

ETA Annual Report

Workforce Investment Act Program Year 2007



Submitted by the Missouri Division of
Workforce Development

Department of Economic Development

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

In Compliance with the United States Department of Labor - Employment and Training Administration and the Workforce Investment Act – Accompanying Reporting Form 9091.

Introduction

The Workforce Investment Act (WIA) of 1998 calls for states receiving an allotment under WIA Section 127 (Youth Activities) or Section 132 (Adult and Dislocated Worker Activities) to prepare and submit an Annual Report. This narrative is to the Secretary of Labor in accordance with provisions of the WIA law.

Missouri implements and governs the WIA in a collaboration that includes the Division of Workforce Development (DWD), within the Missouri Department of Economic Development, the Missouri Workforce Investment Board, fourteen local Workforce Investment Boards and partner agencies. Key partners include the Missouri Departments of Elementary and Secondary Education, Higher Education, Social Services (Family Support Division), Corrections and many other local agencies that comprise the state's workforce investment system.

The annual reporting guidelines in ETA's "Workforce Investment Act Annual Report: General Reporting Instructions and ETA Form 9091," permit the flexibility for state administrators to opt for the completion and submittal of two types of annual reports: one, the Employment and Training Administration (ETA) Annual Report that contains the final Program Year (PY) 2007 performance measures for WIA and a minimum of three other elements; and two, a more comprehensive annual report that is more of a "corporate-style" document that will emulate a private sector's "Report to Stockholders." This document is the ETA Annual Report, based on the latest compilation of WIA performance measures for the annual reporting period. It is submitted primarily for an audience of WIA program performance monitoring staff (technical analysts), reporting liaison staff, and various other State and Federal staff and officials inquiring primarily about performance outcomes. The State will prepare another type of Annual Report that is a more typical Stockholders Report, targeted for release to the public and Missouri legislators in January 2009. The State will send completed computer file and hard copies of that Annual Report to the ETA when available.

This Annual Report contains the following required elements for each state, as described in WIA Section 136:

- 1) Performance data on the nine WIA common measures (shown in the accompanying electronic submittal form and Attachment 1) and customer satisfaction measures.
- 2) Information on the cost of workforce investment activities relative to their effect on the participants; and
- 3) Information on the status of state evaluation activities.

The Annual Report also showcases Missouri workforce system innovations implemented during PY2007 that are customer-focused, comprehensive, flexible, secure but user-friendly, and guided by future economic growth and talent demands. These enhancements are designed to communicate workforce system performance results, WIA in particular, in a timely, understandable format to the varied audience that depends on them.

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

WIA Performance Data

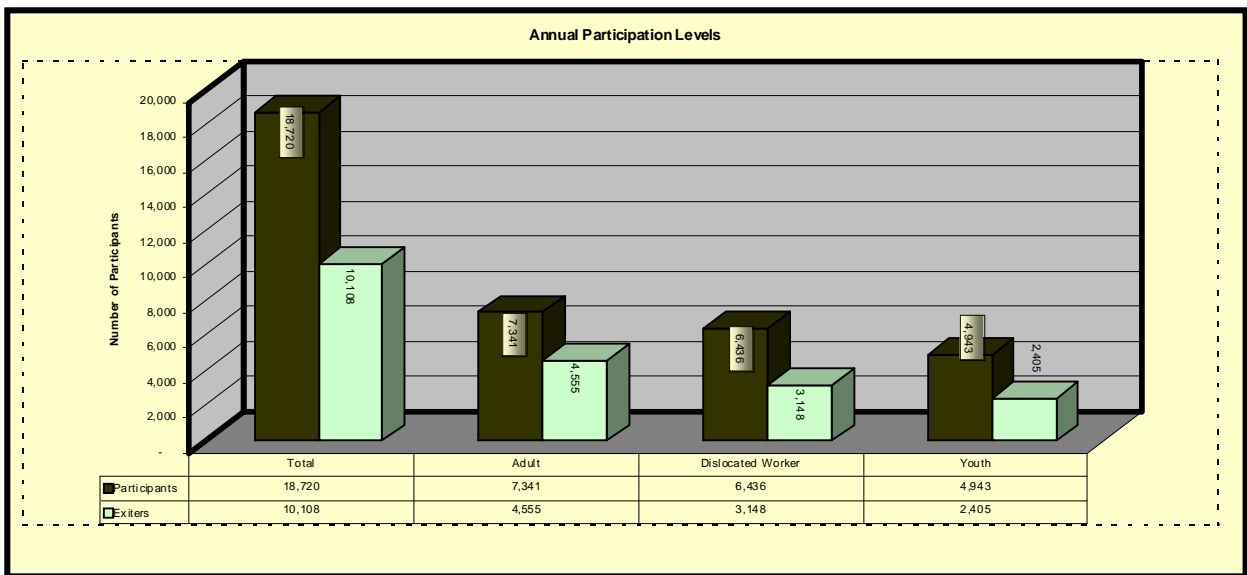
Common Measures

Missouri's performance results for appropriate employment, retention and earnings under common measures during Program Year 2007 are submitted electronically and shown in Attachment 1.

Participant Characteristics

The following Table 1 represents the total number of WIA participants served in Missouri during the Program Year (PY) 2007, beginning July 1, 2007, through June 30, 2008. Exiters and participants are shown separately for total served and for each funding stream.

Table 1: Participants Served by WIA Programs in PY2007



Prepared by the Performance and Research Unit September 2008- Missouri Division of Workforce Development
Department of Economic Development

Customer Satisfaction

The key to "development" in workforce development is an understanding of how well customer needs are met. Missouri uses a Customer Satisfaction Survey, as outlined by USDOL, and the American Customer Satisfaction Index to identify the level of satisfaction with its services and to determine ways to continue to

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

enhance those levels. The customers, both businesses and job-seekers, are the primary focus of the customer satisfaction survey process.

The Division of Workforce Development conducts the Customer Satisfaction Survey through a contract with The Center for Advanced Social Research (CASR), at the School of Journalism, University of Missouri - Columbia. The most recent contract stipulated that CASR was to complete 1,000 surveys of WIA participants who exited the program between January 1, 2007 and December 31, 2007, as well as of 1,000 employers who received services during the same time period. CASR was able to complete enough surveys of both WIA participants and employers, to result in a 100% response rate for both groups of customers.

Missouri enjoyed a flat pattern of customer satisfaction levels for job seekers (participants) but growth in the customer satisfaction level from employers. The customer satisfaction level for WIA participants in both PY 2006 and 2007 was 87%. For employer customers, the satisfaction level for the same time period was 89% but increased throughout the time period to 92%.

Cost of Workforce Investment Activities

Cost-Benefit Comparison

Placing a monetary value on participation in WIA programs must take into account total dollars expended (whether measured as totals or averages) as well as the number of participants served and services provided during a specific time frame. One way of comparing costs to benefits is to examine the average cost per service and per client for each program. This is displayed in Table 2 below.

Table 2: Average Costs

Program Category	Average Cost Per Service	Average Cost Per Client
Adult	\$642	\$2,213
Dislocated Worker	\$740	\$1,891
Youth	\$3,645	\$8,899

The differences in perceived efficiency in cost-benefit can be explained by examining the type and number of services provided. 23% and 17% of total Adult and Dislocated Worker services, respectively, are initial assessments. In the Youth population, initial assessment is not a reportable service, and thus accounts for none of the services counted above. Initial assessment services typically are among the least costly services provided through WIA. A large number of this type of service, compared to smaller numbers of more expensive services, accounts for the seemingly much more efficient use of funds in the Adult and

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

Dislocated Worker populations. In addition, experience has shown that Youth participants tend to be in the system longer than Adult or Dislocated Worker participants and thus receive more services.

Any cross-program comparison of cost-per-service or -per-client must be viewed in the context of differences in program focus, participant need, and participant case management. Each program focus is fundamentally different. In the Youth program, more emphasis is placed on attainment of global, general skill sets. The objective of the program is to build a foundation for life-long learning and employability, whereas the emphasis of the Adult and Dislocated Worker programs is more immediate--a return to productive and substantial employment. These differences in focus also affect the cost-per-client and cost-per-service averages and should shape the perceived benefits of programs, compared to costs.

A true assessment of program benefits compared to cost must take into account achievement of each program's objectives. Determining tangible, rather than more subjective perceptions of benefits--to be compared to tangible costs--is undoubtedly a complex undertaking. Performance measure outcomes can be considered a tangible benefit. There are limitations associated with this method, however. Individuals included in the performance measures represent only part of the populations served by the program. The entered employment rate, for instance, excludes those who were still employed at the time of registration. The costs in any given time period represent funds used for all participants, not just exiters. As a result, more precise cost-benefit measures would be time and labor intensive and have not been undertaken as a research priority.

State Program Evaluation Activities

Implementation and Reporting of Common Measures

ETA's Common Measures reporting structure for WIA, Labor Exchange and Trade Act was implemented in 2005, with requirements outlined in TEG 17-05 (released February 17, 2006) and TEG 17-05, Change 1 (released August 13, 2007). As of September, 2007, Missouri's waiver was approved to establish negotiated performance goals and to begin reporting only the nine WIA Common Measures to the ETA. Descriptions of those measures are contained in TEG 17-05. The Common measures (entered employment, employment retention, and average earnings) are also reported for the Labor Exchange program (see the latest version of ETA Handbook No. 406 and related Labor Exchange documents).

Missouri's Ownership Process for Validation of Performance Measures

The DWD JobStat Team, evolved from the State Performance Management Team in 2006, is made up of state and local regional workforce professionals. Working together, their goal is to improve performance, accountability and results for employment, retention, earnings and work participation. JobStat's functions include accumulating program information and statistics, identifying issues and resolving them, and moving proactively toward continuous improvement by matching policy and program changes to actions suggested by the data analysis. The end result is that effective action is taken when local staff take "ownership" and responsibility for validating and cleaning their own data.

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

Local JobStat team representatives, composed of local subject matter experts, discuss performance issues at the regional level. In addition, each region has nominated one representative to serve on the State/local JobStat team. The teams, both at the state and local levels, analyze reports about all programs, combined programs, and locally developed reports to create “workforce intelligence” they use to master certain performance management actions and, ultimately, take ownership of potential performance failures as well as achievement successes. The intelligence gathered is used to rationally discover strengths and opportunities. By relying on data, not speculation, Missouri’s JobStat team is better able to use the derived information to make decisions that will improve our system.

Continuous Improvement Review and Quality Control

Beginning with the PY2007/FY2008 reporting periods, the Quality Assurance Unit of DWD became responsible for financial monitoring visits as well as Continuous Improvement Reviews (CIRs). The WIA requires DWD, acting on behalf of the Governor, to conduct an annual onsite monitoring of each local area within the State to ensure compliance with the Uniform Administrative Requirements applicable to the local area. Financial monitoring visits are conducted to ensure providers receiving funds under this title comply with the applicable cost principles included in the appropriate Office of Management and Budget Circulars. The CIR functions to examine the delivery of local workforce development services in terms of certain targeted WIA system elements.

The Quality Assurance Unit’s work efforts assist the Performance and Research Unit in completing the annual Data Element Validation for WIA, in compliance with the U.S. Department of Labor’s requirements. Since staff members already make field visits to local offices, it is cost effective for these staff to incorporate into their field work the completion of the data element validation process. In collaboration with the Performance and Research Unit, the Quality Assurance unit receives training in Data Element Validation, assistance in coordinating field reviews that include data element validation, exit interviews with local staff and training seminars on how validation field errors affect local performance impacts.

Literacy-Numeracy: Partnering with Education and Training

The state of Missouri became accountable to ETA for meeting performance goals for the Literacy-Numeracy Gain Youth Common Measure in PY2007. Workforce Investment Act Region staff continued testing appropriate recipients of Youth services to determine deficiencies in basic skills, delivering remediation services, and follow-up testing to assess Literacy-Numeracy Gains. DWD staff monitored the quality of the Literacy-Numeracy data to ensure that testing and data entry was timely and conformed to ETA and DWD policy on Literacy-Numeracy testing. DWD continued to provide technical assistance to Region staff through webinars and conference calls as well as facilitating access and attendance of Region staff at webinars and conferences presented by ETA staff on skill-enhancing youth programming and technical information on the Literacy-Numeracy Gain measure.

DWD continues to partner with the Missouri Department of Elementary and Secondary Education (DESE) to provide basic-skills testing and services in accordance with the Youth Literacy and Numeracy Gain Common Measure. This partnership, solid policy, and extensive staff training will increase compliance with

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

ETA's requirements for participation in, and service delivery related to, literacy-numeracy activities. This will also lead to accuracy and thoroughness of participant data, timeliness of reporting, and ultimately enabling DWD to capture all positive outcomes of youth engaged in basic-skills improvement activities.

Wage Record Interchange System (WRIS)

The Division of Workforce Development (DWD), under an agreement with Missouri's Division of Employment Security, Department of Labor and Industrial Relations (DOLIR), participates in the nationwide Wage Record Interchange System (WRIS). This facilitates performance accountability by providing a means of exchanging wage record data among states. During Program Year 2007, those states that had not yet joined the ETA-administered WRIS at the end of PY2006 signed the necessary data sharing agreements to once more become part of the WRIS. Thus, Missouri again has access through the WRIS to wages from all 49 states that had been part of the WRIS under previous administration by the National Association of State Workforce Agencies. Access to the maximum number of out-of-state wage records provides more thorough documentation of the positive impact of WIA services on Missouri participants' employment, retention, and wages.

Return on Investment

In the Division's local program Incentive Policy (DWD Issuance 07-2007), we have determined that one measure of an adequate return on investment is to compare the annualized "total earnings" (Numerator of the earnings average times 2) for the Adult and Dislocated worker programs with 4 times the Adult and Dislocated Worker (local) allocation for the previous year. Assuming that most earners will pay about 25% of their earnings in taxes, their taxes on earnings should offset the allocation used to assist them in securing employment. This formula has proven to be adequate for both the Adult and Dislocated Worker populations in three Local Workforce Investment Areas but not as a statewide total. We hope to analyze this approach historically as well as in the future to see if it indeed proves to be an effective measure.

Waivers and Evaluations

Since March 2006, Missouri has actively pursued a wide range of waiver requests and managed their administration, including assessments and evaluation. These have been essential in order to meet many of Missouri's unique workforce challenges. New initiatives such as DWD's Skilled Workforce Initiatives (using 15% funds) and the Workforce Innovation in Regional Economic Development (WIRED) projects are just two examples of innovations worthy of waiver consideration. Currently we have twelve waivers that are approved through June 30, 2009. Due to the devastation of the flooding in the Spring of 2008, Missouri requested and was approved four temporary waivers for flood-impacted areas of the state. We also received temporary designation as a work-flex state to meet the immediate needs of any local region with their flood emergencies. These waivers are listed below:

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

Approved Waivers: (approved through 6/30/09)

- Deobligation/Reobligation Policy
- Utilize up to 10% local activity funds to be used for statewide activities
- Utilize up to 100% transfer between A & DW funds
- Allow Individual Training Accounts for Older Youth
- Eligible Providers of Youth Activities – Competitive Bid Option
- Allow Local Regions to Provide the Ten Youth Program Elements as Options Available to Youth Participants
- Allow Local Regions to Provide 12 Month Follow-up as Option – based on circumstances of customer
- Waiver to Allow the Governor to Utilize up to 100% of WIA Dislocated Worker/Rapid Response Funds as Statewide Activity Funds
- Minimize Data Capture Requirements (IWT)
- Increase OJT Employer Reimbursement to 75% for Small Businesses (was approved to go as high as 90% for employers with 50 or fewer employees)
- Capitalization Funds of Small Business in concert with Entrepreneurial or Micro Enterprise Training (up to \$5,000)
- Replace the 17 current Performance Measures with the Common Measures.

Waivers Approved for Flood-Impacted Areas Only:

- WIA funds approved for public service employment in clean-up and recovery efforts. Also approves wage subsidies for clean-up and recovery efforts on private sector property. (Expires in 6 months - from 7/18/08 - to 1/16/09)
- Flood impacted areas can use up to 100% of local area formula funds to provide statewide employment and training funds. (Expires 6/30/09)
- Waiver permits reimbursement of up to 100% of the wage rate for flood-impacted businesses and those training flood-affected Missourians. (Expires in 6 months - from 7/18/08 - to 1/16/09)
- Waiver permits local flood impacted areas to offer a sliding scale match based on criteria developed by the state for businesses impacted by the floods and those training flood-impacted individuals. (Expires 6/30/09)

Missouri was also granted designation as a work-flex authority state through June 30, 2009. The State may grant waivers of provisions at WIA Section 122 to local areas impacted by the flood disaster.

The evaluation effort surrounding these waivers is being implemented now. While implementation of the new case management and reporting system has enabled vastly improved reporting capability, we do not currently have conclusive data about all waiver projects, because it has simply been too early to produce all necessary reports, nor to have finished analyzing them.

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

Innovations

New Management Information/Case Management System

The Missouri workforce and DWD data management, reporting and case management system underwent major realignments during PY2007.

A new workforce program case management system, named **Toolbox 2.0**, became operational in May, 2008 after months of preparation and planning for this major transition and reporting innovation. The system selected was developed and is currently used by the state of Utah, as well as Montana and Iowa. System developers from Utah adapted the system for the specific needs of Missouri as well as provided ongoing technical assistance. Extensive training in the use of Toolbox 2.0 was provided to DWD managers and staff, in both the central office and in the regions. The training was both instruction-led, in-person and through ongoing webinars. Performance reporting data created from the Toolbox 2.0 data structure has been continuously examined and verified to ensure that data accuracy was maintained in the transfer from the previous case management system to the new system. The case management system is customer-focused, based on the individual's employment plan and driven by services, as opposed to programs. Both the job matching component and the overarching case management system have excellent internal reporting capability to enhance workload management, and the robust database structure will facilitate expanded reporting capabilities.

Redefining Performance Reporting

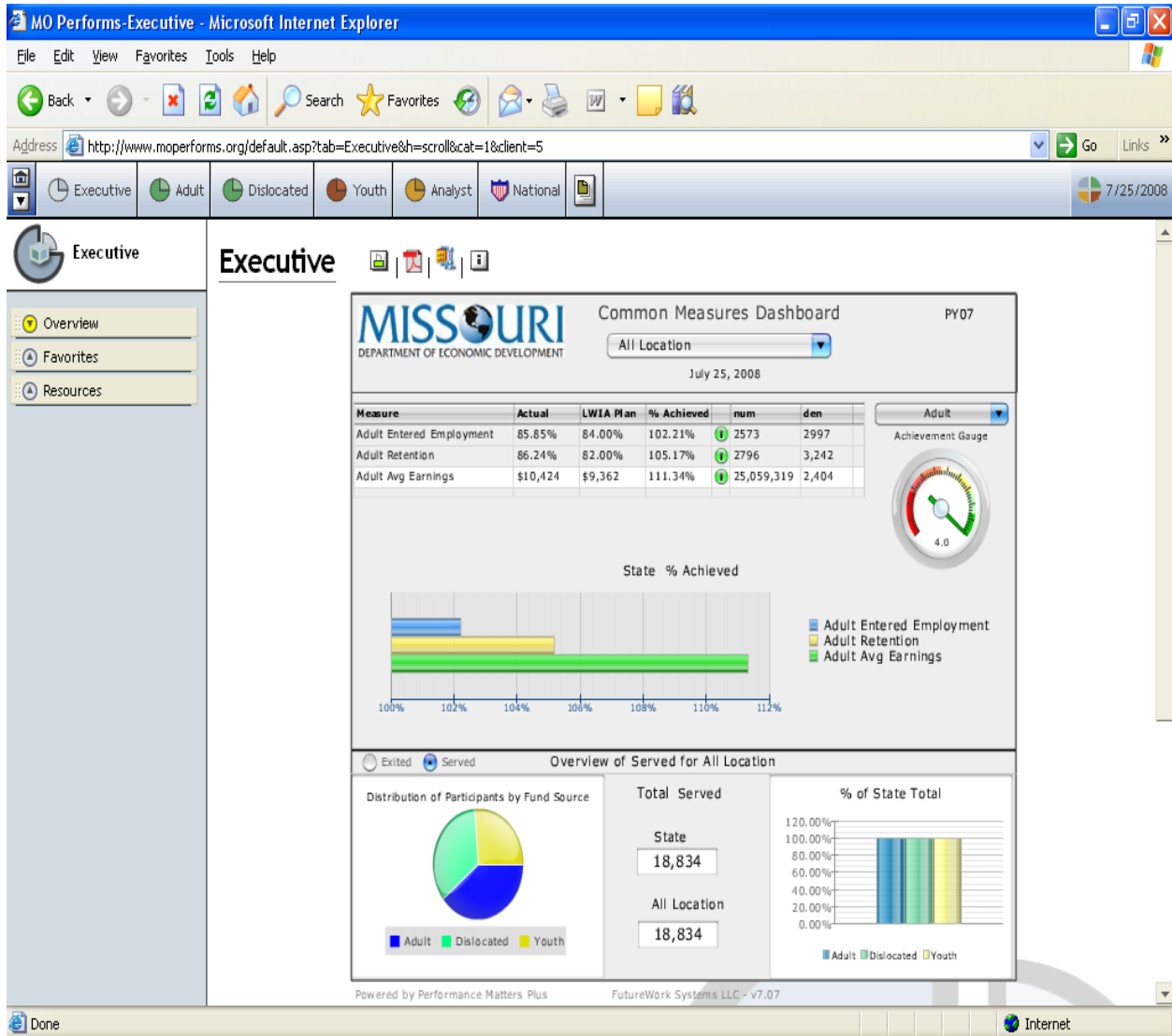
DWD contracted for and purchased an innovative web-based reporting tool from FutureWorkSystems, **MoPerforms**, also using the State's discretionary 15% funding. Once individual WIA participant records have been uploaded to MoPerforms, users of the report-generation software are able to create a variety of tables and charts to meet case management needs for tracking progress toward performance goals. (See the graphic below that is an example of the data display available with the MoPerforms system. Note: the screen shot data is not for PY2007 Quarter 4). Users have the flexibility to design their own tables. Performance data displayed includes actual performance, negotiated goals, percent of goal achieved and future performance trends. The system also provides service flow counts (exiters, new registrants, numbers served) as well as program costs per participant. Information can be obtained by WIB Region and by local office as well as Statewide. Data can be retrieved for any of three performance years (PY2005-2007 or preliminary performance information for PY2008), or for any quarter or month of the performance year. Information can be obtained per WIA funding stream and for other subgroups of participants.

DWD will soon upload WIA participant records to MoPerforms on a monthly basis, new wage data on a quarterly basis, and workforce program fiscal information on a monthly basis. This will enable workforce system staff to be able to more closely and precisely track progress toward performance goals, assess

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

Graphic 1: Performance Reporting Screen Shot of MoPerforms



program costs, and provide needed case management to achieve positive program outcomes. Eventually, data on recipients of individual National Emergency Grants, Wagner-Peyser employment services and Career Assistance Program (CAP) services, as well as the necessary software functionality, will be added to enable case managers to track performance outcomes for these programs.

The State Performance Management Team, created in 2006, included upper-level DWD management, supervisors, and Division staff with responsibilities related to performance reporting, program management,

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

continuous improvement and management information systems. The management approach for this team has evolved into the **DWD JobStat Team**.

The JobStat team is made up of state and local region workforce professionals. Working together, their goal is to improve performance, accountability and results for employment, retention, earnings and work participation. They accomplish this by accumulating program information and statistics, identifying issues and resolving them, and moving proactively toward continuous improvement. The team meets on a quarterly basis. By relying on data, not speculation, our JobStat team will be better able to use the derived information to make decisions that will improve our system.

Redefining Access to Missouri Career Centers and Local Funding

The **UbiDuo™** is a new communication technology that allows people who are deaf and hard of hearing to communicate with people who are hearing in simultaneous real time, without an interpreter. It is a portable, wireless, battery-powered, stand-alone communication device that facilitates simultaneous face to face communication by means of two displays and two keyboards. Missouri Career Centers have partnered with sComm, the Missouri-based company that created the UbiDuo, to allow deaf job seekers to borrow the UbiDuo to take with them on potential job interviews—at no charge.

Other Statewide Activities

A relatively significant amount of the **WIA 15%** funds will be set aside for the continued establishment and operation of the One-Stop system in Missouri. Priorities for funding One-Stop system needs include assistive technology, outreach and informational materials, system automation including hardware and software, One-Stop MIS operating system, and funding for adult, youth, and dislocated workers activities at the One-Stop Career Centers in the local areas.

Included under the statewide activities funding (as well as under the 25% Rapid Response funding) is the Skilled Workforce Initiative (SWI), which has just completed the third year of implementation. The SWI is a competitive grant process that allows the local WIBs to submit proposals for demonstration projects that will increase the workforce system capacity in Missouri. Project proposals were submitted in the following four categories: 1) Talent Acquisition and Development; 2) Business Retention Services; 3) Micro-Enterprise Training and Support; and 4) One-Stop Career Center Enhancements. For Program Year 2007, the SWI provided over \$4 million to fund a total of 45 projects, which served 4,743 individuals and 484 businesses.

Statewide activity funds are also set-aside for incentive grants to the local areas for regional cooperation between WIBs and local coordination of WIA activities. However, to be eligible for these grants, local areas must meet certain performance criteria. Local areas in danger of not meeting performance standards will receive technical assistance from state staff funded with WIA 15% funds. All technical assistance is aimed at improving performance in collaboration with local staff and leadership. All of the activities here are described in detail in the State Strategic Plan.

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

Career Advancement Accounts

In December 2006 the U.S. Department of Labor selected Missouri and eight other states to participate in a two-year demonstration to assist current and displaced workers impacted by changes in the automotive industry by providing self managed training accounts for expenses directly related to education and training. From this initiative, emerged **Career Advancement Accounts (CAAs)**. CAAs are self-directed accounts that originally provided up to \$3,000 for a 12-month period for expenses related to training and education. Since 2006, USDOL has raised the cap to \$6,000 and expanded the eligibility to criteria to not only those affected by changes in the automotive industry but to also include any individuals who have been laid off, received a notice of lay-off or are in danger of being laid off from their jobs, and workers who are employed in at-risk or transforming industries.

These accounts are designed to help workers receive the new skills and training which in turn will lead to new job opportunities, job retention, promotions, wage increases and competitiveness in the workplace. Career Advancement Accounts are used for training and education that is directly related to Missouri's high growth, high demand industries. The State of Missouri currently has over 260 active accounts.

Confidentiality and Information Security under WRIS: Plan, Policy and Training

DWD implemented a new confidentiality and information security policy to ensure compliance with confidentiality protection statutes and to protect the confidentiality of workforce system customer and employer information, including but not limited to wage records. Although, originally aimed at compliance with the WRIS program, the policy development process was expanded to consider this very important data protection function. The policy applies to DWD, local workforce investment boards (WIBs), and their contractors and sub-contractors. It outlines procedures by which individuals become authorized users of confidential information through specified training. During a two-month implementation phase data users will complete the training, pass a test, and sign a user attestation form to become formally authorized users with access to certain client records.

Exemplary Service to Youth

Jobs for Missouri's Graduates (JMG) is a dropout prevention and workforce preparation program for at-risk youth, delivered in the classroom through the support of school and business partnerships. Modeled after the national program Jobs for America's Graduates (JAG), JMG has proven to be a successful, employer-driven youth development program which combines skills training with instruction in professional development, community service and leadership. In July, 2008, Jobs for Missouri Graduates received seven state performance awards, as well as regional and individual performance awards. This program is supported with Wagner-Peyser monies of the Governor's 10% allocation.

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

WIRED for Innovation

In PY2006, the greater Kansas City, MO-KS area was awarded funding by ETA's **WIRED** (Workforce Innovation in Regional Economic Development) initiative and designated the "OneKC" WIRED region. Focus was placed on training more individuals in the fields of advanced manufacturing, health care and biotechnology. A number of these individuals were also receiving WIA services. In PY2007, quarterly WIRED evaluation began by identifying the numbers of individuals receiving WIRED training in each of the three industries targeted in the OneKC WIRED region. The planning process began for implementing ETA's adult common measures (entered employment, employment retention, and average earnings) as part of the evaluation of this WIRED project (e.g., data collection and entry, creation of appropriated databases).

In PY 2007, Missouri became the recipient of a second WIRED grant for the Southeast Missouri Commerce Corridor. This project is providing significant collaboration, team building and planning functions to develop the cohesive and significant long-term linkages necessary for an integrated workforce investment system.

In addition, Missouri's Southwest Region Workforce Investment Board is participating in the Quad-States Regional Innovation Grant (**RIG**), or QSRT, <http://www.qsrt.org/> that promotes regional economic development among the four states along our southwest corner. QSRT recently was highlighted by Economic Modeling Specialists, Inc., www.economicmodeling.com because of their participation in Belgian high-tech materials company Umicore's <http://www.umicore.com/en> decision to locate across the border in Oklahoma. The workforce data provided by the Southwest Region was a key component in locating the site there, resulting in an investment of \$51 million into the region and 165 new jobs with an average salary of \$51,000 a year.

Missouri's Workforce System Business Model Performance Measures

In addition to WIA measures and other federal program reports, Missouri is in the process of developing "**System-wide Workforce Outcomes**", which track the entered employment, retention, average earnings, and cost per participant for clients of all programs, using the Common Measures reporting requirements. These outcomes would be broken out for each of Missouri's fourteen Workforce Investment Areas to assist the State and local areas in developing strategies to improve performance and customer satisfaction.

Meetings have been held with DWD workforce program managers during PY07 to identify the type of reports (participant flow as well as performance outcomes) that program managers would find most useful. In addition, early discussions considered whether the new case management system or the web-based reporting system would be most efficiently configured to accommodate a new system-wide outcomes reporting framework. As a result, the Performance and Research Unit is designing decision based, program management reports that will not be used in federal reporting but will vastly improve the Career Center and the services they offer as a "talent development" business model.

ETA Annual Report

Workforce Investment Act Program Year 2007
Missouri

Closing the Feedback Loop in Performance Reports

Missouri strives to offer accountability, ownership, responsibility and innovation in all of its performance reporting functions, whether in regard to the Workforce Investment Act, the Wagner-Peyser program or our own internal management information. Whether looking at our current reports, or looking toward innovation for new reporting structures, Missouri works toward "closing the loop." In a system that could simply function to generate the necessary federal reports, we strive to do much more for validation, ensuring accuracy and jointly, with the USDOL-ETA, making the reporting and continuous improvement actions based on those reports the best in the "business" of Workforce, continuous improvement and Talent Development.

ETA Annual Report

Workforce Investment Act Program Year 2007 Missouri

Attachment 1: PY 2007 Missouri Performance – EZ

MISSOURI STATEWIDE PY07 ANNUAL WIA and WAGNER-PEYSER EZ COMMON MEASURES

TOTAL WIA PARTICIPANTS		18720
Adult		7,341
Dislocated Worker		6,436
Youth		4,943

TOTAL WIA EXITERS		10108
Adult		4,555
Dislocated Worker		3,148
Youth		2,405

WIA ADULT	NEGOTIATED LEVEL-07	ACTUAL LEVEL	% of PROJECTION		ACTUAL
	Rate	Rate	Indiv Meas	Prog Area	Num/Den
AD Entered Employment	84%	85%	101%	106%	2,671
					3,155
AD Six-Month Retention	82%	86%	105%		2,880
					3,337
AD Average Earnings	\$9,362	\$10,466	112%		\$25,967,237
					2,481

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area	Num/Den
DW Entered Employment	90%	89%	99%	104%	2,305
					2,595
DW Six-Month Retention	88%	89%	101%		2,088
					2,340
DW Average Earnings	\$12,877	\$14,460	112%		\$26,635,896
					1,842

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area	Num/Den
YOUTH Placement in Employment or Education	62%	72%	116%	127%	1,270
					1,761
YOUTH Attainment of Degree or Certificate	43%	66%	153%		734
					1,115
YOUTH Literacy and Numeracy Gains	35%	39%	111%		230
					583

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area	Num/Den
WP Entered Employment	63%	64%	102%	99%	89,415
					138,891
WP Six-Month Retention	79%	78%	99%		85,523
					109,753
WP Six-Month Average Earnings	\$9,944	\$9,602	97%		

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection



NOTE: 90% of negotiated goal is required to be eligible for incentives.
Prepared by Performance and Research Unit September 26, 2008 Division of Workforce Development