

# Workforce Innovation and Opportunity Act (WIOA)

Narrative Report  
Program Year

# 2019



The Wyoming Department of Workforce Services (DWS), in collaboration with a multitude of partners, is proud to present the Program Year 2019 Annual Report. Wyoming has worked diligently on preparing and developing this narrative. A collaborative effort between all four titles (WIOA, Adult Education, Wagner-Peyser, and Vocational Rehabilitation) was paramount not only to the completion of this report, but to the success of the WIOA program in Wyoming.

**Identify each waiver that the state has had in place for at least one program year and provide information regarding the state’s progress toward achieving the goals and performance outcomes in ETA’s letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state’s waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.**

Wyoming has two active waivers that impact the WIOA program:

1) WIOA Waiver Request - Requirement to Expend 75% of Funding on out-of-school youth Expenditures to be Reduced to 65% for Program Years 2020 to 2024.

The State of Wyoming requested a waiver from WIOA Sec. 129 (a)(4)(A) and 20 C.F.R. 681.410, which requires not less than 75% of funds allotted to states under WIOA Sec. 127(b)(1)(C), reserved under WIOA Sec. 128(a), shall be used to provide youth workforce investment activities for out-of-school youth. Wyoming requested this percentage be lowered to 65% for Program Years 2020 to 2024.

There are two interrelated workforce problems in Wyoming. From the perspective of businesses and employers, the state does not have enough workers in many of the technical fields, which is a barrier to economic growth. Wyoming has companies that do not expand, or that turn away business, because they cannot hire enough skilled workers to do the work. Almost any business owner will identify workforce as a significant concern.

While this situation is not unique to Wyoming, it is being amplified by the state’s low unemployment rate, low population, and lack of skilled workers. The Research & Planning (R&P) section of DWS reported that the state’s seasonally adjusted unemployment rate fell from 3.7% in March 2019 to 3.6% in April 2019. Wyoming’s unemployment rate was lower than its April 2018 level of 4.0% and the same as the current U.S. unemployment rate of 3.6%. Most of the state’s unemployment is associated with either geographic or skill gaps. Wyoming’s labor force (the sum of all employed and unemployed individuals) continues to decline. In April 2018 the total labor force was 287,157 and dropped to 285,303 in April 2019, with a decrease of 1,854 individuals.

High school graduation rates in Wyoming increased for the fifth consecutive year during the 2017-18 school year. Students achieved an “on-time” graduation rate of 81.7% in 2017-18, an increase of 1.5% over last year. The Wyoming Department of Education has put a focus on long-term planning for youth and are inviting postsecondary programs (colleges, universities, and trade schools) to meet with students as early as their junior year in high school. With this focus, approximately 60% of Wyoming high school graduates enroll in a postsecondary school prior to graduation.

Even though many students are enrolling in postsecondary programs, the number of people aged 25 years or older who have graduated from college with a Bachelor’s degree is low-only 27% with a bachelor’s degree or higher. This is the second smallest percentage of all other states in the Rocky Mountain Region.

Wyoming has made great strides to reach the goal of 75% for out-of-school youth expenditures, and for Program Year 2019 attained 79.93% with assertive efforts. The state would like to maintain a service delivery strategy by requesting a waiver to have the ability to serve in-school-youth on a case-by-case basis.

2) WIOA Waiver Request - Requirement to collect and report performance data on all students in programs on the State's Eligible Training Provider List for Program Years 2020 to 2024.

The State of Wyoming requested a waiver from the requirements in WIOA, Sections 116 (related to performance) and 122 (related to the Eligible Training Provider List), and at 20 (CFR 677.230 and 20 CFR 680.400 through 680.530). These regulations are an unduly burdensome requirement for the collection and reporting of performance outcomes for all students above and beyond WIOA participant students, participating in training programs listed on Wyoming's Eligible Training Provider List (ETPL).

The ETPL federal requirements are creating a hardship for many training providers, including the technical colleges, resulting in decreased numbers of providers adding their programs to the ETPL. Many training providers do not have existing staff to perform the data gathering processes required to submit program information and performance data and cannot justify hiring additional staff. The regulations and related performance measures requiring providers to include "all students" cohorts also interfere with FERPA laws. Providers do not currently have students complete releases for data gathering purposes. DWS has one staff member providing technical assistance to training providers in an effort to reduce hardships relating to collecting provider and program data. However, these issues have led to Wyoming having less training providers on the list.

Due to the size, population and the demographics of Wyoming, there are already limited training resources available to individuals. The administrative burden of the regulations and performance measures will decrease the number of providers and programs on Wyoming's ETPL and negatively impact consumer choice in an area with current limited options.

This waiver request will assist Wyoming to further develop its workforce while continuing to focus on innovative strategies for a demand-driven workforce.

**Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Serving Employers, or has any other metrics to assess employer engagement, describe the measure or metric as well.**

The Wyoming Workforce Development Council (WWDC) selected Employer Penetration and Retention with the same Employer 2nd & 4th quarter after exit as Wyoming's focus for the Effectiveness in Serving Employers performance pilot indicators. Wyoming has placed an emphasis on business engagement and outreach to promote business services that can assist employers with recruitment and retention strategies. Workforce Center Managers are coordinating outreach efforts in various forms, such as monthly goals to ensure local areas have strategies to increase awareness of labor exchange services offered at the American Job Centers. Two (in-person and hybrid) Business Representative and Rapid Response training opportunities were provided and included Trade Adjustment Act (TAA). Services are also coordinated with Vocational Rehabilitation's Employment First Program Consultant to identify businesses that are interested in hiring persons with disabilities. The Employment First Consultant also provides training to

businesses about disability topics on an as-needed basis. The state is not piloting a state-established measure of effectiveness in serving employers and has not developed other metrics to assess employer engagement.

**Include brief descriptions of:**

**(a) Current or planned evaluation and related research projects, including methodologies used.**

Using Weekly Unemployment Insurance Claims Data to Evaluate the Effects of the COVID-19 Pandemic in Wyoming.

In Wyoming, precipitous increases in job losses and initial UI claims from the COVID-19 pandemic were compounded by job losses due to record low oil prices, as West Texas Intermediate crude oil futures for May plunged to -\$40.32 per barrel. Initial UI claims in Wyoming have remained at historically high levels since March. After peaking in April, initial UI claims have mostly trended downward, with the exception of a brief spike in July.

Due to increased interest in UI claims data from policymakers, the media, the general public, and others, the R&P section of DWS began publishing weekly UI claims data, tables, and figures. While most other data sets have various lag times, weekly UI claims data provide a near real-time snapshot of how the COVID-19 pandemic has affected Wyoming.

This section discusses weekly initial and continued UI claims data. An *initial claim* is filed by an unemployed individual after a separation from an employer. The claim requests a determination of basic eligibility for unemployment insurance benefits.

An unemployed individual who has already filed an initial claim and who has experienced a week of unemployment then files a continued claim to receive benefits for that week of unemployment.

This section provides some key findings from two sources: 1) weekly data from the week ending March 21, 2020, to the week ending September 5, 2020, the most current week of data available at the time of this report; and 2) an article on trends in weekly UI claims from the June 2020 issue of *Wyoming Labor Force Trends*.

Weekly claims data are available at <https://doe.state.wy.us/LMI/UI.htm>.

The Wyoming Labor Force Trends is available at <https://doe.state.wy.us/lmi/trends/0620/0620.pdf>.

Selected Key Findings from Weekly Unemployment Insurance Claims Data and “Weekly Trends in Wyoming Unemployment Insurance Claims” are as follows:

1. More men filed initial UI claims each week than women, though both have decreased since the start of the pandemic.
2. The number of women with continued claims decreased at a faster rate than the number of men. This may be an indication that women have had an easier time returning to work than men.
3. Initial claims remain highest in the “unknown” industry, much of which is likely self-employed, independent contractors, or gig economy workers who historically were not

- eligible for UI benefits, but received assistance through the federal Pandemic Unemployment Assistance (PUA) program.
4. Continued claims in mining have persisted at high levels, perhaps suggesting those individuals continue to struggle to find work.
  5. The largest number of weekly initial and continued claimants during the pandemic have been for individuals aged 25-44.

Wyoming is currently exploring a variety of options including a comprehensive Request for Proposal for evaluations. Evaluations are paramount for crafting and executing strategic planning goals and objectives to reach Wyoming's workforce development needs for a thriving economy.

**b) Efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards**

In Program Year 2019, Wyoming served:

1. Title I: 239 adults, 153 dislocated workers, 253 youth aged 14-24 years of age.
2. Title III: 9,312 job seekers, including 590 Veterans.
3. Title IV: 4,504 individuals with disabilities.

Wyoming has increased its efforts to improve employability of individuals with barriers to employment, such as dislocated workers, low income individuals, public assistance recipients, basic skills deficient, and English language learners by working with all partners in the one stop delivery system to maximize resources. Wyoming is currently working on updating the WIOA Policies and Procedures Manuals to strengthen the definitions of the WIOA priority of service, while ensuring it meets the updated specific data validation guidance for the WIOA core programs in accordance with TEG 23-19. Wyoming continues to make significant progress in establishing partnerships while providing targeted outreach efforts.

Outreach Efforts

The Wyoming Workforce Centers have focused WIOA outreach on the identified WIOA priority populations. Each of the twenty American job centers have coordinated their outreach efforts in a variety of ways. They have attended joint staff meetings and networking events with partners. They have also worked closely and assisted with community resources, service organizations, nonprofits and local officials. The American job centers staff are actively involved in their local communities which developed long lasting employer relationships to support the workforce system. This includes regular presentations at:

1. The Department of Family Services
2. Homeless shelters
3. Transitional Living Centers for ex-offenders
4. Probation and parole offices
5. Mental health counseling centers
6. Youth Conferences (specifically had a presence at the Latino Youth Conference)
7. Youth Alternatives
8. Churches

9. Job Corps
10. Adult Education Programs
11. Community Colleges
12. Chamber of Commerce meetings and events (i.e., Business After Hours, Red Carpet events, Job Fairs)
13. High Schools, specifically working with the Dropout Prevention Counselors
14. Division of Vocational Rehabilitation
15. Workers' Compensation
16. Senior Community Services Employment Program (SCSEP)

In Fall 2019, Adult Education and DWS developed and launched a 15-week Project Management Team Training Program for qualified youth. The overall goal of the program was to provide career and training services designed to meet the needs of local employers involved with the Next Generation Sector Partnerships in the Tri-county area of Goshen, Platte, and Niobrara counties. Participants were tasked with developing a Next Generation Sector Partnerships event whereby county health professionals were afforded the opportunity to meet and greet colleagues throughout the three counties. Student interns for this project learned financial management skills, digital literacy, event planning, employability skills, as in school well as academic skills needed to be successful. Interns were paid through DWS Work Experience funds for all their time spent involved with this project. Unfortunately, because of COVID-19 restrictions, the project was temporarily placed on hold until state and local restrictions were lifted. This concept, although incomplete, will be carried forth and hopefully expanded upon in the upcoming fiscal year.

- c) A list of completed evaluation and related reports and links to where they were made accessible to the public electronically.**

[https://doe.state.wy.us/lmi/WIOA\\_2019\\_report.pdf](https://doe.state.wy.us/lmi/WIOA_2019_report.pdf). For a complete copy, the evaluation provided by R&P is made available at the same URL.

- d) State efforts to provide data, survey responses, and timely site visits for Federal evaluations.**

All data, survey responses, and other information related to these projects are and will be available for visits for Federal evaluations.

- e) Any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.**

The R&P data highlighted Wyoming's youth population decreased over the last five years, and the number of youth working decreased by nearly twice as much. See Appendix A (Attached) for general summaries of youth and special populations. With this information, Wyoming conducted a strategic planning session. The areas that were identified were the need to increase the Eligible Training Provider capacity and the ability to serve in-school-youth. Wyoming has requested a waiver to ensure the ability to serve in-school-youth if the need arises on a case-by-case basis.

The state has also begun working on continuous improvement in collaboration with the DWS Liaison to the Wyoming Workforce Development Council (WWDC). Wyoming has made several presentations to the WWDC regarding Eligible Training Providers, and the state is exploring reciprocal agreements. Wyoming is also being more proactive with existing Eligible Training Providers by having discussions

with them on providing new and updated program information to their account on Wyoming at Work. Additionally, Wyoming is working to ensure they understand and comply with uploading annual performance data.

**Describe the state’s approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include: 1) the state’s methodologies; 2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; 4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.**

### **1) The state’s methodologies**

#### **Statewide Surveys for Strategic Planning**

DWS conducted two surveys from late 2019 to early 2020 to gauge customer satisfaction across the various services administered by the agency. The surveys were conducted through the Wyoming Survey & Analysis Center (WYSAC), a University of Wyoming program, and targeted two different groups: 1) individual claimants/clients; and 2) employers. The overarching purpose of this project was to collect data from employers and individuals who have used the Department’s services in the past two years, to help shape the strategic plans of both DWS and the WWDC.

The following outlines the methodology and various components of the two survey instruments:

#### *Questionnaire Development*

The survey instruments for this project were developed through a collaborative effort between DWS and WYSAC. DWS provided WYSAC with a list of questions to be included in the surveys, and WYSAC developed the survey instruments based on these questions. After final approval, WYSAC programmed the questionnaires for online survey administration.

#### *Mode of Contact and Mode of Data Collection*

WYSAC invited potential respondents via email to complete the surveys online utilizing email addresses provided by the Department.

#### *Data Compilation and Analysis*

At close of data collection, the data were exported into SPSS software and checked for consistency, missing data, and prepared for analysis. Analysis was performed, prepared for presentation, and shared with DWS in March 2020.

#### **Wyoming At Work**

Additionally, at the one-stop center level, the state also utilizes an online feedback system that collects data real-time from all individuals and employers who receive services.

**2) The number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate**

**Statewide Surveys for Strategic Planning**

The pool of respondents for the surveys consisted of all employers and individuals believed to have used DWS services in the past two years. A complete list of employer and individual emails was provided to WYSAC, and all who were included in that list were invited to participate in the study.

The initial list of employers consisted of 15,047 email addresses, and the individual list consisted of 69,002 email addresses. For the employer survey, a total of 1,634 surveys were completed by close of data collection, resulting in a response rate of 10.8%. For the individual survey, a total of 3,087 surveys were completed by close of data collection, resulting in a response rate of 4.4%.

It is worth noting that there might have been a significant number of employers and/or individuals included in the list who in fact had not used DWS services as recent as two years back and thus were not as keen, or did not feel qualified to respond. In light of this, the effective response rate may be slightly higher.

All employers and individuals included in the list were sent an email invitation on December 5th, 2019, for the employer survey, and December 19, 2019, for the individual survey. Both surveys were closed by early February 2020, when the response rates slowed significantly. WYSAC sent several email reminders to those who had not responded to the surveys throughout the survey period to encourage additional responses, which correlated to increased survey completion on or around the reminder dates.

**Wyoming At Work**

A total of 949 individuals/employers completed a customer service satisfaction survey in the online job matching system, Wyoming At Work. This has increased significantly from the 408 surveys completed at the time of the last report.

**3) The results and whether the results are generalizable to the entire population of customers**

**Statewide Surveys for Strategic Planning**

See Appendices B and C (attached) for general summaries of the survey results. Please note, these pages are excerpts from the larger survey report, and open-ended responses are not included to preserve confidentiality.

**Wyoming At Work**

The Wyoming At Work online survey has an overall good result. However, improvement continues to be explored. The survey results indicated that 70.9% visited the site for the purpose of a job search, while 1.9% visited for career planning and occupational research. The surveys are geared toward both employers and jobseekers.

Of the responses received, 46.2% of respondents agreed the site was easy to navigate, and 45.6% of respondents indicated their visit to the website was ‘Good’ on a scale of ‘Poor’ to ‘Excellent’. A full excerpt of the survey results can be found in Appendix D.

**4) A description of any continuous improvement processes for incorporating the customer satisfaction feedback.**

**Statewide Surveys for Strategic Planning**

The satisfaction surveys are intended to provide a foundation to shape the Department’s strategic plan moving forward, as well as a baseline for future surveys and strategic plans.

Prior to the COVID-19 pandemic, DWS intended to have a strategic plan drafted by Fall 2020. The demand for DWS’ services required an all-hands-on-deck effort in order to best serve Wyoming people during this challenging time. This altered the timeline for the strategic plan. The Department assembled a Strategic Planning Task Force composed of over 20 employees from across the state. These employees represent various programs and locations in DWS and serve in a variety of management and non-management positions. This group will spearhead the strategic planning effort, emphasizing an employee-driven approach to the strategic plan. Members of the Task Force were nominated by agency leadership as creative leaders (both formally and informally) and will play a critical role in crafting a meaningful plan, creating buy-in, and ensuring the plan is carried out.

The agency was able to kick off its strategic planning effort in August 2020, when executive leadership met to establish the mission and vision for the agency:

- **Mission:** Collaborating to support a thriving workforce and economy.
- **Vision:** Leading workforce innovation and investing in employee development today, for a stronger tomorrow.

The Strategic Planning Task Force met for the first time in October 2020. This group used the mission, vision, and survey results to create measurable goals for the agency that will respond directly to the responses and needs identified in the surveys. Upon approval, project planning will begin immediately at the program level to align with the goals and strategies outlined in the plan.

The Department-wide strategic planning effort will guide DWS’ proactive work in the longer term, as the plan will span three years.

**5) Progress made in achieving the state’s strategic vision and goals, as described in the state’s Unified or Combined State Plan, for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.**

The following outlines the vision and goals outlined in the Unified State Plan submitted by DWS:

- **Vision:** Wyoming’s workforce development system will be fundamental in supporting robust regional and state economies and in producing a high-quality workforce valued by Wyoming employers.
- **Goal 1: Ensure Wyoming employers have access to a skilled, high-quality workforce in today’s changing economy**

Through the Next Generation Sector Partnerships initiative, regional employers have identified talent as one of the greatest needs, and training programs have been developed in the state to meet those needs. These include a dual enrollment program between K-12 and higher education, and the development and implementation of new programs at Wyoming's community colleges. In addition, Wyoming hosts an annual Safety and Workforce Summit to provide education and networking opportunities for employers, and allows employers to directly access economic development, workforce, workforce training programs, and educators.

- **Goal 2: Ensure Wyoming people who want to work have access to an open, streamlined, and effective workforce development system**

The Next Generation Sector Partnerships are working on a talent pipeline initiative wherein they are provided more direct access to available employees and services in a way that better suits their needs. This will give potential employees access to employers in a more efficient, streamlined way.

As the result of WIOA, coordination among the core partners has never been more strong in Wyoming.

- **Goal 3: Ensure all Wyoming Youth have access to opportunities to be career and college ready**

Wyoming's existing career pathways have lended themselves to achieving this goal. Wyoming is now looking to career pathways and connecting youth in more innovative ways by integrating technology youth are more apt to use in the career pathways system, thereby strengthening their ability to be career and college ready. Additionally, Wyoming is working toward developing more apprenticeship opportunities by launching apprenticeships in non-traditional occupations.

- 6) Progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeship), and work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.**

Next Generation Sector Partnerships are partnerships of businesses, from the same industry and in a shared labor market region, who work with education, workforce development, economic development, and community organizations to address the workforce and other competitiveness needs of the targeted industry. Community partners are facing increased pressure to engage industry more deeply. Secondary and postsecondary educational institutions are being called to engage with industry and align their curriculum and programming in new innovative ways; workforce boards are being called upon to increase partnerships with industry through sector partnerships; and economic development organizations are experiencing a renewed interest in talent and skills as keys to economic vitality. Next Generation Sector Partnerships are industry-led (the agendas are based on industry-determined priorities, not public programs); community supported (public partners from workforce development, economic development, education and others work together to convene and support the partnerships); and sustainable over time (since Next Generation Sector Partnerships are organized around the topic that interested business leaders the most and what it takes to ensure that their company thrives- they are sustainable over time). In 2018 Wyoming held a Next Generation Sector Partnerships Academy and invited over 250 business leaders, economic developers, workforce leaders, and educational partners to learn about this innovative model. Since that time, Wyoming has launched 12 partnerships across nine

regions with plans to launch an additional three partnerships this fall. Wyoming launched these partnerships more quickly than any other state. The partnerships are invited to a yearly Next Generation Academy to share best practices and connect with other partnerships in the same industry. As a result of these partnerships, Wyoming businesses have: 1) gained access to students at the secondary level; 2) developed dual enrollment programs; 3) stood up needed apprenticeships; and 4) stood up needed programming at the Community College level, to name a few. Please see Appendix A for a more comprehensive list of successes of Wyoming's sector partnership initiative. It is important to note this is not an exhaustive list of successes as this would be a full, independent report.

## **Apprenticeship State Expansion**

DWS was awarded \$641,075.32 for a project entitled Apprenticeship State Expansion with a period of performance from July 1, 2019, through June 30, 2022. The ASE team partnered with key stakeholders and built off established workforce development efforts in Wyoming. System-level advancements include completion of a statewide strategic plan to integrate apprenticeship as a key workforce development strategy, and enhancing the capacity of state and local staff to conduct outreach and work with employers to start new programs and create coordinated business engagement strategies. Expansion efforts align with the state's educational attainment goals as well as economic development strategies, integrate with current state efforts, and have begun new work to support rapid apprenticeship program development and enrollment. A formal outreach and communication campaign launched to continue expansion efforts and is layered with a state funded grant incentive to bolster interest for employers and potential sponsors.

The program-level accomplishments include defined technical assistance for employers through ASE and DWS staff, coordination efforts with the Office of Apprenticeship (OA), plans for recruitment, screening, and enrollment of registered apprentices, including those from underrepresented populations, such as women, youth, communities of color, Native Americans, Veterans, and persons with disabilities; and a process for on-the-job learning reimbursement for employers for new apprentices.

During the 2020 Wyoming legislative session, a bill was brought forward titled "Wyoming Learning and Work Program" that failed in committee. The bill was designed to stand up a funding structure to support internships and work-based learning programs. As a result, the Wyoming Department of Education (WDE) pulled together an Apprenticeship Workgroup. The Apprenticeship Workgroup is composed of representatives from WDE, the OA State Director, RAP Sponsors, the Wyoming Community College Commission, and the DWS ASE team. Its focus is to expand educational opportunities, work-based learning, and related training. WDE also created a host of work-based learning resources for Wyoming employers and educational institutions. In June 2020, WDE presented to the Joint Education Interim Legislative Committee on Work-Based Learning opportunities reported by local education agencies statewide. Apprenticeship data was shared with the Committee, however, in later discussions with OA, none of the programs reported are registered with DOL. Plans are underway to provide outreach to local education agencies in collaboration with WDE to develop common definitions for apprenticeship programs in Wyoming. Connecting the apprenticeship programs with employers and educational institutions could also lead to pre-apprenticeship development.

Additionally, conversations with WDE led to the determination that it would be a good fit for coordination of the Apprenticeship Workgroup to come through the ASE team and expand membership

to include representatives such as the WIOA Program Manager, an EAEC member, and other state and local stakeholders.

In 2012, the Wyoming Workforce Development Council developed a privately funded, nonprofit entity, the Wyoming Workforce Innovations Foundation. The Foundation's current purpose is to assist participants with funding when, due to federal guidelines, funding is not available.

The Senior Community Service Employment Program (SCSEP), in partnership with the Strategic Planning and Performance Team of the Wyoming Department of Workforce Services, conducted a survey of SCSEP participants, host agencies, and referring agencies across the State. The purpose of the survey was to measure program satisfaction, determine service needs for seniors in Wyoming, how well those needs are being met, and gather information on how SCSEP can assist Wyoming participants in the most effective way possible.

The Department mailed 119 paper surveys with postage-paid return address envelopes to current and past SCSEP participants. This modality was selected to ensure the highest rate of return, considering the potential for computer literacy issues related to completing an online survey. Of the paper surveys sent, 17 were returned as undeliverable (14%). The Department received 30 paper responses prior to the cutoff of January 10, 2020 (25%)<sup>[1]</sup>.

Through Wyoming 2-1-1, a list of referring agencies, including email addresses, was provided to the Department. An email invitation to complete the survey was initially sent to 414 referring agencies on December 10, 2019. A reminder was sent on January 3, 2020. Of the 414 total invitations, 200 were opened (48%), 179 were left unopened (43%), 28 bounced (7%), and 24 completed the survey (17%).

Using the SCSEP database system, a mailing list was provided listing all host agencies used by the program - a total of 34. Email addresses were not provided by the system. The Department contacted each individual agency to obtain an email address of the contact best suited to complete the survey. The Department was unable to contact one host agency. Therefore, 33 survey invitations were sent to the respondents. The initial invitation was sent on December 10, 2019. A reminder email was sent on January 3, 2020. Of the 33 total survey invitations, 14 were unopened (42%), 11 were opened (33%), eight bounced (24%), and five completed the survey (15%).

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[1] According to research conducted by PeoplePulse, general client satisfaction surveys, with one-follow up and no invite incentive typically yield a less than 10% response rate. (PeoplePulse (Ed.). (2019, July 23). Survey Response Rates. Retrieved February 27, 2020, from <https://peoplepulse.com/resources/useful-articles/survey-response-rates/>)

**If the state has received a small state minimum allotment exception to decrease the minimum out-of-school youth expenditure requirement, describe how the exception has impacted services provided to both in-school youth and out-of-school youth, including specific strategies for serving each population, as well as how the state and/or local area is ensuring serving out-of-school youth remains a priority.**

**The state's performance accountability system, including:**

In Program Year 2019 Wyoming was successful, reaching at least 90% of the negotiated goal, on all Program Year 2019 primary indicators of performance with the exception of one minor deficiency in Employment in the 4th Quarter after Exit for the Wagner-Peyser program at 89.9%.

**a) Any specific state performance measures or goals and progress towards meeting them.**

Wyoming does not have any state specific performance measures or goals for WIOA Adult, WIOA Dislocated Worker, WIOA Youth, or Wagner-Peyser Programs.

**b) Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance.**

Wyoming’s sole deficiency is for Employment in the 4th Quarter after Exit in Wagner-Peyser. The attainment rate is 89.9% of the goal. Wyoming’s drastically increased COVID-19 pandemic related unemployment rate in the 4th quarter of Program Year 2019, combined with limited staffing in its Workforce Centers, has made the full case management model for Wagner-Peyser difficult to maintain.

**Program Year 2019 Performance Indicator Attainment**

<b>Program</b>	<b>Rate</b>	<b>Emp. Q2 after Exit</b>	<b>Emp. Q4 After Exit</b>	<b>Median Earnings</b>	<b>Credential Rate</b>	<b>Measurable Skill Gains</b>
Adult	Neg. Rate	71.0%	69.8%	\$6,196	58.0%	Baseline
Adult	Actual Rate	77.8%	76.8%	\$7,375	73.4%	69.2%
Adult	% of Goal	109.6%	110.0%	119.0%	126.5%	N/A
Dislocated Worker	Neg. Rate	79.0%	77.0%	\$7,306	67.0%	Baseline
Dislocated Worker	Actual Rate	90.0%	84.8%	\$7,714	70.0%	82.9%
Dislocated Worker	% of Goal	113.9%	110.2%	105.6%	104.5%	N/A
Youth	Neg. Rate	65%	66%	Baseline	58%	Baseline
Youth	Actual Rate	70.1%	66.7%	\$2,920	56.6%	64.8%
Youth	% of Goal	107.8%	101.0%	N/A	97.5%	N/A
Wagner-Peyser	Neg. Rate	68%	68.2%	N/A	N/A	N/A
Wagner-Peyser	Actual Rate	63.3%	61.3%	N/A	N/A	N/A
Wagner-Peyser	% of Goal	93.1%	89.9%	N/A	N/A	N/A

Program	Rate	Emp. Q2 after Exit	Emp. Q4 After Exit	Median Earnings	Credential Rate	Measurable Skill Gains
Adult Education	Neg. Rate	Baseline	Baseline	Baseline	Baseline	56%
Adult Education	Actual Rate	51.95%	52.35%	\$3,954.90	9.09%	55.05%
Adult Education	% of Goal	N/A	N/A	N/A	N/A	98%

**c) The state’s common exit policy, including which ETA-funded partner programs are included in the state’s common exit policy.**

A common exit occurs when a participant who is enrolled in multiple DOL administered partner programs has not received qualifying, participant-level services from any DOL administered program listed below for at least 90 consecutive calendar days, and no future services are planned (with the exception of self-service, information-only activities, or follow-up services).

A participant is only exited when all the criteria for exit is met for the WIOA titles I and III Core and Trade programs. The WIOA title I and title III core programs, along with the Trade Act, are:

1. WIOA title I Adult Program;
2. WIOA title I Dislocated Worker Program;
3. WIOA title I Youth Program;
4. Wagner-Peyser Act Employment Service Program;
5. Trade Adjustment Act (TAA)

Wyoming is in the process of updating the state’s common exit policy after receiving feedback from Teresa Theis, Performance and Reporting Analyst.

**d) Negotiated performance levels for local areas for titles I and III core programs for program years 2019-2020.**

Wyoming is a single area state and, as a result, does not have local areas. Below are the negotiated performance levels for Wyoming for program years 2019-2020.

**Employment Second Quarter After Exit**

Program	PY 2019 Negotiated Level	PY 2020 Negotiated Level
Adult	71%	80%
Dislocated Worker	79%	84.1%
Youth	65%	65.1%
Wagner-Peyser	68%	64.5%

### Employment Fourth Quarter After Exit

Program	PY 2019 Negotiated Level	PY 2020 Negotiated Level
Adult	69.8%	75.5%
Dislocated Worker	77%	78%
Youth	66%	70%
Wagner-Peyser	68.2%	67.8%

### Median Earnings Second Quarter After Exit

Program	PY 2019 Negotiated Level	PY 2020 Negotiated Level
Adult	\$6,196	\$6,900
Dislocated Worker	\$7,306	\$7,450
Youth	Baseline	\$2,821
Wagner-Peyser	\$5,400	\$5,251

### Credential Attainment Rate

Program	PY 2019 Negotiated Level	PY 2020 Negotiated Level
Adult	58%	60%
Dislocated Worker	67%	57%
Youth	58%	51.5%
Wagner-Peyser	N/A	N/A

### Measurable Skill Gains

Program	PY 2019 Negotiated Level	PY 2020 Negotiated Level
Adult	Baseline	76.7%
Dislocated Worker	Baseline	78%
Youth	Baseline	70.3%
Wagner-Peyser	N/A	N/A

### Effectiveness In Serving Employers

Measure	PY 2019 Negotiated Level	PY 2020 Negotiated Level
Employer Penetration	Baseline	Baseline
Retention with the same Employer 2nd & 4th quarter after exit	Baseline	Baseline

- e) **The state’s approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.**

For Titles I and III (WIOA Adult, DW, Youth, WP), annually, or upon special request, reporting and monitoring staff generate a statistical sampling of participant files in the Adult, Youth, Dislocated Worker, and Wagner-Peyser programs using the PIRL Data Sampling Tool available in the Wyoming at Work Administration Module. This tool employs random statistical sampling methods to generate a list of files to be validated. The table below describes the sampling rate:

Program	Sample Size
Adult	20%
Youth	20%
Dislocated Worker	20%
Wagner-Peyser	5% sample; 25 random files within the 5% sample pool

Participant sampling is selected statewide from exited participants within the prescribed Program Year. Participants that are still in follow-up are excluded.

The data validation was performed for program year 2018. There were a total of 4,300 data elements that could be selected for validation. Not every data element is applicable to every participant, thus 2,956 data elements were validated with an overall error rate of 12%. The table below describes the most recent data validation statistics.

<b>Program</b>	<b># of Files Validated</b>	<b>Error Rate</b>
Adult	83	12%
Youth	77	13%
Dislocated Worker	15	13%
Wagner-Peyser	25	0%
<b>Total</b>	<b>200</b>	<b>12%</b>

To improve data quality, training is being developed to target data elements flagged with a high rate of failure. This targeted training will be delivered to the One-Stop Career Center Staff throughout this program year.

**(f) Activities provided by state funds:**

**Activities provided with the funds reserved by the governor, which can be up to 15% of the state’s allotment.<sup>2</sup> In this section of the narrative, states may describe activities undertaken in whole or in part with their Governor’s Reserve and how those activities have directly or indirectly impacted performance.**

**Rapid Response activities and layoff aversion, which may include: Data on number of companies served and number of individuals served.**

Wyoming takes a unique approach by treating all layoffs, no matter the size, as a Rapid Response since the state has minimal qualifying events. With this strategy, Wyoming’s Rapid Response Team has contacted 98 affected employers, including approximately 4,763 employees, through attempted efforts to provide Rapid Response services. The state has been able to provide informational sessions, including Rapid Response packets, to approximately 2,488 employees. Due to the pandemic, 774 of the packets were disseminated to dislocated workers in electronic correspondence.

**f) Discussion of strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment in the Trade Adjustment Assistance and Dislocated Worker programs.**

In October and November of 2019, the state held two different training sessions for Business Representatives with a focus on Rapid Response and the Trade Adjustment Act (TAA). The training opportunities gave staff a variety of resources and tools to utilize during outreach for Rapid Response services, including layoff aversion strategies. During the pandemic, the American Job Centers have been

utilizing a Virtual Rapid Response Webinar on a recurring basis to reach the mass number of dislocated workers. The alternative approach has met the needs of employers during these unprecedented times.

**g) Discussion of layoff aversion strategies, including any metrics/outcomes developed and/or tracked by the state with respect to layoff aversion, such as return on investment or measures showing the economic benefits of Rapid Response and layoff aversion.**

The Rapid Response Program served employers and employees where announced business closures and layoffs were occurring and where aversion efforts were unsuccessful. During the program year, Wyoming experienced numerous layoffs in the retail, coal, oil and gas, and service industries. Rapid Response was conducted by the local workforce centers in coordination with the Unemployment Insurance (UI) Division, Adult Basic Education, Wyoming Insurance Commission, and community resources to assist affected employees as requested by employers. Wyoming doesn't experience many formal Worker Adjustment and Retraining Notifications (WARN) since it offers Rapid Response services to all employers experiencing layoffs.

Wyoming received approval from the Governor to move forward with a Request for Proposal (RFP) as a layoff aversion strategy to purchase a Mobile Workforce Unit, including a half-time Rapid Response Program Manager to operate the unit from a centralized location to various locations in Wyoming. However, due to the pandemic, this has been placed on hold since virtual delivery has been the prominent method for promoting employment and training services. The Mobile Workforce Unit is still a future strategy for expanding services since it will assist Wyoming communities with the importance of providing a more coordinated set of talent development solutions for their business and the constant changing of industries such as coal, retail, etc. A mobile unit would assist with integrating business services including business engagement across workforce and economic development. The mobile unit can be utilized in a multitude of other workforce related events such as outreach, job fairs, informational sessions, natural disasters, etc.

**h) Discussion of how Rapid Response and layoff aversion activities are aligned with business engagement, sector strategy, and career pathway efforts, which may include a discussion of any systems, tools, networks or approaches designed to identify companies in distress and strategies to deliver necessary solutions as early as possible, as well as outcomes of the use of such systems or tools.**

The Layoff Aversion Grants were designed to quickly provide assistance to businesses affected by the pandemic. Grants of up to \$5,000 per business were available. The opportunity assisted Wyoming businesses with innovative solutions to decrease the amount of time for layoffs and/or avert layoffs during the crisis by assisting businesses during the COVID-19 crisis. \$133,774.55 was awarded in grants to 38 businesses. The Wyoming Business Council has taken over these grants, and now offers the Business Relief Program to provide assistance to businesses impacted by COVID-19. Here's a success story of the Layoff Aversion Grants:

For nearly nine years, Pizzeria Caldera has brought a taste of Italy to Jackson Hole with its thin-crust, Neapolitan-style pizzas. Now, said Chris Hansen, who owns the pizzeria with his wife, Miga Rossetti, the country can get a taste of Jackson Hole as Caldera launches a frozen pizza business under the name Jackson Hole Free Range Pizza.

The idea had been brewing for a while.

“About six years ago I received a call from a woman who asked if I could send her some pizzas,” said Hansen.

She and her husband ate at Caldera one summer and he swore it was the best pizza he’d ever had.

“We par-baked, froze, wrapped and shipped them with dry ice,” said Hansen. “We’ve been shipping pizzas to family and friends ever since.”

That got Hansen thinking about the possibilities of the frozen pizza business. But other things came up and he put it off.

Then came the coronavirus pandemic. Like many restaurants in Jackson and across the country, Pizzeria Caldera first closed its dining room and then closed completely for April.

While in the throes of managing the crisis, the couple learned the Wyoming Department of Workforce Services offered grants to help businesses keep employees working and off unemployment during the shutdown. Recognizing an opportunity, they applied for and received a grant. They purchased a new freezer, shrink-wrap machine and shipping supplies and rebuilt their website with Shopify. They immediately started selling frozen pizzas online and shipping them nationwide.

Sales from Jackson Hole Free Range Pizza may potentially smooth out the off-season dips and provide a safety net should there be another shutdown. Frozen pies are sold in packs of three and four and shipped free nationwide. They’ve also been accepted by the online food distribution site Goldbelly.

Local customers can buy frozen pizzas just like they do fresh ones: at the counter, by phone or online. Frozen pies will soon be available at Aspens and Pearl Street markets.

“We’ve also pledged to donate 10 frozen pizzas to Hole Food Rescue for every 100 frozen pies we sell,” Hansen said.

As of early July, Jackson Hole Free Range Pizza had donated 60 frozen pizzas since May 1.

*Source:* [https://www.jhnewsandguide.com/special/business\\_focus/pizzeria-caldera/article\\_12ddaa09-b01b-58ff-b8f4-a16056b6dcfa.html](https://www.jhnewsandguide.com/special/business_focus/pizzeria-caldera/article_12ddaa09-b01b-58ff-b8f4-a16056b6dcfa.html)

Wyoming has been exploring a new way of doing business through the Talent Transition Project in collaboration with the Rapid Response Team. Before the pandemic, Next Generation Sector Partnerships across Wyoming had growing talent needs. With the pandemic, many more people have become available

who could potentially fill those needs. Partnerships have been asked if they would like to participate in the Talent Transition Project, to receive targeted assistance from Wyoming's Rapid Response System to locate, refer, train, and otherwise support the transition of people into their industries. Five Partnerships have agreed to be part of the first group: 1) Albany county(manufacturing); 2) Converse/Natrona counties (construction); 3) Fremont county (health care); 4) Northeast (construction and perhaps health care); and 5) Southwest (manufacturing).

The goal is to help companies, workers, and communities benefit immediately, but also demonstrate how Wyoming's state government and local institutions can work with the private sector to advance the economic vitality and diversification of the state's regions. The implementation plan to roll out this new business approach for workforce development is in the beginning stages. However, the interest and involvement is very promising for positive results.

**i) Discussion of specific types of services or workshops provided to both companies and affected workers.**

During the pandemic, Wyoming started utilizing Virtual Rapid Response Webinars as a normal strategy to connect dislocated workers to re-employment and training services, including virtual job fairs and virtual town halls for job seekers and employers. The Town Halls have provided timely education on changing programs as a direct result of the pandemic. As another example of outside-the-box service delivery, a drive through job fair was offered at the Workforce Center to promote mass job opportunities. Rapid Response activities are carried out by the American Job Centers, as designated by the state, in conjunction with local area partners such as Adult Basic Education and other stakeholders. Rapid Response presentations are customized to fit the needs of the employers and vary depending on the local and regional economy. Some Rapid Response presentations include job fairs of similar industries and/or transitional career opportunities to assist with layoff aversion. The American Job Centers have developed a great rapport with Unemployment Insurance partners. So, depending on the Rapid Response need or timing they are readily available to Rapid Response Teams in various modalities, such as via teleconference, Google Hangout, and in-person. Wyoming is also exploring Virtual Job Fair modules for its statewide Management Information System (MIS). The American Job Centers encounter some reluctance from employers on providing informational sessions to staff being affected by layoffs so innovative and personalized sessions are offered through various methods.

**j) Activities provided under the Wagner-Peyser Act Employment Service section 7(b) (e.g., services to groups with special needs or extra costs of exemplary models for delivering services).**

For the period of July 1, 2019, to June 30, 2020, the program assisted 44 active participants to search for jobs in Wyoming. The program experienced a very unique year. Prior to the COVID-19 crisis, with the booming economy nationally and record low national unemployment, it was hard to lure participants away from their stable, well-paying jobs to move to Wyoming. With the outbreak of COVID-19 in early 2020, the program started to receive very few new enrollments and no placements were made.

As Wyoming and the country start to recover from the impact, the Wyoming Grown program will be there to promote Wyoming and its opportunities to the newly mobile workforce.

Wyoming Grown is part of the partnership between the Wyoming Business Council, DWS, and the Office of Tourism that will be working to develop and deploy a recruitment strategy and marketing campaign, targeting the millions of Americans who are seeking life and work outside of urban areas. Wyoming's unique position as the least populated state combined with wide open spaces and abundant outdoor recreation opportunities provide the perfect backdrop to capitalize on this nationally.

A combination of the coronavirus pandemic, economic uncertainty, and social unrest is prompting waves of Americans to move from large cities and permanently relocate to more sparsely populated areas. The trend has been accelerated by technology and shifting attitudes that make it easier than ever to work remotely. Citizens of all ages and incomes are moving in record numbers to suburban areas and small towns.

The program is already seeing an uptick in participants interested in Wyoming. The program has changed the process of personal recruiters to the high demands on the Workforce Centers and will not be assigning participants to Business Representatives, but will be managed through the Program Coordinator.

**k) Any National Dislocated Worker Grants (DWGs) awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs, as well as how the DWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.**

In April 2020, the state of Wyoming was awarded \$200,000 for a National Dislocated Worker Grant (DWGs), Wyoming COVID-19 Employment Recovery. The funding offers assistance with career and training services to assist dislocated workers during these unprecedented times. A portion of the National Emergency Grant has coordinated with Rapid Response and dislocated workers by providing Disaster-Relief Employment opportunities of up to 500 hours to assist with layoff aversion strategies for employment and training goals. During this time period, Wyoming was able to enroll 23 individuals, with an additional three in disaster relief employment opportunities.

The Partnerships for Opportunity and Workforce and Economic Revitalization (POWER) Initiative was awarded to the state with funding of \$2 million dollars, with \$1,080,465.00 initially based on conditions of performance. This funding was originally for the period of performance from January 2, 2017, through September 30, 2019. This initiative, as the result of coal mine layoffs, resulted in a number of coordinated efforts under Rapid Response activities. Eligible participants under this grant opportunity were co-enrolled in Wagner-Peyser and WIOA. WIOA policies and procedures were followed in the enrollment, training, and career development of those eligible participants. A grant modification in September 2019 followed additional layoffs in the state resulting in a period of performance extension until June 20, 2021. The approval of this period of performance extension will assist Wyoming in supporting the current workers affected by the Blackjewel mine layoff, with no additional funding being requested at this time. In July 2020, 700 workers were laid off and over a course of months seven clients entered training. For a while, the total number of participants hovered at 28, and recently has experienced new interest from dislocated workers in the coal industry as the job opportunities and continual decline become more apparent to the workforce. As a result of this, and the participant count almost doubling to 57, Wyoming is in process of requesting an additional extension of the grant to accommodate the dislocated workers' employment and training service needs for the transition.

**l) Any technical assistance needs of the state workforce system.**

Wyoming continues to work with Clifftin Atkinson, Wyoming's Federal Project Officer, and Teresa Theis, Performance and Reporting Workforce Analyst, on Measurable Skill Gains and Credential Attainment Rate for technical assistance. Wyoming is also interested in case management technical assistance for field staff when the opportunity becomes available to states.

- m) Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state's evaluation and related research projects. This discussion should cover a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment, or other populations the state may wish to discuss.**

#### Veteran - Jobs for Veterans State Grants( JVSF)

The Evanston Workforce Center's Disabled Veteran Outreach Program Specialist (DVOP) had the opportunity to provide services to a disabled United States Marine Veteran. This Veteran served our country for thirteen years prior to being injured during Operation Desert Storm. Upon his return from service, he struggled with alcohol and controlled substances, which eventually led to his incarceration.

After serving his time, he was released from prison with a new mindset and focus. He decided to take every opportunity to better himself. His experience and training in the military has given him the education and skills to make him a very knowledgeable and qualified automotive mechanic. Once he relocated to Evanston he had a tremendously difficult time finding full-time employment in the automotive industry. The Evanston DVOP reached out to him to provide guidance and assistance. He worked extremely hard to build rapport and trust with the Veteran while actively searching and personally contacting all local automotive industry employers. After months of hard work, the Evanston DVOP introduced the Veteran to an employer which resulted in him being hired at an Evanston car dealership.

The DVOP provided numerous resources to assist this Veteran, to include an introduction to the VA clinic. Meeting with the VA clinic allowed him access to medical care and to utilize entitled benefits for which he was unaware existed. This Veteran continued to contact the DVOP at the Workforce Center since being hired. In March of 2020, he contacted the DVOP with disappointing news of his hours being cut due to the COVID-19 pandemic. The Veteran was concerned about the possibility of not being able to pay his bills and was uncertain if he qualified for any unemployment. He was reassured that he would continue to be helped by the DVOP and was given unemployment information. The Veteran was personally assisted with filing a successful claim while he continued to work very limited hours at the dealership. This was a way for him to supplement his unemployment with his limited hours to still make ends meet.

In May of 2020, the Veteran called the Evanston DVOP to thank him and let him know that the additional benefits assisted him to stay current on all his bills. He was still a little concerned that if things continue to remain the same he would have some troubles with his rent. The Evanston DVOP heard this concern and began to contact other partnering agencies, to include the Volunteers of America (VOA). Due to the pandemic, the VOA had been allocated additional funding for Veterans struggling with housing costs. After contacting and scheduling a meeting for the Veteran with the VOA he was immediately provided

access to the program and rental payment relief. The Veteran is doing well and continues to refer other Veterans to the local DVOP for services and assistance.

### Sharlene - Adult (WIOA)

Sharlene came into the Evanston Workforce Center at the beginning of the year inquiring about possible assistance for CNA training. She resides in a rural area of Uinta County, where the CNA job opportunities are in high demand. Sharlene and her Case Manager discussed the available opportunities through the WIOA Adult Program. Once she was found eligible for the program, the Case Manager assisted her with getting enrolled into the CNA Program at Western Wyoming Community College.

Unfortunately, prior to the end of training, her clinicals were postponed due to COVID-19. Sharlene continued to study and self-develop while waiting for clinicals to be rescheduled. During the waiting process her marriage was in disarray as her spouse was arrested for domestic abuse. She immediately moved out of her home and was living in a domestic abuse shelter. All of these obstacles still could not deter her from achieving her goals and she knew she still had to continue her training and prepare for the CNA test.

Sharlene was extremely motivated and determined throughout the training process. This allowed her to complete all required training tasks while simultaneously achieving all of her WIOA goals and objectives. Due to her dire situation and need for medical assistance she contacted her CNA program instructor who was able to reschedule her CNA licensure exam for a week later. Her drive and resiliency allowed her to pass her CNA exam and line up several job interviews in her area. One thing she expressed to the Case Manager was that “I will not let him take this away from me.” Sharlene is a true example of the great people served in the WIOA program. Her story is inspiring and life changing.

### Christina - Small Business Owner

While conducting community outreach in the local area, the Case Manager for the Rawlins Workforce Center was introduced to the owner of a small trailer park and the Washboard Laundromat. This locally owned small business was on the verge of closing and needed immediate assistance. The business owner, named Christina, was going to lose her only source of income and did not know of any assistance available to her. She scheduled an appointment with the Rawlins Workforce Center where the Case Manager assisted Christina with filling out and submitting the business relief program application. The Case Manager also assisted Christina with applying for the Mitigation Fund to receive assistance with her trailer park. During the meeting, Christina discussed concerns about her tenants not having the means to pay their rent. A couple of weeks later Christina was approved for the first round of the business relief fund and the Mitigation Fund, which allowed her to keep her laundromat and trailer park open. The Case Manager also worked with Christina’s referrals to set up appointments and discuss available assistance. The Case Manager was able to assist several of her tenants with applying for the Housing Relief Program. This turned out to be very beneficial as they were all approved for this benefit, thus bringing income back into the trailer park. The Case Manager was also able to refer several of her tenants to the WIOA program for additional services.

Since these services were provided, Christina has been doing extremely well and has not needed additional services from the Workforce Center. She still maintains communication with her Case Manager and sends

referrals when she comes across someone in need. She is a positive influencer in the community and advocates for the Workforce Center every chance she gets.

#### Owen - Coal Grant Recipient

Owen Mathews, now age 47, was laid off from one of the coal mines near Gillette on March 31, 2016. He was one of nearly five hundred miners who were laid off when two of the largest mines closed in Campbell County. During that time, Owen was working as a production technician. Prior to that, he had been a pit superintendent for twelve years at a different mine. Owen also has an Associate Degree in Mining Technology, which indicates his vast knowledge and acceptance in mining.

Unfortunately, due to the inconsistency and decline in the demand for coal in recent years, Owen decided he would like to change careers and become a Registered Nurse. Owen held an EMT certification for 10 years but had never been employed in the medical field. Owen began the process of his career change by attending several classes and eventually becoming a Certified Nursing Assistant (CNA). He accepted a position in a nursing home while he took pre-requisite classes at Gillette College for a Nursing Degree. It is an extremely competitive process and Owen was accepted into the Gillette College of Nursing Program.

Throughout his entire transition process Owen remained in contact with his Case Manager in the Gillette Workforce Center for guidance and WIOA funding for training. Since Owen was making less than half of his original pay as a CNA, he remained eligible for training as a Dislocated Worker. Due to his specific situation this also allowed him to be eligible for the special Coal Grant funding. The WIOA Coal Grant funds assisted Owen in obtaining his Associate Degree in Nursing. Owen graduated from the two-year program in May 2019. He continued to work part-time as a CNA during his first year of school, and as an LPN during his second year of school with the assistance of his Case Manager and the WIOA program. Owen has now been accepted into an RN position with Campbell County Health upon passing the state boards for Registered Nurse.

#### Jayne - Temporary Assistance for Needy Families (TANF/POWER)

The Workforce Specialist was assisting a POWER client named Jayme who had several significant barriers that required intensive case management. She wanted to make a career change into a job that could accommodate her needs and personal challenges. During this time, Jayme was in the first semester of the Dental Hygiene Program at Sheridan College. She previously completed a year of her prerequisites by utilizing scholarships, grants, and loans.

The Case Manager assisted Jayme with co-enrollment in the WIOA Program to possibly assist with tuition costs. After applying and being approved for the WIOA Program, Jayme was able to utilize her POWER and WIOA benefits to assist her. The WIOA Program was able to assist Jayme with her schooling costs to allow her to focus on her education and training while not having to worry about debt. Jayme was also able to find employment at the local jail as a control operator. This part time job, combined with her POWER program payments, enabled Jayme to pay her rent and her bills monthly.

The partnership between the POWER Case Manager and the WIOA Case Manager was instrumental in the success of Jayme and allowed her to focus more time on her son, who had been diagnosed with an Autism Spectrum Disorder. After all of her hard work and dedication, Jayme passed her boards and accepted a position as a Dental Hygienist in Miles City, MT.

#### W. Metz- Vocational Rehabilitation and WIOA

W. Metz was a young woman who was enrolled in the WIOA program at the Rawlins Workforce Center. After working with a Case Manager on supportive services, she began a WIOA Work Experience with the front desk at the Workforce Center assisting with administrative duties. When she first began, she was extremely shy and insecure due to having severe social anxiety.

As time went on and through the support of the workforce center staff she started to become a little less reserved and more comfortable with talking to people. She was extremely committed to her job and her hard work paid off as she was offered temporary employment through Adecco for the same administrative position.

During this transition period of employment and working closely with her Case Manager she became a dual client with Vocational Rehabilitation (VR). As a Vocational Rehabilitation client, her VR case manager assisted her with higher education opportunities. The Case Manager worked with her on researching colleges she was interested in attending, while walking her through the application process. The VR Case Manager took the time to assist her with a FAFSA application which resulted in W. Metz being fully enrolled in college. She has come a long way from when she first started with the WIOA Program and is now more confident and social with all of the public who comes in. She is excited to assist anyone who needs help and is a good advocate for the WIOA and Vocational Rehabilitation Programs.

#### Torrington Workforce Center- Next Generation Sector Partnership

The Next Generation Sector Partnership Project in Torrington, Wyoming was developed to build relationships with local businesses and the workforce Center. This partnership provides job seekers the opportunity to access employment, education, and training. It has been a challenge gaining participation for the Workforces Center's Youth Work Experience Program due to past problems with the participants in the program.

The Torrington Workforce Center teamed up with the local Healthcare Alliance and Eastern Wyoming College to identify some new and improved ways to promote the Next Generation Sector Partnership Program and the WIOA Work Experience Program, while keeping the center's youth fully engaged in the High School Equivalency Certificate (HISEC) program at Eastern Wyoming College. After numerous meetings and discussions, the EWC Adult Education was able to apply and get approved for a grant. This grant would pay the salary of a part-time education coordinator to manage a work experience program for WIOA youth. This program provided the WIOA Program's youth the opportunity to work with the local health care alliance to plan, develop, and execute a social mixer. The social mixer was established as a way for HISEC youth to social network with EWC, gain work experience, and promote the Next Generation Sector Partnership..

In order to be able to participate in the Next Generation Sector Partnership project, the youth participants are required to complete several training steps. These steps include attending a workshop in which they were coached on interviewing, dress attire for interviews, developing a resume and cover letter, and completing an interview. The Torrington Workforce Center ended up with three out of seven youth participants attending and completing the workshop.

The Torrington Case Manager was very involved in the program and maintained a strong working relationship with ECW and local Healthcare Alliance. Over time she built trust and rapport by working with the students, the project leader, and the Adult Education Counselors. This increased contact assisted

in building a relationship and greater communication between the Workforce Center, EWC, local Healthcare Alliance, and the youth involved in HiSEC.

### Adult Education

Adult Education programs in the state began to expand their offerings of Integrated English Literacy and Civics (IELCE) programs, most particularly in the Next Generation Sector Partnership areas identified for Albany county: Construction, Hospitality, and Manufacturing. Through the three main components of these IELCEs, non-native speakers of English were afforded the opportunity to learn the English language using industry specific contextualized materials which integrated workforce preparation activities and services. Industry training, leading to recognized credentials, for these careers was conducted by a local college. The workforce training component of these IELCEs were planned in conjunction with local employers and DWS and were to offer:

- 1) Occupational skills training, including training for nontraditional employment
- 2) On-the-job training
- 3) Incumbent worker training
- 4) Training programs operated by the private sector
- 5) Entrepreneurial training
- 6) Pre-apprenticeships

The onset of COVID-19 created a great disruption to these IELCEs, as those that were in progress were interrupted by college campus closures and those that were planned to launch in Spring were put on hold.

### **o) Any challenges the state workforce system faces, which may include policy, implementation, or other relevant challenge.**

Wyoming applied and received a National Dislocated Worker Grant for the pandemic. However, due to the nature of this National Emergency, would like to request a streamlined approach for states when these types of National Emergencies occur for an automatic increase of funding to assist states navigating these unprecedented times.

Wyoming's remoteness presents challenges due to being a minimally funded state. The ability to provide services to a vast area creates limitations to employment and training services.

Eligible Training Provider reporting requirements continue to be burdensome for the state and its training providers. Wyoming received notification of the waiver ending on June 30, 2021. Wyoming plans on re-applying for a continued waiver after feedback received from numerous training providers. Some training providers haven't followed through with ETPL application submission due to these requirements. The reporting requirements may affect training provider choices to WIOA participants since some providers don't have adequate staff to comply with the performance reporting requirements for Eligible Training Providers. This remains a concern since Wyoming is a rural state with limited providers at the current time, and may sacrifice consumer choice for WIOA clients that will also jeopardize Wyoming's economy.

### **Any strategies/policies relating to Pay-for-Performance contracting, which may include examples.**

N/A

## Youth and Special Populations

Prepared by: M. Moore, Research & Planning, Wyoming Department of Workforce Services, 9/23/20

(Note: supporting tables and figures for this section will be available online at [https://doe.state.wy.us/LMI/WIOA\\_2019\\_report.pdf](https://doe.state.wy.us/LMI/WIOA_2019_report.pdf).)

### I. Youth

Wyoming's youth population decreased over the last five years, and the number of youth working decreased at by nearly twice as much. From 2014 to 2019, the estimated population of individuals ages 15-24 decreased from 78,176 to 78,392 (-4,785, or -6.1%). The number of youth working at any time during the year in Wyoming decreased from 59,886 to 51,571 (-8,315, or -13.9%), according to Wyoming wage records.

There are several possible reasons for the decline in Wyoming's youth population. Wyoming entered a period of economic downturn in 2015 that lasted seven quarters, while at the same time all of Wyoming's surrounding states had growing economies. Some youth may have left Wyoming with parents who lost jobs and found work in another state.

Others may have left the state themselves to seek work in another state. From 2014 to 2019, Wyoming's millennial population decreased by an estimated 7,681 individuals, or 6.0%. Only three other states had greater declines in their millennial populations: Vermont (-9.4%), West Virginia (-6.6%), and Rhode Island (-6.2%). Several studies have discussed millennials exiting rural areas for states with large metropolitan areas; Kumar (2018) stated that, "rural areas lack academic and economic opportunity compared to metropolises."

Prior research from the Research & Planning (R&P) section of the Wyoming Department of Workforce Services has illustrated how Wyoming youth leave the state as they age. In *A Decade Later* (2012), Glover found that from 1992 to 2006, the average five-year retention rate for 18-year-olds with Wyoming as a primary state of wages was 55.8%. The average 10-year retention rate from 1992 to 2001 was just 43.8%. The methodology for this type of reporting is currently being revised for future publication to include data obtained from the University of Wyoming and the Wyoming Community College Commission.

### II. Enrollment, Graduation, and Dropouts

According to school district enrollment and staffing data from the Wyoming Department of Education (WDE), fall enrollment for Wyoming's public schools in 2019/20 was 93,832, an increased of 803 students (0.9%) from the prior year. This marked the first increase after three years of declining enrollment.

The WDE has used the Federal Four-Year Adjusted Cohort methodology established by the U.S. Department of Education since 2009/10. Wyoming's four-year (on-time) high school graduate rate has increased over the last two years, and was at 82.1% in 2018/19, higher than at any point since 2009/10. Graduation rates varied by district. In 2018/2019, the lowest graduation rates were found in Fremont County #14 (51.3%), Niobrara County #1 (56.5%), and Fremont County #21 (57.7%).

From 2010/11 to 2018/19, a total of 9,996 students from grades 9-12 dropped out of Wyoming public schools, an average of 1,111 per year, according to WDE data. The total number of dropouts increased each of the last two school years, with 1,083 in 2017/18 and 1,104 in 2018/19. Male students accounted for 57.8% of all dropouts over the last nine years, compared to 42.2% for female students.

### **III. Individuals with Barriers to Employment and Special Populations**

Note: The data presented in this section on individuals with barriers to employment and special populations include data from the U.S. Census Bureau's American Community Survey (ACS). The Census Bureau has collected a complete enumeration of the country's population every 10 years since 1790, which is known as the decennial census. In more recent decades, the majority of the population was given the "short form" survey instrument, which only collected age, sex, and race, while a sample of the population was given the "long form" of the survey, which also collected socioeconomic and housing data. In 2010, the Census Bureau replaced this long form with the ACS, which collects similar data to the long form but is conducted on a yearly basis rather than once a decade. This yearly collection schedule allows the data to be released in a timelier manner, which is helpful to the entities that rely on Census data, such as federal, state, and local governments, and researchers (U.S. Census Bureau, 2008).

The ACS is sent to approximately 3 million people across the nation per year. The results are released as one-year, three-year, and five-year estimates based on the number of years of data used to create the estimates. The one-year estimates are the most current but are less accurate because the sample used to create them is smaller. Accuracy increases as more data samples are added to the estimation process. The data used for this report are five-year estimates, based on data collected between January 1, 2014, and December 31, 2018. Five-year estimates are the most accurate of those released by the Census Bureau, especially for areas with smaller populations, such as Wyoming, or for studying population subgroups such as age groups or gender (U. S. Census Bureau, 2008). For more information about the ACS, examples of the survey instrument, or instructions of filling out the survey, please visit <http://www.census.gov/programs-surveys/acs>. The data used for this report is from the Integrated Public Use Microdata Series (IPUMS), provided by the University of Minnesota (Ruggles, Genadek, Goeken, Grover, and Sobek, 2015).

#### **A. Poverty**

Poverty is measured by the U.S. government in two ways. The first is referred to the poverty threshold, which is updated annually by the U.S. Census Bureau and used for statistical purposes, such as counting the number of people living in poverty. The second, known as poverty guidelines, are a simplified version of the poverty thresholds, which are used by the U.S. Department of Health and Human Services for administering certain federal programs, such as the Supplemental Nutrition Assistance Program (SNAP). These measurements of poverty vary based on the year and the number of people in the family or household. In 2018, an individual with an income of up to \$12,784 or a family of four with an income of up to \$25,701 would be at or below the poverty threshold (U.S. Census Bureau, 2020).

An estimated 13.4% of Wyoming residents, or 78,202 people, were at or below the poverty threshold in 2018. A sizeable proportion of individuals younger than age 18 (14.4%) were at or below the poverty threshold. Substantial proportions of individuals ages 18-19 (39.4%) and 20-24 (31.3%) were at or below the poverty threshold; however, it should be noted that individuals in these two age groups make up a

large proportion of individuals enrolled in college. A greater proportion of Wyoming females (14.6%) were at or below the poverty threshold than males (12.4%).

An individual who earned up to \$16,619 in a year or a family of four who earned up to \$33,411 would be considered at 130% of the poverty threshold, or 30% more than the poverty threshold. In Wyoming, 17.8% of individuals had incomes within this range in 2018. Again, the highest concentration of these individuals were ages 18-19 (45.5%), 20-24 (36.8%), or younger than age 18 (19.9%). A greater proportion of females (19.3%) were at or below 130% of the poverty threshold compared to males (16.3%).

An individual with earnings up to \$20,454 or a family of four with earnings up to \$41,121 would be considered at 160% of the poverty threshold, or 60% more than the poverty threshold. In Wyoming, 22.5% of all individuals had incomes within 160% of the poverty threshold in 2018. Nearly half (48.4%) of those ages 18-19 had incomes within this range, and 44.2% of those ages 20-24 had incomes within this range. Among individuals ages 65 or older, 20.6% of people had incomes up to 160% of the poverty threshold. Nearly one in four women (24.2%) had earnings within this range, compared to approximately one in five males (20.9%).

## **B. Native American**

American Indians or Alaska Natives (referred to as *Native American* individuals for the purposes of this section) reside in all 23 Wyoming counties, but Fremont County, where the Wind River Reservation is located, had the largest population (21.2%) in 2010, according to 2010 Decennial Census estimates. Please note that these ACS data were not available so Decennial Census estimates were used.

Nearly one-third (32.4%) of the state's Native American population were younger than age 18 in 2018, while approximately 17.1% were age 55 or older. Among Native Americans age 16 or older, 47.9% were employed and working, 8.1% were unemployed, and 41.7% were not in the labor force.

## **C. Veterans**

The Census Bureau (2017a) defines *veterans* as individuals who served in any branch of the United States military during a time of war or peace, for any length of time, at home or abroad. Veterans who are ages 17 or older are included in the ACS statistics. In 2018, there were 46,172 veterans in Wyoming, including active duty. The proportion of veterans increases with age. Only 1.6% of all veterans in Wyoming were younger than 25, while 44.0% of veterans were ages 65 or older.

The United States Department of Veterans Affairs (2015) assigns a disability rating to veterans who received a service-connected disability, defined as "an injury or illness that was incurred or aggravated during active military service." This affects, among other things, an individual's eligibility and priority for medical services. Approximately 19.6% of the state's veterans have some degree of disability rating. The largest proportion had a disability rating of 10 to 20 percent (6.5%).

The degree of disability rating varied by age group. The largest proportion of individuals with a 70% disability rating or higher were ages 35-44 (7.0%), while 7.2% of veterans ages 55-64 had a disability rating of 10%-20%. The largest proportion of veterans with some degree of disability rating were ages 35-44: about one-fourth (24.6%) of veterans in this age group had some degree of disability rating.

## **D. English Proficiency**

In 2018, 93.1% of individuals ages 5 or older indicated they spoke only English. Another 4.8% felt they spoke English very well, 1.2% thought they spoke English well, 0.8% felt they spoke English but not well, and only 0.1% indicated they did not speak English at all.

#### **E. Disability**

Disability, as defined by the Census Bureau (2017b), includes cognitive, ambulatory, independent living, self-care, vision, and hearing impairments. Although a person may have more than one type of disability, they are only counted once for the purposes of this section. Overall, 14.6% of the population who were ages 5 or older had a disability. The proportion of people with a disability increased with age, from 5.4% of individuals ages younger than 18 to 38.1% of individuals ages 65 or older.



# Department of Workforce Services, Employer Survey 2019

## *Final report*

Brian Harnisch, M.B.A., Senior Research Scientist

With assistance of

Bistra Anatchkova, Ph.D., Survey Research Manager

## ABOUT THIS REPORT

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# Introduction

The Wyoming Survey & Analysis Center (WYSAC) at the University of Wyoming contracted with the Wyoming Department of Workforce Services (DWS) in September 2019 to complete a Department of Workforce Services Employer Satisfaction Survey. The survey took place from December 5<sup>th</sup>, 2019 to January 30<sup>th</sup>, 2020. The purpose of this project was to collect data from employers who have used the Department's services in the past two years to help shape the strategic plan of the agency moving forward. Utilizing an email only approach to invite participants to a web survey, the survey was completed by 10.8% of all employers who were included in the list of potential respondents.

## Survey Facts

### Start and End Dates

December 5<sup>th</sup>, 2019 – January 20<sup>th</sup>, 2020

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### Completed Surveys

1,634 total surveys

*1,491 complete*

*143 partial complete (>50%)*

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### Response Rates

### Mean Survey Length

12 minutes 24 seconds

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# Workforce Centers

## 1. Was the Wyoming Department of Workforce Services employee you worked with at Workforce Centers...

### Professional Courteous

		Frequency	Valid Percent
Valid	Yes	330	89.2
	No	8	2.2
	Don't know/Not sure	32	8.6
	Total	370	100.0
Missing	(Seen but not answered)	1	
	System	1263	
	Total Missing	1264	
Total	Total	1634	

### Knowledgeable

		Frequency	Valid Percent
Valid	Yes	323	88.0
	No	13	3.5
	Don't know/Not sure	31	8.4
	Total	367	100.0
Missing	(Seen but not answered)	4	
	System	1263	
	Total Missing	1267	
Total	Total	1634	

### Accessible

		Frequency	Valid Percent
Valid	Yes	322	87.5
	No	16	4.3
	Don't know/Not sure	30	8.2
	Total	368	100.0
Missing	(Seen but not answered)	3	
	System	1263	
	Total Missing	1266	
Total	Total	1634	

**Timely in their response**

		Frequency	Valid Percent
Valid	Yes	312	84.8
	No	20	5.4
	Don't know/Not sure	36	9.8
	Total	368	100.0
Missing	(Seen but not answered)	3	
	System	1263	
	Total Missing	1266	
Total	Total	1634	

**2. Overall how satisfied or dissatisfied were you with the Workforce Centers personnel who helped you?**

		Frequency	Valid Percent
Valid	Very satisfied	251	67.8
	Somewhat satisfied	54	14.6
	Neither satisfied, nor dissatisfied	24	6.5
	Somewhat dissatisfied	11	3.0
	Very dissatisfied	7	1.9
	Don't know/Not sure	23	6.2
	Total	370	100.0
Missing	(Seen but not answered)	1	
	System	1263	
	Total Missing	1264	
Total	Total	1634	

**3. Overall how satisfied or dissatisfied were you with Workforce Centers in general?**

		Frequency	Valid Percent
Valid	Very satisfied	233	63.0
	Somewhat satisfied	69	18.6
	Neither satisfied, nor dissatisfied	30	8.1
	Somewhat dissatisfied	13	3.5
	Very dissatisfied	9	2.4
	Don't know/Not sure	16	4.3
	Total	370	100.0
Missing	(Seen but not answered)	1	
	System	1263	
	Total Missing	1264	
Total	Total	1634	

4. **Were you able to get what you needed from Workforce Centers?**

		Frequency	Valid Percent
Valid	Yes	308	83.2
	No	30	8.1
	Don't know/Not sure	32	8.6
	Total	370	100.0
Missing	(Seen but not answered)	1	
	System	1263	
	Total Missing	1264	
Total	Total	1634	

5. [If NO on question 6 ] **Can you elaborate on why you were not able to get what you needed?**

➡ See Appendices

# Vocational Rehabilitation

## 1. Was the Wyoming Department of Workforce Services employee you worked with at Vocational Rehabilitation...

### Professional Courteous

		Frequency	Valid Percent
Valid	Yes	25	86.2
	No	1	3.4
	Don't know/Not sure	3	10.3
	Total	29	100.0
Missing	Total Missing	1605	
Total	Total	1634	

### Knowledgeable

		Frequency	Valid Percent
Valid	Yes	23	79.3
	No	3	10.3
	Don't know/Not sure	3	10.3
	Total	29	100.0
Missing	Total Missing	1605	
Total	Total	1634	

### Accessible

		Frequency	Valid Percent
Valid	Yes	20	69.0
	No	4	13.8
	Don't know/Not sure	5	17.2
	Total	29	100.0
Missing	Total Missing	1605	
Total	Total	1634	

### Timely in their response

		Frequency	Valid Percent
Valid	Yes	21	72.4
	No	4	13.8
	Don't know/Not sure	4	13.8
	Total	29	100.0
Missing	Total Missing	1605	
Total	Total	1634	

**2. Overall how satisfied or dissatisfied were you with the Vocational Rehabilitation personnel who helped you?**

		Frequency	Valid Percent
Valid	Very satisfied	16	55.2
	Somewhat satisfied	7	24.1
	Neither satisfied, nor dissatisfied	2	6.9
	Somewhat dissatisfied	1	3.4
	Very dissatisfied	1	3.4
	Don't know/Not sure	2	6.9
	Total	29	100.0
Missing	Total Missing	1605	
Total	Total	1634	

**3. Overall how satisfied or dissatisfied were you with Vocational Rehabilitation in general?**

		Frequency	Valid Percent
Valid	Very satisfied	15	51.7
	Somewhat satisfied	7	24.1
	Neither satisfied, nor dissatisfied	3	10.3
	Somewhat dissatisfied	2	6.9
	Very dissatisfied	1	3.4
	Don't know/Not sure	1	3.4
	Total	29	100.0
Missing	Total Missing	1605	
Total	Total	1634	

**4. Were you able to get what you needed from Vocational Rehabilitation?**

		Frequency	Valid Percent
Valid	Yes	20	69.0
	No	3	10.3
	Don't know/Not sure	6	20.7
	Total	29	100.0
Missing	Total Missing	1605	
Total	Total	1634	

**5. [If NO on question 6 ] Can you elaborate on why you were not able to get what you needed?**

➡ See Appendices

## Wyoming at Work

### 1. Was the Wyoming Department of Workforce Services employee you worked with at Wyoming at Work...

#### Professional Courteous

		Frequency	Valid Percent
Valid	Yes	249	84.1
	No	4	1.4
	Don't know/Not sure	43	14.5
	Total	296	100.0
Missing	(Seen but not answered)	3	
	System	1335	
	Total Missing	1338	
Total	Total	1634	

#### Knowledgeable

		Frequency	Valid Percent
Valid	Yes	245	82.5
	No	8	2.7
	Don't know/Not sure	44	14.8
	Total	297	100.0
Missing	(Seen but not answered)	2	
	System	1335	
	Total Missing	1337	
Total	Total	1634	

#### Accessible

		Frequency	Valid Percent
Valid	Yes	242	81.8
	No	8	2.7
	Don't know/Not sure	46	15.5
	Total	296	100.0
Missing	(Seen but not answered)	3	
	System	1335	
	Total Missing	1338	
Total	Total	1634	

**Timely in their response**

		Frequency	Valid Percent
Valid	Yes	243	81.8
	No	8	2.7
	Don't know/Not sure	46	15.5
	Total	297	100.0
Missing	(Seen but not answered)	2	
	System	1335	
	Total Missing	1337	
Total	Total	1634	

**2. Overall how satisfied or dissatisfied were you with the Wyoming at Work personnel who helped you?**

		Frequency	Valid Percent
Valid	Very satisfied	202	67.8
	Somewhat satisfied	37	12.4
	Neither satisfied, nor dissatisfied	19	6.4
	Somewhat dissatisfied	6	2.0
	Very dissatisfied	4	1.3
	Don't know/Not sure	30	10.1
	Total	298	100.0
Missing	(Seen but not answered)	1	
	System	1335	
	Total Missing	1336	
Total	Total	1634	

**3. Overall how satisfied or dissatisfied were you with Wyoming at Work in general?**

		Frequency	Valid Percent
Valid	Very satisfied	185	62.1
	Somewhat satisfied	63	21.1
	Neither satisfied, nor dissatisfied	20	6.7
	Somewhat dissatisfied	14	4.7
	Very dissatisfied	5	1.7
	Don't know/Not sure	11	3.7
	Total	298	100.0
Missing	(Seen but not answered)	1	
	System	1335	
	Total Missing	1336	
Total	Total	1634	

4. **Were you able to get what you needed from Wyoming at Work?**

		Frequency	Valid Percent
Valid	Yes	235	78.9
	No	31	10.4
	Don't know/Not sure	32	10.7
	Total	298	100.0
Missing	(Seen but not answered)	1	
	System	1335	
	Total Missing	1336	
Total	Total	1634	

5. [If NO on question 6 ] **Can you elaborate on why you were not able to get what you needed?**

➡ See Appendices

## Customer Satisfaction Surveys

Start Date: 7/1/2019  
 End Date: 6/30/2020  
 Report Run Time: 9/25/2020

Which type of user best describes you?		
Answer	Number of Times Answered	Percent of Times Answered
Youth (18 years old or less)	14	1.5 %
Jobseeker	861	90.7 %
Employer	8	0.8 %
Labor Market Analyst/Researcher	3	0.3 %
Other	63	6.6 %
		<b>Total: 949</b>

Indicate the primary purpose for which you will be using this information		
Answer	Number of Times Answered	Percent of Times Answered
Job Search	673	70.9 %
Filing for Unemployment	164	17.3 %
Career planning/Occupational Research	18	1.9 %
Locate education or training providers	4	0.4 %
Find employer contact information	19	2.0 %
Research/Reports	2	0.2 %
Planning/Policy making	1	0.1 %
Just looking around	15	1.6 %
Employer looking for candidates	5	0.5 %
Other	48	5.1 %
		<b>Total: 949</b>

It was easy to find information		
Answer	Number of Times Answered	Percent of Times Answered
Strongly Agree	85	9.0 %
Agree	438	46.2 %
Neither Agree or Disagree	302	31.8 %
Disagree	76	8.0 %
Strongly Disagree	48	5.1 %
		<b>Total: 949</b>

The data was easy to understand		
Answer	Number of Times Answered	Percent of Times Answered
Strongly Agree	90	9.5 %
Agree	449	47.3 %
Neither Agree or Disagree	310	32.7 %
Disagree	71	7.5 %
Strongly Disagree	29	3.1 %
		<b>Total: 949</b>

<b>The data met my needs</b>		
<b>Answer</b>	<b>Number of Times Answered</b>	<b>Percent of Times Answered</b>
Strongly Agree	76	8.0 %
Agree	419	44.2 %
Neither Agree or Disagree	364	38.4 %
Disagree	59	6.2 %
Strongly Disagree	31	3.3 %
		<b>Total: 949</b>

<b>Overall, how would you rate your visit with this website?</b>		
<b>Answer</b>	<b>Number of Times Answered</b>	<b>Percent of Times Answered</b>
Excellent	114	12.0 %
Good	433	45.6 %
Fair	169	17.8 %
Poor	75	7.9 %
No Opinion	158	16.6 %
		<b>Total: 949</b>

# Department of Workforce Services Client Survey 2019

## *Final report*

Brian Harnisch, M.B.A., Senior Research Scientist

With assistance of

Bistra Anatchkova, Ph.D., Survey Research Manager

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WYSAC Technical Report No. SRC-2005

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# Introduction

The Wyoming Survey & Analysis Center (WYSAC) at the University of Wyoming contracted with the Wyoming Department of Workforce Services (DWS) in September 2019 to complete a Department of Workforce Services Client Satisfaction Survey. The survey took place from December 19<sup>th</sup>, 2019 to February 19<sup>th</sup>, 2020. The purpose of this project was to collect data from individuals who have used the Department's services in the past two years to help shape the strategic plan of the agency moving forward. Utilizing an email only approach to invite participants to a web survey, the survey was completed by 3,087 of all individuals who were included in the list of potential respondents (all email addresses of clients believed to use any DWS program in the past two years, 69,002 total contacts).

## Survey Facts

### Start and End Dates

December 19<sup>th</sup>, 2019 – February 19<sup>th</sup>, 2020

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### Completed Surveys

3,087 total surveys

*2,825 complete*

*262 partial complete (>50%)*

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### Mean Survey Length

13 minutes 7 seconds

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## Workforce Centers

### 14. Do you think the Wyoming Department of Workforce Services employee you worked with at Workforce Centers was...

#### Professional

		Frequency	Valid %
Valid	Yes	778	87.0
	No	63	7.0
	Don't know/Not sure	53	5.9
	Total Valid	894	100.0
Missing	(Seen but not answered)	6	
	System	2187	
	Total Missing	2193	
Total	Total	3087	

#### Courteous

		Frequency	Valid %
Valid	Yes	787	87.9
	No	60	6.7
	Don't know/Not sure	48	5.4
	Total Valid	895	100.0
Missing	(Seen but not answered)	5	
	System	2187	
	Total Missing	2192	
Total	Total	3087	

#### Knowledgeable

		Frequency	Valid %
Valid	Yes	732	82.1
	No	93	10.4
	Don't know/Not sure	67	7.5
	Total Valid	892	100.0
Missing	(Seen but not answered)	8	
	System	2187	
	Total Missing	2195	
Total	Total	3087	

**Accessible**

		Frequency	Valid %
Valid	Yes	743	83.4
	No	96	10.8
	Don't know/Not sure	52	5.8
	Total Valid	891	100.0
Missing (Seen but not answered)	System	2187	
	Total Missing	2196	
	Total	3087	

**Timely in their response**

		Frequency	Valid %
Valid	Yes	700	78.7
	No	106	11.9
	Don't know/Not sure	84	9.4
	Total Valid	890	100.0
Missing (Seen but not answered)	System	2187	
	Total Missing	2197	
	Total	3087	

**15. Overall how satisfied or dissatisfied were you with the Workforce Centers personnel who helped you?**

		Frequency	Valid %
Valid	Very satisfied	551	61.3
	Somewhat satisfied	152	16.9
	Neither satisfied, nor dissatisfied	70	7.8
	Somewhat dissatisfied	53	5.9
	Very dissatisfied	49	5.5
	Don't know/Not sure	24	2.7
	Total Valid	899	100.0
Missing (Seen but not answered)	System	2187	
	Total Missing	2188	
	Total	3087	

**16. Overall how satisfied or dissatisfied were you with the Workforce Centers in general?**

		Frequency	Valid %
Valid	Very satisfied	508	56.5
	Somewhat satisfied	189	21.0
	Neither satisfied, nor dissatisfied	78	8.7
	Somewhat dissatisfied	53	5.9
	Very dissatisfied	61	6.8
	Don't know/Not sure	10	1.1
	Total Valid	899	100.0
Missing	(Seen but not answered)	1	
	System	2187	
	Total Missing	2188	
Total	Total	3087	

**17. Were you able to get what you needed from Workforce Centers?**

		Frequency	Valid %
Valid	Yes	668	74.4
	No	176	19.6
	Don't know/Not sure	54	6.0
	Total Valid	898	100.0
Missing	(Seen but not answered)	2	
	System	2187	
	Total Missing	2189	
Total	Total	3087	

**18. [If NO] Can you elaborate on why you were not able to get what you needed?**

➡ See Appendices

**19. How did you hear about Workforce Centers?**

➡ See Appendices

## Vocational Rehabilitation

20. Do you think the Wyoming Department of Workforce Services employee you worked with at Vocational Rehabilitation was...

### Professional

		Frequency	Valid %
Valid	Yes	171	88.6
	No	19	9.8
	Don't know/Not sure	3	1.6
	Total Valid	193	100.0
Missing	(Seen but not answered)	1	
	System	2893	
	Total Missing	2894	
Total	Total	3087	

### Courteous

		Frequency	Valid %
Valid	Yes	175	90.7
	No	14	7.3
	Don't know/Not sure	4	2.1
	Total Valid	193	100.0
Missing	(Seen but not answered)	1	
	System	2893	
	Total Missing	2894	
Total	Total	3087	

### Knowledgeable

		Frequency	Valid %
Valid	Yes	157	81.3
	No	27	14.0
	Don't know/Not sure	9	4.7
	Total Valid	193	100.0
Missing	(Seen but not answered)	1	
	System	2893	
	Total Missing	2894	
Total	Total	3087	

**Accessible**

		Frequency	Valid %
Valid	Yes	161	83.4
	No	27	14.0
	Don't know/Not sure	5	2.6
	Total Valid	193	100.0
Missing (Seen but not answered)	System	2893	
	Total Missing	2894	
	Total	3087	

**Timely in their response**

		Frequency	Valid %
Valid	Yes	148	76.7
	No	34	17.6
	Don't know/Not sure	11	5.7
	Total Valid	193	100.0
Missing (Seen but not answered)	System	2893	
	Total Missing	2894	
	Total	3087	

**21. Overall how satisfied or dissatisfied were you with the Vocational Rehabilitation personnel who helped you?**

		Frequency	Valid %
Valid	Very satisfied	137	70.6
	Somewhat satisfied	18	9.3
	Neither satisfied, nor dissatisfied	8	4.1
	Somewhat dissatisfied	9	4.6
	Very dissatisfied	21	10.8
	Don't know/Not sure	1	0.5
	Total	194	100.0
Missing	System	2893	
Total		3087	

**22. Overall how satisfied or dissatisfied were you with the Vocational Rehabilitation in general?**

		Frequency	Valid %
Valid	Very satisfied	129	66.5
	Somewhat satisfied	22	11.3
	Neither satisfied, nor dissatisfied	10	5.2
	Somewhat dissatisfied	14	7.2
	Very dissatisfied	18	9.3
	Don't know/Not sure	1	0.5
	Total	194	100.0
Missing	System	2893	
Total		3087	

**23. Were you able to get what you needed from Vocational Rehabilitation?**

		Frequency	Valid %
Valid	Yes	139	71.6
	No	34	17.5
	Don't know/Not sure	21	10.8
	Total	194	100.0
Missing	System	2893	
Total		3087	

**24. [If NO] Can you elaborate on why you were not able to get what you needed?**

➡ See Appendices

**25. How did you hear about Vocational Rehabilitation?**

➡ See Appendices

# Wyoming at Work

## 26. Do you think the Wyoming Department of Workforce Services employee you worked with at Wyoming at Work was...

### Professional

		Frequency	Valid %
Valid	Yes	952	74.8
	No	84	6.6
	Don't know/Not sure	237	18.6
	Total Valid	1273	100.0
Missing	(Seen but not answered)	27	
	System	1787	
	Total Missing	1814	
Total	Total	3087	

### Courteous

		Frequency	Valid %
Valid	Yes	966	75.9
	No	78	6.1
	Don't know/Not sure	228	17.9
	Total Valid	1272	100.0
Missing	(Seen but not answered)	28	
	System	1787	
	Total Missing	1815	
Total	Total	3087	

### Knowledgeable

		Frequency	Valid %
Valid	Yes	915	72.0
	No	117	9.2
	Don't know/Not sure	238	18.7
	Total Valid	1270	100.0
Missing	(Seen but not answered)	30	
	System	1787	
	Total Missing	1817	
Total	Total	3087	

**Accessible**

		Frequency	Valid %
Valid	Yes	906	71.3
	No	129	10.2
	Don't know/Not sure	235	18.5
	Total Valid	1270	100.0
Missing (Seen but not answered)	System	1787	
	Total Missing	1817	
	Total	3087	

**Timely in their response**

		Frequency	Valid %
Valid	Yes	890	70.0
	No	131	10.3
	Don't know/Not sure	250	19.7
	Total Valid	1271	100.0
Missing (Seen but not answered)	System	1787	
	Total Missing	1816	
	Total	3087	

**27. Overall how satisfied or dissatisfied were you with the Wyoming at Work personnel who helped you?**

		Frequency	Valid %
Valid	Very satisfied	666	51.9
	Somewhat satisfied	190	14.8
	Neither satisfied, nor dissatisfied	135	10.5
	Somewhat dissatisfied	53	4.1
	Very dissatisfied	86	6.7
	Don't know/Not sure	153	11.9
	Total Valid	1283	100.0
Missing (Seen but not answered)	System	1787	
	Total Missing	1804	
	Total	3087	

**28. Overall how satisfied or dissatisfied were you with the Wyoming at Work in general?**

		Frequency	Valid %
Valid	Very satisfied	617	47.6
	Somewhat satisfied	295	22.8
	Neither satisfied, nor dissatisfied	152	11.7
	Somewhat dissatisfied	101	7.8
	Very dissatisfied	105	8.1
	Don't know/Not sure	25	1.9
	Total Valid	1295	100.0
Missing	(Seen but not answered)	5	
	System	1787	
	Total Missing	1792	
Total	Total	3087	

**29. Were you able to get what you needed from Wyoming at Work?**

		Frequency	Valid %
Valid	Yes	909	70.1
	No	273	21.1
	Don't know/Not sure	114	8.8
	Total Valid	1296	100.0
Missing	(Seen but not answered)	4	
	System	1787	
	Total Missing	1791	
Total	Total	3087	

**30. [If NO] Can you elaborate on why you were not able to get what you needed?**

➡ See Appendices

**31. How did you hear about Wyoming at Work?**

➡ See Appendices