eligible as a displaced homemaker. Anna had already secured Pell grant funding and a grant through the Alaska Post-Secondary Education Program. Additionally, she had extensive support of family members to assist with childcare needs. CSTS assisted with tuition, meals, housing, transportation for out-of-area clinicals and licensing fees.

Anna was excited to report her employment with Central Peninsula Hospital working as an RN earning \$33.36 per hour in Surgical Services. She stated, "Thank you so much for all of your support throughout nursing school. There is no way I could have made it through school without your help! Now I have a successful job and I am able to support my family. 'Thank you' doesn't seem sufficient for the THANK YOU deserved!"



WIOA Youth Program

Denali Borchardt



Denali entered the WIOA Youth program during her transitional phase of treatment for opiate addiction after a year and a half at an in-patient facility. Denali had dropped out of school in the seventh grade due to her addiction. Prior to the WIOA Youth program she had never held a job, had no career direction, and lacked basic adult life skills.

Through a partnership between MYHouse, Nine Star and Cook Inlet Tribal Council, the Youth program provided transitional housing and peer support to Denali. She enrolled in the Adult Basic

Education program and earned her GED, gained work experience training at the MYHouse café, earned her barista certification and developed positive work skills.

Denali completed management training is now employed as the sole café manager, responsible for training new interns and operations management.

Nyabony Gat

A WIOA Youth enrollee for two years, Nyabony has worked hard to achieve numerous accomplishments and to lay a foundation for a bright future. Having originally come to the United States as a Sudanese refugee, Nyabony has a strong interest in understanding and addressing social determinants of health, especially for refugee and immigrant communities. She is focused on pursuing a career as a physician. With assistance from the WIOA Youth program, she completed her degree in health sciences from the University of Alaska Anchorage and is now focusing on earning a certified health education specialist credential. She is currently employed full-time by the Area Health Education Center, where she served as a student worker while in the Youth program.



Alaska's Veterans' Program

David Ash is a disabled veteran. He was a Staff Sergeant in the U.S. Army who, after completing an eighteen month tour in Iraq, received 100% disability rating for Post-Traumatic Stress Disorder (PTSD) from the VA. David served as a U.S. Army observer prior to cross training into the Information Technology field. Aside from holding positions as Network Administrator and IT Security Analyst III, he holds a Bachelor's degree in Information Security.

David and his registered service dog (Luka) were nearly homeless when they came into the Mid-town Job Center for services in June 2018. David sat down with one of the DVOPs for intensive assistance. The DVOP assisted David in developing short and long-term goals, re-structured his resume, provided housing resources (such as HUD-VASH), introduced him to the LVER, and provided him job leads. The DVOP also pulled in another DVOP to offer David mock panel interviews as a way to further offer David encouragement and moral support.

David went through a few months receiving interviews without a job offer. He expressed concerns that it was because of his service dog. Then, in October 2018, David received an offer with Bering Sea Environmental as a Computer IT Security Specialist working on Joint Base Elmendorf Richardson (JBER). The starting pay was \$60K a year, with COLA and benefits. David praised the two DVOPs and the LVER who assisted him for all of the ongoing support, job leads and encouragement.



Appendix F: Alaska's Helmets to Hardhats Program



Veterans Transitioning Soldiers Guard & Reserves PY 2018

With a combination of STEP and WIOA funding, in **PY 18** Alaska's Helmets to Hardhats (H2H) program worked with **325** participants H2H registrations and employment plans. The local H2H registry system began in FY16, continues to grow and has reached **1,561**. All those registered continue to receive notices for employment opportunities, apprenticeship openings and additional training available via text message, e-mail and one on one case management meetings.



Dwayne Glen - Fairbanks

Apprenticeship Readiness Training received: Carpentry, Residential Framing, Sheetrock Taping, Ironwork and Welding, FCA Electrical Pre-Apprenticeship

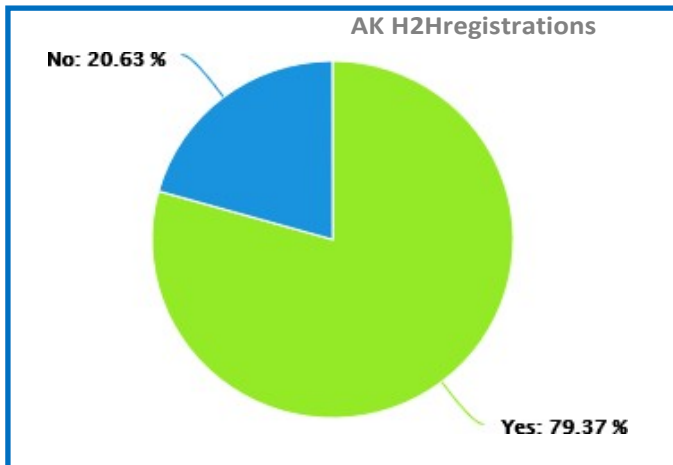
Success: Dwayne was looking for a rewarding career following his service in the military. Dwayne had some prior experience with building maintenance, laborer's, electrical and health care but maintained the dream of one day becoming the owner of a construction company. After taking a few trainings with Alaska Works Partnership (AWP), he became motivated to apply for an apprenticeship with the Fairbanks Carpenters. Dwayne's good nature during trainings

allowed him to learn quickly and provide support to other students on challenging tasks. In March 2019, Dwayne applied to the Carpenters Local 1243, and was accepted the next month.

Do you plan on staying in Alaska and making it your home?

Data charts based on 1,561

AK H2Hregistrations



PY 18: AWP received 442 applications from H2H participants for **trade related skills training** and **occupational safety training**, compatible with all fields of employment. Of the 442 H2H participant applications received, AWP was able to **provide training to 110 individuals**, many completing several trainings.



★ *Working Together For Jobs*

ALASKA WORKS PARTNERSHIP

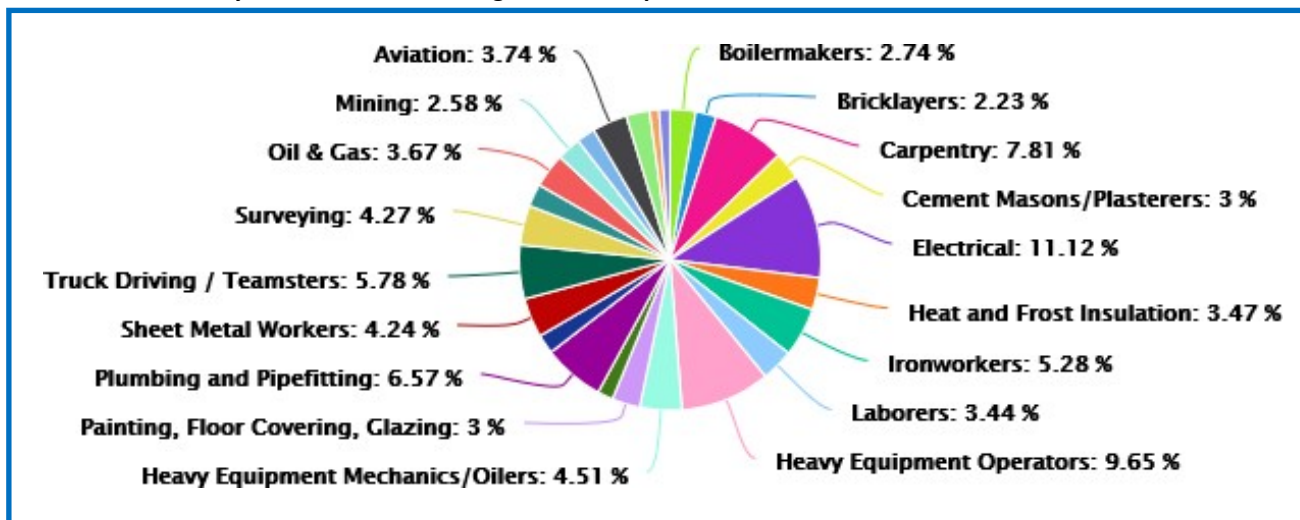
Construction Education & Training

alaskaworks.org

AK H2H Opportunities for our service members

H2H STEP funding is utilized for H2H participant case management, support, career education and recruitment. AWP was able to leverage training funds from WIOA Special Projects, Anchorage, Mat-Su and Fairbanks Construction Academies and Women in the Trades to provide construction trade education and hands - on training.

Mark all the trades you are interested in regardless of experience:



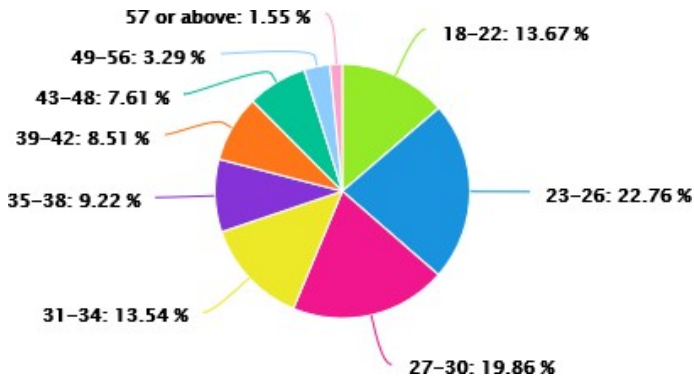
One hundred and ten (**110**) H2H participants **received training** in one or more of the following: Heavy Equipment Welding and Fabrication, Heavy Duty Mechanics, Heavy Equipment Operation, Carpentry, Telecommunications, Weatherization, Shielded Metal Arc Welding, Building Science, Electrical Wireman, Power Tools, Sheetrock and Taping, Residential Framing, Ironworking & Welding, Plumbing and Pipefitting, CDL class A, General Construction, Gas Metal Arc Welding, Flux Core Welding, Blueprint Reading, OSHA 10 and First Aid CPR / AED.

To date, **39 PY 18 H2H participants applied to an apprenticeship program** and **20 have been accepted**. Many trades have not completed their selection processes. An additional **17 H2H participants who were unemployed at the time of training obtained employment** after completion and another **4 received a pay increase**. Case managers are still receiving follow up information on a daily basis. The majority of this year's participants are currently in transition and unable to obtain employment or enter apprenticeship quite yet and will continue to receive employment services in FY20.

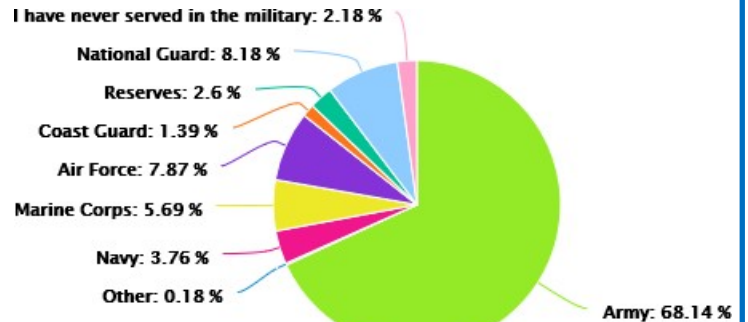
Alaska's Helmets to Hardhats

Data charts based on 1,561 AK H2Hregistrations

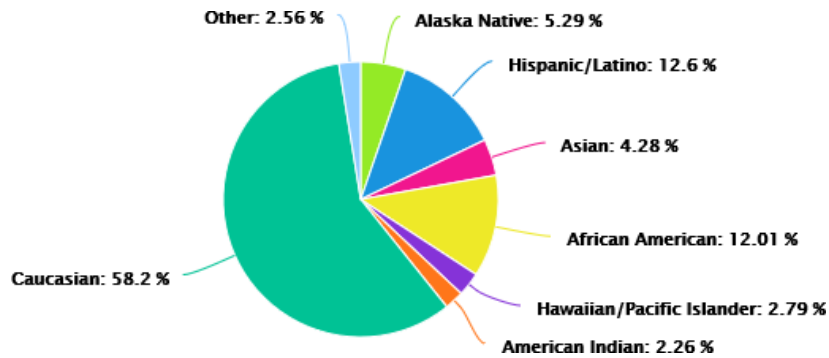
You are between the ages of:



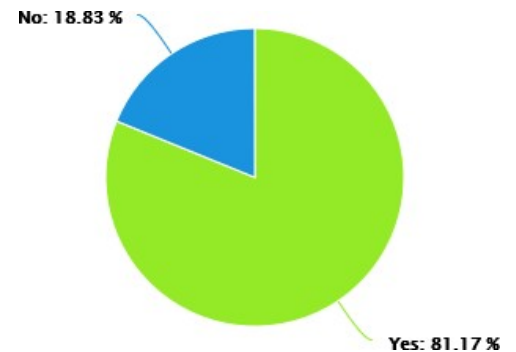
What is your military branch of service?



Race:



Do you think you will apply to an apprenticeship or trade related job?



Stephen Lamoureux

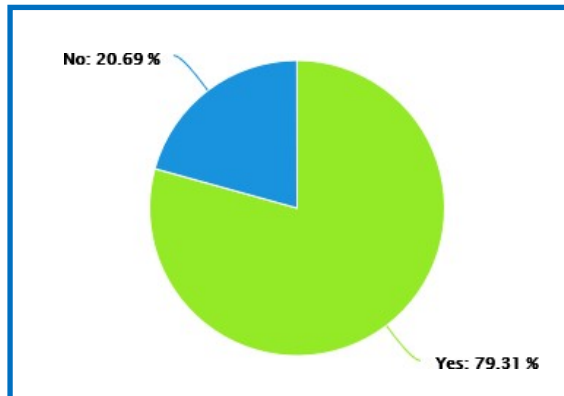
Apprenticeship Readiness Training received: FCA Electrical Pre-Apprenticeship, Forklift/Telescopic, Teamsters

Success: Stephen attended our electrical training to get a better understanding of the electrical field and to affirm his goal of becoming an IBEW Wireman. Among Stephen's service in the military, his prior work experience included construction truck driving, oil and gas, and welding. Stephen participated in training with careful attention to instructions, expectations and applying skills to complete the tasks efficiently and correctly. On December 28, 2018, Stephen applied to IBEW Local 1547 and was accepted as a Wireman in the Spring of 2019.

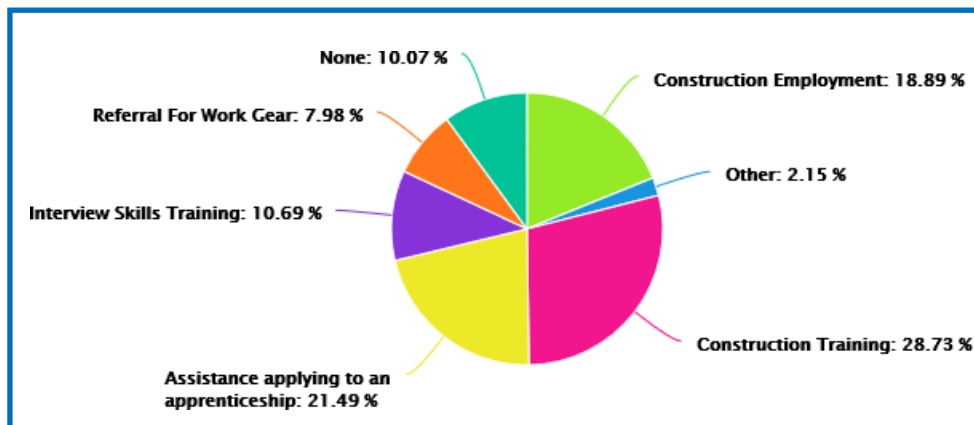
Alaska's Helmets to Hardhats

Data charts based on 1,561 AK H2Hregistrations

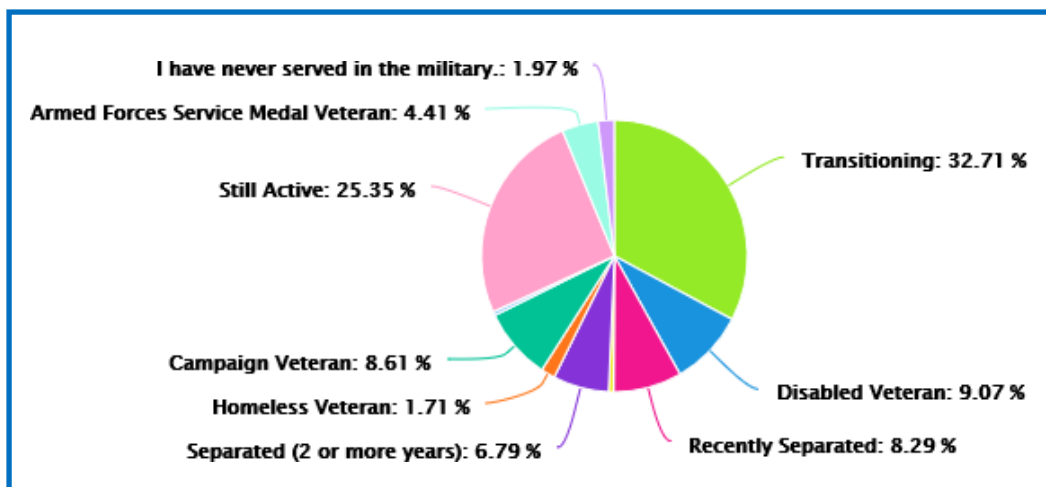
Would you be interested in taking a trade specific interview skills class?



What type of assistance are you looking for from this program?



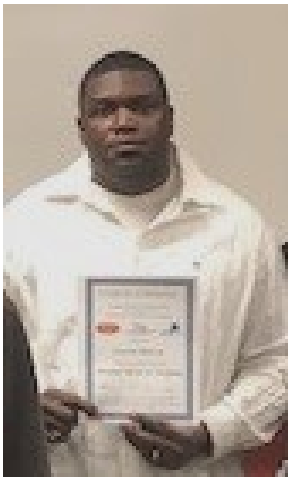
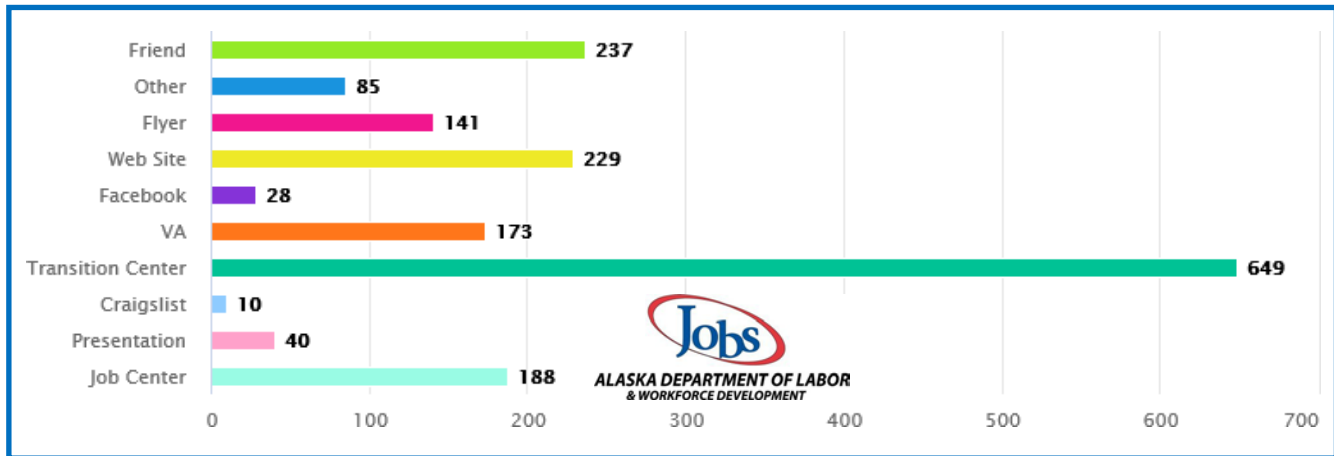
Current military status:



Alaska's Helmets to Hardhats

In PY 18 AWP staff attended 96 community events; **28 job fairs** , **68 orientations and presentations** . H2H case managers provide presentations on careers in the trades, training opportunities and apprenticeship twice a month on JBER and each week at Ft. Wainwright at their transition centers.

How did you learn about Alaska's H2H program?



Leeron Murray

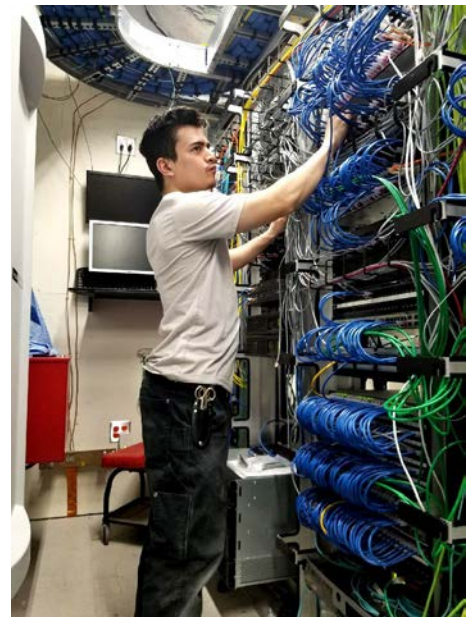
Training received: Helmets to Hardhats, Anchorage Construction Academy Flux Core Arc Welding Class, Interview Skills

Success: Leeron was transitioning out of the Army from a food service specialist position when he took several classes including two welding courses. After taking a welding course taught by journeyman Piledriver's, he decided to apply to the Piledrivers local 2520 in December 2018 and was accepted in March 2019.

Matthew Soriano

Apprenticeship Readiness Training received: Helmets to Hardhats, Anchorage Construction Academy Electrical Pre-Apprenticeship class

Success: Matt was transitioning out of the Army from a Cable Systems Installer/Maintainer position when took AWP's Pre-Apprenticeship Electrical class. After taking several classes he applied to IBEW in March and was accepted into Tel-Com in May. Matthew is currently working for Alcan Electric in Anchorage.



Alaska's Helmets to Hardhats



John Nyongesa

Apprenticeship Readiness Training received: FCA Ironwork and Welding, FCA Electrical Pre-Apprenticeship, First Aid/CPR/AED

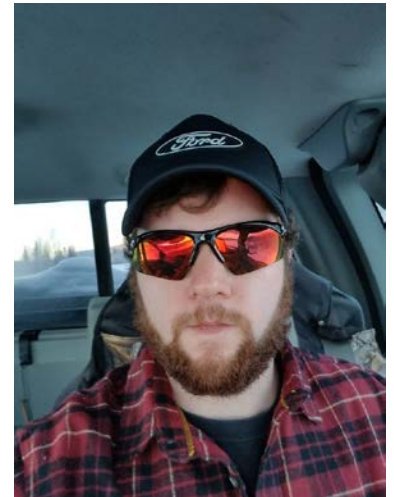
Success: John was in the process of transitioning out of the military when he took his first training with AWP. He was currently doing engine repair work, but maintained the goal of becoming an IBEW Wireman. John has had prior experience with bricklaying, building maintenance and painting to name a few. During training, John had a positive attitude and a great sense of humor that

encouraged those around him to enjoy the training. In January John applied to the IBEW through the VEEP program. In February 2019, he was successfully accepted into the IBEW.

Casey Koberg

Apprenticeship Readiness Training received: Helmets to Hardhats, Fairbanks Construction Academy Heavy Duty Mechanics Class

Success: Casey transitioned out of the Army from an infantry position, he connected with AWP and took our first ever Heavy Duty Mechanic class. Casey then applied in September to the Alaska Operating Engineers Heavy Duty Mechanics apprenticeship and was accepted in December.



Anthony Davis

Apprenticeship Readiness Training received: Helmets to Hardhats Electrical Pre-Apprenticeship Training, Anchorage Construction Academy Blue Print Reading & Construction Math

Success: Anthony was transitioning out of the Army from an Infantry position when he took several classes with AWP. He decided to move to Fairbanks and applied to the IBEW lineman program in January. Anthony was accepted in August.