



Workforce Investment Act

ANNUAL REPORT

PROGRAM YEAR 2009

Kansas Department of Commerce

October 1, 2010

State of Kansas

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Workforce Investment Act Title I-B

Annual Report

Program Year 2009

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Executive Summary

During Program Year 2009, the state of Kansas incorporated services into one integrated system. The programs involved include the Labor Exchange system, WIA, and the Trade Act program. We continue to look at services that affect co-enrollments and work through problems that have been identified. Workgroups continue to meet as necessary, and communication across the programs has improved.

Because of this fundamental shift in the way we do business, the state has been able to serve more customers yet still meet our performance goals. The State is proud to say in the midst of these changes, we successfully met or exceeded all nine common measures. Special populations for adults and dislocated workers also continue to be well served. Combined, these groups achieved the negotiated levels of performance for over 70% of the measures.

State Service Delivery Analysis

Through our integrated service delivery system, participant levels rose dramatically during PY 2009. Local Boards and their partners, working through the One-Stop system, provided services to just over 176,000 total participants, with 155,400 Kansans receiving self services either electronically or through workforce centers across the state. These numbers are up from 37,000 total participants the previous year. The Adult program provided over 17,900 Kansans with service beyond the self-service level. This represents an increase of over 455% receiving services beyond self-service. The State served over 3,900 Dislocated Worker participants, and approximately 1,440 Youth participants received services.

Adult Program

The state met two and exceeded one of the negotiated levels of performance for the Adult measures. The Adult entered employment rate showed a decrease of 22 points, a result of our change to service integration and co-enrolling all customers. The Adult employment retention rate showed a slight decrease from the levels attained in PY 2008, with the Adult average earnings remaining relatively stable. For Adult special populations, 66.7% of the standards were met or exceeded. All standards for Adults who received training services were exceeded. Of those who received training services, 38% entered training related employment, down from 46% in PY08. Similarly, the average wage at entry into employment decreased from \$5,693 per quarter in PY08, to \$4,190 per quarter for PY09 program exiters.

Dislocated Worker Program

According to the 2010 Kansas Economic Report developed by the Kansas Department of Labor, the Kansas economy continued to decline in 2009. The unemployment rate, which averaged 4.4 percent in 2008, increased to 6.7 percent in 2009 and the number of initial and continued claims for unemployment insurance also increased dramatically. In 2009, Kansas lost approximately 46,000 jobs, our largest decline in jobs since 1946. As a result, Kansas served 3,919 dislocated workers in PY09, up from 2,268 the previous year, which had seen an increase from 873 served in Program Year 2007.

The state met the negotiated performance standards for the Dislocated Worker entered employment rate and average earnings, while exceeding the standard for the employment retention rate. For Dislocated Worker special populations, 75% of the standards were met or exceeded. All standards for Dislocated Workers who received training services were exceeded. Of the Dislocated Workers who received training services, 42% entered training related employment, the same as last program year. However, the average wage for those exiters who entered employment showed a decrease of \$1,595 when compared to the last program year.

Youth Program

The state met one and exceeded two of the three youth common measures. While the total number of youth served rose slightly, the Placement in Employment or Education rate is 64%, down from 67% the previous year. The Attainment of Degree or Certificate measure rose slightly to 63.1%, up from 60.2% in Program Year 2008. Our progress with the Literacy and Numeracy Gains measure continues to improve each year, with the State attaining 44.5% this program year.

Cost of Activities

For the Adult program, the average cost per participant was \$320.68, a significant decrease from a year ago. When self-service participants are included in determining the cost per participant, the average cost for all Adults was \$33.21. Using the wage at entry into employment rate for Adult exiters as a measure of effectiveness, the return on investment was \$5.56 this program year. This reflects an increase from last year of \$2.46.

In the Dislocated Worker program, the average cost per participant was \$1468.88, down from \$1978.77 in PY08, and the return on investment based on exiter wage at entry into employment was -\$2.95 per dollar expended. This equates to a decrease of \$5.56 from last year.

For Youth programs, the cost per participant was \$6321.26, up from \$4906.73 last year. To measure the cost effectiveness of service delivery, looking at the cost per placement in employment or education, the rate is \$30,120.18; and cost per degree or certificate is \$32,486.76.

Continuous Improvement Initiatives and Activities

Local Area I (Kansas WorkforceONE)

Staff Development and Integration

In PY09, the local area conducted a staff development seminar for all Local Area I workforce system staff – “Improving Customer Service by Building Relationships”. The training emphasized the need for better assessments and how building stronger relationships with customers enhances service delivery and ultimately our customer’s success. In addition to this seminar, additional training was provided on outreach for customers and Performance Management.

Local Area I integrated staff worked together to increase workforce system participants, WIA IB enrollments and increase the delivery of pre-vocational services, including Work Ready Certificates, Talent Assessments, Job Readiness Workshops, and Job Fairs.

Building Skills and Transitioning Offenders into the Labor Force

Local Area I continued to expand upon its activities in preparing offenders for the workforce. During the program year, 363 participants were served. Services included:

Assessments	217	Interview Preparation	345
Career Exploration	116	Job Search Workshops	348
Employment Plan Development	110	Job Retention Workshops	113
Resume Preparation	144	Employer Referral	192

In addition, 276 participants received WOTC and Federal Bonding Program information.

Sixty-three (63) offenders were served through the mobile center, five received GED preparation services and 95 received occupational skills training. Of the 95 receiving training, 83 were in Manufacturing Skills Certification training and 11 in Welding funded by the CBJT Grant. One offender participated in On-The-Job Training. Three family members of offenders were enrolled in training.

Summer Youth Program

The local area served 244 youth in its Summer Youth Program. Participants were employed at 130 worksites located in forty counties. The local area collaborated with Kansas Department of Social and Rehabilitation Services in outreach and enrollment of eligible TANF Summer Youth Participants.

State Set Aside project

Kansas WorkforceONE was fortunate to have been chosen to be the recipient of a two year State Set-Aside Grant in October 2008. The purpose of our request was to enable our area to provide outreach to targeted groups of individuals, enroll them in quick turn-around training, enabling them to gain a certificate or credential and enter the workforce as soon as possible.

Targeted groups included offenders, older workers, out-of-school youth, veterans, unemployment insurance claimants and TANF/public assistance recipients. The proposal targeted training for the manufacturing/processing, agriculture science, and energy industries, all industries deemed to be in demand in the local area. We later requested an opportunity to expand to the Healthcare industry, which was granted.

WIA State Set-Aside funds and leveraged local area funds were used to provide on demand, short-term, classroom, customized training and/or on-the-job training for employers in Local Area I. Kansas WorkforceONE committed to serve a minimum of 200 targeted adults and out-of-school youth and a minimum of 50 incumbent workers.

A variety of training opportunities were provided to 673 participants with the following characteristics: 120 offenders, 309 unemployment insurance claimants (a majority of which were dislocated workers), 89 public assistance recipients, 72 veterans, 67 older workers and 87 dropouts including numerous out-of-school youth. Over 50 of the participants were incumbent workers.

Three hundred twenty-two (322) participants have exited from the program. Of those, 243 are currently included in common measure performance. 87.6% were employed in the first quarter after exit, and 95.8% retained employment in the second and third quarters after exit.

Local Area II (Heartland Works)

Employer Activities

Local Area II (LAII) integrated Business Services Teams continued to provide customized employer services such as applicant management and employer seminars on labor market information. Employers utilized JobFit and WorkKeys assessments to hire the best possible job candidate. Employer interest in customized workshops increased. Popular topics included Attitudes of Winning Employees, On the Job Efficiency, What is your Mission, Personal Visioning, and Managing the Millennial Generation. Heartland Works, Inc. (HWI) Business Consultants researched and developed workshop topics as requested by employers to meet their specific need. .

Home Depot utilized the Topeka Workforce Center (WFC) to hire employees for their new Topeka distribution center. Home Depot's hiring process continued over several months, utilizing LAII WFC resources to achieve their hiring goals. A Denmark based producer of wind turbine components expanded their business to Junction City and used the WFC for their hiring needs. They hope to hire 15 production workers by the end of this year and up to 120 employees over the next 2-3 years.

Jobseeker Activities

Heartland Works was awarded a contract from the Kansas Department of Social and Rehabilitation Services to provide employment and training services to food assistance recipients in Shawnee and Geary counties. In the FACET (Food Assistance Connection to Employment & Training) program, Heartland Works Employment and Training Specialists coordinate all Workforce Center services for SRS customer referrals.

Heartland Works administrative staff assisted in the planning and organization of the US Representative Lynn Jenkins Job Fair in Topeka. Local workforce center staff assisted the fair attendees, with over 800 job seekers attending the event.

HWI used the remaining ARRA funding from last year's Summer Youth program to place over 45 low-income youth in jobs for the summer. They resided in 10 of the 17 counties in the local area and worked for 37 different employers. Considering the extremely limited budget for a 2010 summer jobs program, Heartland Works was pleased with the amount of outreach they were able to accomplish this year. Youth started at their worksites on June 7 and had the opportunity to work 240 hours over the summer, at a rate of \$7.25 per hour. Youth job titles included Bilingual Assistant, Camp Counselor, Custodial Helper, Library Assistant, Maintenance Worker, Museum Assistant, Nutrition Aide, Office Assistant, and Sales Associate.

The workforce centers in Local Area II continued to see increased walk-in traffic from job seekers through Program Year 2009.

Staff Development and Collaboration Activities

Local Area II staff continued to collaborate with the other Kansas Local Areas and the Kansas Department of Corrections to strengthen the ex-offender referral process. Corrections staff provided training for workforce center staff in February, highlighting strategies of successful case management for job seekers who have criminal backgrounds.

Staff attended the Adult Basic Education (ABE) summit. Collaboration meetings to streamline referral procedures and cross training on available services were scheduled and held in May with all ABE providers in the local area at each area workforce center. These collaboration meetings will continue on a quarterly basis.

Local Area II workforce center staff received training in March on Migrant Seasonal Farmworker (MSFW) service provision.

State Energy Sector Partnership and Training Grant Activities

Local Area II worked in partnership with the Kansas Department of Commerce in the implementation of the State Energy Sector Partnership and Training (SESPT) grant. Through the SESPT grant, HWI coordinated a Biomass Sector project for incumbent workers, which started and completed in June. Frito-Lay, Inc. implemented a Biomass fueled boiler at its Topeka plant. Both supervisors and maintenance mechanics received training on the operation and maintenance needs of the new boiler. By receiving financial assistance through the SESPT grant, the employer was able to provide the much-needed training to their incumbent workers so the transition to the new boiler would be seamless and efficient. The hourly pay for these workers was, at a minimum, \$23 per hour.

Also through the SESPT grant, HWI is coordinating a Boot Camp and Internship project with Westar Energy, a statewide employer based in Topeka. Work on this project began in the fourth quarter of PY09 and continues into PY10. This project will sponsor 30 trainees in Boot Camp and 6 trainees in Internships over the life of the SESPT grant period. This project assists the

employer in preparing a workforce with up-to-date knowledge and skills in the transmission of renewable electric power.

Local Area III (Workforce Partnership)

Computer Technician Basic Skills Camp

Workforce Partnership in Local Area III, serving Johnson, Leavenworth and Wyandotte counties, created a unique summer opportunity for 54 out-of-school, unemployed youth. The month-long Youth Computer Camp was held six hours a day during the month of June offering an opportunity to learn how to assemble computers from new component parts. The goal of the training was to work with young people from the three-county area with a high school diploma or GED certificate whose goal is to enter the workforce. The 21-day computer technician basic skills camp included: understanding the basics of computer hardware and software; building a microcomputer; diagnosing and trouble-shooting hardware problems; understanding and applying business writing skills; team building, leadership, and business skills; and workplace behavior and habits skill training.

As part of the training, the youth participants ages 18-21, were responsible for development of a request for proposal (RFP) to be issued to service providing non-profit agencies in the three county area interested in submitting a proposal to receive the newly-assembled hardware, at no cost. The process included a lesson in writing the RFP and reviewing the applications submitted.

The students awarded the computers to the selected non-profit organizations in a ceremony held at Johnson County Community College. The graduation ceremony for the four-week training followed to honor those completing the program. Participants received a Certificate of Completion and a \$500 stipend check for their successful participation. Over the next few weeks, a number of students will sit for the A+ Certification examination. The A+ curriculum is hardware and software based hands-on instruction in the fundamentals of computer operation.

A professional employment coach and mentor are working with each participant to develop and implement a personal plan to secure employment. Participants received resume development and interviewing skills best practices; workplace communication and employment skills; job search best practices, and life skills coaching.

Of the 54 original youth registered for the camp, 53 received certificates of completion. One student dropped from the class equaling a 98.1% completion rate. Of the 53 students who completed the course, 27 are currently employed; 7 are enrolled in college or waiting to join the military; and the other 19 are either currently seeking employment or the local area is trying to verify employment. Because of the success of this program, NAWDP has accepted the Workforce Partnership's presentation at the 2010 Youth Development Symposium, being held in November in Chicago.

Success Stories

Jean H: Jean became laid off from Staples Promotional Products on January 23, 2010, where she made \$44,000 per year. Prior to her job at Staples, she had worked for DuPont based in Taiwan as a Regional Supply Chain & Business Coordinator, making \$55,000 annually. Working with her case manager to gather all the necessary documentation required for WIA

training, she was finally able to enroll in the Project Management program at New Horizons. After attending school for only one week, she received a job offer with Cardinal Health Care of Kansas City, Missouri, which she accepted. Her job title is Operational Excellence Black Belt. Her new employer said they would pay for her Black Belt certification while working for them and her current salary is \$70,000. She went bowling with her friends to celebrate her employment when she fell and broke her ankle. Because her insurance went into effect immediately after she started her new job, all of her medical bills were covered.

Tom J: Tom was a dislocated worker from Bayer Healthcare LLC, with a dislocation date of April 28, 2009. At the time of dislocation, he was making \$100,000 as a Manufacturing Project Manager. He came to the workforce center on January 4, 2010, interested in obtaining his Lean Six Sigma Black Belt from JCCC. He obtained employment on April 19, working at TEVA Animal Health in St. Joseph, Missouri, as a Capital Project manager. His salary is \$114,400 with earning potential exceeding \$140,000 annually. He received his certification on May 17, 2010.

John J: John became a dislocated worker from IBM effective April 27, 2009. At that time, he was Project Manager/Liaison, making \$94,000 per year. When he came to the workforce center, he was interested in attending JCCC for the Business Management certification, which began March 10, 2010. He successfully completed the course and received his certification on April 16. He interviewed for and accepted a Project Manager position with Deloitte Consulting in New York. He is working out of their Kansas City office and his starting salary is \$92,000 annually.

Summer Youth

With the remaining ARRA summer youth funds, Local Area III has been able to serve 820 youth, with a work readiness attainment rate of 72.5% and a summer employment completion rate of 80.4%.

Local Area IV (Workforce Alliance of South Central Kansas)

Learning how to do more with less was how Program Year 2009 began in Local Area IV back on July 1, 2009. The Workforce Alliance received a WIA allocation of \$2.3 million for PY 2009, a 15 percent decrease from PY 2008 and a 49 percent decrease from PY 2007. However, as the year progressed, a new challenge arose: how to identify and serve new clients rapidly yet effectively with new programs and funding.

Summer Youth Employment Program

The Alliance was able to carry forward unspent Summer Youth Employment Program funds from PY 2008, resulting in strong planning, partnerships, and preparation as youth began applying for positions in March and April 2010. Participants spent 20 hours in classroom training, learning about such diverse success tools as applying for jobs, dealing with conflict, making presentations, and setting goals. They were matched as closely as possible with work in their area of interest. Every summer youth worker had a “uniform,” a polo shirt bearing the Summer Youth Employment Program logo, jeans or khaki pants, and sneakers. The result was a ready-to-work appearance to match the ready-to-work attitude of 234 summer youth workers.

Employers welcomed the opportunity to work with these young people, many of whom were working for the first time. Several school districts in Local Area IV put their youth to work readying classrooms and buildings for a new school year. They admitted that without this assistance, these tasks would have been nearly impossible.

For their part, teens and young adults earned more than just cash for their pockets. Because of her experience at Derby Health and Rehabilitation, Lauren has decided to become a registered nurse. Working at Goodwill helped Ashley and Dillon pay for college classes. Herschel worked so hard during last summer's program that the Kansas Sports Hall of Fame rehired him for another year.

National Emergency Grant

In February, the Workforce Alliance of South Central Kansas received a \$7,543,200 National Emergency Grant (NEG) through the U.S. Department of Labor, in response to the overwhelming number of layoffs experienced in South Central Kansas, particularly in aviation and non-aviation manufacturing.

“Aviation manufacturing and other industries in Kansas have been significantly impacted by the recent economic downturn. These Kansans deserve our support as they take part in the nation’s ongoing economic recovery,” said Secretary of Labor Hilda L. Solis. “This grant will help workers obtain the re-employment and training services they need to secure good jobs in new and emerging industries.”

Funding received from the National Emergency Grant is used to provide training to approximately 1,100 eligible laid-off workers in south central Kansas in new and emerging advanced manufacturing technology, healthcare, and other high demand occupations. The Workforce Alliance received support from the Kansas Department of Labor, Kansas Department of Commerce, and members of the Kansas U.S. Congressional Delegation in applying for the National Emergency Grant.

National Fund for Workforce Solutions

PACES, Preparation for Aviation Career Employment System, is a project funded in part by the National Fund for Workforce Solutions, along with the John S. and James L. Knight Foundation, the City of Wichita, Spirit AeroSystems, United Way of the Plains, the Glass Foundation, and the Forrest C. Lattner Family Foundation. The goal of PACES is to prepare low-income, low-skilled workers for higher-paying jobs in the region’s aviation manufacturing companies and their suppliers.

However, the layoffs experienced during late 2008 and throughout 2009 necessitated a program expansion and name change. PACES now stands for Preparation for Aviation/Advanced Career Employment System. It includes career ladder training and development in the health care industry. PACES team members are working with area medical centers and other health care providers to identify their needs and opportunities for employees who can begin their careers with a certificate or short-term training.

Local Area V (Southeast KANSASWORKS)

There are many accomplishments that have been achieved throughout the past program year. In addition to meeting the goal on five Common Measures and exceeding four, Local Area V integrated staff served and managed performance on 3,218 WIA Adult participants, of which 328 received WIA training; 576 WIA Dislocated Worker participants, 343 which received WIA training; 103 out-of-school youth, and 159 in-school youth participants.

Summer Youth Program

One of the local area's biggest achievements this past year was the summer employment program last summer. Over 350 youth were placed on worksites. When the program ended, many went back to high school, entered post-secondary education, or went on to find employment. Despite the poor economy in this region, at the end of the summer work experience several participants were hired by their worksite.

Outreach and Collaboration

Local Area V has been enjoying success in promoting KANSASWORKS within the communities they serve. They have made many new contacts within the community, both with private business and public employers. Because of these contacts and the success they had last summer, they had virtually no problem finding worksites for their youth participants this summer. Several of the summer worksites were in the public sector. In the upcoming year, Southeast KANSASWORKS hopes to strengthen their private sector business relations due to the amount of OJT that they will be facilitating in Program Year 2010.

This past year brought the KAN-GO Grant, which was funding for students through the ABE centers. This allowed the Title I and Title II partners to work closely together to serve shared customers. This has made the relationship and communication between these two entities much stronger. The ABE centers continue to assist with CASAS testing and essential basic skills remediation to the current and future workforce.

The local area has also been meeting with the Department of Corrections on a quarterly basis. Discussions have centered on partnering with Corrections and implementing some new initiatives. To that end, Southeast KANSASWORKS recently sent one of their newest career specialists to Offender Workforce Development Specialist training, scheduled for completion in November.

Success Stories

One client who was laid off from a local wheel manufacturing plant which shut down, attended a local technical school as a Dislocated Worker receiving WIA funding for HVAC. Nine days after completion of the coursework, a local HVAC company hired him. Another individual laid off as an HR administrative aide attended classes at a local Community College for medical records with the assistance of WIA funds. Upon graduation, she secured a job as a medical records clerk earning over \$13.00 per hour.

Lastly, a client became laid off when his plant closed. He was able to attend welding school and receive master welder certifications with the aid of WIA funding, which also provided assistance

by helping pay for his travel expenses for job interviews. He secured a position as a welder with a company that works nationwide. He has traveled over several states for welding jobs and earned over \$69,000 in his first 6 months of employment.

Services to Aid People with Disabilities

Video Sign Language Interpreters via High Definition Video Conferencing Equipment

Even though the Video Sign Language service is available throughout the state where the HD equipment has been installed, Local Area III has been using video sign language interpreters frequently and successfully. Video sign language interpreters do not totally replace live sign language interpreters; however, this service adds to our workforce centers' ability to provide many different accommodations to our customers, depending on specific needs.

Local Area III had their first video sign language appointment in the Johnson County Workforce Center in April, which lasted just under 2 hours. Everything went very well with no issues. At the end of the appointment, while the sign language interpreter was still online, our Disability Program Navigator asked the workforce center customer how he felt the video sign language session went. The customer stated that he was very pleased. This was the first time he used video sign language services and he did not notice any difference from using the video sign language interpreter than having a real interpreter there. He said the video was very clear and his needs were met. He also stated that he would use the service again and would recommend it to others. The Johnson County Workforce Center has successfully used video sign language interpreter services several times in the past several months, providing needed accommodations to their deaf and hard of hearing customers.

Adaptive Communication Devices for the Deaf and Hard of Hearing

In June, the Kansas Disability Program Navigator (DPN) Initiative was able to purchase several UbiDuo communication devices to use for workforce service needs throughout the state to accommodate individuals who are deaf or hard of hearing. With the UbiDuo, communication is quick: the deaf, hard of hearing or hearing person can start a conversation right away instead of writing on paper, or waiting for an interpreter to arrive. The UbiDuo can be used in many different settings: job interviews, quick conversations with a supervisor, impromptu meetings and working groups where an interpreter cannot be arranged on short notice.

The UbiDuo is used several times a week in the Wichita Workforce Center. Deaf and hard of hearing individuals are able to communicate with workforce center staff instantly and easily to meet their workforce center needs. Since the UbiDuos have been in place at the Wichita Workforce Center, they have been used to provide initial workforce center access and information, and to give instructions to an individual who is taking a typing test at the workforce center. Individuals have used the UbiDuos to assist with filling out Unemployment Insurance Benefits, as well as many other day-to-day workforce center activities. The availability and use of the UbiDuos has been very well received by the staff of the workforce centers, as well as the customers who have used them.

Success Story: Employment for a Visually Impaired Kansas Job Seeker

Beginning in early 2008, the Local Area IV Disability Program Navigator (DPN), Veronica Triana, had the opportunity to begin a collaborative approach to assisting Mr. Charles Scrivener access the various career services of the Wichita Workforce Center. Veronica and the workforce center staff initially struggled working with Mr. Scrivener due to his disability of being visually impaired. At the time, Veronica was new in her position as DPN and was limited in her ability to integrate him into the services he required resulting from the limited level of accommodations available and otherwise unusable assistive technology.

However, it was not long before Veronica, Bryan Traylor, the DPN in Local Area II, and Mr. Scrivener began to discover that working together with other partners would eventually lead to his success in gaining active employment in the area of his interest. The Wichita and Topeka Workforce Centers, along with a wide range of local service providers, came together to assist Mr. Scrivener in his quest for employment and personal independence. These service providers included the Department of Social and Rehabilitation Services (SRS), Vocational Rehabilitation (VR), Edson Employment Counseling, Resource Center for Independent Living (RCIL), the Kansas Rehabilitation Center for the Blind and Visually Impaired, Envision, Families Together Incorporated, and Kansas Partners in Policymaking.

Providing career services over the past two years to Mr. Scrivener has been a combined experience for our team as during this period the workforce centers have added new assistive technology, staff have attended disability resource training, the agency accommodation protocol has been updated, and a community services referral process has been created. These systemic advances represent significant improvement in our ability to serve the career development needs of our community, including job seekers with disabilities.

While maintaining residence in both Wichita and Topeka since 2008, Mr. Scrivener has benefitted from the vast array of community services available between both local areas. Regarding One-Stop Services, he has registered with KANSASWORKS and has regularly accessed the site at the Topeka Workforce Center using the Job Application With Speech (JAWS) assistive technology software. He has also received resume writing services, participated in Basic Employability Skills Training (BEST) Workshops, completed the Job Fit Assessment, and has successfully earned a WorkReady Silver Certificate, allowing the Topeka Workforce Center to become the first in Kansas to facilitate the Kansas WorkKeys/WorkReady Braille Accommodation.

In collaboration with the DPN Initiative, the Topeka Workforce Center facilitated the three WorkKeys assessments over the course of three days using ACT accommodation authorization for Braille Format and Scheduled Time Extension. Mr. Scrivener expressed satisfaction with the facilitated Braille Accommodation, and achieved high marks throughout the WorkKeys assessments scoring (7) on Applied Mathematics, (7) on Reading for Information, and a (4) on Locating Information.

We are pleased to report that because of the DPN Integrated Resource Team approach to collaboration that has taken place over the last two years, Mr. Scrivener has recently accepted and started his new job at SRS as a Human Services Representative in Wichita, Kansas.

Statewide Monitoring Activities

As part of the ongoing responsibilities for the oversight of federal employment and training activities, the Kansas Department of Commerce (Commerce) conducts both desk and on-site monitoring reviews on a regularly scheduled basis. The Workforce Compliance and Oversight (WCO) unit is the administrative unit responsible for implementing employment and training reviews associated with the Workforce Investment Act using federal and/or state developed monitoring guides. The primary mission of the WCO unit is to review administrative policies, practices, standards and systems are functioning and operating within the parameters established by federal and state legislation, regulations, and policy directives. The results of each WCO monitoring effort are documented and compiled in a formal report and disseminated for response and corrective action, if necessary, to the appropriate administrative entities. Specific activities subject to state monitoring may include, but are not limited to the following:

- Allowable activities;
- Targeting; selection, assessment methodology, and eligibility;
- EEO and ADA compliance;
- Fiscal accountability and internal controls, procurement, inventory control, and property management;
- Complaint and grievance policies and procedures;
- Management Information Systems (MIS), data sharing, maintenance, and validation;
- Conflict of interest and nepotism;
- Contracting, certifications (e.g. Local Workforce Investment Boards (Local Boards), service providers, etc.);
- Program Fraud or Abuse;
- Customer satisfaction and performance; and
- Recordkeeping maintenance, security, and retention.

In addition to the above activities, WCO provided assistance toward conducting data validation of state reported participant information, which the United States Department of Labor (USDOL) uses. A performance audit of all the states conducted by the United States Office of Inspector General (OIG) found the accuracy of state-reported performance outcomes could not be assured. To address these concerns, and to ensure the accuracy of data collected and reported on the Workforce Investment system, USDOL developed and mandated this data validation initiative. Finally, the WCO unit arranged for independent financial audits to be conducted of all Local Areas towards ensuring compliance with OMB Circulars.

Additional Information

Waivers

Kansas had five approved WIA waivers for Program Year 2009, as follows.

- 1) WIA Adult and Dislocated Worker Funding Transfer: This waiver permitted up to 50% of a program year's allocation for adult and dislocated workers be transferred between these two fund streams.

- 2) **Employer Reimbursement for On-the-Job Training:** This waiver permitted an increase in employer reimbursement for on-the-job training through a sliding scale based on the size of the business. The following reimbursement amounts were permitted: (1) up to 90% for employers with 50 or fewer employees, and (2) up to 75% for employers with 51-250 employees. For employers with more than 250 employees, the current statutory requirements continued to apply.
- 3) **Minimizing Documentation for Incumbent Worker Training Programs:** This waiver minimizes data capture requirements for individuals trained using state level or local funds to provide incumbent worker or employed worker programs (based on employer application, rather than individual trainee eligibility).
- 4) **Identifying Eligible Providers of Youth Activities Competitively:** Partial approval of this waiver was granted to allow Local Boards direct provision of the following youth program elements: supportive services, follow-up services, and work experience. The waiver was denied for the other youth elements.
- 5) **Waiver of performance measures for summer youth co-enrolled in WIA and TANF programs.** This waiver allows the State to use the work readiness indicator as the only indicator of performance for youth co-enrolled in WIA youth and TANF programs and participating in subsidized summer youth employment activities.

These waivers were beneficial to the State and the Local Boards by addressing strategic program priorities while at the same time dealing with continuing funding reductions to Kansas WIA funding levels.

State Energy Sector Partnership Training Grant

The State was awarded nearly \$6 million to carry out an energy sector training partnership supporting its strategies for renewable energy and energy efficiency. A portion of the funds has been granted to the Local Areas to support training activities in the following five sectors:

- 1) **Renewable Energy Operation and Construction** includes training related to the operation, construction and maintenance of wind farms. Cloud County Community College (CCCC) has already developed and implemented a successful Wind Energy Technician program. Building on that success, this grant will help expand program capacity through articulation agreements between other community and technical colleges across the state. CCCC has already started to establish these relationships and the State Energy Sector Partnership (SESP) will help them continue to build upon this model. The SESP will grant CCCC money to purchase simulation modules to increase program reach and pay for increased staff needs. The simulation modules, along with the state's high-definition conferencing system, **KANSASWORKS** Virtual Services, and existing online course offerings, will allow the SESP to reach individuals throughout the state. Because of the rapidly emerging nature of the wind industry, past technicians have been hired without the requisite skills to meet industry needs. The employees of industrial wind farms throughout Kansas who have not received formal training will be offered the same training program as emergent workers. When a Registered Apprenticeship program

is established for this sector, apprentices will also be eligible for scholarships to fund related technical instruction (RTI).

- 2) **Renewable Energy Manufacturing and Supply Chain** includes training related to the production of wind turbine components, specifically the new Siemens plant in Hutchinson and the Tindoll facility in Newton. It is also inclusive of existing and new manufacturing facilities producing components as part of the supply chain expansion in Kansas supporting manufacturing here and in other states. This is done primarily through the Manufacturing Skills Certificate (MSC) offered at Hutchinson Community College (HCC) and several other Kansas Community Colleges. HCC will be granted money for the purchase of classroom equipment and nacelle simulation software as well as money to help pay for the costs associated with the purchase of technology and classroom trainers. This certificate strategy will utilize existing online course offerings as well as **KANSASWORKS** Virtual Services, the State's high-definition conferencing system to ensure that all target populations are reached. Funding is available to support related technical instruction for Registered Apprenticeship programs.
3. **Energy Transmission** includes two pieces: Electrical Power Transmission Technology and Efficient Natural Gas Measurement and Distribution.
 - a. **Electrical Power Transmission Technology** includes training related to electrical line workers and other jobs in the electrical energy transmission industry, including smart grid activities. Kansas is expecting new job creation from the two major transmission projects, which should start construction in the near future. These include the V-plan awaiting Southwest Power Pool (SPP) approval and the already approved Spearville, KS to Axtell, NE line that will begin construction in the fall of 2010. We expect existing worker attrition will present a significant opportunity for training incumbent and emergent workers during the period of this grant. Registered Apprenticeship programs and community colleges in Pratt, Manhattan, Dodge City and Coffeyville offer certificates in Electrical Power Transmission Technology. These programs develop the requisite skills to enter the electric line transmission line installation and repair industry. Scholarships will be provided for participants to enroll in these programs as well as weeklong residential boot camps with utility companies. Paid internships will also be available as a means to provide relevant work experience to program participants.
 - b. **Efficient Natural Gas Measurement and Distribution**, the energy transmission portion of this grant also includes training for efficient natural gas measurement and distribution. Barton Community College (BCC) offers a Gas Measurement Technician Certificate, developed in association with industry, which teaches students the requisite skills to enter the gas transmission industry. Natural gas helps utility companies meet peak energy needs and address the variability of wind energy. Natural Gas Measurement Technicians are also in demand due to attrition. Teaching new and incumbent workers efficient measurement and distribution methods will help decrease waste and optimize the use of this natural resource. The Southern Gas Association has identified dislocated aviation workers as having significant transferable skills to this industry. In order to create a more efficient way to train incumbent and emergent workers, BCC will receive money

to purchase a mobile training unit. BCC will also receive money to cover travel, training and curriculum enhancements costs associated with the expansion of this program. This training unit will decrease travel and training costs for both trainees and companies, while increasing the availability of training. Registered Apprenticeship has already proven itself an effective training strategy in this field and will continue to be used as a training model to improve grant success.

4. **Biomass** includes training to address the conversion of waste products into energy and a range of byproducts, including energy-producing pellets. This will include workers at all skill levels. The Process Technology Certificate (PTC) along with Kansas *WORKReady!* Certification will be extensively in this sector. Participation in the PTC program will significantly enhance employment opportunities in certain areas of the biomass field. This will support Abengoa Bioscience and other existing emergent biomass firms in Kansas. Funding is available to support related technical instruction in Registered Apprenticeship programs.
5. **Green Construction and Manufacturing Processes** scholarships will be provided for non-Pell-eligible industry certificates in the construction and manufacturing fields for training in green construction and manufacturing techniques. For example, Neosho County Community College (NCCC) will provide certificate programs in energy audit and sustainable energy installation. This program will leverage the Kansas Corporation Commission's Energy Auditor Training and Scholarship Program, which has provided nearly 100 scholarships for those attending energy auditors training. Eligible participants, including new and incumbent workers, will participate in Registered Apprenticeship programs and training at community and technical colleges across the state to either enhance or develop green construction and installation skills. This portion of the grant may also provide non-Pell eligible certificate training and/or customized training related to the production of green products or products that will be produced in a green way.

KANSASWORKS Virtual Services

To survive in today's economy, you need the ability to collaborate with colleagues, partners and customers at a moment's notice. **KANSASWORKS** Virtual Services offers the innovative technology of high-definition videoconferencing. With the extra quality in sound and video, it offers a more realistic option to a face-to-face meeting. With high-definition quality, you can expect a life-like experience while working remotely with clients and colleagues.

One of the most compelling reasons to use **KANSASWORKS** Virtual Services is simply the improved communication that will result from its use. You will also reduce travel costs, support a green technology, improve productivity across remote teams, have a competitive advantage, and improve retention. To date, we have experienced a travel savings of \$165,000.

Following are some actual testimonials that demonstrate the value of this tool to our system:

"On Nov 16, we had a non-English speaking customer come to the GB office. We do not have bi-lingual staff here. Thanks to a "Eureka moment", we realized that we had 2 bi-lingual staff in Salina. So, we used our VS equipment which allowed the customer to receive a full range of services in Spanish. I shared this with the other ROM's and Wichita said they have a couple of Vietnamese staff than could use the system to translate in this language. "

Regional Operations Manager, West Region

"The Kansas Department of Corrections (KDOC) and the Workforce Centers throughout Kansas now have a great new way to link the correctional population to workforce development services using remote access virtual technology sites. KDOC is eager to apply the use of this technology by linking incarcerated offenders to services in their home communities and there is great potential to use this technology to set the stage for interviews with prospective employers all prior to their release. In corrections we know that the earlier these services are available the better the chances are for a smooth and successful transition back to the community.

Recently we had the opportunity to use this technology to bring offender panels into training for workforce professionals. Using this technology was a powerful way to put real faces to the people we all serve. Working together we can make our state safer and more productive by extending the highest quality services to all Kansas citizens including persons with criminal histories who are looking for a second chance through meaningful employment.

Thanks for making this innovative technology available to reach out to those who are hardest to reach.'

Offender Workforce Development Program Manager

Kansas Department of Corrections

"As you may know, our veteran representative had a mild stroke a couple of months ago. He is now back to work but has been prohibited from highway driving by his doctor. Previously, he had been traveling to Hutchinson on Thursdays to provide DVOP services. Thanks to video conferencing, he will still be able to serve his customers in Hutchinson."

Regional Operations Manager, West Region

WorkKeys

The state of Kansas has continued the use of the Kansas *WORKReady!* Certificate – a statewide effort to measure, validate and certify worker skills. This certificate, signed by Governor Mark Parkinson, is beneficial to students in secondary and postsecondary schools, as well as working adults. *WORKReady!* is based on WorkKeys® assessments, and indicates the individual is prepared with foundational, transferable skills used in all occupations and is equipped to learn job-specific and technical skills. The public workforce system has also purchased an on-line curriculum to assist job candidates in improving their skills and earning a higher certificate.

Kansas adopted the skills measuring and skills enhancing tool in 2008 as a means to ensure our businesses that a prospective employee has the skills needed to do the job. During Program Year 2009, Kansas issued 4,067 certificates. The Kansas Department of Commerce is working with many partners including high schools, community and technical colleges, Adult Education, Department of Corrections, Kansas Economic Development Association, Kansas Council of Chambers, and others.

Work Opportunity Tax Credit Program

The Work Opportunity Tax Credit program offers a federal income tax credit to employers who hire individuals in targeted groups such as disabled or unemployed veterans, ex-offenders, disconnected youth, and persons needing food assistance who face barriers to employment. The Kansas WOTC database system is now available for on-line submittal of requests for WOTC tax credit certifications and allows employers to retrieve up to the minute information on determinations. During this program year alone, 24,148 tax credits were requested, with 11,952 certifications issued for a potential federal tax savings of over \$38 million to Kansas businesses.

Target Groups	Certifications	Tax Credit	Total Credit
Disabled Veteran	66	\$4,800	\$316,800
TANF Recipient	1,264	\$2,400	\$3,033,600
Ex-Felon	1,285	\$2,400	\$3,084,000
Designated Community Resident	1,132	\$2,400	\$2,716,800
Disconnected Youth	1,702	\$2,400	\$4,084,800
Veteran Receiving Foods Stamps	138	\$2,400	\$331,200
Vocational Rehabilitation Referral	136	\$2,400	\$326,400
Ticket-to-Work Voucher Holder	2	\$2,400	\$4,800
Food Stamp (SNAP) Recipient	4,755	\$2,400	\$11,412,000
Supplemental Security Income Recipient	11	\$2,400	\$26,400
Long-Term Family Assistance (TANF) Recipient	1,434	\$9,000	\$12,906,000
Unemployed Veteran	27	\$2,400	\$64,800
Total Certified	11,952	Total Savings	\$38,307,600

State Level Performance

Program Year 2009

Table B – Adult Program Results

Performance Items	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73	60.1	2159 3593
Employment Retention Rate	89.5	88.6	1371 1547
Average Earnings	12500	14997	20276088 1352

Table C – Outcomes for Adult Special Populations

Performance Items	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	55.4	164	57.5	210	35.6	48	45.7	177
		296		365		135		387
Employment Retention Rate	83.4	171	88	95	86.4	19	87.9	116
		205		108		22		132
Average Earnings	11144	1861010	14828	1379041	11006	209110	15053	1716066
		167		93		19		114

Table D – Other Outcome Information for the Adult Program

Performance Items	Individuals who Received Training Services		Individuals who Only Received Core and Intensive Services	
Entered Employment Rate	74	225	58.8	1934
		304		3289
Employment Retention Rate	90.7	957	84.1	414
		1055		492
Average Earnings	16580	15618682	11360	4657406
		942		410

Table E – Dislocated Worker Program Results

Performance Items	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83	68.5	635
Employment Retention Rate	92	93.3	927
Average Earnings	16000	15759	827
			886
			12890834
			818

Table F – Outcomes for Dislocated Worker Special Populations

Performance Items	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	65.2	60	42.9	6	69.9	100	66.7	6
		92		14		143		9
Employment Retention Rate	91.7	44	92.3	12	93.6	131	100	8
		48		13		140		8
Average Earnings	15964	686471	14775	177305	15483	1997279	12691	101528
		43		12		129		8

Table G – Other Outcome Information for the Dislocated Worker Program

Performance Items	Individuals who Received Training Services		Individuals who Only Received Core and Intensive Services	
Entered Employment Rate	83.9	193	63.4	442
		230		697
Employment Retention Rate	94	662	90.7	165
		704		182
Average Earnings	16026	10545097	14661	2345737
		658		160

Table H.1 – Youth (14 – 21) Program Results

Performance Items	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	68	64	302
			472
Attainment of Degree or Certificate	52	63.1	280
			444
Literacy and Numeracy Gains	37	44.5	65
			146

Table L – Other Reported Information

Program	12 Mo. Employment Retention Rate		12 Mo. Earnings Increase		Placements in Non-Traditional Employment		Wages at Entry into Employment for those Individuals who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those who Completed Training	
Adults	89.1	1643	3835	6983404	0.5	10	4190	8958984	38	86
		1843		1821		2159		2138		225
Dislocated Workers	92.3	788	93.9	12890529	3.5	22	6452	4006596	42	82
		854		13729818		635		621		193

Table M – Participation Levels

Program	Total Participants Served	Total Exitters
Total Adults	176065	139315
Total Adults (self service only)	155407	125814
WIA Adults	173358	137894
WIA Dislocated Workers	3919	1881
Total Youth (14 - 21)	1439	668
Younger Youth (14 - 18)	955	454
Older Youth (19 - 21)	484	214
Out-of-School Youth	737	319
In-School Youth	702	349

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		5,756,543
Local Dislocated Workers		5,681,989
Local Youth		9,096,294
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		1,319,756
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		4,669,052
Statewide Allowable Activities WIA Section 134(a)(3)	Activities specified in §134(a)(3)	1,751,860
	AJLA – Host	283,250
	ALA – Enhancements/Interfaces	100,000
	Apprenticeship	60,000
	Area I Additional Assistance	125,000
	Area II Juvenile Corrections Project	15,000
	Area IV Additional Assistance	100,000
	Area V Additional Assistance	300,000
	Area V Carlisle Power	10,000
	Cox Technical Project	100,000
	Dislocated Worker Demonstration Project	5,000
	Economic Impact Summer Youth (WSU)	6,000
	Local Area Incentive Awards	140,000
	Kansas WIND Workshop Sponsorship	40,000
	LMIS MOU	30,000
	Outreach	25,000
	NEG Flood Additional Assistance	60,000
	Older Worker Outreach	77,339
	KANSASWORKS Radio Outreach	72,500
	Remote Access High Definition	45,000
	Urban League	50,000
Wipfli Young Audits	82,500	
WITS Seat Subscription	15,270	
Workforce Summit	10,000	
Total of All Federal Spending Listed Above		30,027,353

Local Area Performance

Program Year 2009

Table O – Local Performance

Kansas WorkforceONE	Total Participants Served	Adults	21873
		Dislocated Workers	451
		Older Youth (19-21)	45
		Younger Youth (14-18)	183
ETA #20005	Total Exiters	Adults	17426
		Dislocated Worker	176
		Older Youth (19-21)	17
		Younger Youth (14-18)	105

Reported Information	Program Participants	Negotiated Performance	Actual Performance
Entered Employment Rate	Adults	83.0	84.2
	Dislocated Workers	90.0	90.2
Retention Rate	Adults	89.5	89.8
	Dislocated Workers	92.0	93.5
Average Earnings	Adults	12000	15707
	Dislocated Workers	15000	17196
Placement in Employment or Education	Youth (14-21)	71.0	76.1
Attainment of Degree or Certificate	Youth (14-21)	52.0	61.4
Literacy or Numeracy Gains	Youth (14-21)	39.0	33.3

Description of Other State Indicators of Performance (WIA Section 136(d)(1)) – Insert additional rows if there are more than two other state indicators		

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	1	8

Table O – Local Performance

Heartland Works, Inc.	Total Participants Served	Adults	59646
		Dislocated Workers	591
		Older Youth (19-21)	74
		Younger Youth (14-18)	304
ETA #20010	Total Exiters	Adults	47603
		Dislocated Worker	313
		Older Youth (19-21)	45
		Younger Youth (14-18)	114

Reported Information	Program Participants	Negotiated Performance	Actual Performance
Entered Employment Rate	Adults	80.0	65.6
	Dislocated Workers	90.0	91.3
Retention Rate	Adults	89.5	95.3
	Dislocated Workers	92.0	96.2
Average Earnings	Adults	12500	20046
	Dislocated Workers	16000	15338
Placement in Employment or Education	Youth (14-21)	68.0	71.2
Attainment of Degree or Certificate	Youth (14-21)	52.0	79.2
Literacy or Numeracy Gains	Youth (14-21)	37.0	57.1

Description of Other State Indicators of Performance (WIA Section 136(d)(1)) – Insert additional rows if there are more than two other state indicators		

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	2	7

Table O – Local Performance

Workforce Partnership	Total Participants Served	Adults	38754
		Dislocated Workers	1177
		Older Youth (19-21)	221
		Younger Youth (14-18)	233
ETA #20015	Total Exiters	Adults	30475
		Dislocated Worker	674
		Older Youth (19-21)	60
		Younger Youth (14-18)	87

Reported Information	Program Participants	Negotiated Performance	Actual Performance
Entered Employment Rate	Adults	71.0	58.4
	Dislocated Workers	82.0	67.6
Retention Rate	Adults	89.5	81.8
	Dislocated Workers	92.0	89.5
Average Earnings	Adults	13000	11305
	Dislocated Workers	16000	17716
Placement in Employment or Education	Youth (14-21)	63.0	53.1
Attainment of Degree or Certificate	Youth (14-21)	52.0	42.1
Literacy or Numeracy Gains	Youth (14-21)	32.0	32.8

Description of Other State Indicators of Performance (WIA Section 136(d)(1)) – Insert additional rows if there are more than two other state indicators		

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	7	2

Table O – Local Performance

Workforce Alliance of South Central Kansas	Total Participants Served	Adults	35269
		Dislocated Workers	1119
		Older Youth (19-21)	37
		Younger Youth (14-18)	67
ETA #20020	Total Exiters	Adults	27920
		Dislocated Worker	471
		Older Youth (19-21)	33
		Younger Youth (14-18)	44

Reported Information	Program Participants	Negotiated Performance	Actual Performance
Entered Employment Rate	Adults	61.0	50.3
	Dislocated Workers	60.0	49.8
Retention Rate	Adults	89.5	85.1
	Dislocated Workers	92.0	89.7
Average Earnings	Adults	12500	11444
	Dislocated Workers	15500	12667
Placement in Employment or Education	Youth (14-21)	68.0	58.7
Attainment of Degree or Certificate	Youth (14-21)	52.0	63.2
Literacy or Numeracy Gains	Youth (14-21)	37.0	40.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1)) – Insert additional rows if there are more than two other state indicators		

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	7	2

Table O – Local Performance

Southeast KANSASWORKS	Total Participants Served	Adults	17805
		Dislocated Workers	576
		Older Youth (19-21)	103
		Younger Youth (14-18)	159
ETA #20025	Total Exiters	Adults	14465
		Dislocated Worker	244
		Older Youth (19-21)	52
		Younger Youth (14-18)	94

Reported Information	Program Participants	Negotiated Performance	Actual Performance
Entered Employment Rate	Adults	73.0	60.2
	Dislocated Workers	90.0	75.6
Retention Rate	Adults	89.5	87.5
	Dislocated Workers	92.0	94.0
Average Earnings	Adults	12500	13742
	Dislocated Workers	16000	15768
Placement in Employment or Education	Youth (14-21)	68.0	57.0
Attainment of Degree or Certificate	Youth (14-21)	52.0	56.0
Literacy or Numeracy Gains	Youth (14-21)	37.0	50.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1)) – Insert additional rows if there are more than two other state indicators		

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	5	4