



Central Alabama Partnership for Training and Employment

WIOA Annual Report Narrative

Program Year 2018

October 24, 2019

*Prepared in Accordance with Governor's Workforce Innovation Directive NO. PY2019-02
And Training and Employment Guidance Letter (TEGL) NO. 5-18*

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The Jefferson County Commission



Jimmie Stephens
(President - District 3)
E-mail: stephensj@jccal.org



Lashunda Scales
(President Pro Tempore - District 1)



Sheila Tyson
(District 2)



Joe Knight
(District 4)



Steve Ammons
(District 5)

Chief Local Elected Officials

COUNTY	REPRESENTATIVE
Blount County	Commissioner Chris Green
Chilton County	Commissioner Allen Caton
Jefferson County	Commissioner James A. Stephens
St. Clair County	Commissioner Paul Manning
Shelby County	Commissioner Jon Parker
Walker County	Commissioner Jerry Bishop

CAPTE Career Centers



Birmingham Career Center
3216 4th Avenue South
Birmingham, Alabama 35221



Alabaster Career Center
109 Plaza Circle
Alabaster, Alabama 35007



Jasper Career Center
2604 Viking Drive
Jasper, Alabama 25501

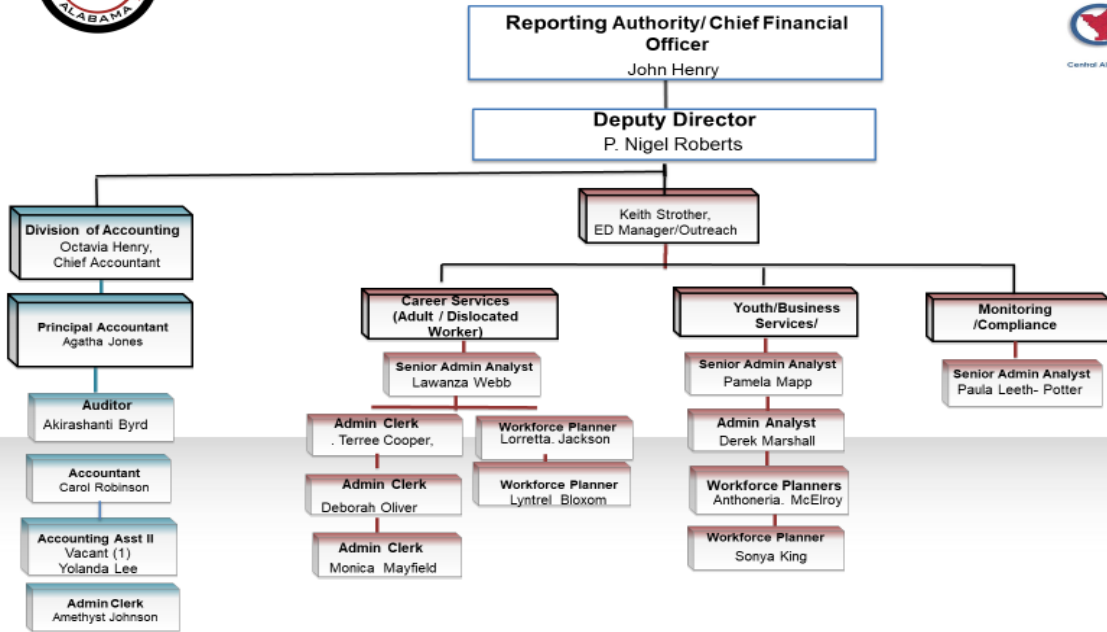


Pell City Career Center
311 Miles Parkway
Pell City, Alabama 35125

Local Area Workforce Investment Board members including category represented, title and company as of June 30, 2019

ENTITY RESPONSIBILITY		
NAME	FUNCTION	AFFILIATION
WORKFORCE DEVELOPMENT BOARD – BUSINESS REPRESENTATIVES		
NAME	TITLE	ENTITY
1. JOHN BEARD	CHAIRMAN & PRESIDENT	ALACARE HOME HEALTH & HOSPICE
2. LYNN BATLLE	VICE PRESIDENT	PHOENIX DEVELOPMENT
3. WILLIE CHRISMAN	CHIEF EXECUTIVE OFFICER	CHRISMAN & ASSOCIATES
4. KRISTIE RANKIN	PRESIDENT	ABAstract
5. DR. THOMAS ELLISON	EXECUTIVE DIRECTOR	PROJECT H.E.L.P. USA
6. NOLANDA HATCHER-BEARDEN	MANAGING PARTNER	STUDIO 2H DESIGN, LLC
7. FLORA HOLLIS-WILLIAMS	HUMAN RESOURCES MANAGER	STERILITE CORPORATION
8. MELVA TATE	PRESIDENT	TATE & ASSOCIATES
9. WALTER TURNER	DIRECTOR	SCHOOL TRANSPORTATION SOLUTION
10. L'TRYCE SLADE	OWNER	SLADE ENVIRONMENTAL & CONSULTING
11. JARROD SYMS	PRESIDENT & CEO	SYMS CONTRACTORS, INC
12. JAY REED	PRESIDENT	ASSOCIATED BUILDERS AND CONTRACTORS, INC
13. JOHN HACKETT	GENERAL MANAGER	KAMTEK, INC
14. FRANK TOPPING	CHIEF DEVELOPMENT OFFICER	AJK&B MANAGERS, CONSULTANTS & DEVELOPERS
15. JASON GOODGAME	VICE PRESIDENT	GOODGAME COMPANY
16. RICH METCALF	PLANT DIRECTOR	GESTAMP ALABAMA, INC
17. GARTH THORPE	WORKFORCE DEV. MANAGER	THE ONIN GROUP
18. KIRK MANCER	PRESIDENT AND CEO	SHELBY COUNTY CHAMBER
19. LISA NICHOLS	ASMINISTRATOR	ST. VINCENT'S ST. CLAIR HOSPITAL
20. DAVID HORNSBY	OWNER	HORNSBY STEEL
21. KASSIDY ANDERSON	HUMAN RESOURCE MANAGER	CENTRAL STATES MANUFACTURING
22. SHARON BECKER	HUMAN RESOURCER	YOROZU AUTOMOTIVE
23. WHITNEY BARLOW	Executive Director	CHILTON COUNTY INDUSTRIAL DEV.
WORKFORCE DEVELOPMENT BOARD – WORKFORCE REPRESENTATIVES		
1. BILL BLACKMAN	BUSINESS MANAGER	IBEW LOCAL 136
2. BRIAN DUNCAN	BUSINESS MANAGER	SMART LOCAL 48
3. MATTHEW DUDLEY	TRAINING DIRECTOR	BIRMINGHAM ELECTRICAL JATC
4. MARY ALLBRITTEN	PROJECT DIRECTOR	ALABAMA AFL-CIO LABOR INSTITUTE FOR TRAINING
5. ALLEN HOWELL	BUSINESS MANAGER	INTERNATIONAL ASSOCIATION OF HEAT AND FROST INSULATORS AND ALLIED WORKERS
6. JOHN STAMPS	DIRECTOR OF OPERATION	SALVATION ARMY
7. DAVID HIGGINS	EXECUTIVE DIRECTOR	EASTER SEALS BIRMINGHAM AREA
8. BEN HAMM	ASSISTANT BUSINESS MANAGER	OPERATING ENGINEERS LOCAL 312
9. FRED MADDOX	BUSINESS MANAGER	IRON WORKER LOCAL 92

WORKFORCE DEVELOPMENT BOARD – EDUCATION AND TRAINING ACTIVITIES REPRESENTATIVES		
1. DR. PERRY WARD	PRESIDENT	LAWSON STATE COMMUNITY COLLEGE
2. KEITH BROWN	INTERIM PRESIDENT	JEFFERSON STATE COMMUNITY COLLEGE
3. DR. PHILLIP CLEVELAND	DIRECTOR	BLOUNT COUNTY CAREER TECHNICAL CENTER
4. WENDY ROBERTS	ADULT EDUCATION SPECIALIST	ALABAMA COMMUNITY COLLEGE SYSTEM
WORKFORCE DEVELOPMENT BOARD – GOVERNMENTAL AND ECONOMIC AND COMMUNITY DEVELOPMENT REPRESENTATIVES		
1. JOSH CARPENTER	DIRECTOR	BIRMINGHAM MAYOR’S OFFICE OF ECONOMIC DEVELOPMENT
2. YVETTE FIELDS	MANAGER	BIRMINGHAM CAREER CENTER
3. YOLANDA SPENCER	SUPERVISOR	VOCATIONAL REHABILITATION SERVICE
4. JACQUELINE WHITE	MANAGER – JOBS PROGRAM	DEPARTMENT OF HUMAN RESOURCES
5. CHRISTINE BROWN	DIRECTOR – CLANTON CONFERENCE AND PERFORMING ARTS CENTER	JEFFERSON STATE COMMUNITY COLLEGE
6. TED VON CANNON	EXECUTIVE DIRECTOR	JEFFERSON COUNTY DEVELOPMENT AUTHORITY
7. JASON ROBERTS	ASSISTANT DIRECTOR	ST. CLAIR COUNT EDC
8. SHEILA TYSON	COMMISSIONER	JEFFERSON COUNTY COMMISSION
9. MELODY WHITTEN	DIRECTOR OF DEVELOPMENT	58 Inc.



Section A

A discussion of the progress made in achieving the local area’s vision and goals as outlined in the local area’s four-year plans to develop its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.

In 2017, the newly-formed CAPTE Workforce Development Board established the following as its vision for the central region:

“To develop and implement programs that achieve and maintain an integrated, job-driven workforce system, which creates a diverse, talented workforce for Central Alabama’s (Region 4) businesses thereby improving the quality of life for our citizens.”

The local area goals included the following:

- Develop strategies to better assess potential employees before referring them for training and/or employment. Prescreen applicants for drugs before training and/or employment referrals.
- Expand the partnership with the Department of Human Resources (DHR).
- Strengthen business service relations with Employment Services to improve professional placement of participants.
- The state, and region, will do more to promote the Career Centers and their services.
- Replace AJL with a new system.

It is very important that the region does not lose population or available workforce. The region’s population remains solid. There was even a slight increase in population from 1,127,139 to 1,129,401 persons since the PY2017 Annual Report. See **Chart 1** Below:

CHART 1

CAPTE 2018 Population Estimates.

County	Population
Blount	57,840
Chilton	44,153
Jefferson	659,300
St. Clair	88,690
Shelby	215,707
Walker	63,711
Region	1,129,401

Source: U.S. Census Bureau, Population Division. Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2018.

The CAPTE Region now consists of four certified One Stop Career Centers in Jefferson, Shelby, St. Clair and Walker Counties. Each of these career centers are staffed with Wagner-Peyser and WIOA funded personnel. The Birmingham Career Center has the physical presence of all four core partners including Title I, WIOA activities; Title II, Adult Education and Literacy services; Title III, Wagner-Peyser Services; and Title IV, Vocational Rehabilitation Services.

The Central Alabama region remains the most populous region in the State of Alabama. According to 2018 population estimates the region's population is estimated at 1,129,401 persons. Starting July 01, 2017, CAPTE began to serve participants and businesses in the local workforce development area, which included Blount, Chilton, Jefferson, St. Clair, Shelby, and Walker counties. Working cooperatively with partners in career centers throughout the region, job search, training, counseling, job placement and other services were provided.

CAPTE Career Centers served over 35,000 clients and participated in dozens of Job Fairs and related events during Program Year 2018. Participating in, or spearheading job fairs, allow staff to meet new businesses and community contacts. We are then able to make them aware of our services and hopefully encourage them to use the services. Moreover, we continued to visit local secondary and postsecondary educational partner facilities to inform students and faculty of the programs available through the One Stop.

CAPTE met or exceeded all of its negotiated performance goals for PY2018. The focus now is on those areas where improvement is needed. There is a heavy emphasis on work-based learning at all levels, and in each funding stream. In order to increase the interest in work-based learning, CAPTE must also increase the participation rate for residents and business in the region. The lack of participation, which is shared by other regions in the state, also effects the expenditure rate for the region. The CAPTE Board, along with CAPTE staff, continue to look for ways to increase "foot traffic" and improve program participation, particularly among businesses in the region. As the end of PY2018 approached, CAPTE began planning much more aggressive outreach activities, including the use of social media, to connect with more participants and on a more consistent basis. Plans were being made to connect with local radio, print media and television, to make the CAPTE brand more familiar to the population CAPTE serves.

Unemployment throughout America has continued to decline. The Birmingham region is outperforming many of the other regions within the State of Alabama in terms of employing its citizenry. It is important to note, that as with the rest of the State of Alabama, and the United States in general, the unemployment rate in the Central Alabama Region reached record lows during PY2018.

Although low unemployment is a great achievement, it is important to also consider the underemployed. The underemployed may include highly-skilled employees that are working, but working in low-skilled or low-wage jobs. People working part-time jobs who may desire full-time employment may also fall into this category. The underemployed, typically, comprises

nearly a quarter of the civilian labor force. Helping these individuals reach their full employment potential is another important goal of CAPTE.

Preparing individuals to fill the occupational demands of the jobs of the future is chief among the charges of any local workforce development board. The focus of local workforce boards has been, and probably will continue to be, on short term, quality training. The training should afford the participant the opportunity to, not only gain a skill and embark on a career, but earn a wage that allows them to be self-sufficient and thrive. The ability to grow in a chosen field is an important consideration as it pertains to one's ability to sustain and retain employment.

CAPTE has expanded services, particularly RA and youth services, in Chilton and Blount counties. Strategies include mobilizing the mobile unit periodically to support the activities in these counties. Youth services, through a modified youth agreement, has expanded the service footprint, and increased the number of youth served.

Alabaster worked very closely with 58 Inc. to assist in building better relationships with employers in the Shelby County area. Staff from the Alabaster Career Center assisted the Shelby County Chamber with sponsored events so that more face to face time with employers could be achieved. Staff also assists when either 58 Inc., or the Chamber, arranged for school students to visit employer locations to encourage interest in various industries. This has proven most successful for all involved. Wagner Peyser staff who work with job seekers to find jobs are able to grow their understanding of what employer do as well. Staff gains a better understanding of what a particular job might require, and can better assist job seekers based on what was learned from the visit.

CAPTE encourages more employer and community college engagement through the apprenticeship programs. CAPTE has been making progress addressing the needs of employers seeking skilled employees in CNC machining. The process required that interested employers, community college staff, 58 Inc. and CAPTE/Career Center staff work together on various aspects of the project. Employers worked with the community college representatives who hold the standards for the program to ensure that training met the established standards, was covered in the curriculum, and was what the employers needed in a trained apprentice.

Also, as the need for CDL truck drivers, nurses and other skilled medical professionals has increased, CAPTE has been able to meet the demand by training or offering upgrade training to nearly 300 skilled medical professionals and CDL truck drivers.

The Alabama Department of Labor, under the leadership of Secretary Fitzgerald Washington, has been aggressively advertising Alabama Career Centers and services throughout the state. Jefferson County, on behalf of CAPTE, has also stepped up its efforts to promote WIOA and other career center services. These efforts have brought about a much greater awareness and increased interest in services. Although there is still a tremendous amount of work yet to be done in this area.

The State of Alabama is in the process of transferring data from the AlaWorks and Alabama Job Link system to the new Geographic Solutions System. This new system is expected to greatly enhance all of the local area's ability to perform and track participant activity.

Section B

A discussion of the progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeships), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies if any.

CAPTE has stepped-up its business engagement activities through a more concerted effort between the regional career centers and staff. Strategies were developed and implemented to allow for a greater impact on business engagement. Additional adjustments will be made in the upcoming program year to improve efficiencies.

OJT, Incumbent Worker Training and Registered Apprenticeships are among the chief tools made available to local area businesses to assist them with filling their immediate occupational skill needs. All Business Service Representatives, and CAPTE management, have been aggressively seeking opportunities to gain face-to-face time with as many employers as possible.

The Alabaster Career Center in Shelby County has led the way in the area of apprenticeship training. Below is a synopsis of the program:

Three employers, along with Lawson State Community College, Shelby County's High Schools, and the Alabaster Career Center staff coordinated efforts led by 58 Inc. to begin a program for CNC Machining. WIOA funds were used for On-the-Job-Training (OJT) contracts. Contracts were written for 4 high school students selected by the employers. Each student received an ITA to fund training through Lawson State Community College. The four students were among a group identified by school personnel as not having plans for college or trade training after high school. Throughout the second semester, this group of students were invited to participate in events that enabled them to experience the operations of local companies, specifically CNC Machinist at work. This effort generated the needed interest in participating in the apprenticeship program. All interested students were then screened by Career Center staff for eligibility for WIOA and then selected by the companies. In addition, two of the companies also used Incumbent Worker funds to assist with the cost of training current employees resulting in 4 additional apprentices.

The chart below illustrates the current unemployment rates for the various counties in the CAPTE service area. Except for Walker County, all of the counties have an unemployment rate of less than 3%. Although a low unemployment rate is a very good achievement, approximately 20% of the civilian work force is still considered underemployed. That presents a different set of challenges for the region.

Chart 2

CAPTE Local Area Unemployment Statistics and Underemployment – August 2019.

	Blount	Chilton	Jefferson	St. Clair	Shelby	Walker	Total
Civilian Labor Force	25,758	20,037	322,774	40,830	116,311	25,841	551,551
CLF Employment	25,119	19,533	313,977	39,797	113,909	25,029	537,364
Unemployment	639	504	8,797	1,033	2,402	812	14,187
Unemployment Rate	2.5%	2.5%	2.7%	2.5%	2.1%	3.1%	2.6%
Underemployed	5,677	3,672	71,587	10,148	20,390	4,906	116,380
Available Labor Pool	6,313	4,176	80,384	11,181	22,792	5,718	130,567

Source: Center for Business and Economic Research, The University of Alabama and Alabama Department of Labor. Note: Rounding errors may be present. Based on preliminary August 2019 labor force data and 2018 underemployment rates.

Strategically, CAPTE has made targeting high wage and high demand occupation the centerpiece of its workforce development strategies. By focusing on these high wage opportunities and providing those unemployed and underemployed individuals with the skills needed to fill these positions, CAPTE hopes to improve the data in **Chart 2** above.

Registered nursing, logistics, sales, wholesale and manufacturing remain among the high demand occupations in the region. Classroom training, as well as work-based learning initiatives, are all helping to fill the need illustrated in **Chart 3**, as well as those that show significant increases as shown in **Chart 4**. Utilizing Labor Market Information (LMI) provided by the Alabama Department of Labor, CAPTE is able to strategically apply its resources, and those of its cooperating partners to address the skills deficit in these areas.

Chart 3

CAPTE High Demand Occupations Requiring Associate Degree or Less, 2016-2026 Projections.

Occupation	Ave Annual Openings	Ave Annual Salary
Medical Assistants*	300	\$31,670
Registered Nurses	1,100	\$63,388
Medical Secretaries	235	\$38,078
Home Health Aides*	280	\$21,083
Helpers – Production Workers	565	\$26,704
Physical Therapist Assistants*	90	\$58,680
Landscaping & Groundskeeping Workers	620	\$28,074
Computer User Support Specialists	175	\$53,473
Licensed Practical & Licensed Vocational Nurses	295	\$42,517
Respiratory Therapists*	65	\$52,894
Plumbers, Pipefitters, & Steamfitters	175	\$46,630
Laborers & Freight, Stock, & Material Movers	1,680	\$29,566

Phlebotomists*	105	\$33,983
Industrial Truck & Tractor Operators	295	\$36,223
Sales Representatives, Wholesale & Manufacturing, Except Technical & Scientific Products*	1,080	\$71,773
Heating, Air Conditioning, & Refrigeration Mechanics & Installers	160	\$41,930
Billing & Posting Clerks	265	\$39,573
Construction Laborers	330	\$34,826
Nursing Assistants	735	\$26,566
Heavy & Tractor-Trailer Truck Drivers	1,075	\$46,249
*Indicates Bright Outlook occupation with growth of over 20% over projection period.		

Source: Alabama Department of Labor, Labor Market Information Division, in cooperation with the Projections Managing Partnership and the U.S. Bureau of Labor Statistics. Wage estimates are from the BLS May 2018 Occupational Employment and Wage report. Wages have been aged using the most current Employment Cost Index (ECI) factors reflecting wages as of June 2019.

Chart 4

CAPTE Top Industries by Net Change, 2016 – 2018.

Industry	Net Change	Percent Change
General Medical and Surgical Hospitals	2,915	12.71%
Restaurants and Other Eating Places	1,673	4.30%
Employment Services	1,338	11.14%
Other Amusement and Recreation Industries	608	16.07%
Coal Mining	580	52.87%
Building Equipment Contractors	539	6.31%
Agencies, Brokerages, and Other Insurance Related Activities	519	10.03%
Outpatient Care Centers	502	8.25%
Nursing Care Facilities (Skilled Nursing Facilities)	459	8.61%
Architectural, Engineering, and Related Services	432	9.91%
Advertising, Public Relations, and Related Services	418	19.48%
Highway, Street, and Bridge Construction	397	47.07%
Foundation, Structure, and Building Exterior Contractors	397	18.59%
Nonresidential Building Construction	388	8.60%
Specialized Freight Trucking	376	14.95%
Computer Systems Design and Related Services	344	6.17%
Motor Vehicle Parts Manufacturing	310	8.88%
Residential Intellectual and Developmental Disability, Mental Health, and Substance Abuse Facilities	281	21.26%
Warehousing and Storage	267	11.24%
Utility System Construction	265	12.72%

Source: Longitudinal Employer Household Dynamics program in partnership between the U.S. Census Bureau and the Alabama Department of Labor, Labor Market Information Division.

Section C

Any technical assistance needs of the local area.

CAPTE surveyed its supervisors and management staff to determine what areas of concern need attention by via technical assistance. The following technical assistance needs were identified:

- Eligible Training Provider List (ETPL) – There is a need to better understand the requirements and process for including a provider on the ETPL. What are the rules or policies pertaining to the ETPL?
- Youth eligibility – Although there has been some training in the area, there is still a need to thoroughly understand the youth eligibility process, particularly In-School Youth.
- Monitoring – There is no clear guidance on monitoring procedures for local areas to follow. CAPTE believes that all local areas could benefit from the training.
- Apprenticeship Training – Registered Apprenticeships seem to be a program that has garnered a great deal of interest. There is a need for staff to better understand the process and rules so that the program can be properly applied across the region.
- Geographic Solutions – When the new data system comes online, there will be a need for training assistance.
- On-the-Job-Training – Although staff is moving forward and implementing the OJT program, there will always be a need to continue to provide training to minimize errors and maximize use.

Section D

A discussion of the promising practices and lessons learned that focuses on employers, communities, and individuals. In this section please include two or more local area PY2018 Adult, Dislocated Worker, or youth program participant “success stories” i.e., narrative accounts detailing how WIOA program services have aided participants in the identification and achievement of their individual workforce development goals. Success stories for individual with disabilities, veterans, long-term unemployed, and any other individuals with limited language proficiency are encouraged.

Subject to the availability of funds, CAPTE implemented its Supportive Services Program to serve the entire region. Funds were made available to assist with the removal of common barriers to training and employment. The primary barriers remain childcare and transportation, with housing assistance growing in need as well.

CAPTE has taken steps to improve its working relationship with Central Six Development Council. Central Six is a not-for-profit entity organized to support the work of the Region IV State of Alabama Workforce Council. The mission of Central Six is to create a 21st century workforce that is proactive, responsive, and results driven; supports the region’s diverse population and employers; and provides quality job opportunities in support of a vibrant regional economy. CAPTE and Central Six share the same geographical footprint and have similar missions. Although, the approaches and tools used to reach established goals are decidedly different, there are common goals.

To better leverage resources and prevent duplication of services, CAPTE and Central Six drafted a Memorandum of Understanding (MOU) agreeing to work cooperatively to assist the citizens of the region we serve. This MOU is expected to be submitted for approval by both Boards and implemented during the upcoming program year.

The following are submitted as success stories for the CAPTE Region. Of course, there are many, many more, but for this report, we are submitting the following:

Victoria Warren

At the time of enrollment, Victoria Warren was a single parent of 3 small children and recently divorced. She wasn’t allowed to work outside the home during her marriage and had no verifiable work history, child support was her only source of income. After her divorce she knew she had to return to school to support her boys. She completed her pre-requisites using her Pell Grant. But she soon exhausted her Pell Grant after completing the second semester of nursing, because she attended the University of Alabama-Birmingham after high school, but did not earn a degree. She did not know if she would be able to finish school because she did not have the financial aid she needed. A classmate referred her to the Alabaster Career Center to see if she qualified for WIOA. She graduated Jefferson State with her Associates Degree Nursing and immediately went to work with her temporary license in St. Vincent’s Surgical Intensive Care Unit earning \$23.00 hour. She passed her State Board Exam one month later and is still employed as a nurse.

Gary Cox (Veteran)

Gary Cox is a U.S. Air Force military veteran. He has over 40 years of experience as a mechanical design supervisor for the oil and steel industries. From 1988 to 2016, he worked as a design supervisor for KBR until he was laid off due to downsizing. On September 12, 2016, Gary came into the Alabaster Career Center requesting assistance because he found out that he couldn't re-enter the same line of work that he was doing without a degree. Gary was given local labor market information and it was determined that his previous training would work well with the local area in the robotics field so he could work in the automotive industry that is very prevalent in the area. Gary signed up with Lawson State Community College and began his college career on January 10, 2017. Gary performed exceptionally well in college and maintained an overall GPA of 3.5 or above. However, his educational career didn't go without a few obstacles. Early in the spring, 2018 semester, Gary developed some health issues and the WIOA case manager, Janice Sutton, worked with Gary by allowing him time to recover from his illness by scheduling a gap in his training program so he wouldn't lose the funding to his training program. Gary returned to college in the summer of 2018 with his usual vigor and desire to achieve. However, another stumbling block hit in the spring, 2019 semester when one class that is required for his training program wasn't offered. His ITA had an end date of May 10, 2019. An amendment to extend his ITA time for one semester through the summer 2019 semester was written allowing him the needed time to complete his training program. Gary graduated Lawson State Community College with an A.S. Automotive Manufacturing Technology degree on August 1, 2019 and he also received Cum Laude honors for completing with an overall GPA of 3.554.

Kaitlyn Gower

Ms. Gowers completed the Dental Assistant Program at Jefferson State Community College. She was homeless and a resident at the Wellhouse, a local shelter for battered and abused women located in St. Clair County, and needed assistance to re-enter the workforce. Ms. Gowers was determined to complete training and find employment to provide a better life for herself. Career center staff were able to enroll client in the WIOA program and provide funding for training. Ms. Gowers successfully completed the training and gained a Dental Assistant Certification. She is currently employed as a Dental Assistant with Implant Dentistry of Florida.

Jeremy Rogers

Mr. Rogers contacted the career center in search of training assistance to re-enter the workforce. Mr. Rogers was a past offender and felt his background and not having marketable skills was hindering his chances of finding employment. Mr. Rogers had spoken with a representative at "A Cut Above the Rest" training facility, who stated they could provide training as well as place client in employment upon completion of training. The company also stated they worked with individuals who had a less than perfect background. Mr. Rogers was very interested in training at this facility because of the success stories of other individuals enrolled previously who had completed training and found employment. Through the WIOA program we were able to enroll him in training for Construction Equipment Operator. Mr. Rogers was offered employment

during training and is still currently employed with the company. He successfully completed the program and is currently in the process of finding his own home.

Youth Success Story

Tyree Holiday



Mr. Tyree Holiday was born and raised in Birmingham, Alabama. Mr. Holiday came to the Dannon Project Out of School youth program through the JCWIOA referral process. He struggled with his career path and obtaining a job. Mr. Holiday heard about the Dannon Project and knew this could be a great opportunity for him to pursue work in the cabling industry and obtain a certification in Network Cabling. During his one on one initial case management meeting he identified his barriers as lacking occupational skills, limited in gaining stable employment, and possession of the right tools to sustain his goals. Mr. Holiday began training at the Dannon Project on March 13, 2019. He received his nationally recognized credentials on April 11, 2019 and on August 22, 2019, gained full time employment with the Mercedes Plant making \$11.00/hr. Mr. Holiday stated, *“The Dannon Project has helped me in so many ways. I am so thankful to be afforded the opportunity to obtain my certification as a Network Cabling Specialist to receive the skills, which resulted into full time employment.”*

Section E

Any challenges the local area faces, which may include policy, implementation, or other relevant challenges.

Although Jefferson County is the administrator of the region, Jefferson County still does not have access to the reporting section of AJL. Obtaining access will greatly Jefferson County, and CAPTE, with the carrying out its responsibilities. If Geographic Solutions is implemented quickly, then the need for access may not exist any more.

Staff has reported difficulty getting programs placed on the ETPL. A better understanding of the process and/or improvements to the process would help. As it stands now, this can be challenging.

Progress is being made, but CAPTE did experience some issues with staffing the region properly and maintaining a certain level of staffing.

CAPTE administration has been working on brand recognition and truly making CAPTE and regional player and asset. Reaching all the constituents in every corner of the region is a challenge. CAPTE is reaching out to every media outlet it can feasibly connect with, to make WIOA services known to all citizens and businesses.

Section F

A separate description of WIOA PY2018 Adult, Dislocated Worker, and youth program activities. Local areas must include an explanation of how the allocation of resources for adults, dislocated workers, and youth activities affected the outcomes and include a cost per participant for each funding stream/population.

TRAINING AND OTHER SERVICES

The training services offered by CAPTE provide tools and resources to help customers meet the skill and experience needs of the region's growing businesses. Technical and soft skills training, work experience, traditional classroom instruction and employer-anchored training services help close the skills gap between Career Center customers and businesses.

CAPTE made, or will make, the following services available to businesses within the Region. Many of the services described in this section are of great benefit to employers and will also assist employees with the development of employment skills. This allows CAPTE to service both of its most important clients simultaneously.

Many of these programs serve to increase the chances of an individual becoming gainfully employed; increase skill sets while employed; earn a higher wage; and maintain employment once hired. CAPTE plans to continue to use the programs already implemented and expand on those that were utilized on a limited basis during Program Year 2019.

Training services may be provided if it has been determined after an interview, assessment and career planning, that the customer needs training, and is suitable.

CAPTE offers the following training, or training related, related services:

Individual Training Account (ITA)

An ITA is used for traditional classroom training services that are intended to provide enrollees the maximum customer choice in training selection and provide the flexibility needed to train in high demand occupations. ITA's are funded for training providers who have met the eligibility requirements of the State of Alabama's Eligible Training Provider List (ETPL).

Customized Training

Customized Training is provided based on a specific training curriculum “customized” to the particular workforce skill needs of the business or group of businesses. Customized Training is designed to meet the unique training needs of a business or a group of businesses. This training can be used for training new or existing workers such as incumbent workers.

Follow-up Services and Exits

Follow-up services are provided, as appropriate, for customers who are placed in employment for up to 12 months after the first day of employment. These services may include technical skills training, counseling, mentoring, crisis intervention, life skills or emergency support required to sustain long-term employment. Follow-up services do not extend the date of exit in performance reporting.

WIOA, Adult, Priority of Service

As required under WIOA Section 134(c)(3)(E), with respect to individualized career and training services funded with WIOA Adult funds, priority of service must be given to recipients of public assistance; other low-income persons; individuals who are basic skills deficient; and other qualifying individuals. Priority of service status is established at the time of eligibility determination and does not change during the period of participation. Priority does not apply to the Dislocated Worker population. Veterans, and eligible spouses, continue to receive priority of service above all eligible individuals. However, they must meet the WIOA Adult program eligibility criteria and meet the criteria under WIOA Section 134(c)(3)(E).

Incumbent Worker Training

The Incumbent Worker Training Program provides financial assistance to qualifying Alabama, for-profit companies. It provides skills training to full-time permanent company workers. Training must be for a business necessity that will enhance the company’s ability to compete in global economies; expand present markets; and help to ensure the permanency of the business in Alabama. For workers, the training will upgrade existing work skills; heighten job security; provide marketable skills; and increase the possibility of higher wages and promotional opportunities. The WIOA staff administers, monitors, evaluates, and provides fiscal and agreement compliance assistance during the training process. The maximum funding award for training projects is \$50,000 and the initial agreement duration may not exceed twelve months.

On-the-Job Training (OJT)

The OJT program provides training to individuals who are unskilled or lacking adequate job skills. Participants are placed in occupations that will enhance their prospects for long-term employment and lead to self-sufficiency. OJT employees are paid the same wages as other entry-level employees in the same occupation. Employers may receive up to 75% reimbursement of the employee’s wages while they train. Employers must be an established business with workers compensation insurance. The intention of an OJT agreement is to benefit both the employer and the customer by:

- Bridging the gap between a worker’s current skills and the skills employers are seeking
- Providing reimbursement to the employer for a portion of the costs associated with training the OJT employee

- Promoting good paying jobs

Rapid Response (Worker Adjustment & Retraining Notification Act (WARN) Act)

This Program provides services to employers with employees facing upcoming layoffs-60 days advance notice of plant closings and mass layoffs. Rapid Response provides a quick response to upcoming layoffs; helps in conducting an orderly shutdown; provides pre-layoff services designed to help employees shorten their transition time; provides information to employees about alternative employment or training opportunities; provides assistance with Unemployment Insurance and Workers' Compensation; and provides assistance with the coordination of services for employees with the Workforce Development Board and One Stop Career Center. CAPTE works cooperatively with other State agencies to ensure that all services are made available to victims of layoffs.

Registered Apprenticeship (RA) Training

RA's have become a major focus of the WIOA program because of the hands-on training involved and the direct benefit to the employers. Implementing an RA Program involves the development of a written plan designed to move an apprentice from a low or no skill entry-level position to full occupational proficiency. These programs must meet parameters established under the National Apprenticeship Act that are designed to protect the welfare of the apprentice. The Act and its promulgating regulations are administered by the Department of Labor's Office of Apprenticeship or a State Apprenticeship Agency approved by the Secretary of Labor for federal purposes. RA Programs benefit the employee and the employer in many ways. Among the benefits to the employers are:

- **Customized training** results in highly-skilled employees trained to industry/employer specifications
- **Increased productivity and knowledge transfer** as a result of on-the-job learning from an assigned mentor, combined with related technical instruction
- **Enhanced retention** due to the high percentage of hires that were still employed nine months after completing their apprenticeship
- **Emphasis on safety training** which may reduce workers' compensation costs
- **A stable and predictable pipeline** for the development of qualified workers
- **Recognition** of the training program
- **A systematic approach to training** that ensures that employees are trained and certified to produce at the highest skill levels required for that occupation
- **The ability to conduct a ready assessment** of where the employer and employee are in terms of the continuous improvement process
- **A proven training model** that allows employers to set the benchmark and the structure that can determine the return-on-investment in training dollars

An RA Program is sponsored by an individual business or an employer association. It may also be partnered with a labor organization through a collective bargaining agreement. Upon finishing the training program, an apprentice earns a Completion of Registered Apprenticeship Certificate. This certificate is an industry-issued, nationally-recognized credential that validates proficiency in an apprenticeship occupation.

Registered Apprenticeship program sponsors identify the minimum qualifications to apply to their apprenticeship program. The eligible starting age can be no less than 16 years of age.

However, in most cases individuals must be at least 18 years of age to be an apprentice in hazardous occupations. Program sponsors may also identify additional minimum qualifications and credentials to apply, e.g., education, ability to physically perform the essential functions of the occupation, and proof of age. Based on the selection method utilized by the sponsor, additional qualification standards, such as fair aptitude tests and interviews, school grades, and previous work experience may be identified.

Expenditures and Costs Per Participant

Expenditures for Adult ITA activities for PY2018 were \$1,609,194.64. For this program year, CAPTE also met or exceeded performance for the Adult Program. CAPTE served 322 Adults in the region, with a cost per of \$4,997.50.

PY2018 ADULT ITA PARTICIPANTS

# Participants Served	322
Cost Per Served	\$4997.50
Total Adult Expenditures	\$1,609,194.64

Expenditures for Dislocated Worker ITA activities for PY2018 were \$144,107.73. For this program year, CAPTE also met or exceeded performance for the Dislocated Worker Program. CAPTE served 33 Dislocated Workers in the region, with a cost per of \$4,366.90.

PY2018 DISLOCATED WORKER ITA PARTICIPANTS

# Participants Served	33
Cost Per Served	\$4,366.90
Total Dislocated Worker Expenditures	\$144,107.73

CAPTE youth services provided occupational skills training in CNA, PCT, and Fiber Optics Network Cabling through The Dannon Project. The cost per participant was \$9,999.23. CAPTE met or exceeded all its negotiated performance measures for PY2018. CAPTE continues to seek new providers of youth services and to meet or exceed negotiated performance levels. CAPTE youth services staff remain involved in the community through attendance at area youth events, e.g., high school and college career and job fairs, and district youth engagement events.

INDIVIDUALIZED CAREER SERVICES

All eligible customers must be enrolled in individualized career services. These services are available throughout the region. Individualized Career Services are designed to meet the unique needs of the customer and their region. These services include:

- a) Comprehensive and specialized assessments of the skill levels and supportive service needs of eligible adults and dislocated workers, which may include:
 1. TABE testing and use of other assessment tools

2. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals

- b) Development of an Individual Employment Plan (IEP) to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the customer to achieve his or her employment goals.
- c) Group and/or individual counseling and mentoring
- d) Career planning (e.g., case management)
- e) Short-term, pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training. In some instances pre-apprenticeship programs may be considered as short-term prevocational services
- f) Out-of-area job search assistance and relocation assistance

YOUTH

Historically, the CAPTE board, consistent with provisions of the statute 20 CFR § 681 placed a strong emphasis on ensuring that eligible OSY have access to a full range of services across core programs, as appropriate. Although, youth that have dropped out of school and those at risk of dropping out, are still a highly prevalent population within the region, CAPTE is also developing programs to assist those still in secondary education.

To ensure a strong and continuing focus on youth employment within the region, CAPTE established a youth standing committee. The youth committee is comprised of individuals with expertise in youth workforce and education issues, which provides advice on regional youth policies, programs and technical assistance to the CAPTE board. The CAPTE workforce board further supports local efforts by ensuring a focus on high-risk young people, including those who are in the juvenile justice systems, homeless, or pregnant or parenting. The board, staff and contracted providers work together to build coordinated approaches that support regional efforts to enroll and retain these young people.

CAPTE consistently meets the established 20 percent minimum expenditure for work experience on eligible youth. Young people who have access to jobs in their teens tend to graduate from high school; earn secondary and postsecondary credentials; and earn at higher levels than their peers who do not work. Research also shows that young people in low-income families have less access to employment opportunities than their more affluent peers. CAPTE's work experience requirement provides a powerful tool to help lower-income youth, particularly those with barriers to employment, gain invaluable and potentially life-changing experience in work places. In support of this priority, the region will work closely with employers and encourage them to provide access to high-quality work experiences for eligible youth, including internships, workplace learning, transitional jobs, pre-apprenticeships, and summer jobs.

CAPTE youth services provided occupational skills training in CNA, PCT, and Fiber Optics Network Cabling through The Dannon Project. CAPTE serves 55 youth during PY2018 through contract services. The cost per participant was \$9,999.23. CAPTE met or exceeded all its negotiated performance measures for PY2018. CAPTE continues to seek new providers of youth services and to meet or exceed negotiated performance levels. CAPTE youth services staff remain involved in the community through attendance at area youth events, e.g., high school and college career and job fairs, and district youth engagement events.

Additionally, the board may collaborate with employers to provide opportunities to youth for career exploration that lead to competitive integrated employment. Youth also are given opportunities to complete work-based learning experiences to develop soft skills and work-related skills and experience. The CAPTE Board is also seeking to partner with various agencies to promote pre-apprenticeship and Registered Apprenticeship opportunities to youth, including establishing new partnerships with secondary and postsecondary education institutions. The CAPTE Board also supports collaboration with YouthBuild, JobCorps, and AmeriCorps sites.

VETERANS

Veterans have been, and will continue to be, of the highest priority in the CAPTE Career Centers. Veterans are eligible to receive all Basic Career Services. They are also a priority when receiving Individualized Career and Training Services. Veterans were identified during initial eligibility; informed of their entitlement to priority of services; and provided with the full array of programs and services available to them. Veterans were also identified by referrals received from other agencies.

Basic Career Services include help with resumes, job search, referrals to other agencies like Vocational Rehabilitation and other services. Various services are offered to disabled veterans through the Disabled Veterans Outreach Program Specialists (DVOPS). Local Veteran Employment Representatives (LVER) are also at work seeking employment opportunities with local businesses for veterans. LVERS and DVOPS provide specialized services to veterans within the career center. LVERS assist with providing training on Priority of Services to other partners and conduct activities to increase public awareness of Priority of Service for Veterans.

The CAPTE Region consists of four DVOPS and one LVER. During PY2018, the veteran's unit participated in numerous job fairs and employment related activities targeted toward veteran employment. The CAPTE career centers serve over 1700 veterans during the reporting period.

Veterans take precedence over others for service throughout the Workforce Development program. Whether through Wagner-Peyser operations or WIOA staff, they are a priority. This means that a veteran will receive services and resources earlier than a non-veteran, particularly when resources are limited.

For training purposes, veterans and their spouses are identified and provided with priority during the entire assessment and training process. They are expedited through the process over other participants as required.