



THE STATE  
of **ALASKA**  
GOVERNOR MIKE DUNLEAVY

## Department of Labor and Workforce Development

Office of the Commissioner

PO Box 111149  
Juneau, Alaska 99811  
Main: 907.465.2700

November 6, 2024

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

Dear Secretary Su,

On behalf of the Alaska Department of Labor and Workforce Development and the Alaska Workforce Investment Board, we are pleased to submit Alaska's Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative for Program Year (PY) 2023. The report highlights the success of Alaska's workforce development system; the benefits received by program participants; and the vision, strategies, and goals outlined in the Alaska Combined Plan Modification for Program Years 2022 – 2023.

From the southernmost point of the Southeast Panhandle to the gates of the Arctic and all points between, Alaska is a vast landscape with exceptional conditions and their resulting challenges: job seekers residing in remote regions, the seasonality of many principal employment sectors, and the ever-increasing impacts of climate change. Despite this, Alaska has continued its recovery from the pandemic and evolution of approaches in PY 2023 by maximizing its resources to reach its goals and better assist Alaskans in overcoming barriers to obtain meaningful employment. Alaska diligently fostered its relationships with its public, private, union, and nonunion partners to ensure ongoing access to training in high-demand industries. The state's WIOA programs offer many options: apprenticeships, retraining, reskilling, internships, on-the-job-training, entrepreneurship, and more to connect Alaskans with work that provides family-sustaining wages while meeting critical industry workforce needs.

WIOA funds are an essential contribution to our public workforce system which help us to focus on wise investments that can work to revitalize and sustain our economy amidst ongoing, rapid change. WIOA programs help individuals and families to bolster local economies through reliable efforts to better equip, educate, and train community members for current and future jobs.

We appreciate and value this important federal/state partnership. Thank you for your continued support to the people of Alaska.

Best regards,

A handwritten signature in blue ink that reads "Catherine Muñoz".

Catherine Muñoz  
Commissioner



**State of Alaska**  
WORKFORCE  
INNOVATION AND  
OPPORTUNITY ACT



# Annual Report Narrative

Program Year  
**2023**



ALASKA DEPARTMENT OF LABOR  
& WORKFORCE DEVELOPMENT

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**Assurances:** The Alaska Department of Labor and Workforce Development assures that all required elements for the Program Year 2023 WIOA Annual Report are reported uniformly. All WIOA title programs, I – IV, are coordinated in the development of this report.

This project is 100% federally funded. Alaska Stevens Amendment required information is available at <https://labor.alaska.gov/commish/grant-awards.html>.

## Alaska's Program Year 2023 WIOA Overview

During Program Year (PY) 2023, Alaska successfully navigated the challenges of serving a geographically dispersed population amid evolving economic and environmental conditions. Alaska's vision focuses on creating multiple pathways to high-skill, high-wage careers, and ensuring broad access to education, training, and support services that equip individuals for high-demand occupations and offer family-sustaining wages. Alaska has made significant strides toward its vision by adopting a flexible approach, harnessing technological advancements, and strategically utilizing resources from the Workforce Innovation and Opportunity Act (WIOA) alongside other state and federal programs.

The Alaska Department of Labor and Workforce Development (DOLWD) plays a critical role in executing WIOA and state training initiatives to provide clear and accessible learning opportunities for workers at all stages of their careers. These programs address employers' skilled workforce needs and prioritize critical groups, including veterans, transitioning service members and their families, and individuals with disabilities. With strategic input from industry partners, Alaska has effectively supplied a skilled workforce for high-growth sectors such as healthcare, construction, maritime, oil and gas, alternative and renewable energy, transportation, technology, education, and mining.

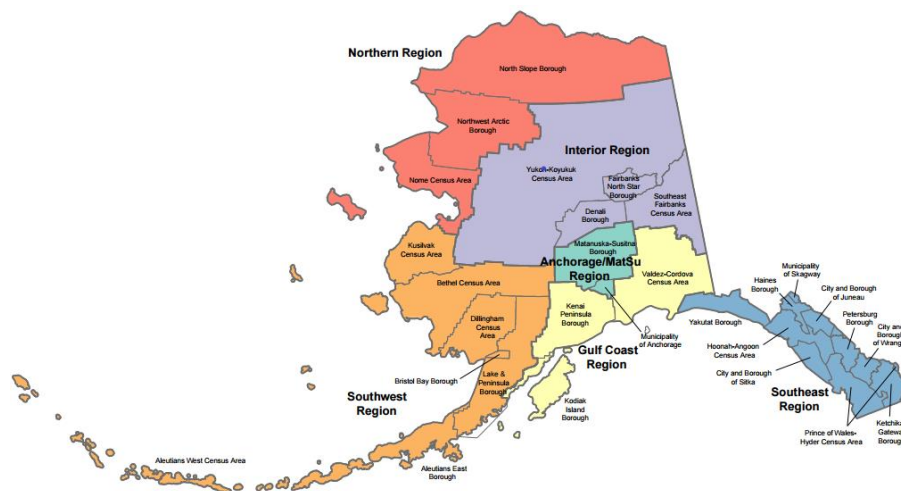
The department employs various workforce strategies to further these goals, including sector partnerships, cross-program data integration, and expanding career pathways through registered apprenticeship, pre-apprenticeship, and work-based learning opportunities. DOLWD also showcases innovation in delivering Alaska Job Center services with a focus on supporting at-risk populations. Comprehensive information on Alaska's strategic vision, goals, sector strategies, and career pathways is detailed in the [Alaska Combined Plan Modification for Program Years 2022 – 2023](#).

Highlights of the Alaska Workforce Investment Board (AWIB) for PY 2023 included sponsoring and organizing a convening of major industry and workforce partners and the completion and submission of the WIOA State Plan for 2024-2027, approved by the U.S. Department of Labor (USDOL). AWIB also successfully applied for and received several grants, including the USDOL State Apprenticeship Expansion Formula (SAEF) base funding, aimed at expanding school-to-apprenticeship programs, and competitive funding to support teacher apprenticeship opportunities.

Some PY 2023 highlights of the Division of Employment and Training Services' (DETS) have been the collaboration between Career Support and Training Services (CSTS) and Alaska Adult Education (AAE) to better identify and serve Basic Skills Deficient (BSD) individuals through the use of a refined screening and referral process, a reinvigorated partnership with Alaska Division of Public Assistance Work Services to increase enrollment of priority low income Temporary Assistance for Needy Families (TANF) recipients, participation in a federal project leading to Alaska's inclusion in a national key resource published on [WorkforceGPS' website: Promising Practices for Implementing WIOA Adult Priority of Service Provision](#), and an ongoing alliance with the University of Alaska to increase local education and training programs eligible for WIOA funds. During PY 2023, DETS added 69 new programs to the Eligible Training Provider List (ETPL), 34 of which were with the University of Alaska.

During PY 2023, DETS also continued to improve and promote [AlaskaJobs](#), its online labor exchange and case management system, to enhance service delivery, reporting, and provide a single user sign-on for WIOA Title I, II, and III programs; Trade Adjustment Assistance (TAA); and other state programs. AlaskaJobs provides access to an array of no-cost online self-services for individuals and employers. AlaskaJobs also supports common WIOA participant federal reporting and allows staff the ability to provide the highest level of customer service across programs. DETS continues to incorporate best practices for its virtual and distance delivery methods expanding access to rural areas and to those who prefer virtual services. DETS also promoted WIOA training opportunities in priority career pathways across the state via radio, digital advertising and search presence, and public transportation ads in the state’s largest cities. The DETS Employment and Training Technical Unit (ETTU) houses the AlaskaJobs Help Desk to assist with AlaskaJobs technical issues and respond to customer questions.

## Economic Planning Regions and Overview



Alaska has six state-defined economic regions, which are used to collect and analyze labor market information and to inform strategic planning.

- **Anchorage/Mat-Su Region** – This region is home to 55 percent of the state’s population. Anchorage headquarters many of the state’s large resource extraction companies and Alaska Native corporations, and with Joint Base Elmendorf-Richardson (Air Force and Army), is also home to a large military population. The Matanuska-Susitna Valley (Mat-Su) has long been the fastest growing part of the state due mostly to its relatively inexpensive housing, desirable lifestyle, and proximity to the Anchorage job market.
- **Gulf Coast Region** – South of Anchorage and part of the population corridor known as the Railbelt, the Gulf Coast Region is especially diverse considering its relatively small population of 11 percent of the state’s 736,812 people. Nearly every industry sector in the state is

represented to some degree in the region: oil and natural gas, fishing, tourism, and federal government/military (Coast Guard).

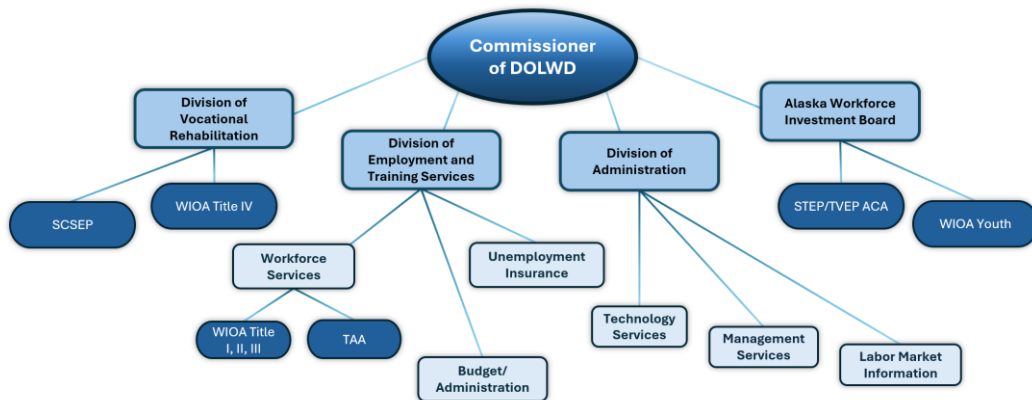
- **Southeast Region** – Historically the population center of Alaska, Southeast’s share of the state’s population has steadily diminished since World War II as most large infrastructure investments have occurred in Anchorage and Fairbanks and now represents 10 percent of the state’s total. Southeast has an older population and slower population growth. But the region’s robust economic assets, including commercial and sport fishing, tourism, military (Coast Guard) and mining, have healthy prospects.
- **Interior Region** – This region has 15 percent of the state’s total population and has a mix of resource industries including large coal and gold mines, a prominent and growing military presence (Air Force and Army), the state’s main research-focused university campus in Fairbanks, and Denali National Park, which generates a large volume of seasonal tourism jobs.
- **Northern Region** – This region is sparsely populated with only about four percent of the state’s population living year-round in this vast geographic area, but it is home to most of the state’s large oil and gas industry including Prudhoe Bay and the spread of fields and infrastructure that have followed, as well as the world’s largest zinc mine, Red Dog.
- **Southwest Region** – Heavily dependent on the state’s rich and varied fishing industry, this region supplies a large percentage of the nation’s total commercial fish harvest by both poundage and value. Bristol Bay sockeye salmon, Bering Sea crab, and pollock caught in the region represent some of the largest salmon, crab, and whitefish fisheries in the world. In addition to massive commercial fishing activity, sport fishing is also an important economic asset.

Alaska ranks 48th among states by population — only Wyoming and Vermont have fewer people — but it is by far the largest in land. With an area of 570,641 square miles, the state accounts for 16 percent of the total land mass of the United States. Alaska has experienced negative net migration for the last 11 years, by far the longest stretch of migration-related losses since statehood. Alaska’s 2023 population was 736,812 with a working-age population – ages 15 to 64 – that has shrunk by almost 20,000 since 2010. Those declines were due mostly to its large Baby Boomer cohort aging out of the workforce, and also to migration-related losses of people in their 30s and 40s. The working-age population is expected to stabilize but not grow significantly in the coming years, suggesting that current labor shortages are likely to persist.

The state’s largest economic drivers are the federal government, including large populations of Air Force, Army, and Coast Guard personnel; oil and gas; tourism; seafood; and mining. Excepting oil and gas, the health of those assets remained sound during PY 2023 and several are poised for potentially strong growth in the next decade.

## Alaska Department of Labor and Workforce Development

As the state’s lead entity for workforce development, the department, through DETS, administers WIOA Title IB Adult and Dislocated Worker programs, most Title ID National programs, Title II Adult Education, Title III Wagner-Peyser programs, and the Unemployment Insurance (UI) program. The department also administers Title IV of WIOA and the Senior Community Service Employment Program (SCSEP) through the Division of Vocational Rehabilitation (DVR); and state funded employment and training programs, Apprenticeship programs, and the WIOA Youth program competitive granting process through AWIB.



### Alaska Workforce Investment Board

AWIB’s vision is to build connections that put Alaskans into good jobs. The board uses labor market data and regional and sector stakeholder input to guide continuous improvement of Alaska’s workforce system.

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

### Division of Employment and Training Services

The mission of DETS is to provide labor exchange services, employment and training services, and UI benefits to Alaskans, thereby advancing opportunities for employment and providing economic stability for communities in Alaska. The division administers WIOA formula funds through the Alaska Job Center Network.

### Division of Vocational Rehabilitation

The mission of DVR is to assist people with disabilities to obtain and maintain employment. Through partnerships with other WIOA programs, school districts, and tribal vocational rehabilitation



programs, DVR provides career services, training services, and other supportive services to Alaskans who experience disabilities and want to work. DVR also provides Pre-Employment Transition Services (Pre-ETS) to students with disabilities who are eligible, or potentially eligible for services. DVR offices are collocated in four job centers throughout the state to better serve co-enrolled participants, thus creating a seamless system that allows for an individual to leverage multi-program resources. Additionally, DVR leadership continues to work closely with WIOA partners to carry out department priorities and initiatives.

## **WIOA Combined State Plan Waiver Request**

The primary goals of Alaska’s Combined State Plan and its waiver request are rooted in a commitment to optimizing Alaska’s workforce system. The Combined State Plan supports the state’s vision to “enhance and improve opportunities for all Alaskans to obtain high-skill, high-wage jobs and careers by promoting the dignity of work and the value of employment.” The approved waiver granted AWIB the authority to act as the sole local board for the entire state while allowing DOLWD to report as a single entity. This approach streamlines reporting processes, enhances transparency, and fosters a more efficient and accountable workforce development system tailored to Alaska’s unique economic and geographic challenges.

A unified board overseeing workforce investments, strengthens collaboration under the leadership of the Alaska Commissioner of Labor. It also ensures coordination across all DOLWD programs and promotes inclusivity and diversity throughout the state’s local regions. Recognizing the diverse workforce needs across the state, AWIB actively seeks, and values input from local officials and employers through various engagement methods. This includes outreach by board members, input at three annual board meetings held in different locations, and participation in local economic development summits. The board’s efforts are bolstered by its geographic diversity, a dedicated subcommittee on diversity, and non-voting seats for mayors from each local area. This ensures that local participation and diverse perspectives are an integral part of regional and statewide planning efforts.

The AWIB Workforce Readiness and Employment and Placement Committee closely aligns training and employment programs with local employer needs. AWIB also prioritizes involvement in events focused on local workforce issues, such as informational sessions on Infrastructure Investment and Jobs Act (IIJA) funding for rural communities. Additionally, the waiver allows AWIB to facilitate regional collaboration among job centers, educational institutions, labor organizations, and nonprofits. These partnerships help identify hiring needs and shape responsive training programs that effectively address sector demands, meet performance outcomes, and serve all regions.

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

Housed in DETS, CSTS case managers in one-stop job centers provide support for Alaska’s WIOA Adult and Dislocated Worker programs. CSTS staff work with individuals to determine program eligibility and, after enrollment, identify goals and an appropriate combination of services to address individual needs via comprehensive objective assessments, career evaluation, and labor market analysis to develop an Individual Employment Plan while providing referrals for necessary additional resources. Participants may receive pre-vocational, vocational, occupational, apprenticeship, on-the-job, and Incumbent Worker Training, as well as supportive services to help meet costs of housing, transportation, tools, clothing, books, and other supplies while participating in program services.

Across all titles, WIOA programs prioritize high-need populations, with special focus on supporting veterans and their eligible spouses, displaced homemakers, individuals with barriers to employment including but not limited to recipients of public assistance, low-income individuals, older individuals, ex-offenders, youth in or aged out of foster care, long-term unemployed individuals, BSD individuals, and other groups determined by the Governor to have barriers to employment. Job center staff also collaborate with Registered Apprenticeship (RA) programs to promote and enhance the use of apprenticeships. Staff understand the value of apprenticeship as a work-based opportunity for jobseekers, how to establish new apprenticeship programs, and ways to blend and braid WIOA funds into RA opportunities.

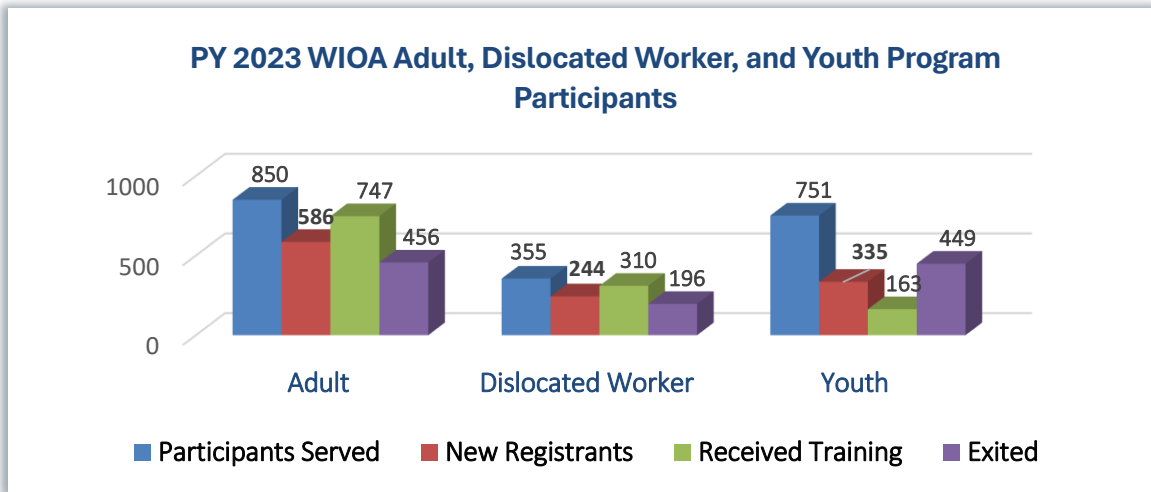
Adult PY 2023 Performance	Negotiated	Actual
Employment Rate (Q2)	78.0%	84.7%
Employment Rate (Q4)	75.0%	82.1%
Median Earnings	\$9,900	\$12,294
Credential Rate	69.0%	70.4%
Measurable Skill Gains Rate	81.0%	67.9%

Alaska continued to strengthen WIOA Adult and Dislocated Worker programs in PY 2023 as evidenced by meeting or exceeding most program year performance indicators, continuing to improve the division’s integrated data and case management system, fostering inter-agency and external

partnerships, and supporting Incumbent Worker Training in multiple industries to increase employers’ competitiveness by developing a skilled workforce. CSTS staff will continue to partner with and serve Alaskans in a shared effort to strengthen our state’s diverse workforce.

DETS, DVR, and AWIB staff collaborate to maximize outreach and participant funding through WIOA Adult, Dislocated Worker, Youth, Rapid Response, National Dislocated Worker Grant, Trade Adjustment Assistance, and Vocational Rehabilitation programs in accordance with the department’s [Co-enrollment Policy 07-505.1](#).

Dislocated Worker PY 2023 Performance	Negotiated	Actual
Employment Rate (Q2)	83.0%	94.2%
Employment Rate (Q4)	81.5%	93.8%
Median Earnings	\$11,200	\$14,414
Credential Rate	57.6%	68.3%
Measurable Skill Gains Rate	87.0%	68.9%



## Adult

Throughout its one-stop job center network, providing services in accordance with [Priority Populations Policy 07-517.1](#), DETS CSTS case managers actively worked with 850 Adult participants, of whom 586 were new registrants during the program year. Program exits decreased from 462 in PY 2022 to 456 in PY 2023. Alaska’s WIOA Adult program served more males than females by a two-to-one ratio (551 to 294—five individuals chose not to provide “gender”), with 58 percent (494) in the 25-44 age bracket. Low-income individuals comprised 53 percent (447), 8 percent (64) experienced disabilities, and 11 percent (90) were single parents. Of the 850 participants, 755 identified as a single race and of these, 71 percent (538) identified as Caucasian.

## Dislocated Worker

Per policy [07-524.1](#), Alaska’s WIOA Dislocated Worker program provides employment and training services to individuals who have lost their job through no fault of their own or received a layoff notice, employees who have received notice that they will lose their job unless they complete additional training or acquire additional credentials, displaced homemakers who have relied on the income of another family member and no longer receive that support, and relocated active military spouses. Self-employed individuals who have experienced income reduction or were compelled to close their business due to economic conditions in their community or natural disaster may also be dislocated workers. In PY 2023, the Dislocated Worker program served 355 individuals and similar to the Adult program, served more males than females at a seven-to-two ratio (277 to 77—one individual chose not to provide “gender”), with 57 percent (202) in the 25-44 age bracket. Low-income individuals comprised 33 percent (116) of this group and 6 percent (22) were single parents. Of the 355 individuals served, 308 identified as a single race and of these, 91 percent (280) identified as Caucasian.

Under the Dislocated Worker program umbrella, Alaska’s Incumbent Worker Training program assisted 18 employers to train 48 incumbent workers in ground and air transportation, healthcare, technology, human resources, business, and management industries. Benefits to employers included business expansion and stability, ability to continue employment year-round, layoff aversion, and

community health stability. Benefits to employees included portable credentials, pay increases, year-round work, and advancement.

## Rapid Response

Alaska’s Rapid Response program is designed to avert or quickly respond to an announcement of a permanent closure, mass layoff, or natural or other disaster which results in workers being laid off through no fault of their own. During PY 2023, the Rapid Response program provided services to 17 employers and received three Worker Adjustment and Retraining Notification (WARN) notices, demonstrating a stabilizing job market consistent with the prior year’s activity.

Program Year	WARN Notices	Rapid Responses
2019	19	85
2020	7	73
2021	3	15
2022	1	15
2023	3	17

The Rapid Response team consists of a statewide Rapid Response Coordinator, regional rapid response representatives, and trained backup rapid response representatives. The state’s Rapid Response team provides customized strategies, support, and assistance to businesses, communities, families, and individuals to avoid or minimize the impact of job loss and business closures. Utilizing various data and resources provided by the department’s UI and [Research and Analysis \(R&A\)](#) teams, the statewide Rapid Response Coordinator identifies and gathers information for early warning of potential layoffs or opportunities for layoff aversion. The Rapid Response team also receives notification of potential layoffs and business closures via workers filing UI claims, direct contact from impacted employers and workers, partnerships, media announcements, fluctuations in employer tax contributions, and WARN notices. The team then conducts an assessment, coordinating with appropriate stakeholders and partners, and implements a plan to address the layoff or closure.

Rapid Response assistance is tailored to each worksite and dislocation, and may include:

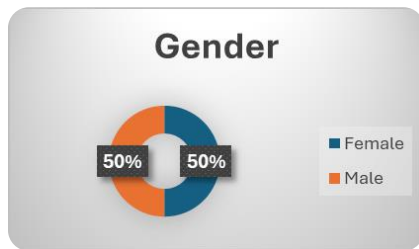
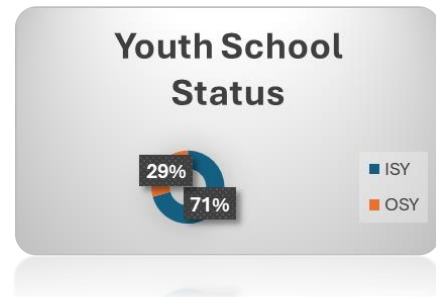
- On-site or virtual worker meetings with affected workers regarding services to assist with re-employment.
- Layoff aversion strategies and activities customized to specific needs, including:
  - Developing, funding, and managing state Incumbent Worker Training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity;
  - Connecting businesses to other federal, state, and local resources to address business needs that cannot be funded with resources provided under WIOA; and
  - Establishing linkages with economic development entities including local business retention and expansion activities.
- On-site or virtual worker meetings with the affected workers regarding services to assist with re-employment, which typically include representatives from UI, Employment Services (ES), CSTS, TAA (if applicable), and other partner agencies who provide information on services and benefits that are available and necessary to appropriately serve the affected workers.

- On-site or virtual job fairs or workshops tailored to the employers’ and workers’ needs. Topics for workshops may include resume preparation, interviewing skills, labor market information, and making a career change.
- Job center services and resources, including access to career services, assessments, educational services, supportive services, employer services, the Alaska Job Center Network (AJCN), and information on UI, the TAA program, Pell Grants, the GI Bill, and other resources.

The Rapid Response team is also responsible for developing and maintaining partnerships with federal, state, and local agencies; the AWIB; elected officials; and employer associations, labor organizations, and other public and private organizations, to share resources and provide timely assistance to dislocated workers. This includes working within these partnerships, when needed, regarding state or local economic development assistance. The team also partners and coordinates with the provision of emergency assistance adapted to a layoff or disaster, as needed.

## Youth

AWIB’s Grant Unit administers the WIOA Youth program. A comprehensive statewide system of WIOA Youth partners deliver services funded via an annual competitive solicitation award process. These subrecipients provide industry-driven vocational, academic, and supportive services to eligible In-School (ISY) and Out-of-School Youth (OSY), with the majority of resources focusing on out-of-school, homeless, foster care, and adjudicated youth.



In PY 2023, AWIB allocated \$2,857,735 to 10 subrecipients across six economic regions. The reduction in youth funding prompted a comprehensive review of resources and a renewed focus on strategic partnerships. During the reporting period, these subrecipients collectively served 751 youth, successfully exiting 444 of them from the program.

The funding decrease underscored the importance of reassessing co-enrollment strategies. As a result of this reassessment, applications from single parents, long-term unemployed individuals, and youth with disabilities increased. Additionally, a notable rise in applications was observed among Asian and multiracial youth.

PY 2023 WIOA		
Youth Performance	Negotiated	Actual
Employment Rate (Q2)	58.0%	59.4%
Employment Rate (Q4)	56.0%	62.5%
Median Earnings	\$3,825	\$5,296
Credential Rate	56.7%	51.0%
Measurable Skill Gains	70.0%	78.8%

## Other State Funds Activities

Statewide activity funds are a vital part of Alaska’s workforce development system. These funds support all required activities outlined in WIOA Title ID and 20 CFR §682.200 including AWIB oversight, managing the ETPL, providing labor market information, providing additional assistance to local areas that have high concentrations of eligible youth, operating a fiscal and management accountability information system, conducting monitoring and performance evaluation projects, training staff, capacity building, and technical assistance, to support optimal operation of the one-stop delivery system. Statewide funds also offer the flexibility to increase the state’s capacity to serve Alaskans through grant awards.

### Eligible Training Provider List

Alaska’s ETPL continued to grow during PY 2023 to a total of 715 programs delivered by 83 providers. The University of Alaska, with its multiple campuses statewide, is the most robust training provider, offering more than half of the training programs currently available on the list.

Outreach efforts are made by job center staff as well as the ETPL Coordinator to continue growing our list. Newly registered apprenticeships are also contacted quarterly by Alaska’s USDOL State Director and invited to be added to the ETPL since they are automatically eligible.

### PY 2023 WIOA Title I Funding Snapshot

Program	Available	Expended	Percent Expended	Available Balance
WIOA Youth	\$3,824,865.00	\$3,068,376.04	80.22%	\$756,488.96
WIOA Adult	\$3,592,966.00	\$2,874,422.78	80.00%	\$718,543.22
WIOA DW	\$6,376,097.00	\$5,152,798.19	80.81%	\$1,223,298.81
<b>Title I Totals</b>	<b>\$13,793,928.00</b>	<b>\$11,095,597.01</b>	<b>80.44%</b>	<b>\$2,698,330.99</b>
Subsets from Data Above				
Local Admin	\$1,140,603.40	\$362,757.37	31.80%	\$777,846.03
Rapid Response	\$318,804.85	\$18,191.12	5.71%	\$300,613.73
Statewide	\$2,069,089.20	\$837,148.62	40.46%	\$1,231,940.58
<b>Totals</b>	<b>\$3,528,497.45</b>	<b>\$1,218,097.11</b>	<b>34.52%</b>	<b>\$2,310,400.34</b>

## WIOA Title II – Alaska Adult Education

Within DETS, the AAE office administers a statewide program for adults to enhance their postsecondary education skills as they transition into the labor market, vocational training, or collegiate level academia. The AAE office manages Adult Education and Family Literacy Act (AEFLA) funds to forge partnerships and provide students with the educational advantages they need. AAE grantees are funded according to their capacity to conduct basic adult education, literacy, family, and workplace

literacy; English language acquisition; workforce preparation activities; digital literacy; civics education; and integrated education and training. In PY 2023, AAE awarded over \$2.4 million to regional adult education grantees including an integrated correctional system to deliver federally mandated adult education and literacy activities, and a grant for Integrated English Literacy and Civics Education (IELCE). Some PY 2023 AAE program highlights include:

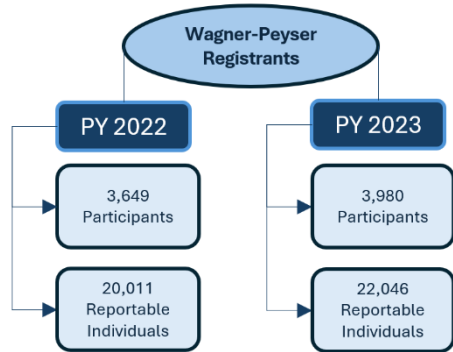
- Basic skills and pre-secondary education, which is instruction comparable to first through eighth grade educational levels and is designed to prepare students for secondary education courses. During PY 2023, 51 percent of AAE’s full-time students tested at or below eighth grade educational functional level.
- Secondary education and high school equivalency preparation, which provides instruction to improve students’ skills for transition into higher education, training, or employment. This curriculum is rigorously aligned with the functional level of high school. Pre-testing determined only two percent of incoming students tested in the ninth through twelfth grade range.
- AAE measures achievement of educational functioning level (EFL) gain from pre- to post-testing using standardized proctored testing, as well as attainment of a high school diploma or equivalent, to demonstrate measurable skill gains. In PY 2023, 23.9 percent of students achieved EFL gains in Literacy/English Language Arts, 9.7 percent achieved gains in Mathematics, and 23.3 percent achieved measurable skill gains, an increase over the previous year’s 18.4 percent.
- Alaska awarded 504 high school equivalency diplomas in PY 2023, an increase from the previous year.
- The Alaska English as a Second Language (ESL) program, which assists students to improve their reading, writing, speaking, and comprehension of the English language. In PY 2023, 47 percent of full-time students assessed were ESL students.

## **WIOA Title III – Wagner-Peyser**

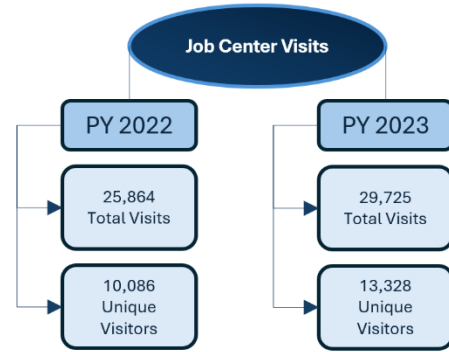
Alaska’s Wagner-Peyser labor exchange services are delivered through 13 Alaska one-stop job centers and one satellite job center, collectively known as the [Alaska Job Center Network](#). The AJCN collaborates with partner agencies to provide universal access and services under one roof to employers, job seekers, and workers. Comprehensive self-services are also available via [AlaskaJobs](#), Alaska’s free online labor exchange system connecting job seekers with Alaskan employers.

## Services for Job Seekers – Resource Room

Resource Room staff offer workshops for job seeking tips, resume writing, cover letters, interviewing skills, employment after incarceration, and annual My Free Tax Initiative services. Additionally, they provide assessments of skill levels and



abilities, aptitude testing, and career guidance. Job seekers



may also participate in the Alaska Career Ready program for ACT WorkKeys® curricula and assessments, which provides them with opportunities to earn National Career Readiness Certificates (NCRCs). In PY 2023, job seekers, including incarcerated individuals prior to release, underwent 1,213 WorkKeys assessments to earn 327 NCRCs, an 8.0 percent

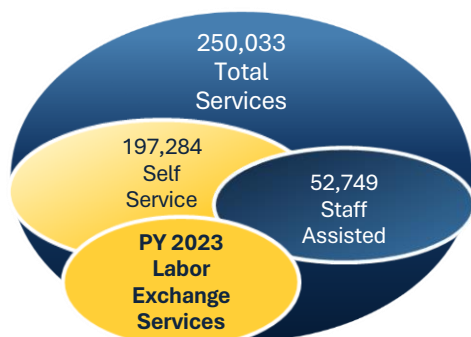
increase in tests taken and a 7.2 percent increase in NCRCs over the prior year. Resource Room staff also provide appropriate referrals to partner programs and agencies, including veteran’s representatives, and WIOA Title I program staff for assistance with training and support, job search assistance, referral, and placement.

Most job fairs, workshops, and recruiting events were held in person during PY 2023, with options for all services not requiring in-person interaction such as WorkKeys Curriculum online courseware and virtual job fairs also available telephonically or electronically to meet customer needs. Substantial increases continued in job center visits (15 percent), unique visitors (32 percent), and reportable individuals receiving services (10 percent). Alaska continued to improve and exceed negotiated targets for all three performance measures for PY 2023.

Wagner-Peyser		
PY 2022 Performance	Negotiated	Actual
Employment Rate (Q2)	60.0%	69.3%
Employment Rate (Q4)	59.0%	67.0%
Median Earnings	\$6,500	\$8,892

Wagner-Peyser		
PY 2023 Performance	Negotiated	Actual
Employment Rate (Q2)	60.0%	69.0%
Employment Rate (Q4)	59.0%	68.7%
Median Earnings	\$6,500	\$9,428

Along with federal common performance indicators, Alaska has state-identified performance targets: connecting employers with qualified job seekers; increasing the number of job seekers receiving staff



assisted services; and increasing the number of employers using the online labor exchange system. In a continuation of pandemic recovery, a modest increase was seen in Alaskan job seekers who sought Wagner-Peyser services in PY 2023, with 12,405 job seekers receiving 52,749 staff assisted services, up from the 12,241 job seekers receiving 52,348 staff assisted services in PY 2022. Similarly, 15,715 job seekers received 197,284 self-services during PY 2023, an increase from the 12,922 job seekers who received 134,983



self-services during PY 2022. The AlaskaJobs labor exchange system also saw stronger overall use compared to the prior year. There was an average of 61,501 users per quarter accessing the website for an average of 143,927 sessions per quarter, 45 percent of whom accessed AlaskaJobs from a mobile phone or device.

## Services for Employers – Business Connection

Job center staff are also trained to serve employers, and DETS has dedicated Business Connection staff at the state’s five largest job centers. Alaska’s approach to serving employers emphasizes proactive, staff-initiated outreach designed to establish long-term relationships to meet employers’ current and future employment and training needs. Staff assist employers with special recruitments, ensure job applicant suitability, conduct job fairs, make referrals for Incumbent Worker Training, and provide information to help ensure compliance with state and federal laws. The AJCN also houses Apprenticeship specialists who support employers in sponsoring RA programs, which allow employers to establish their own standards of proficiency while developing a local and loyal workforce.

The number of employers using the online labor exchange is an indicator of the market share of all active employers in Alaska. In PY 2023, 1,589 employers used the AlaskaJobs labor exchange system, including 1,536 employers who placed 23,249 job orders for 70,816 job openings at 2,336 worksites and who viewed 14,836 resumes online. These included 155 Foreign Labor Exchange job orders tied to H-2A and H-2B visa requests, primarily for seafood and retail industry positions.

**PY 2023:**  
1,536 employers placed  
23,249 internal job orders in  
the online labor exchange  
system for 70,816 job  
openings!

The AJCN is often the first line for information about labor market conditions and employer activity including layoffs and business closures. Rapid Response and TAA staff foster a statewide team approach throughout a layoff, closure, or dislocation process. Job centers and AlaskaJobs are also sources of information on valuable hiring incentives such as on-the-job training wage reimbursement, Fidelity Bonding for at-risk job seekers, the Alaska Veteran Hire Tax Credit, and the Work Opportunity Tax Credit (WOTC) program. By leveraging the enhanced capacity of the AlaskaJobs WOTC module, the WOTC program processed 4,457 requests and issued 1,289 certifications for up to \$3,299,600 in tax credits in PY 2023, and 10 fidelity bonds, for a total of \$50,000 in coverage, were issued to employers who hired justice-involved individuals.

## Veterans Services

According to the 2018-2022 American Community Survey, there are approximately 61,251 veterans in Alaska which consist of 11.5 percent of the state’s adult population, the highest per capita veteran population in the nation. Veterans receive priority for services in all job centers, and veterans and eligible spouses are offered specialized programs and opportunities to maximize training potential, employment, and job retention. Using a team approach to providing services to veterans, all job center

staff receive training on the Jobs for Veterans Act, Americans with Disabilities Act, and other legislation that impacts veteran priority, preference, and employability.

When job seekers indicate they are a veteran, a transitioning service member, or a military spouse upon initial entry to a job center, they are also screened for Disabled Veterans’ Outreach Program (DVOP) eligibility. The state follows all Special Grant Provisions, Veterans’ Program Letters, USDOL/VEETS Law 107-288, and Title 38 U.S.C.

Eligible veterans and other eligible persons interested in one-on-one career counseling or training are assisted by specialized staff funded through the Jobs for Veterans State Grant (JVSG). DVOP specialists and Local Veterans’ Employment Representative (LVER) staff are housed in job centers in areas with the highest veteran populations. JVSG staff also work with employers to recruit, hire, promote, and retain veterans in meaningful employment. Outreach is conducted in places such as U.S. Department of Veterans Affairs medical and veteran centers, homeless shelters, civic and service organization locations, Veteran Stand Down events, veterans’ job fairs, and military installations.

JVSG Funded Services		
PY 2023 Performance	Negotiated	
		Actual
Employment Rate (Q2)	53%	72.7%
Employment Rate (Q4)	50%	62.1%
Median Earnings	\$7,200	\$10,239

During the program year, a total of 1,252 veterans received 5,907 staff assisted services. Alaska exceeded all three JVSG negotiated performance targets. The annual Veterans and Military Spouses Job Fair occurred in person in November 2023, where approximately 250 job seekers were able to access over 100 employers and education, training, and apprenticeship providers in attendance.

## Unemployment Insurance

To maintain eligibility for benefits, Alaska’s UI claimants must keep active resumes posted on AlaskaJobs and document their job searches. There was a significant decrease from PY 2022 to PY 2023 in the amount of UI benefits paid, the average weekly benefit amount, and the average number of weeks claimed. The UI program is actively focusing on reducing backlogs in adjudications and appeals through new staff hires, training, and updated workflows. Additionally, efforts are underway to modernize UI systems for more efficient processing of claims and tax filings.

PY 2023 UI Highlights						
UI Benefits				UI Collections		
Total Benefits Paid	Average Weekly Benefit	Total Number of Recipients	Average Weeks Claimed	Fraud Overpayments	Fraud Penalties	Non-Fraud Overpayments
\$54,986,028	\$269	20,474	9.75	\$2,502,742	\$1,352,511	\$1,907,955
Automated System Claims				UI Claim Center Call Responses		
Weeks Claimed 98%				75,043		
Initial Claims 72%						

## Reemployment Services and Eligibility Assessment

The Reemployment Services and Eligibility Assessment (RESEA) program is a priority for Alaska. After filing a first weekly claim, claimants living in areas with full-service job centers, including recently separated veterans and those deemed most likely to exhaust their benefits, are randomly selected to participate in RESEA. The program connects participants with in-person assessments and re-employment services to reduce long-term unemployment in Alaska. In addition to resume and job search requirements, participation in a RESEA interview and receipt of a selection of staff-assisted services is mandatory for continued UI eligibility.

During the program year, 2,926 claimants participated in RESEA, 1,902 of whom successfully completed program requirements. With improvements made during the last year, only 35% of claimants failed to report for their RESEA interview.

Alaska's RESEA program worked with the AlaskaJobs developer to code a second interview requirement which was originally anticipated to be completed by the end of 2023, however there were technical issues that delayed the project. Final testing is being conducted with internal processes now, and Alaska hopes to have its second interview implemented by the end of 2024. A second interview requirement should result in an increased number of claimants returning to work, prior to exhausting UI benefits, as they continue to engage with staff to obtain long-term employment or enroll in necessary training.

## Common Exit Policy

Per department policy [07-539](#), common exit applies to WIOA Adult, Dislocated Worker, and Youth; Wagner Peyser; and TAA programs. Common exit occurs when a participant who is enrolled in two or more applicable programs has met the exit criteria for each program, has not received qualifying participant-level services from any of those programs for at least 90 consecutive days, and has no future qualifying participant-level services planned. The date of exit is automatically determined and applied retroactively to the participant record in AlaskaJobs based on the completion date of the last qualifying participant-level service.

## Registered Apprenticeship

Alaska's RA programs have enjoyed steady growth since the creation of its first trade apprenticeship in 1947, especially in health care, aviation, and construction careers, as more employers have become aware of how apprenticeship can make their businesses more competitive. The department uses a two-tiered approach to apprenticeship expansion. Apprenticeship specialists housed in job centers work with employers to promote apprenticeship and to assist apprentices with the costs of apprenticeship, while AWIB assists sponsors and intermediaries with funding to expand the infrastructure of apprenticeship, including pre-apprenticeship and multi-employer sponsorship.

In PY 2023, the department continued expanding apprenticeships, supported by a \$3.99 million State Apprenticeship Expansion, Equity, and Innovation (SAEEI) grant awarded in June 2021. The department collaborates with six subrecipients, including the Department of Corrections for Culinary and Peer Support apprenticeships, Pacific Northwest Ironworkers for Metal Fabricator apprenticeships, and Alaska Primary Care Association (APCA) and Providence Hospital for healthcare apprenticeships. Alaska also approved its first teacher apprenticeship with the Bristol Bay Career & Technical Education Consortium as a subrecipient. The department remains partnered with APCA to develop healthcare apprenticeships in response to COVID-19.

In July 2023, AWIB was awarded a \$342,148 SAEF grant. This one-year grant fosters collaboration with the Department of Education and Early Development (DEED) and DETS. The primary objective of this partnership is to integrate School-to-Work initiatives and Career & Technical Education (CTE) with RA programs.

In April 2024, Alaska applied for and was subsequently awarded a \$5.28 million State Apprenticeship Expansion Formula Competitive Project (SAEF2) grant to further develop its Grow Your Own Apprenticeship Initiatives, focusing on building sustainable talent pipelines throughout the state.

Expanding RA opportunities has significantly impacted Alaskan apprentices' earnings. On average, those who complete an apprenticeship can earn three times more than they did the year prior to entering their apprenticeship program. As of June 2024, Alaska was serving 2,539 registered apprentices in a wide variety of occupations. Apprentices who completed their RA programs during the prior fiscal year had an average annual wage of \$62,000 in the 12 months following completion, about 24 percent higher than the average Alaskan worker in fiscal year 2024.

## **Program Year 2023 Monitoring Activities**

### **Federal Employment and Training Administration Monitoring**

In PY 2023, AWIB participated in one federal monitoring process. Staff from the United States Department of Labor, Employment and Training Administration (DOLETA) conducted a program review of WIOA Adult and Dislocated Worker programs which resulted in several findings. The AWIB is currently working on the necessary corrective actions.

### **State Monitoring**

Per [Monitoring and Single Audit Policy 07-523.2](#), comprehensive reviews ensure subrecipients are operating in compliance with federal and state laws and regulations; the terms and conditions of their grants; the state's policies and procedures; participant program eligibility; and performance accountability. Monitor guides include questions, reviews, and observations necessary to ensure staff are following written data validation and source documentation procedures. Appropriate corrective action is explained in monitor reports if data validation procedures are not being followed, and follow-up reviews are conducted to ensure corrective actions are properly implemented. Staff also conducted

work experience employer and participant interviews to help identify areas of program strength for best practices as well as areas in need of improvement.

In PY 2023, AWIB evaluated the activities of three WIOA Youth subrecipients. DETS evaluated two AAE local providers, with a goal of ensuring that subrecipients and grantees were adhering to the vision, strategies, and procedures for their programs as mandated by DOLETA; U.S. Department of Education Office of Career, Technical, and Adult Education; and the State of Alaska. DVR monitored one provider to address Senior Community Service Employment Program (SCSEP) performance accountability requirements due to the continued closure to volunteers of many host sites as an ongoing result of the pandemic.

Evaluated in PY 2023		
Program	Organization	Date
<b>WIOA Youth - AWIB</b>	Literacy Council of Alaska	December 12, 2023
	Alaska Primary Care Association	April 22, 2024
	Southeast Regional Resource Center	April 26, 2024
<b>Alaska Adult Education</b>	University of Alaska Anchorage - Kodiak College	September 26, 2023
	University of Alaska Anchorage - Kenai Peninsula College	October 9-10, 2023
<b>SCSEP/MASST</b>	Southeast Regional Resource Center	May 15-16, 2023

DETS supervisory staff continued internal monitoring of Adult, Dislocated Worker, and Wagner-Peyser programs in the job centers with spot check reviews throughout the program year. The ETTU provides quarterly reports to job center management as a proactive approach to identify data entry inconsistencies. As a result of monitoring, the division provides intensive training for new WIOA case managers to increase knowledge, accuracy, and performance, and also developed and implemented a

Job Center	Date
MatSu	April 29, 2023
Kenai	September 4, 2023
Anchorage Midtown	March 18, 2024
Fairbanks	April 22, 2024

comprehensive [Wagner-Peyser Program Monitoring Plan and Policy 07-543](#). On-site monitoring of Adult, Dislocated Worker, and Wagner-Peyser programs occurred at four job centers in PY 2023, with expanded on-site monitoring planned for PY 2024.

## Performance Accountability System

Alaska met the majority of its negotiated levels of performance in PY 2023 but fell short in the Measurable Skill Gains (MSG) metric for the Adult, Dislocated Worker, and Adult Education programs; and the Credential Attainment Rate (CAR) for the Youth and Adult Education programs, see [Appendix IV – Performance Accountability Data](#) for additional performance level breakdowns. The department reviews all of these metrics, as well as the Quarterly Report Analysis (QRA) metrics, on a monthly basis, with discussions on root causes of and solutions to the MSG and CAR shortfalls. Adult Education continues to struggle with CAR and MSG due to the nature of the transient

population they serve. However, with recent changes to the MSG measures, the Alaska Adult Education program believes they can incorporate more innovative means to meet these necessary performance measures.

Alaska uses performance accountability measures in accordance with the strategic vision and priorities of the department to evaluate the effectiveness of the workforce investment framework and individual core programs, with the goal of ensuring participants exiting our systems are work-ready and can obtain and maintain self-sustaining wages. Data entry quality control is performed via the robust business rules of the AlaskaJobs system, which prevents the entry of inappropriate information and whenever possible prevents the entry of inaccurate information through system controls.

Alaska ensures the data integrity of reported information through monitoring, quarterly data validation, logical validation, and the use of QRA metrics provided by DOLETA as described in the Data Validation Methodology section of this report and covered in detail in the department’s data integrity policy [07-541](#) and procedures. Alaska also analyzes the QRA metrics monthly, graphing both QRA metrics and negotiated metrics over time to identify trends as they emerge. Alaska’s QRA analysis tools have been featured in a *Yes, WIOA Can!* [article](#).

## Effectiveness in Serving Employers

In addition to the participant-level metrics indicated above, Alaska continued to use the Retention Rate (*how many workers continue to work for the same employer in the second and fourth quarters after exit*) and Penetration Rate (*how many employers being served compared to how many employers are in the state*) as its chosen federal pilot measures for determining Effectiveness in Serving Employers. Alaska includes data from WIOA Titles I, II, III, and IV to calculate these rates.

**The Retention Rate** is intended to indicate how well Alaska matches job seekers to employers and is determined by aligning core program data with wage information. Factors that influence the Retention Rate include Alaska’s economic climate, the high rate of seasonal and transitional workers, challenges stemming from geographical barriers, and one of the highest ratios of nonresident to resident workers in the nation.

In PY 2023, the total number of establishments receiving recruitment services decreased, however the overall retention rate still saw an increase of nearly one percentage point from 63.6 percent to 64.4 percent.



**The Penetration Rate** for PY 2023 did see a 2.8 percentage point decrease, but staff throughout the state continue to conduct outreach efforts, provide assistance with recruiting skilled workers, and offer a full array of employer services that are available in person and online via AlaskaJobs.

As in previous years, the vast majority of employer services were provided under the Wagner-Peyser program, primarily in the Workforce Recruitment Assistance and Employer Information and Support

Services categories. The remainder of employer services were shared by the WIOA Adult, Dislocated Worker, and Youth programs; Adult Education; and Vocational Rehabilitation.

## Data Validation Methodology and Results Summary

Alaska implemented Data Integrity policy [07-541](#) in accordance with TEGL 7-18, TEGL 23-19, and Program Memorandum OCTAE 19-1 to cover joint data integrity, logical validations, standard data validation, monitoring, and the use of quarterly report analyses to ensure data is valid, accurate, reliable, and comparable across programs. The policy is supplemented with data integrity procedures.

Data validation is conducted quarterly, concluding mid-September just prior to certification of annual performance reporting, with records selected to ensure that all organizations’ records are sampled and validated each year. An annual assessment of the data validation process is conducted within 90 days of the conclusion of fourth quarter data validation. Revisions to the data validation policy and procedures are considered based on error rates, trends in data accuracy, and identification of issues during monitors.

TEGL 23-19 Change 2 Attachment II is used for allowable source documentation. Sample sizes are based on readily available population proportion sample size calculators using a 95 percent confidence level, a 50 percent population proportion, and a 15 percent confidence interval. The sampling frame consists of program participants enrolled during the previous 24 months and, if exited, exited during the previous 18 months. Participants are selected using stratified probability sampling, with 75 percent active and 25 percent exited participants selected.

Failure scores are assigned to each data element as follows:  $DE\ Failure\ Score = \frac{Count\ of\ DE\ Failures}{Records\ including\ DE} \times \frac{Count\ of\ DE\ Failures}{Total\ Errors}$ . This method prevents an element with a high failure rate but low frequency from appearing to have more impact than an element with a lower failure rate but high frequency. A threshold of five is set for highest scrutiny, but all failures are reviewed for process improvement. Validation worksheets identifying failed data elements are sent to case managers. All errors are corrected, and error correction documentation is returned within 30 days of receipt of the validation worksheets. The validation worksheet and error correction documentation including the result of the correction, steps taken to correct the error, a determination of why the error occurred, and the steps that will be taken to preclude the error from occurring again, are attached to the participant file. The effectiveness of the data validation process is evaluated quarterly upon the completion of interim data validation efforts through an analysis of error trends.

PY 2023 Data Validation Results				
Files Validated	Passed	Pass Rate	Failed	Fail Rate
125	93	74.40%	32	25.60%

Case managers and staff associated with data entry or validation are provided annual refresher training that includes an overview of validation results and corrective actions from the previous program year, identification of trends, a summary of the effectiveness assessment, an explanation of any changes to the data validation policy or procedures including source documentation requirements, case manager feedback, and reinforcement of the importance of their roles in ensuring valid, reliable data. An

analysis of records managed by each case manager is reviewed for trends that are unique to that case manager. Procedures are reviewed to ensure the case manager has all necessary resources. Process changes resulting from annual refresher training are shared as quickly as possible and incorporated in future training.

The following are maintained in accordance with the department’s records retention schedules: electronic copies of data validation records, including frozen quarterly wage records; records of errors, missing data, and other anomalies, along with associated correction documentation; records identifying error rates and trends in common data accuracy issues; records of corrective actions taken; and records of individualized and system-wide training.

Data integrity reviews consist of monthly local QRA calculations, quarterly comparison of local results to DOLETA QRA results, monthly analysis of local results and QRA results by program managers for alignment with internal expectations and DOLETA-established targets, ongoing evaluation by data analysts and program managers of feedback provided by DOLETA, and routine evaluation by management and case managers of participant information for alignment with expectations.

Alaska had a drop in the number of “Files Validated” this year due to reduced staffing levels and a new implementation mechanism of random record pulls within AlaskaJobs. As a result, fewer records were pulled as new staff learned a new method for pulling and validating files. Alaska is confident PY 2024 will result in a full number of records being pulled and validated as guidance and training for new staff is implemented.

### Self-Appraisal System (SAS)

Per 20 CFR §658.601, Alaska has established a self-appraisal system for job center operations to determine success in reaching goals and to correct deficiencies in performance. The self-appraisal system includes a quarterly quantitative appraisal and an annual qualitative appraisal.

PY 2023 Self-Appraisal System Results				
	Registered Job Seekers with Services	Staff-Assisted Job Orders	Records Reviewed	Statewide Average Pass Rate
Job Seekers	20,689		222	94.9%
Job Orders		23,249	183	97.4%

The quarterly appraisal consists of reviewing a random sample of records of Wagner-Peyser enrolled individuals who received a staff assisted service and employer records for those with job orders

created by staff in AlaskaJobs during the review period. An ETTU staff member pulls the records and performs a review. The overall job center accuracy rating must be 90 percent or higher. Those with scores below 90 percent are required to complete a corrective action plan.

The annual qualitative appraisal is conducted on-site by ETTU staff using the *Policy and Procedure Annual Self-Appraisal Checklist*. Any section of the checklist with a negative response is required to have an explanatory comment based on information obtained from AJCN managers.



## Customer Satisfaction

Measuring customer satisfaction allows the state to better understand the effectiveness of statewide service delivery. Survey results are presented to AWIB, Alaska State Legislature, DEITS program management, and job center staff to improve services to better meet the needs of job seekers and employers. Due to the importance of customer satisfaction survey results, Alaska conducts this survey process weekly, as well as issuing reminders of initial survey invitations to encourage a maximum response rate. Tabulated results and comments are shared with job center regional managers and WIOA program leads on a weekly basis to provide positive feedback to staff and promptly address concerns.

These results can be compared to the baseline established in PY 2022 but are not comparable to PY 2021 and prior results. Alaska has already seen several benefits from the changes made in PY 2022, including higher return rates from participants and more timely identification of the difficulties our customers are facing.

PY 2023 Customer Satisfaction – Individual Question Response Trends					
PY	Satisfied	Not Satisfied	Neutral	Total Responses	Percent Satisfied
<b>Total Satisfaction Rate</b>					
2023	260	10	12	282	92.2%
2022	184	3	2	189	97.4%
<b>Training Satisfaction Rate</b>					
2023	255	13	8	276	92.4%
2022	174	3	6	183	95.1%
<b>Employment Services Satisfaction Rate</b>					
2023	260	11	10	281	92.5%
2022	180	4	5	189	95.2%

In PY 2023, the Alaska participant survey contained nine questions broken into two parts: satisfaction with employment services, including assessments and support services; and satisfaction with training services. Participants are also encouraged to submit additional feedback and provide ideas for improvements to the program. During the program year, 601 training participants received services and were invited to take the survey and 282 of those responded to at least one question. This was a 46.9 percent response rate, a notable increase from PY 2022's rate of 39.4 percent.

PY 2023 Participant Survey Results by Question			
Survey Question	Agree	No opinion	Disagree
<b>Service-related questions</b>			
Satisfied with the overall services I received	92.1%	2.9%	5.0%
The services met my expectations	92.9%	2.5%	4.6%
The services provided were ideal for my needs	92.5%	2.5%	5.0%
I would recommend this organization to others	94.3%	1.8%	3.9%
<b>Training-related questions</b>			
Overall, the training met expectations	90.9%	4.0%	5.1%
The amount of training time was adequate	88.0%	5.1%	6.9%
I received adequate support from the training organization	88.0%	6.9%	5.1%
I'm confident the training will increase my employability	93.8%	2.9%	3.3%
Would recommend this training to others	91.3%	3.6%	5.1%

Employer satisfaction is measured using a survey of three questions and a freeform feedback option related to staff assisted services received in the job centers. The average aggregated survey satisfaction rate for employers in PY 2023 was 79.9 percent, which is a notable increase in satisfaction from PY 2022. Of the 1,181 invited to take the survey, 268 employers responded for a 22.7 percent response rate with a slight increase from the prior year’s response rate of 20.1 percent.

PY 2023 Employer Survey Results by Question				
Survey Question	Program Year	Agree	No opinion	Disagree
I am satisfied with overall services.	2023	83.5%	10.5%	6.0%
	2022	73.9%	13.0%	13.0%
The services met my expectations.	2023	79.8%	12.4%	7.9%
	2022	72.5%	15.9%	11.6%
The services provided were ideal for my needs.	2023	75.6%	15.4%	9.0%
	2022	67.4%	21.4%	11.2%

## Title IV – Division of Vocational Rehabilitation

In PY 2023, 905 new individuals applied for and a total of 1,947 individuals received services under the Vocational Rehabilitation program. DVR also provided Pre-ETS to 1,399 students with disabilities. Thirty-five percent of individuals served experience a cognitive impairment, 35 percent experience a psychosocial impairment, 22 percent experienced a physical and orthopedic impairment, and 8 percent experience a blind/deaf/communicative impairment. While the number of individuals applying for services continues to remain low, DVR will continue to implement strategies to increase access to the program. DVR assisted 320 individuals with disabilities to obtain employment, and the average hourly wage of those employed increased from \$18.66 per hour in PY 2022 to \$19.98 in PY 2023. In addition to the services provided to individuals, DVR provided services to 388 employers.

### Senior Community Service Employment Program

In PY 2023, the WIOA partner SCSEP, under the Older Americans Act Title V, was delivered in Alaska as the Mature Alaskans Seeking Skills Training (MASST) program. All MASST participants are co-enrolled as WIOA Title III Wagner-Peyser

SCSEP PY 2023 Performance	Actual to Negotiated Comparison	
	Negotiated	Actual
Employment Rate (Q2)	45.10%	36.80%
Employment Rate (Q4)	33.40%	28.60%
Median Earnings	\$3,433	\$7,884
Barriers to Employment	3.10%	3.58%
Service Level	130.7%	103.5%

participants, and MASST remains a dedicated one-stop partner within the AJCN to better serve senior job seekers and businesses. The program continues to stress the importance of education, training, credentials, and skills development, serving unemployed, low-income persons 55 years of age or older.

MASST provides priority of service to veterans, individuals with a disability, recently released incarcerated individuals, those with low literacy skills, limited English language proficiency, individuals who reside in rural areas, and those that are homeless or at risk of homelessness. MASST ensures the dignity and independence of older Alaskans by assisting them to lead meaningful lives through planning, advocacy, education, and interagency cooperation. In PY 2023, MASST served 114 participants in both rural and urban areas who possess one or more of these employment barriers.

## **Alaska’s Evaluation Projects and Products**

With a portion of statewide funds set aside by the Governor, AWIB, through its Assessment & Evaluation committee, and DETS, partner with R&A; other DOLWD divisions; national, state, and local agencies; trade unions and organizations; training providers; and other non-profit and private entities around the state to evaluate WIOA program performance via a variety of products. R&A collects national, state, and local data in addition to working with WIOA program leaders and partners to conduct and publish longitudinal studies regarding Alaska’s demography and economy as they relate to the workforce, to ensure that the state is on a continuous path of improvement and excellence in providing targeted training and support to the state’s employers and job seekers. R&A’s Occupational Database and other proprietary information systems provide participant data and rich labor market information to create a platform for deep, long-term evaluation of workforce programs. For a list of highlights of R&A’s PY 2023 evaluation projects and products including links, see [Appendix II – PY 2023 Evaluation Highlights](#).

### **Reemployment Services and Eligibility Assessment**

Alaska is reworking its evaluation study design for the RESEA program due to the state’s small population pool resulting in an inadequate sample size for its original design. Alaska’s geography and population size creates challenges unique to Alaska and partnering with other states to increase its sample size is not an option. The evaluation study partners UI program analysts and programmers, two economists from R&A (serving as evaluators), and Abt Global. As of September 2024, R&A evaluators have been working with UI program analysts and programmers to explore methods for conducting a random assignment selection of eligible claimants into either a treatment group or a control group. Once additional information is gathered from the programmers, the evaluators will meet with Abt Global to further refine the evaluation process and address any necessary adjustments for implementing a random assignment evaluation study. Due to limited programming resources and competing projects, a specific completion date for this evaluation study has not yet been determined.

### **JOBZ Club and S’Cool Store**

In PY 2018, the Alaska Department of Education and Early Development (DEED) and school district staff began working with DVR to [evaluate the effectiveness of JOBZ Club and S’Cool Store](#) in increasing graduation rates and post-school outcomes for students with disabilities as identified in DEED’s State Systematic Improvement Plan. PY 2018 was the first year of collecting data at the

student level and this will be an on-going evaluation through 2025. DVR has been extremely successful in providing statewide services to transition age students in urban, rural, and remote locations. This has been accomplished through partnerships with school districts, specialized Pre-ETS Community Rehabilitation Providers (CRPs), and other organizations that assist with coordinating transportation and enrollment. As part of this project, DVR also increased the distribution of training materials and resources, specifically those that include culturally responsive programming for rural districts with large populations of Alaska Native students with disabilities by:

- Changing the Pathways curriculum to include subsistence and self-employment through subsistence activities; and
- Distributing “Picture Your Future – Exploring Your Transition Goals” which is a culturally responsive assessment tool and transition planning guide.

DVR has also incorporated culturally responsive programming into statewide transition training through virtual teacher training and at the Alaska Statewide Special Education Conference that incorporates training on using Picture Your Future and implementing Pathways. Due to challenges collecting data, formal evaluation of these measures by DVR was discontinued during PY 2022.

### **Inter-Title Participant Referral Process**

Alaska participated in the DOLETA/WorkforceGPS 2023 Evaluation Peer Learning Cohort (EvalPLC) with representation from all four WIOA Titles as well as AWIB. The Capstone Project identified by the team was *Inter-Title Participant Referral Process* wherein staff evaluate the process of referring customers initially being served under one Title to another Title to ensure provision of all necessary services to meet customers’ needs with the goal of automating, measuring, and improving the process. The evaluation is currently in the nascent stages involving identification of a baseline (how referrals are currently accomplished). This is expected to be a long-term evaluation that faces several obstacles including software differences, data sharing restrictions, data ownership and access, and the small population of participants that would benefit from referrals. At this time, the project is entirely internal to DOLWD and is not expected to be completed until well into PY 2025.

## Appendices

### Appendix I – Alaska’s Success Stories

#### WIOA Adult Program



**Collaboration Leads to Self-sufficiency:** Trista obtained full time, year-round, employment as a Licensed Massage Therapist at the Hotel Captain Cook earning \$70.00 per hour plus tips. Additionally, she opened her own massage therapy business and is working one day per week.

Trista is a single mother, receiving public assistance and was initially referred to the Mat-Su Job Center by her Work Services (WS) case manager. An assessment was completed by CSTS staff indicating the need for Trista to obtain training for an occupation where she could earn a livable wage to support herself and her family. Although she worked for the same employer in a seasonal position as a greenhouse worker for more than 5 years, she lacked enough transferable skills to be competitive in the local labor market.

Trista worked with her case managers from WS and CSTS to build an Individual Employment Plan outlining services and goals necessary for her career success. The WIOA Adult program funded tuition and fees to attend the Massage Therapy training course at the Alaska Institute of Oriental Medicine, Acupuncture & Massage Therapy as well as fees for the Massage & Bodywork Licensing Examination.

WS coordinated her Parents Achieving Self Sufficiency childcare benefits and funded her state licensing fees and other support services to remove obstacles along the way. Trista had many challenges throughout her employment plan including caring for her disabled son and his childcare needs, her own health, and transportation. Her persistence and dedication to her plan as well as continued contact with her case managers was paramount to her success and self-sufficiency.

**Training Leads to Non-traditional Employment:** Allyson gained full-time, year-round employment as an Underground Miner with Coeur Alaska’s Kensington Mine earning \$28.84 per hour plus benefits. She was referred to CSTS by Coeur Alaska after receiving an employment offer contingent upon her completion of a Mining and Petroleum Training Service (MAPTS) Underground Mining course. After an assessment by CSTS, Allyson was found to be eligible and suitable for the WIOA Adult Program. Allyson was working a part-time job that paid \$14.00 per hour and earned her associate’s degree in occupational safety and health but was unable to gain employment with her degree alone. The WIOA Adult



program funded the cost of the MAPTS training, and she is now able to live comfortably as she works toward her ultimate goal of becoming a Mine Safety and Health Administration (MSHA) employee which will require her to work as a miner for 10 years.

## WIOA Dislocated Worker Program

**Training Leads to Pay Increase:** Blake obtained full-time, year-round employment as a Registered Nurse at Providence Valdez Medical Center earning \$39.53 per hour plus benefits. Blake contacted the Valdez Job Center (VJC) when other students from her nursing cohort mentioned they may be able to help with grant funding assistance. An initial assessment conducted by VJC Wagner-Peyser staff indicated Blake may be a good candidate for enrollment in WIOA to obtain funding to complete her Associates of Applied Sciences degree in Nursing at the University of Alaska. VJC staff connected Blake with the CSTS team at the Peninsula Job Center where she was determined eligible for the WIOA Dislocated Worker program as a displaced homemaker due to losing the support of her spouse, the primary income earner. During further assessment, it was discovered Blake had previously completed Certified Nurse Assistant (CNA) training and spent the prior nine years working in the medical field as both a CNA and Medical Assistant (MA). Since she no longer had the primary financial support of her spouse and was now a single parent, Blake needed funding for tuition, fees, books, testing, licensing, and support costs to assist with required out-of-town clinicals. Although she was unable to receive Pell Grant funds or other scholarship assistance, she continued to work as an MA and used that income, along with her tax refund and Alaska Permanent Fund Dividend to pay for all her basic needs while attending school. Blake is now self-sufficient, earning \$17.00 per hour more than her previous job and extremely grateful for the assistance she received.



## WIOA Youth Program

**Tenacity Leads to Professional Target:** Madison sought a fulfilling career through the Women in the Trades Heavy Equipment Operating (HEO) program by Alaska Works Partnership. As a single mother working in childcare, she aimed for financial stability and benefits. Facing challenges, she applied for the HEO apprenticeship twice, initially being unsuccessful. Undeterred, Madison worked as a pilot car driver and later secured acceptance into the HEO apprenticeship, showcasing her tenacity and hard work.



## Alaska's Veterans' Program

**Richard's Story:** Richard, a disabled U.S. Army veteran, worked for Henning Inc. until July when his position was terminated due to a contract with the Municipality of Anchorage ending. He initially came into the Anchorage Midtown Job Center for assistance with his UI claim but was quickly identified as a veteran who was eligible for WIOA Dislocated Worker and JVSG programs. JVSG staff provided resume and job search assistance. Richard was also provided housing assistance through WIOA while he looked for employment. Richard has a bachelor's degree in criminal justice and is working on obtaining a Peer Support Specialist certification. His employment goal is to work in social services. He obtained a position with the Anchorage Coalition to End Homelessness as a Housing Navigator on August 10<sup>th</sup> with a starting salary of \$28 per hour.



**Cody's Story:** Cody came into the Fairbanks Job Center at the beginning of July. He had a weekend job at Home Depot and a full-time night position as a ground's maintenance contractor. He came in wanting assistance finding "a position that gave him a purpose and added value to his life." After being identified as an eligible veteran wanting one-on-one employment assistance, he was enrolled into JVSG. Due to his general discharge from the U.S. Army, he was having challenges finding employment. He was also having issues with his VA benefits and wasn't sure how to get ahold of someone to help him. The DVOP provided him referrals to people who could assist him with his VA benefits and then went over various career path options with Cody. After a few meetings with little headway, they revisited career options similar to his military occupation (Electromagnetic Warfare). The DVOP assisted him with creating a detailed resume and job applications. Cody obtained a position as a Security Technician in LONGS Security Solutions Business on September 16<sup>th</sup>. His starting wage was \$43.29 an hour with a \$65.00 monthly stipend for use of his personal cell phone.

## Alaska's Apprenticeship Program

**Alaska Vocational Technical Center IT Apprenticeship:** April enrolled in the Alaska Vocational Technical Center (AVTEC) IT Apprenticeship program last year, determined to improve her career prospects. With no prior experience in the field, she saw the apprenticeship as an opportunity to gain new skills and certifications.

Through the program's hands-on training, she quickly developed valuable IT knowledge and earned nationally recognized certifications that enhanced her employability. AVTEC provided strong support, helping her balance her job responsibilities with online coursework. As the apprenticeship



neared completion, she received multiple job offers and ultimately accepted a position that tripled her previous income.

Her success demonstrates the effectiveness of the AVTEC IT Apprenticeship in empowering individuals to pursue rewarding careers. She is deeply appreciative of the opportunity and highly recommends the program to anyone seeking to advance their skills and improve their life.



## Appendix II - PY 2023 R&A Evaluations Highlights

### R&A – WIOA Research and Analysis Evaluation Products

#### Nonresidents Working in Alaska Report

<https://live.laborstats.alaska.gov/reshire/nonres.pdf>

To benefit Alaska’s economy, it is critical to prepare Alaska workers for occupations and specialties with high rates of nonresident hire. Published in February 2024, the Nonresidents Working in Alaska report examines the industries, occupations, and regions with high percentages of nonresident workers. The AWIB and other policymakers use this information to identify where to develop training programs that will prepare more Alaskans for high-paying jobs.

#### Training Program Performance Report

[https://awib.alaska.gov/documents/tvcp\\_sfy2022.pdf](https://awib.alaska.gov/documents/tvcp_sfy2022.pdf)

The Training Program Performance Report details the employment and earnings for participants of several training programs in Alaska. These include WIOA Adult, Dislocated Worker, Youth, and other programs. R&A uses data from its internal occupational database system to compare trainees’ occupations and earnings the year before training to the year after. This comparison is mandated by Alaska Statute 23.15.580, which requires DOLWD to evaluate state employment-related training programs. The employment and wage outcomes R&A produces are delivered to the AWIB each year, with the outcomes intended to guide training program development and workforce needs.

#### Special Labor Market Topics

R&A published a number of special research topics in the monthly publication Alaska Economic Trends, including

##### Alaska Women in Construction

<https://live.laborstats.alaska.gov/trends-articles/2024/06/alaska-women-in-construction>

##### Nonresidents During the Recovery

<https://live.laborstats.alaska.gov/trends-articles/2024/2/nonresidents-role-in-the-recovery>

##### Statewide Jobs Forecast

<https://live.laborstats.alaska.gov/trends-articles/2024/1/statewide-jobs-forecast-for-2024>

##### Worker Shortage and Turnover

<https://live.laborstats.alaska.gov/trends-articles/2023/10/worker-shortage-raises-stakes-on-retention>

# Appendix III – Alaska Job Center Network Map



## Appendix IV – Performance Accountability Data

PY 2023		
Negotiated Performance Levels and Results	Target	Actual
<b>Adult</b>		
Employment Rate 2nd Quarter after Exit	78.0%	84.7%
Employment Rate 4th Quarter after Exit	75.0%	82.1%
Median Earnings 2nd Quarter after Exit	\$9,900	\$12,294
Credential Attainment Rate (CAR)	69.0%	70.4%
Measurable Skill Gains (MSG)	81.0%	67.9%
<b>Dislocated Worker</b>		
Employment Rate 2nd Quarter after Exit	83.0%	94.2%
Employment Rate 4th Quarter after Exit	81.5%	93.8%
Median Earnings 2nd Quarter after Exit	\$11,200	\$14,414
Credential Attainment Rate (CAR)	57.6%	68.3%
Measurable Skill Gains (MSG)	87.0%	68.9%
<b>Youth</b>		
Employment Rate 2nd Quarter after Exit	58.0%	59.4%
Employment Rate 4th Quarter after Exit	56.0%	62.5%
Median Earnings 2nd Quarter after Exit	\$3,825	\$5,296
Credential Attainment Rate (CAR)	56.7%	51.0%
Measurable Skill Gains (MSG)	70.0%	78.8%
<b>Wagner - Peyser</b>		
Employment Rate 2nd Quarter after Exit	60.0%	69.0%
Employment Rate 4th Quarter after Exit	59.0%	68.7%
Median Earnings 2nd Quarter after Exit	\$6,500	\$9,428
<b>Adult Education</b>		
Employment Rate 2nd Quarter after Exit	37.0%	40.5%
Employment Rate 4th Quarter after Exit	38.0%	45.6%
Median Earnings 2nd Quarter after Exit	\$4,750	\$7,035.43
Credential Attainment Rate (CAR)	27.0%	19.8%
Measurable Skill Gains (MSG)	25.0%	23.3%