

Missouri continues to use a multi-faceted approach to performance measurement systems for improvement in workforce programs; and strategic evaluation sessions to gauge the Workforce Development System's effectiveness.

Missouri's Performance Measurement System

In addition to the WIA measures and other federal program reports, Missouri uses System-wide Workforce Outcomes, which access the Entered Employment, Retention, and Earnings change for clients for all programs, using the Common Measures methodology. These are broken down by Missouri's fourteen Workforce Investment Areas as well as its six Economic Development Regions.

Wage Record Interchange System

The Division of Workforce Development (DWD), under an agreement with Missouri Department of Labor and Industrial Relations (DOLIR) participates in the nationwide Wage Record Interchange System (WRIS). This facilitates performance accountability by providing a means for exchanging interstate wage record data among states and was implemented in Missouri for Program Year 2002.

Wage Record Interchange System

Effective November 1, 2003, the Missouri Division of Workforce Development, in partnership with the Missouri Department of Labor and Industrial Relations, has access to the operation of the Wage Record Interchange System (WRIS).

Participation with the WRIS will enable Workforce Development to use WRIS in Missouri's performance measure reporting activities. We will be able to report performance for all US Department of Labor programs that require assessment and reporting as set forth in the Workforce Investment Act. This application permits Performance Accountability and Customer Information Agency (PACIA) to request wage information on specific groups of Social Security numbers. The State Unemployment Insurance Agency (SUIA) imports these requests and returns matching wage records to the (PACIA) via the Lockheed Martin hub.

In the course of access to the WRIS, Missouri as well as participating WRIS authorized states have access to certain data that is furnished to the Lockheed Martin Information Technology through the WRIS. This information will contain the year/quarter index and relevant wage/employer information.

Social security numbers and wage and employment data are confidential, and they may not be disclosed to others. The rules and procedures governing the use and treatment of confidential WRIS data are set forth in a document entitled, Standard and Guidelines for the Handling of confidential WRIS Data by Performance Accountability and Customer Information Agency (PACIA) and (SUIA) Employees.

There are 42 states that have joined WRIS. Seven of the eight states that border Missouri have joined WRIS. In addition, the Division is finalizing an agreement to share Unemployment Insurance data with Illinois.

Business and Process Measures

Having identified the employer as its primary customer, Missouri is now calculating Market Penetration measures that assess the proportion of new hires and employer use of Missouri's Workforce System. Our FY03 Strategic Plan includes many action items designed to increase market share including a new evaluative measure, Missouri's Job Order Cycle Time, to assess how quickly we can satisfy employers' requests for skilled workers. This measure is also targeted in our strategic efforts and has seen a 41% decrease from the first quarter of PY2002 to the first quarter of PY2003. These measures are also broken down by WIA region and Economic Development Region and are provided on-line, real-time on Missouri's workforce client tracking system, Toolbox.

Continuous Improvement Reviews

The Continuous Improvement Reviews (CIR) examines the delivery of local workforce development services in terms of certain targeted WIA system elements. In order to study the effects of process change and integration on the performance of local systems, the review team meets with program and research staff to analyze each region's most recent outcomes to identify strengths and weaknesses. The review team uses this information in conjunction with the results of last year's CIR to identify how a region's changed processes, which resulted from the previous CIR, improved the region's performance.

The comparison of the CIR and performance measures provides a linkage from the subjective CIR to the objective performance measures. The combination of these evaluation processes provides the Division of Workforce Development with the human element of question and answer/observation and the actual outcomes of customers. The information gleaned from analyzing the two tells what processes work and are shared with other regions.

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The comparison of the CIR and performance measures provides a linkage from the subjective CIR to the objective performance measures. The combination of these evaluation processes provides DWD with the human element of question-and-answer/observation and the actual outcomes of customers. The information gleaned from analyzing the two tells what processes work and are shared with other regions.

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70	81	534	9,167	643	83
Employers	68	75.5	534	15,978	746	71.6

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	80.1	2,690
			3,358
Employment Retention Rate	84	83.9	2,622
			3,126
Earnings Change in Six Month	2,718	2,879	8,690,308
			3,018
Employment and Credential Rate	60	70.7	694
			982

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	78.8	1,334	80.9	225	71	76	78.1	100
		1,692		278		107		128
Employment Retention Rate	84.1	1,363	83.2	203	93.2	82	81.5	88
		1,620		244		88		108
Earnings Change in Six Months	3,783	5,897,629	3,256	765,256	4,001	328,054	2,302	239,422
		1,559		235		82		104
Employment and Credential Rate	70	618	68.8	53	76	19	62.5	15
		883		77		25		24

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	82.7	616	79.4	2,074
		745		2,613
Employment Retention Rate	85.9	718	83.1	1,904
		836		2,290
Earnings Change in Six Months	4,474	3,606,441	2,298	5,083,867
		806		2,212

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	79	88.2	2,768
			3,137
Employment Retention Rate	91	92.2	2,552
			2,768
Earnings Replacement in Six Months	96	95	31,114,950
			32,766,919
Employment and Credential Rate	60	76.2	792
			1,040

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	87.8	324	78.9	30	79.6	266	75	21
		369		38		334		28
Employment Retention Rate	88.6	287	80	24	88.3	235	76.2	16
		324		30		266		21
Earnings Replacement Rate	91.9	4,073,266	93	244,048	76.9	2,495,425	149	138,210
		4,433,447		262,494		3,245,089		92,748
Employment And Credential Rate	75.9	82	63.6	7	65.4	53	63.6	7
		108		11		81		11

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	92.4	961	86.2
1,040			2,097	
Employment Retention Rate	92.3	887	92.1	1,665
		961		1,807
Earnings Replacement Rate	101.3	10,696,234	91.9	20,418,716
		10,556,335		22,210,584

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	63
Employment Retention Rate	82	79.1	373
			212
Earnings Change in Six Months	2,249	2,791	728,345
			261
Credential Rate	40	38.9	160
			411

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	98.1	317	100	4	100	22	97.4
	323		4		22		267	
Employment Retention Rate	78.8	182	100	2	64.3	9	80.5	157
		231		2		14		195
Earnings Change in Six Months	2,908	654,263	4,027	8,053	3,382	43,967	2,748	522,183
		225		2		13		190
Credential Rate	39.2	140	25	1	50	11	37.5	110
		357		4		22		293

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	90
			6,823
Diploma or Equivalent Attainment Rate	55	87.1	1,213
			1,392
Retention Rate	65	75.3	324
			430

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	71.9	4,766	11.4	663	10	596
		6,632		5,797		5,989
Diploma or Equivalent Attainment Rate	86.5	1,021	84.3	102	74.5	225
		1,180		121		302
Retention Rate	74.9	259	82.2	37	79.9	115
		346		45		144

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	75.6	2,397	2,809	8,522,592	0.9	24	3,502	9,420,149	40.7	251
		3,172		3,034		2,690		2,690		616
Dislocated Workers	84.6	1,726	*****	2,170,776	0.9	22	5,802	14,905,107	52.8	457
		2,039		1,909		2,569		2,569		865
Older Youth	69.1	201	2,925	813,255	0.4	1	2,434	555,009		
		291		278		228		228		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	7,495	4,555
Dislocated Workers	8,062	3,831
Older Youth	1,519	781
Younger Youth	6,524	3,347

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$13,186,277.00
Local Dislocated Workers		\$9,520,052.00
Local Youth		\$13,893,645.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$3,207,836.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$3,821,967.00
Statewide Allowable Activities 134 (a) (3)	Capacity Bldg/TA	\$948,179.00
	Research Demonstrations	\$183,239.00
	Local Administration	\$3,859,715.00
	Carrying out Youth Activ.	\$33,718.00
	State Administration	\$728,415.00
	WIA Annual Report	\$6,563.00
	AD/DW Activities	\$726.00
Total of All Federal Spending Listed Above		\$49,390,332.00

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Central Region Workforce Investment Board, Inc.	Total Participants Served	Adults	740
		Dislocated Workers	740
		Older Youth	218
		Younger Youth	308
	Total Exiters	Adults	312
		Dislocated Workers	236
		Older Youth	67
		Younger Youth	183

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	70	89
	Dislocated Workers	80	98
	Older Youth	60	100
Retention Rate	Adults	80	89
	Dislocated Workers	82	99
	Older Youth	80	100
	Younger Youth	66	90
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,676	3,273
	Dislocated Workers	80	102
	Older Youth (\$)	2,224	6,055
Credential / Diploma Rate	Adults	50	67
	Dislocated Workers	50	74
	Older Youth	46	59
	Younger Youth	52	89
Skill Attainment Rate	Younger Youth	90	71
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: East Jackson County Region Workforce Investment Board	Total Participants Served	Adults	174
		Dislocated Workers	237
		Older Youth	28
		Younger Youth	113
	Total Exiters	Adults	142
		Dislocated Workers	172
		Older Youth	18
		Younger Youth	67

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	66	75
	Dislocated Workers	71	82
	Older Youth	50	100
Retention Rate	Adults	69	84
	Dislocated Workers	80	93
	Older Youth	60	100
	Younger Youth	62	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	3,425
	Dislocated Workers	89	106
	Older Youth (\$)	2,500	7,099
Credential / Diploma Rate	Adults	43	58
	Dislocated Workers	40	53
	Older Youth	50	71
	Younger Youth	40	83
Skill Attainment Rate	Younger Youth	47	82
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Jefferson/Franklin County	Total Participants Served	Adults	179
		Dislocated Workers	315
		Older Youth	44
		Younger Youth	135
	Total Exiters	Adults	81
		Dislocated Workers	125
		Older Youth	13
		Younger Youth	19

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	67	93
	Dislocated Workers	66	95
	Older Youth	63	83
Retention Rate	Adults	76	95
	Dislocated Workers	78	86
	Older Youth	80	100
	Younger Youth	75	60
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	3,943
	Dislocated Workers	90	84
	Older Youth (\$)	2,249	3,338
Credential / Diploma Rate	Adults	41	79
	Dislocated Workers	40	88
	Older Youth	38	78
	Younger Youth	45	100
Skill Attainment Rate	Younger Youth	71	87
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Kansas City Region	Total Participants Served	Adults	859
		Dislocated Workers	849
		Older Youth	260
		Younger Youth	1,108
	Total Exiters	Adults	636
		Dislocated Workers	562
		Older Youth	133
		Younger Youth	521

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	65	82
	Dislocated Workers	73	87
	Older Youth	50	96
Retention Rate	Adults	72	82
	Dislocated Workers	87	92
	Older Youth	77	77
	Younger Youth	58	79
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	3,972
	Dislocated Workers	90	102
	Older Youth (\$)	2,500	3,591
Credential / Diploma Rate	Adults	44	67
	Dislocated Workers	45	62
	Older Youth	38	44
	Younger Youth	48	86
Skill Attainment Rate	Younger Youth	70	90
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Northeast Missouri Workforce Investment Board, Inc.	Total Participants Served	Adults	195
		Dislocated Workers	415
		Older Youth	49
		Younger Youth	151
	Total Exiters	Adults	56
		Dislocated Workers	174
		Older Youth	13
		Younger Youth	55

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	76	77
	Dislocated Workers	75	96
	Older Youth	59	89
Retention Rate	Adults	83	92
	Dislocated Workers	88	93
	Older Youth	80	100
	Younger Youth	65	77
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,851	4,447
	Dislocated Workers	86	110
	Older Youth (\$)	2,895	7,767
Credential / Diploma Rate	Adults	50	80
	Dislocated Workers	51	85
	Older Youth	53	33
	Younger Youth	55	89
Skill Attainment Rate	Younger Youth	59	94
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	x		

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Northwest Missouri Workforce Investment Board	Total Participants Served	Adults	375
		Dislocated Workers	596
		Older Youth	60
		Younger Youth	159
	Total Exiters	Adults	160
		Dislocated Workers	240
		Older Youth	23
		Younger Youth	39

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	69	89
	Dislocated Workers	54	91
	Older Youth	60	100
Retention Rate	Adults	82	89
	Dislocated Workers	81	91
	Older Youth	71	71
	Younger Youth	61	75
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,460	4,847
	Dislocated Workers	92	84
	Older Youth (\$)	2,660	3,347
Credential / Diploma Rate	Adults	45	56
	Dislocated Workers	45	77
	Older Youth	50	50
	Younger Youth	50	68
Skill Attainment Rate	Younger Youth	83	85
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			x

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Ozark	Total Participants Served	Adults	272
		Dislocated Workers	553
		Older Youth	50
		Younger Youth	404
	Total Exiters	Adults	156
		Dislocated Workers	260
		Older Youth	23
		Younger Youth	228

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	81	
	Employers	68	75.5	
Entered Employment Rate	Adults	69	81	
	Dislocated Workers	79	93	
	Older Youth	56	95	
Retention Rate	Adults	82	91	
	Dislocated Workers	90	93	
	Older Youth	80	79	
	Younger Youth	47	89	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,306	3,503	
	Dislocated Workers	95	100	
	Older Youth (\$)	2,580	1,668	
Credential / Diploma Rate	Adults	45	67	
	Dislocated Workers	45	62	
	Older Youth	50	50	
	Younger Youth	50	79	
Skill Attainment Rate	Younger Youth	90	85	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		x		

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: South Central Region	Total Participants Served	Adults	528
		Dislocated Workers	224
		Older Youth	79
		Younger Youth	418
	Total Exiters	Adults	235
		Dislocated Workers	85
		Older Youth	30
		Younger Youth	110

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	75	87
	Dislocated Workers	76	92
	Older Youth	60	96
Retention Rate	Adults	80	85
	Dislocated Workers	80	85
	Older Youth	64	76
	Younger Youth	63	81
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,389
	Dislocated Workers	95	115
	Older Youth (\$)	2,200	3,134
Credential / Diploma Rate	Adults	70	86
	Dislocated Workers	65	88
	Older Youth	30	44
	Younger Youth	67	77
Skill Attainment Rate	Younger Youth	89	85
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		x	

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southeast	Total Participants Served	Adults	928
		Dislocated Workers	779
		Older Youth	273
		Younger Youth	1,315
	Total Exiters	Adults	518
		Dislocated Workers	353
		Older Youth	238
		Younger Youth	1,008

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	67	79
	Dislocated Workers	77	94
	Older Youth	58	97
Retention Rate	Adults	80	86
	Dislocated Workers	89	94
	Older Youth	78	89
	Younger Youth	60	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	3,289
	Dislocated Workers	85	109
	Older Youth (\$)	2,400	3,406
Credential / Diploma Rate	Adults	47	81
	Dislocated Workers	50	84
	Older Youth	46	49
	Younger Youth	54	88
Skill Attainment Rate	Younger Youth	88	73
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			x

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: St. Charles County Workforce Development Board of Directors	Total Participants Served	Adults	68
		Dislocated Workers	864
		Older Youth	33
		Younger Youth	27
	Total Exiters	Adults	53
		Dislocated Workers	325
		Older Youth	27
		Younger Youth	21

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	70	90
	Dislocated Workers	64	87
	Older Youth	50	100
Retention Rate	Adults	50	90
	Dislocated Workers	88	92
	Older Youth	80	82
	Younger Youth	71	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,346	2,822
	Dislocated Workers	80	88
	Older Youth (\$)	2,805	4,954
Credential / Diploma Rate	Adults	50	80
	Dislocated Workers	50	74
	Older Youth	50	100
	Younger Youth	40	71
Skill Attainment Rate	Younger Youth	81	68
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: St. Louis City WIB	Total Participants Served	Adults	1,901
		Dislocated Workers	511
		Older Youth	262
		Younger Youth	1,376
	Total Exiters	Adults	1,403
		Dislocated Workers	282
		Older Youth	112
		Younger Youth	661

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	71	80
	Dislocated Workers	76	81
	Older Youth	60	100
Retention Rate	Adults	76	81
	Dislocated Workers	90	89
	Older Youth	71	71
	Younger Youth	50	59
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,720	1,631
	Dislocated Workers	95	95
	Older Youth (\$)	2,250	540
Credential / Diploma Rate	Adults	40	42
	Dislocated Workers	50	86
	Older Youth	30	8
	Younger Youth	42	87
Skill Attainment Rate	Younger Youth	85	74
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Workforce Development Board of Saint Louis County	Total Participants Served	Adults	836
		Dislocated Workers	1,135
		Older Youth	67
		Younger Youth	565
	Total Exiters	Adults	562
		Dislocated Workers	687
		Older Youth	34
		Younger Youth	165

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	71	69
	Dislocated Workers	83	83
	Older Youth	67	100
Retention Rate	Adults	82	84
	Dislocated Workers	92	92
	Older Youth	83	67
	Younger Youth	64	67
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	2,859
	Dislocated Workers	84	84
	Older Youth (\$)	3,000	1,704
Credential / Diploma Rate	Adults	60	66
	Dislocated Workers	61	73
	Older Youth	42	0
	Younger Youth	65	96
Skill Attainment Rate	Younger Youth	90	65
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Workforce Development Board of Western Missouri, Inc.	Total Participants Served	Adults	190
		Dislocated Workers	575
		Older Youth	48
		Younger Youth	186
	Total Exiters	Adults	99
		Dislocated Workers	225
		Older Youth	23
		Younger Youth	105

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	61	88
	Dislocated Workers	71	89
	Older Youth	33	96
Retention Rate	Adults	69	78
	Dislocated Workers	78	95
	Older Youth	64	68
	Younger Youth	48	82
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	2,011
	Dislocated Workers	79	98
	Older Youth (\$)	2,137	2,449
Credential / Diploma Rate	Adults	30	76
	Dislocated Workers	31	73
	Older Youth	33	52
	Younger Youth	40	88
Skill Attainment Rate	Younger Youth	69	92
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

WIA Annual Report Data

State Name: MO

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Workforce Investment Board of Southwest Region	Total Participants Served	Adults	245
		Dislocated Workers	275
		Older Youth	48
		Younger Youth	365
	Total Exiters	Adults	142
		Dislocated Workers	107
		Older Youth	27
		Younger Youth	165

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81
	Employers	68	75.5
Entered Employment Rate	Adults	69	77
	Dislocated Workers	72	79
	Older Youth	64	100
Retention Rate	Adults	83	81
	Dislocated Workers	92	89
	Older Youth	75	69
	Younger Youth	50	74
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,346	1,475
	Dislocated Workers	95	98
	Older Youth (\$)	2,630	1,426
Credential / Diploma Rate	Adults	50	67
	Dislocated Workers	53	77
	Older Youth	29	33
	Younger Youth	52	88
Skill Attainment Rate	Younger Youth	89	78
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		