



T H R E E R I V E R S  
W O R K F O R C E I N V E S T M E N T B O A R D

# Program Committee

## *WIA Training Report* Allegheny County and City of Pittsburgh Local Workforce Investment Areas

November 2, 2005  
TRWIB Board Meeting



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## **WIA TRAINING REPORT: ABOUT THE DATA**

### The City of Pittsburgh and Allegheny County WIA Allocations

- Includes funds carried over from previous years.



## **About the Data (continued)**

### Individual Training Accounts (ITAs)

- Established for individuals considered eligible and in need of training to pay for or defray the cost of training.
- Maximum value - \$6,000 - for residents of Pittsburgh and Allegheny County.
- Valid for up to two years.
- May be used for tuition, fees, books, and school supplies (if provided or sold by the school).



## **About the Data (continued)**

### Intensive Services

- Professional career development services provided on-site at CareerLink or by contracted agencies.
- Examples of intensive services include: in-depth assessments; individual career plans; counseling; job profiling; etc.



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## **CAREERLINK CUSTOMER SATISFACTION:**

*Program Year 2005 (7/1/05 to 9/30/05)*

- Data is based on a scale of 1-5 where “1” means “Very Dissatisfied” and “5” means “Very Satisfied.”



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## **What did we learn - Employer Perspective?**

- In general, employers are satisfied with the service (average rating of 4.6).
- They reported that the services met their needs (4.8)



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## **What did we learn - Employer Perspective?** (continued)

- Employers would recommend CareerLink to others (94%).
- They found qualified applicants (100%) and plan to *or* have already hired qualified applicants via the system (89%).



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## **What did we learn – Jobseeker Perspective?**

- Job seekers, like employers, are satisfied (average score 4.3) and most notably with the staff (4.6).
- 66% of jobseekers found a job opening.
- The majority, nevertheless, (94%) would recommend CareerLink services to others.



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## Final Program Year 2004 Performance

*July 1, 2004 – June 30, 2005*

Most performance measures for 2004 were above the acceptable level for the City of Pittsburgh and Allegheny County.

One measure was not met: Allegheny County - Youth Wage Gain

<b>Performance measures for adult, dislocated workers and older youth (19-21)</b>	<b>Performance measures for younger youth (14-18)</b>
Entered Employment Rate	Diploma/GED
Retention Rate	Goal Attainment
Wage Gain/Replacement Rate	Placement & Retention
Credential Rate	