



State of Ohio
Workforce Investment Act
Program Year 2002 Annual Report

July 1, 2002 – June 30, 2003

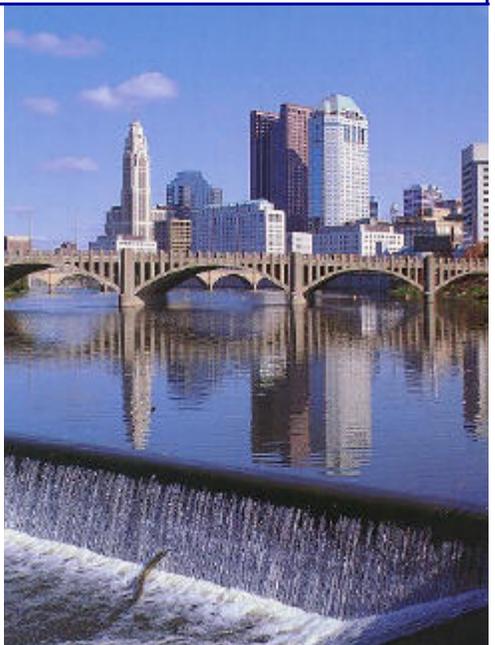


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A Message from the Governor



I am pleased to present Ohio's Workforce Investment Act (WIA) Annual Report for Program Year 2002. This report provides an overview of WIA Title I-B financial and performance information on Ohio's adult, dislocated worker, and youth programs for the period, July 1, 2002 through June 30, 2003.

Program Year 2002 brought significant progress for Ohio's Workforce Development System. We moved aggressively to implement our Sharing Career Opportunities and Training Information (SCOTI) database system, designed to support Workforce Investment Act and Labor Exchange reporting and performance accountability activities. To date, the SCOTI WIA system is fully operational and allows us to not only measure our outcomes, but to gauge our successes. Additionally, the blueprint for Ohio's One-Stop Workforce Development System was approved by the Workforce Development Board and provides for a minimum of 30 full-service One-Stops.

As Ohio transitions into Program Year 2003, we continue to focus our greatest time and attention on creating, cultivating, and increasing the jobs and educational opportunities that will lead to prosperity for all Ohioans. This is reflected in the State's largest economic development initiative – "*The Ohio Third Frontier Project*." This project will make Ohio a leader in creating new high-paying jobs for the 21st century by expanding Ohio's high-tech research capabilities and start-up companies.

Ohio has a strong delivery system and strong support from our public and private partners. Together, I am confident, we can continuously improve our processes and build a better workforce development system that connects Ohio workers with the skills and education they need to realize the American dream.

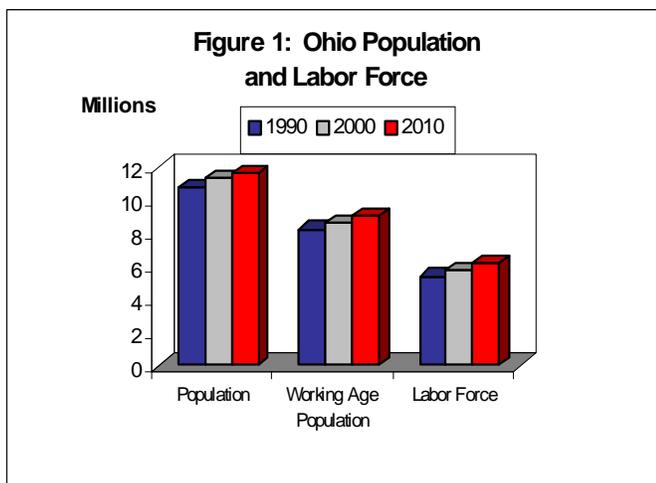
Sincerely,

Bob Taft
Governor

Ohio Employment Trends through 2010

Over 660,000 new jobs are expected to be created in Ohio over the next decade, according to a report released by the Ohio Department of Job and Family Services (ODJFS). The Ohio Job Outlook to 2010, a labor force analysis and projection released by the ODJFS Bureau of Labor Market Information (LMI), forecasts that the state's workforce by the year 2010 will be older and more diverse with an increasing number of women and minorities.

The fastest growing occupations between now and 2010 will be professional and related occupations, primarily in the service-producing industries. Education will be a primary factor for workers seeking to cash in on the growth over the next decade. Workers with higher levels of education or training will have more options in the job market and better prospects for obtaining higher-paying jobs. The future supply of workers is projected to increase by over 400 thousand during the 2000-2010 period, from 5.8 million to 6.2 million workers.



The demographic composition of the labor force will be changing as the baby boom generation ages, with most still in the labor force in 2010. Additional items of interest from the report include:

- ◆ Manufacturing in Ohio is expected to maintain its share of total output, but increased productivity will likely result in fewer total jobs.
- ◆ The largest growth area in jobs will come in business and health services, constituting more than one-third of total job growth.
- ◆ Health care occupations will account for approximately one out of every seven new jobs over the next decade, due largely to increasing health care needs for an aging population.
- ◆ Professional and related workers, the fastest growing occupational category, will account for over 200,000 new jobs by 2010.
- ◆ About two-thirds of the job openings in the Ohio economy will result from the need to replace existing workers who will leave the labor force. The remaining one-third of total job openings expected will occur due to net employment growth.
- ◆ The demographic composition of the labor force is expected to change as Ohio's population ages and work force participation continues to increase. Workers ages 55 and older will increase by nearly 330,000 as the oldest of the baby boomers reaches age 64 in 2010.

Information on the Ohio Job Outlook to 2010, including a slide show, is available at Ohio's Labor Market Information website, <http://lmi.state.oh.us>. A copy may also be obtained by calling LMI at (614) 752-9494.

Wood County Employment Resource Center Website Wins 3CMA Award of Excellence

The Wood County Employment Resource Center, WIA Sub-area 7/11, which provides One-Stop access to employment, training and job-related services, is known for its innovative and state-of-the-art website. The website, www.woodcountyjobs.com, was recently awarded an Award of Excellence at the 15th Annual Savvy Awards held by 3CMA, the City-County Communications and Marketing Association. The Savvy Awards recognize outstanding local government achievements in communications, public sector marketing and citizen-government relationships. The site, www.visioninternet.com, designed by Vision Internet, is a resource center for job seekers and employers, offering in-depth information about the local job market, employment news and trends, and easy-to-use tools such as a resume builder and cover letter writer.



“This website takes the complex practice of searching for jobs and streamlines it all online,” said the 3CMA panel of judges. “The visuals are very eye catching and the organization is well done. The concept and the design are very attractive as well as easy to use. The information contained in the site is very helpful and complete.”

“We are honored to receive the 3CMA Award of Excellence,” said Ken Kritzar, Manager of the Wood County Employment Resource Center.



“The response to our site has been incredible. Job hunters and employers are connecting easier than ever in Wood County. Vision Internet listened to our needs and delivered an outstanding solution. Even though we are a local website for Wood County, Ohio, people all over the US, Canada, and throughout the world visit the site and use the job tools!”

“Winning the 3CMA Award of Excellence is a great honor,” said Steven Chapin, President of Vision Internet. “We designed the Wood County Employment Resource Center to be a service-oriented site that would be easy for the users to find information and, most importantly, find jobs. It was very satisfying to fulfill our client’s vision for the site, and we’re extremely pleased with its success.”

The federal Workforce Investment Act (WIA) of 1998 provides the framework for the Wood County Employment Resource Center workforce preparation and employment system. This system is designed to be customer-focused, and to supply Wood County and northwest Ohio region residents the tools they need to manage their careers. In addition, the system helps area employers locate employment, training, and information services necessary to remain competitive.

Clermont County One-Stop Wins National One-Stop Awards

The Business & Workforce Resource Center (BWRC), located in WIA Sub-area

7/65 in Clermont County's One-Stop Center, recently received two awards for outstanding achievement. The first Outstanding Achievement Award was received for having exceeded all fiscal year goals and objectives from July 2002 through June 2003. The second Outstanding Achievement Award was for the Best Overall One-Stop Center Performance in Affiliated Computer Services, Inc.'s (ACS) Eastern Region for the same calendar period. The awards were presented at the Project Leader Conference, hosted by ACS in Austin, Texas. In addition to these awards, BWRC's Career Opportunities Program was recently named a recipient of the 2003 Ohio Family Support Association's Best Practice Award.

Montgomery County One-Stop Commended for Exemplary Services

The General Accounting Office (GAO), in June 2003, released a report titled *"Exemplary One-Stops Devised Strategies to Strengthen Services, but Challenges Remain for Reauthorization"* on One-Stop centers that have implemented exemplary strategies that strengthen and integrate services for customers and build solid one-stop infrastructures. The GAO report featured 14 One-Stops that have built solid infrastructures, found innovative ways to develop and strengthen program partnerships, and raised additional funds beyond those provided under the Workforce Investment Act. GAO found that the One-Stop in Montgomery County, WIA Sub-area 7/36, was particularly proactive in forming optional partnerships to meet job seekers' service needs. According to GAO, the Montgomery County Job Center is doing what WIA envisioned—bringing on new partnerships and forging new relationships at all levels. They are actively

working to engage the employer community and involve intermediaries and others to address the economic development needs of local communities.

Springfield-Clark, First One-Stop to Sign MOU Agreement

This past year, Springfield-Clark County Joint Vocational School's WorkPlus Center, located in WIA Sub-area 7/38, became the state's first certified One-Stop Center to sign a Memorandum of Understanding (MOU) agreement. The purpose of this MOU is to establish an agreement between the Clark County Board of Commissioners, Clark County WorkPlus Board, and the Clark County WorkPlus Partners to coordinate resources, ensure the effective and efficient delivery of workforce services, and to integrate the current service delivery system.

The WorkPlus Center, part of Ohio's one-stop system, is designed to help employers and job seekers with hiring, training, and retraining. Services provided include job postings, pre-screening applicants, on-the-job training, GED preparation and basic educational skills remediation, customized job training plans, and counseling. The MOU is mandated by the Workforce Investment Act of 1998. In addition to the state partnership with Adult Basic and Literacy Education and adult workforce, there are 19 local partner agencies. These include Clark State Community College, Clark County Department of Job and Family Services, Goodwill Industries of Miami Valley, the Clark County Veterans Office and Springfield Metropolitan Housing Authority.

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Dr. Susan Tave Zelman, Superintendent of Public Instruction, Ohio Department of Education

State Board's Progress Report

The Ohio Workforce Policy Board, established by Governor Taft in 1999, is led by a majority of business representatives and consists of other members that represent the interests of labor, education, training providers, and other public agency workforce partners. This board has adopted the following mission and vision statements:

Mission

The Ohio Workforce Policy Board shall assist the Governor in building the nation's premier workforce development system, ensuring Ohio's employers and workers economic competitiveness.

Vision

Ohio's workforce development system will provide Ohioans with the ability to plan their career and find employment and will provide them with the skills to be successful at family sustaining jobs.

Ohio's workforce development system will provide Ohio employers with the ability to meet their current and future workforce needs and to remain competitive in the world economy.

Ohio's workforce development system will provide Ohio communities with the ability to support, retain and attract employers and residents through aligned and accessible workforce programs and services.

AdvanceOhio

AdvanceOhio is a strategic plan proposed by the Governor's Ohio Workforce Policy Board to create a comprehensive workforce development system in Ohio. AdvanceOhio promotes the coordination of the State of Ohio's economic development, workforce development, and education and training programs and services at the state level in order to meet the needs of Ohio businesses, communities, and residents. The strategic plan includes seven ambitious goals. Following, are the goals and goal accomplishments, to date, for this initiative:

Goals and Accomplishments

Goal 1: The system will provide effective employment recruitment and job searching services.

- The full rollout of the Workforce Investment Act management information system known as Sharing Career Opportunities and Training (SCOTI) (<http://www.ohioworkforce.org/scoti/scoti.html>) was completed. This system will accurately report the level and type of activity occurring throughout Ohio's local workforce development delivery system and track the performance of its participants, including the attainment of recognizable credentials.

Goal 2: The system will provide the best and most current career information possible and will provide effective career development opportunities.

State Board's Progress Report (continued)

- In January 2003, the Graduate Retention Grant Initiative was announced. Governor Taft has committed \$15 million in federal discretionary workforce funds over the next three years to increase the number of work-based learning grant opportunities for college students preparing for careers in high-technology industries under "The Ohio Third Frontier Project." The program is expected to create 1,500 new one-year internships.

Goal 3: The system will provide education and training services that provide individuals with the opportunity to obtain the skills that employers need for their company to be successful and that individuals need to succeed in their careers.

- In June 2003, the Higher Skills Partnership Program allocated just over \$1.2 million to assist in the creation of 29 partnership agreements throughout the state. These agreements are designed to promote the formation of comprehensive service partnerships across Ohio among its two-year community and technical colleges and the Adult Workforce Education Centers.

Goal 4: The system will provide comprehensive services at the state and local level that result in successful employee retention.

Goal 5: A functional strategic plan will be developed and implemented by the board and the state's workforce development agencies.

- The first issue of the Ohio Workforce News Briefs and Updates, an electronic publication designed to keep Workforce Policy Board members up-to-date on workforce

development news and issues in Ohio, has been published.

- An evaluation of the current Ohio Workforce Website <http://www.ohioworkforce.org> is underway.
- Plans to establish a Manufacturing Workforce Council are nearly completed and include proposals to examine the increased use of industry skill standards in educational curriculum.
- Strategic planning initiatives are underway within several of Ohio's workforce development agencies including the Ohio Department of Job and Family Services.

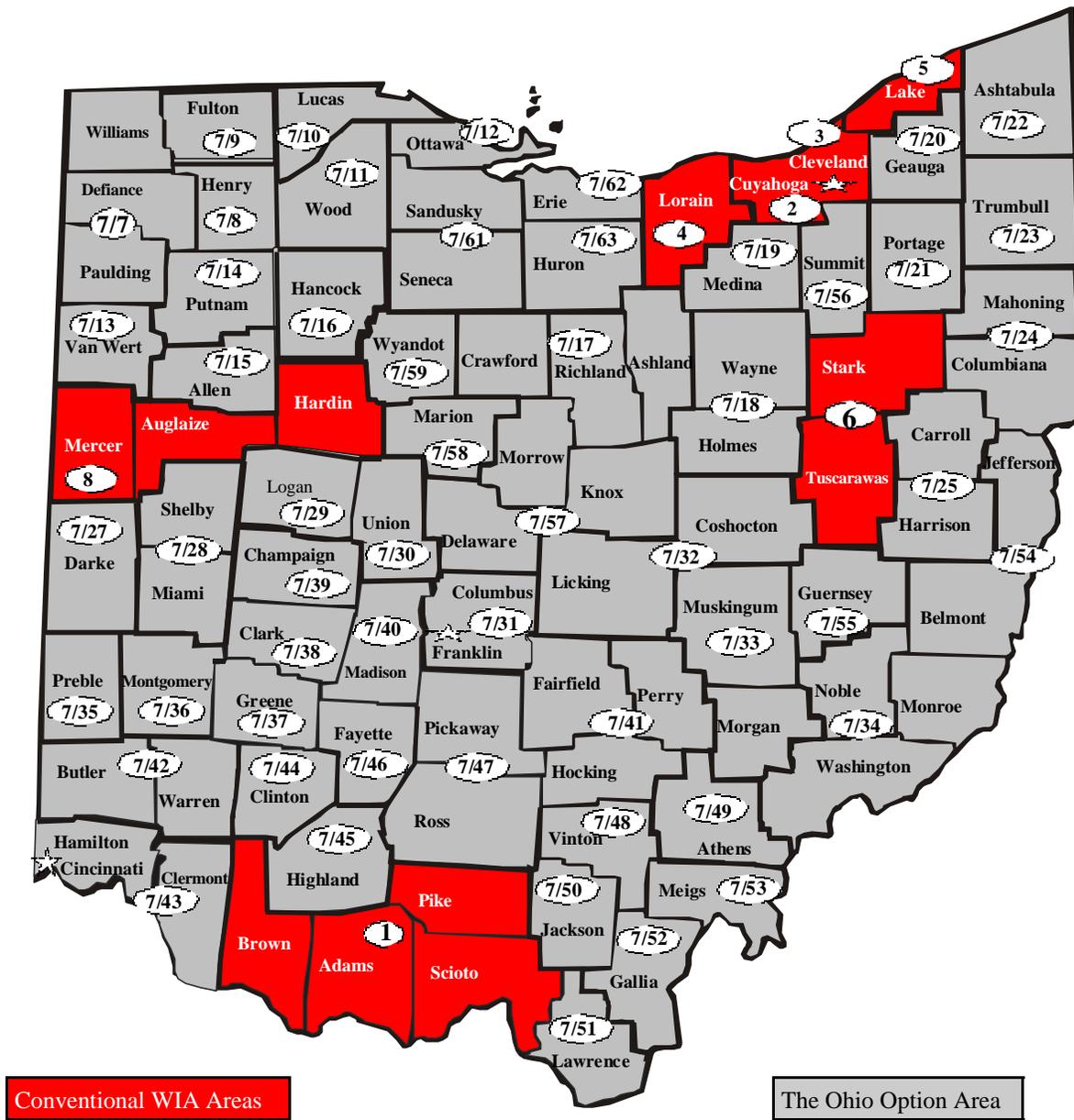
Goal 6: The system will provide a full range of workforce services through an integrated and fully functioning local workforce development system.

- Significant progress has been made on the configuration of Ohio's One-Stop systems. The Workforce Policy Board has provided for a minimum of 30 full-service One-Stops.
- All local One-Stop centers are now connected to the SCOTI WIA and the SCOTI LE systems.

Goal 7: The system will provide comprehensive performance criteria for workforce development programs and will monitor the effectiveness of state and local programs.

- An Interagency Workforce Group has identified some preliminary critical indicators of the workforce development system and is seeking input from key stakeholders.

Ohio's Workforce Investment Areas



During PY 2002, Ohio had eight Workforce Investment Areas composed of seven conventional local areas (Areas 1-6 and 8) and one Ohio Workforce Option Area (Area 7). The Ohio Workforce Option Area was made up of 76 counties.

The 7/prefix on the map denotes the 55 Ohio Option sub-areas.

Performance Accountability

Reporting and Data Collection

During the third year of WIA (July 1, 2002 through June 30, 2003), Ohio made excellent progress in the design and implementation of its Statewide Reporting and Performance Accountability System. The WIA management information system, which is named Sharing Career Opportunities and Training Information (SCOTI) WIA, was rolled out in PY 2002 and is fully operational. Training for WIA users was delivered throughout the state.

SCOTI WIA is designed to comply with U.S. Department of Labor reporting requirements. This year, the WIA Annual Report will be produced using the SCOTI WIA system. Previously, annual report data were produced from the now defunct ServiceLink/QuickLink System.

SCOTI WIA will be used to generate the records for the Data Validation Initiative, which covers both the accuracy of aggregate reports submitted to the Employment and Training Administration on program activities and performance outcomes and the accuracy of individual data elements contained in the WIA database. Ohio will utilize the federal data validation software to complete all data validation activities.

The SCOTI LE system was rolled out in November 2003. This system enables employers and job seekers to access a web-based computer program to post job openings and search for work anywhere in Ohio.

Internet access to SCOTI WIA and SCOTI LE is available through <http://www.scoti.ohio.gov/>.

Ohio Mandatory WIA Measures

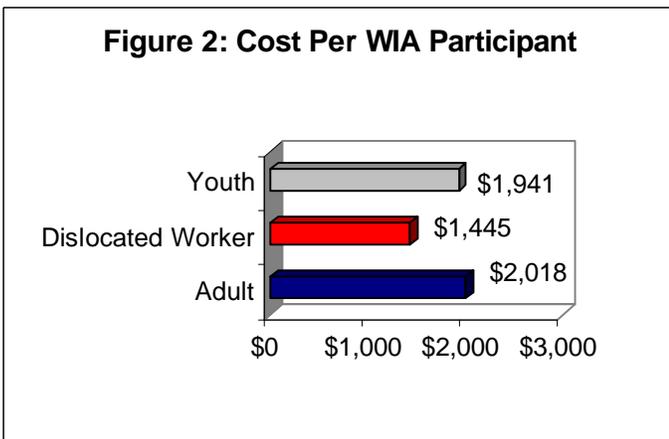
The DOL has established minimal negotiated performance levels for all mandatory WIA measures for PY'02 for Ohio. These levels appear in Table 1 below.

Table 1: Ohio Mandatory WIA Measures				
Measure	Adult, Dislocated Workers, and Youth			
	Adult	Dislocated	Youth 19-21	Youth 14-18
Participant Satisfaction Index	75.0			
Employer Satisfaction Index	70.0			
Entered Employment Rate	72.0	81.0	67.0	
Employment Retention Rate	81.0	88.0	77.0	
Earnings Gain (6 months)	\$3,750		\$3,200	
Wage Replacement Rate		93.0		
Employment and Credential Rate	65.0	65.0	55.0	
Skill Attainment Rate				77.0
Diploma Attainment Rate				60.0
Retention Rate				55.0

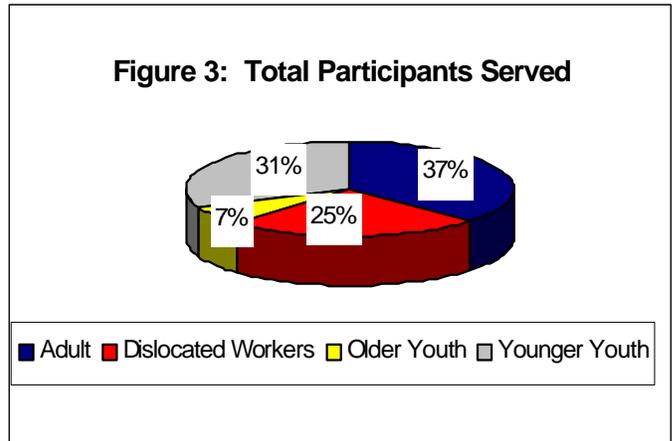
Program Year 2002

Ohio served a total of 46,114 WIA participants during Program Year 2002, which is an increase of 11,422 participants from Program Year 2001. The increased demand for WIA services can largely be attributed to a depressed economy and higher unemployment.

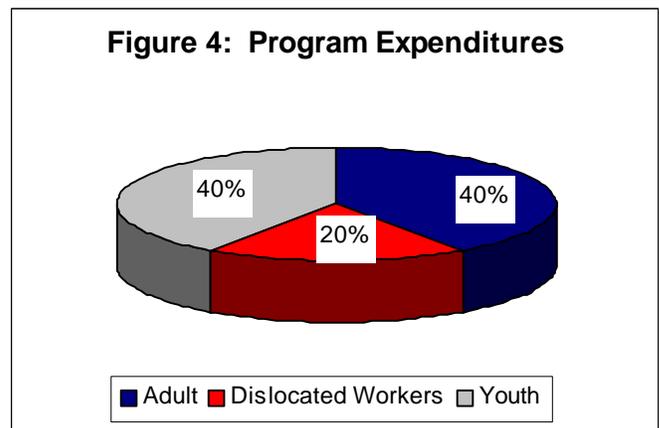
As shown in Figure 2, the average cost per participant (calculated by dividing the total Adult, Dislocated Worker, and Youth program expenditures and obligations by the number of individuals served) was \$1,844.71. This year, Ohio expended an average of \$2,018.15 per adult, an average of \$1,444.68 per dislocated worker, and an average of \$1,940.79 per youth.



The Adult program served the highest percentage of participants with 37%. This was followed by the Younger Youth, Dislocated Workers, and Older Youth programs, respectively. (See Figure 3).



In Program Year 2002, Ohio spent \$85 million in workforce development funds on Adult, Dislocated Worker, and Youth program activities. Figure 4 indicates that higher spending occurred in the Adult and Youth programs, which both had an expenditure ratio of 2:1 when compared to the Dislocated Worker program. The Adult program expended \$34.5 million, the Youth program \$34 million, and the Dislocated Worker program expended \$17 million.



(Note: This does not include administrative costs, Rapid Response set-asides, or statewide activities).

State Customer Satisfaction Outcomes

For Program Year 2002, Ohio again contracted with the Strategic Research Group (SRG) to implement Ohio's expanded survey system and to conduct the DOL-mandated customer satisfaction surveys of participants in the WIA programs and employers who received substantial services. The findings from the survey results show that Ohio's customer satisfaction rating of 78.1 points for participant satisfaction exceeded Ohio's negotiated WIA performance measure of 75.0 points on the three American Customer Satisfaction Index (ACSI) questions. Results also show that Ohio exceeded the negotiated employer satisfaction rating of 70.0 points with an ACSI score of 70.3 points.

The weighted average of participant and employer ratings on each of the ACSI questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

The overall response rates for the participant and employer surveys for Program Year 2002 were, respectively, 70.1 and 85.8 percent. This represents a 15.3% response rate increase for employers from Program Year 2001.

A set of three standardized ACSI survey questions were used to obtain customer feedback from participants included in the reported results. The same set of questions were also used to obtain customer feedback from employers for the federal measure.

What are the ACSI Questions?

Question 1

Utilizing a scale of 1 to 10 where "1" means "very dissatisfied" and "10" means "very satisfied" what is your overall satisfaction with the service(s) provided from _____?

Question 2

Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "falls short of your expectations" and "10" means "exceeds Your expectations."

Question 3

Now think of the ideal service(s) for people in your circumstances. How well do you think the service(s) you received compare with the ideal service(s)? "1" now means "not very close to ideal" and "10" now means "very close to the ideal."

DOL-Mandated Computations for Participants

As required by the Department of Labor, 500 participants from the WIA program were randomly selected to compute the state level results. Based on these 500 exiters, the mean values for the three ACSI scores for Ohio participants were:

ACSI Question	Mean value on 1-10 scale	Mean value on 0-100 scale
1. Overall Satisfaction	8.36	81.8
2. Met Expectations	7.81	75.6
3. Close to Ideal	7.84	76.0

Applying the weights for Ohio provided through DOL/ETA Training and Employment Guidance Letter #7-02, as mandated by DOL for deriving statewide scores, the current overall ACSI score for Ohio was as follows:

$$(0.3754 \times 81.8) + (0.3303 \times 75.6) + (0.2943 \times 76.0) = \mathbf{78.1}$$

Statewide Participant Customer Satisfaction Ratings

Additionally, under Ohio's expanded survey project, 4,770 participants at the WIB level who exited during Program Year 2002 were surveyed on the following items:

- Overall evaluation of the WIA service organization;
- Evaluation of case managers;
- Satisfaction with specific training types, such as occupational skills training, basic skills and literacy, alternative secondary school offerings, and on-the-job training;
- Satisfaction with specific services, such as assessment of job skills, staff-assisted job search and placement, transportation, needs-related payments, counseling/career planning, housing and childcare; and
- Outcome variables, including measures of participants' economic well-being after exiting from the WIA program.

Overall Evaluation of Organization

When participants were asked what grade they would give their service organization on its ability to provide the type of assistance they needed, most participants gave A's and B's. The distribution of responses is shown below in Figure 5.

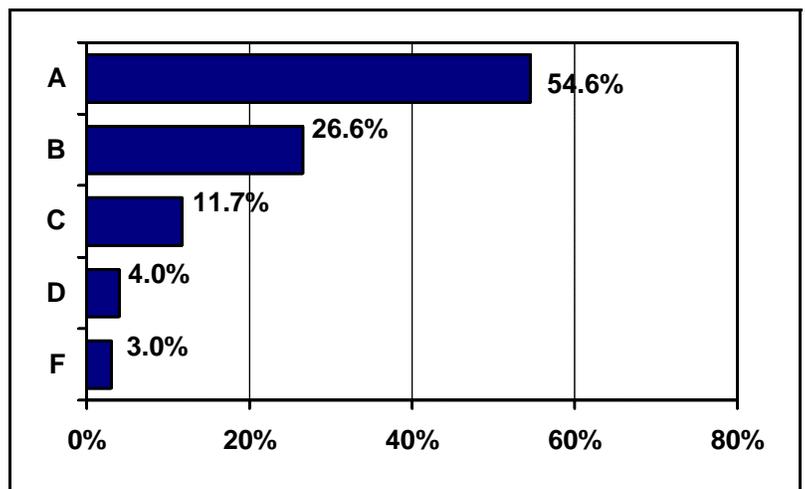


FIGURE 5: EVALUATION OF ORGANIZATION'S ABILITY TO PROVIDE SPECIFIC ASSISTANCE

FIGURE 6: EVALUATION OF JOB INFORMATION PROVIDED BY ORGANIZATION

About 64% of participants said the organization provided them with information about available jobs in their local areas. Most participants found this information helpful. The distribution of responses is shown in Figure 6.

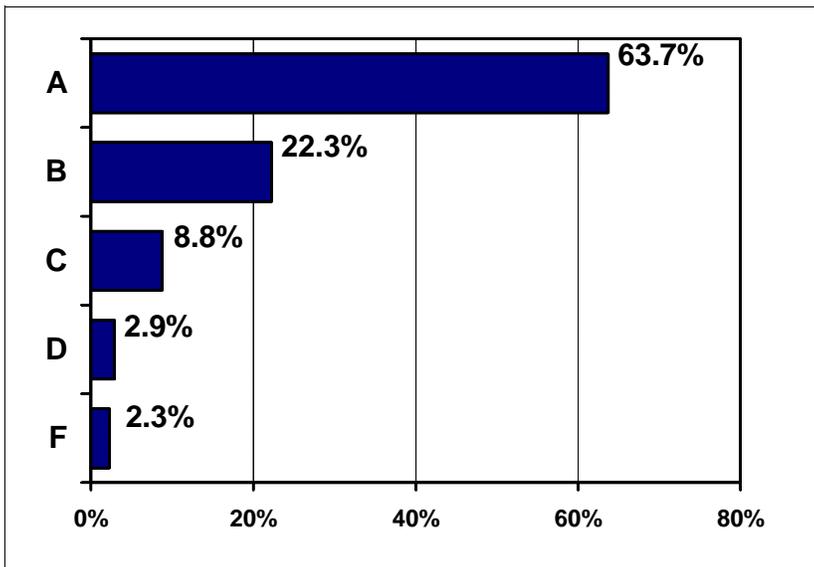
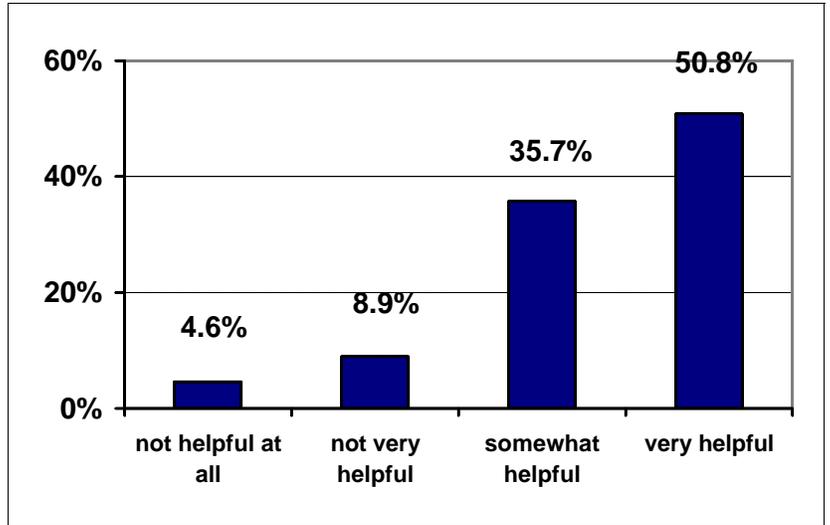
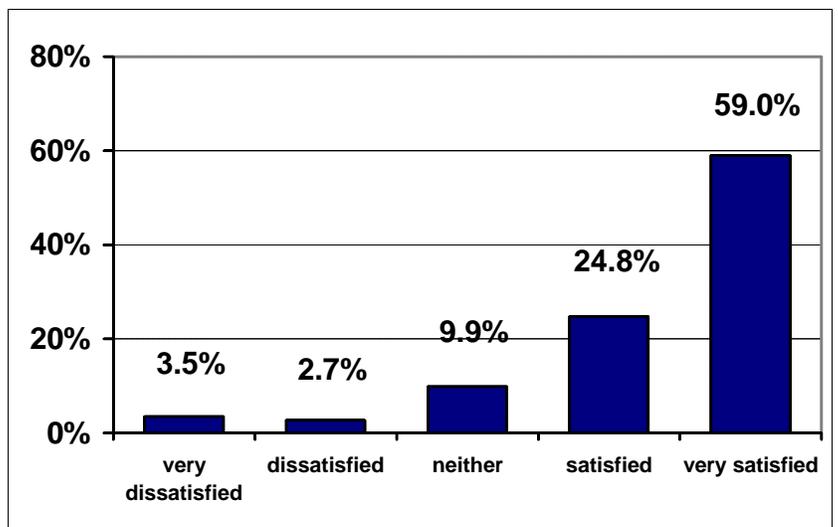


FIGURE 7: OVERALL EVALUATION OF CASE MANAGER OR COUNSELOR

Most participants were satisfied with their case manager or counselor; 86% gave A's or B's when they were asked to evaluate how well their case manager or counselor did their job.

FIGURE 8: SATISFACTION WITH CHOICES OF TRAINING AND SERVICES

About 52% of participants said their case managers provided them with different choices of training and services. Within this group of participants, 84% were satisfied with the choices they were given.



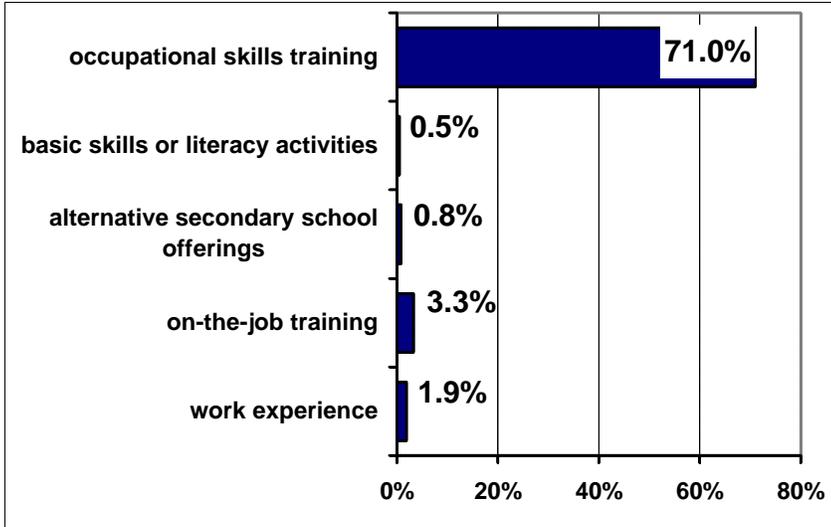


FIGURE 9: PERCENTAGE OF TRAINING TYPES RECEIVED BY WIA PARTICIPANTS

Participants were asked to rate their satisfaction with specific types of training they received. The detailed distribution of the core training types is displayed in Figure 9.

FIGURE 10: EMPLOYMENT STATUS SINCE EXIT FROM WIA

Participants were also asked a set of questions regarding their experiences after they exited from the WIA program. Figure 10 measures their employment status.

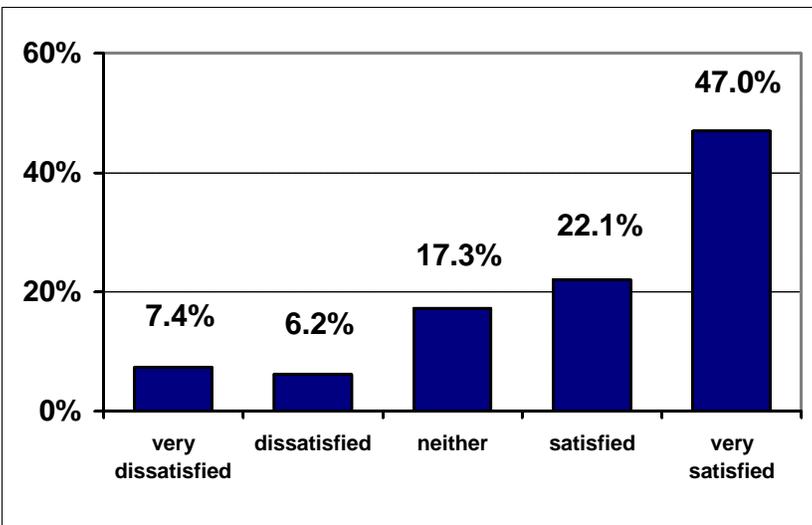
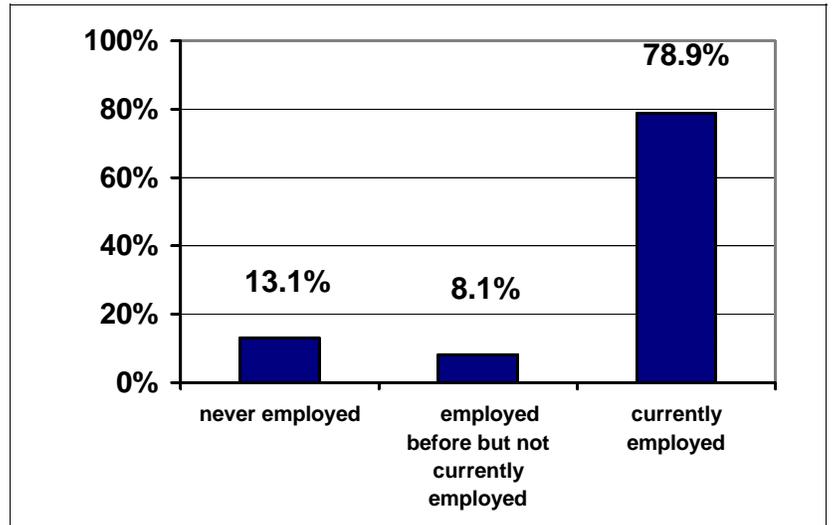


FIGURE 11: SATISFACTION WITH JOB

Participants who were employed were then asked a series of questions regarding their satisfaction with their jobs, and the benefits they received from their jobs.

FIGURE 12: RELATIVE IMPROVEMENT IN EMPLOYMENT OR JOB SITUATION

Two questions (see Figures 12 and 13) were used to measure participants' relative improvement of their economic well-being. Participants were asked if they were better or worse off in terms of their job situation and their household income.

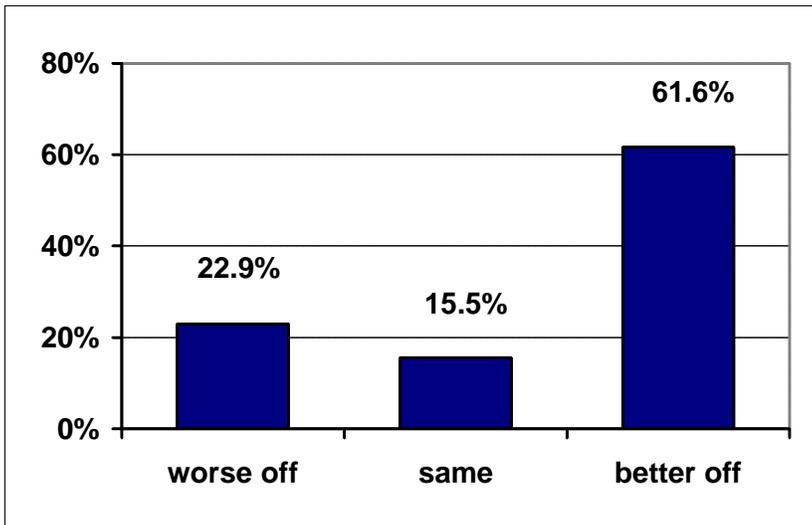
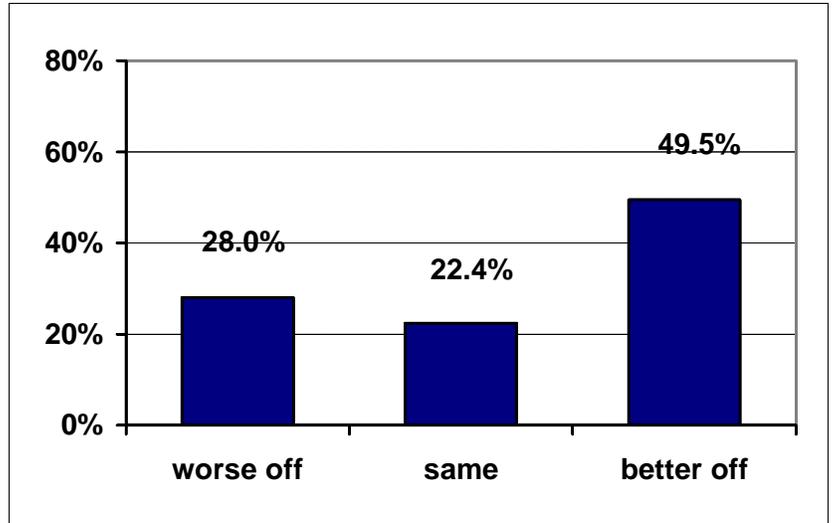


FIGURE 13: RELATIVE IMPROVEMENT IN HOUSEHOLD INCOME

Summary

WIA participants' ratings of customer satisfaction met and exceeded the performance standards specified by the Governor's Workforce Policy Board for Program Year 2002. Evaluations of local WIA organizations and case managers were generally positive, as were ratings of specific training programs and services.

Most participants reported that they were better off in terms of their job situation and household income, compared to their economic situation before they participated in WIA programs. Over 92% of all participants surveyed reported that they were likely to recommend the WIA program to a family member or a friend.

DOL-Mandated Computations for Employers

Following the methodology developed by the Department of Labor, 500 employers who received substantial services from the WIA program were randomly selected to compute the state level results. Based on the results of the 500 completed interviews, the mean values for the three ACSI scores for Ohio employers were:

ACSI Question	Mean value on 1-10 scale	Mean value on 0-100 scale
1. Overall Satisfaction	7.72	74.7
2. Met Expectations	7.09	67.7
3. Close to Ideal	7.10	67.8

Applying the weights for Ohio from the attachment to TEGL #7-02, as mandated by DOL for deriving statewide scores, the current overall ACSI score for Ohio is as follows:

$$(0.3754 \times 74.7) + (0.3303 \times 67.7) + (0.2943 \times 67.8) = \mathbf{70.3}$$

Under Ohio's expanded survey, 6,892 employers at the local WIB level, who received a substantial service involving personal contact with One-Stop staff during Program Year 2002, were surveyed on the following items:

- The three American Customer Satisfaction Index (ACSI) questions mandated by the U.S. Department of Labor (DOL):
 - (a) Employers' overall satisfaction with the services provided to them;
 - (b) Extent to which the services met their expectations;
 - (c) Extent to which the services met their ideal set of services;
- Quality of facilitative job match services;
- Quality of job placement services;
- Quality of Rapid Response services;
- Quality of on-the-job training services;
- Quality of employee training services; and
- Quality of other services (e.g., job fairs, support services, referrals).

Statewide Employer Customer Satisfaction Ratings

During Program Year 2002, a wide array of services were available to employers. Listed below are just a few of the customer satisfaction results that Ohio received on the expanded survey from employers who received substantial services.

Distribution of Services Received

As shown in Figure 14, the majority of employers received services involving facilitative job matches, while nearly one-half of employers received services on job placements. Less common services included rapid response services in response to mass layoffs, on-the-job training, employee training, and a variety of other miscellaneous services (e.g., job fairs, unemployment services, support services, referrals).

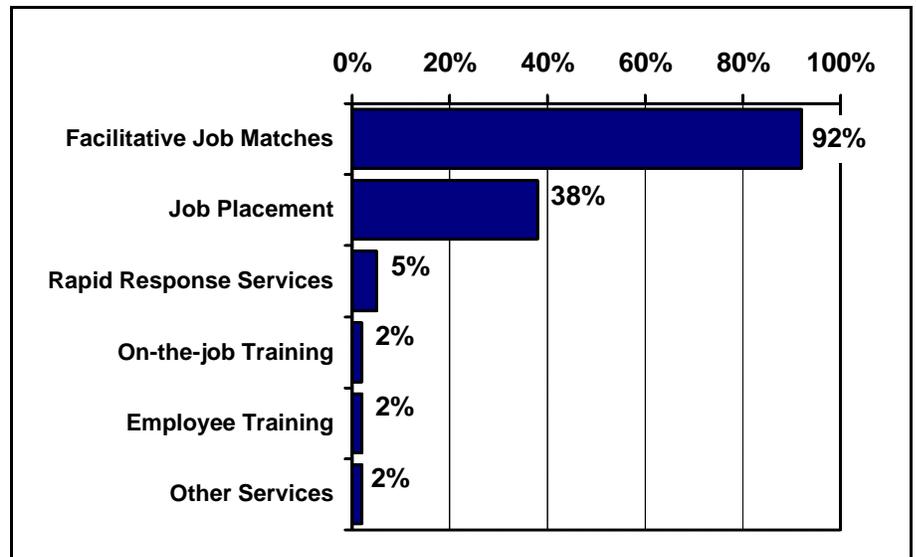


FIGURE 14: PERCENTAGE OF EMPLOYERS WHO RECEIVED THE DIFFERENT TYPES OF SERVICES

Evaluation of Services Received

Each of the services was evaluated on the following dimensions:

- Extent to which the services met the needs of employers.
- Extent to which the available services were clearly explained to employers.
- Extent to which employers were provided with enough information to make choices about the services.
- Extent to which employers were satisfied with the professionalism of the staff.
- Extent to which employers were satisfied with cooperation received from the staff.
- Extent to which employers were satisfied with staff knowledge about available resources.

- Extent to which employers were satisfied with the length of time between request for service and time of service.
- Whether the service was delivered at a time that was convenient for the employer.
- Likelihood that employer will recommend this service to other employers.

On items (a) through (g), evaluative ratings were provided on a scale of 1 to 5, such that 1 implied "not at all satisfied" and 5 implied "completely satisfied." The average ratings for each of the services are displayed in Figures 15 and 16. It is clear that most ratings were positive.

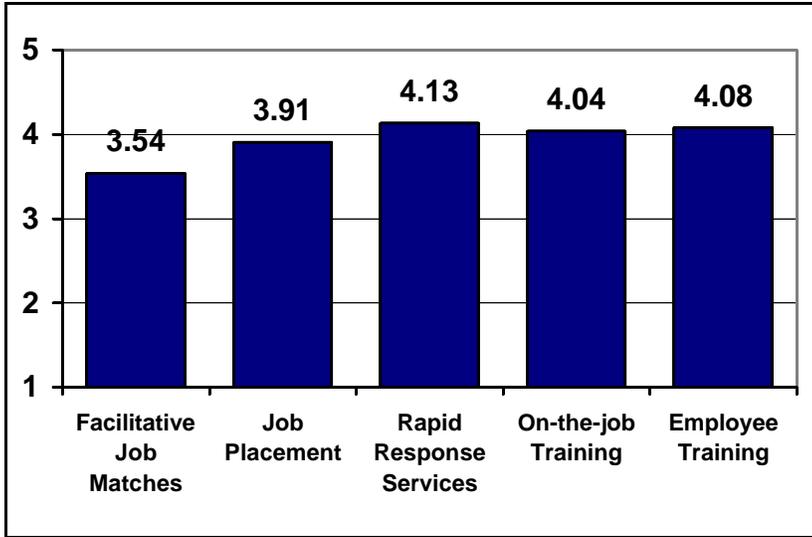


FIGURE 15: EXTENT TO WHICH THE SERVICES MET THE NEEDS OF EMPLOYERS

Ratings were provided on a scale of 1 to 5, such that 1 implied “not at all satisfied” and 5 implied “completely satisfied.” Rapid Response services were the highest of all rated services.

FIGURE 16: EXTENT TO WHICH EMPLOYERS WERE SATISFIED WITH LENGTH OF TIME BETWEEN REQUEST FOR SERVICE AND TIME OF SERVICE

Ratings were provided on a scale of 1 to 5, such that 1 implied “not at all satisfied” and 5 implied “completely satisfied.” Again, Rapid Response services received the highest of all rated services.

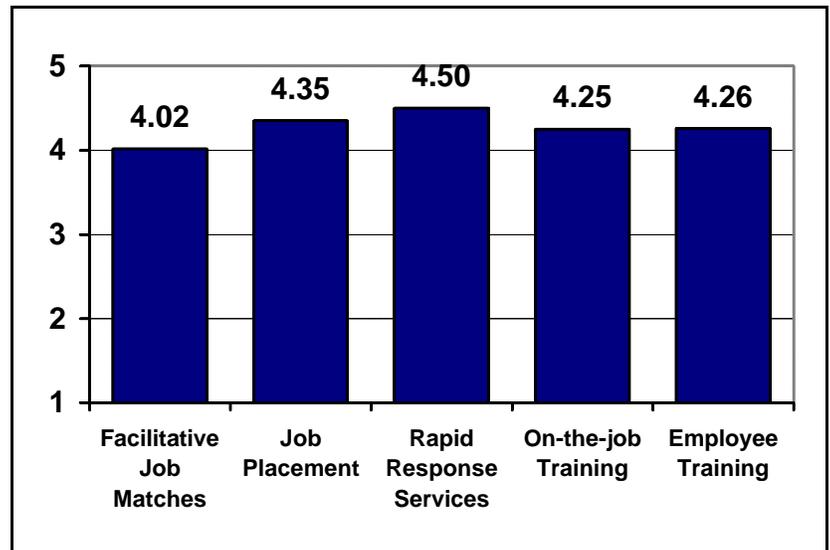
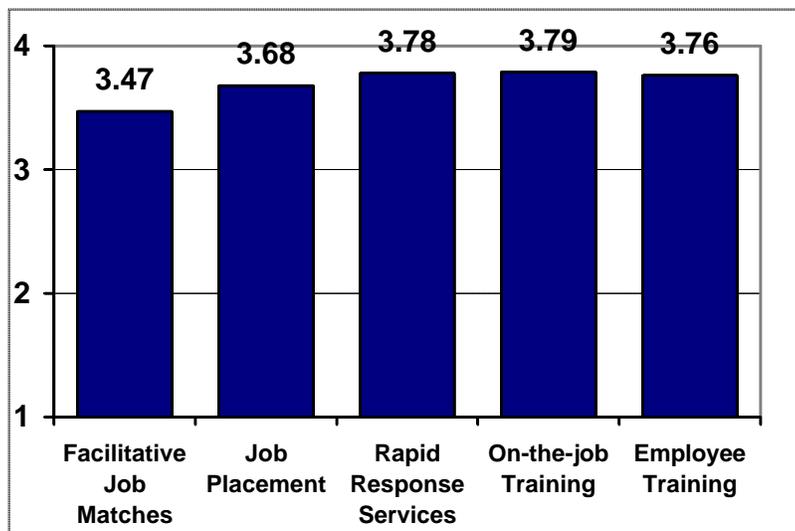


FIGURE 17: LIKELIHOOD THAT EMPLOYER WILL RECOMMEND THIS SERVICE TO OTHER EMPLOYERS.



Employers were asked whether they would recommend the WIA program to other employers who needed similar training or services. Ratings were provided on a scale of 1 to 4, such that 1 implied “not at all likely” and 4 implied “very likely.” The average ratings of each of the services are displayed in the Figure 17. Responses to this item are generally positive, with the vast majority of employers saying that it was likely they would recommend WIA services to other employers.

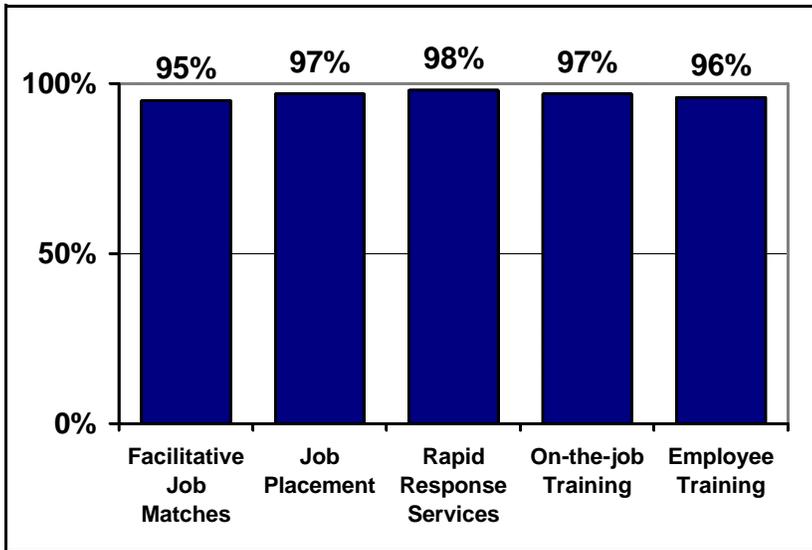


FIGURE 18: PERCENTAGE OF EMPLOYERS WHOSE SERVICES WERE DELIVERED AT A CONVENIENT TIME

WIA employers were asked whether the services they requested were delivered to them at a convenient time. As shown in Figure 18, the vast majority of employers gave a positive response.

Job Placement Supplement

One set of questions was asked only of employers who had received WIA job placement services. Specifically, they were asked to compare the employees received from WIA job placement services with other employees doing similar work. Ratings were provided on a scale of 1 to 5, where 1 implied “way below average,” 2 implied “slightly below average,” 3 implied “average,” 4 implied “slightly above average,” and 5 implied “way above average.” The average ratings on each dimension are displayed in Figure 19 below. It is clear that the employees sent to employers received ratings between 3 to 4 on all dimensions, indicating that their performance ranged between “average” and “slightly above average.”

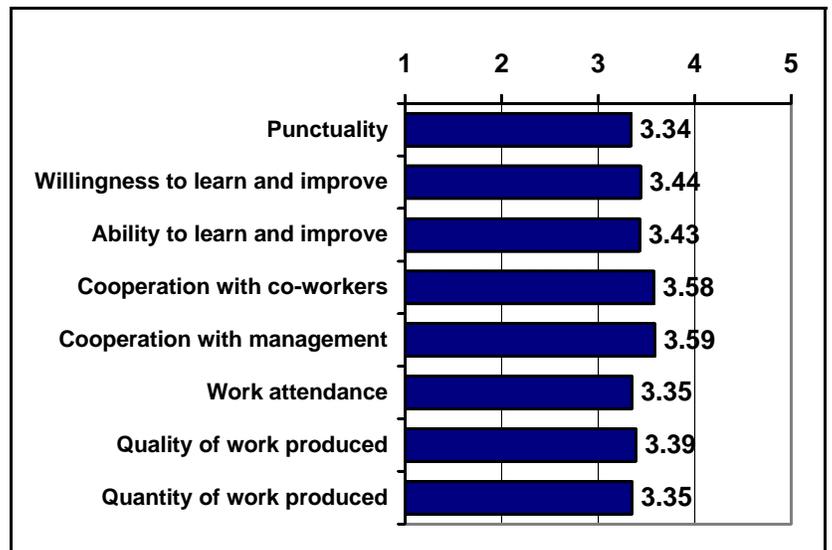


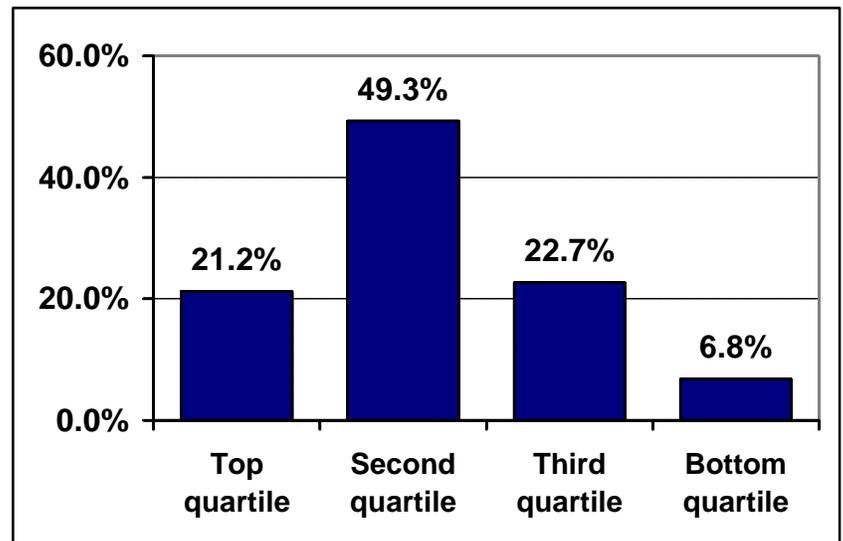
FIGURE 19: AVERAGE RATINGS OF EMPLOYEES RECEIVED FROM JOB PLACEMENT SERVICES

Employers were also asked to place the employees referred through job placement services into one of four quartiles. In comparison with other workers in similar positions, employers placed employees received through job placement based on an assessment of their overall competency, effectiveness, proficiency, overall work attitude, and other elements of good job performance into one of the following four categories:

- Top ¼.
- Top half but not among the top ¼.
- Lower half but not the lowest ¼.
- Lowest ¼.

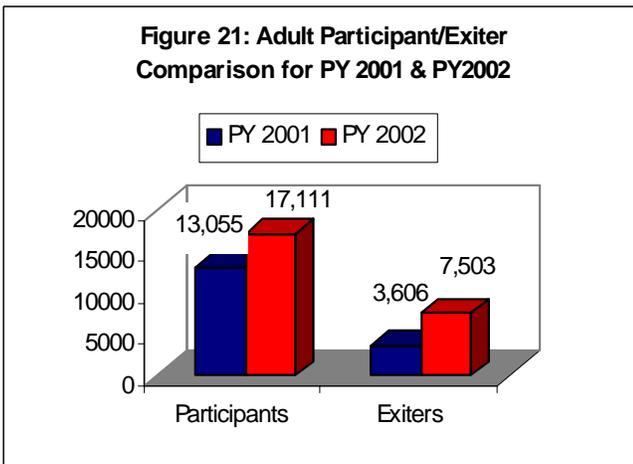
The distribution of employers' ratings is displayed in Figure 20. As shown, over 21% of employees were classified as outstanding performers in the top quartile, while over 70% were classified in the top half overall. Less than 30% of employees were classified in the two lower quartiles, with only 7% classified in the bottom quartile. Overall, nearly three-fourths were ranked in the top half.

FIGURE 20: PERFORMANCE EVALUATION OF EMPLOYEES RECEIVED FROM JOB PLACEMENT SERVICES



WIA Adult Program

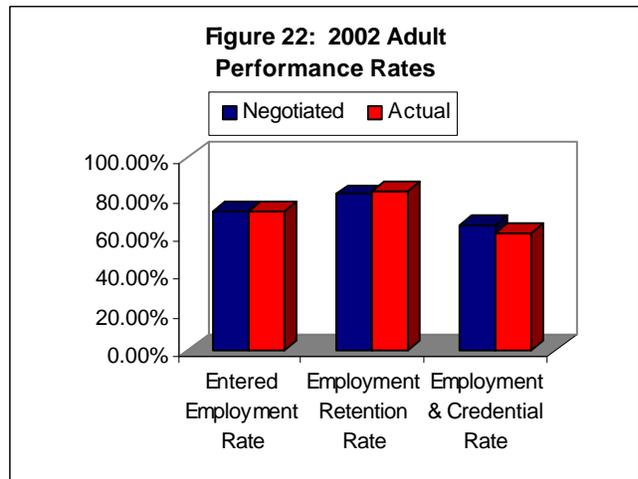
During Program Year 2002, 17,111 participants were served in Ohio's Title I-B WIA Adult program and a total of 7,503 adults exited the program between July 1, 2002 and June 30, 2003. The Ohio WIA Adult program saw an increase of 4,056 participants and 3,897 exiters from Program Year 2001.



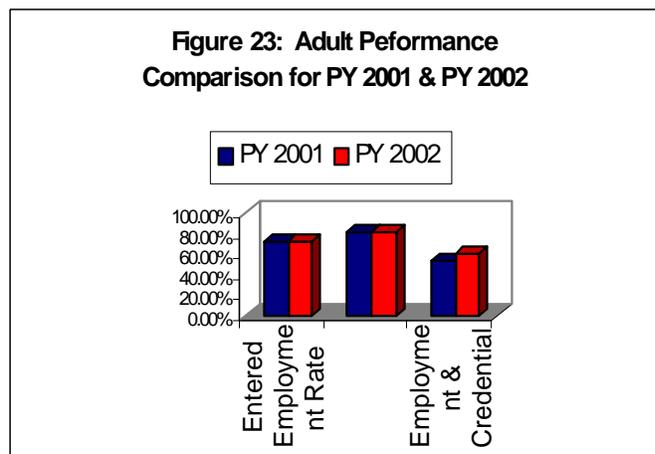
Ohio placed 3,445 adults in unsubsidized employment during the performance reporting period, exceeding its entered employment rate performance goal with an actual performance level of 72.51%. Although this rate only surpassed last year's performance level for the adult entered employment measure by less than 1%, 2,000 more participants were placed in unsubsidized employment. This was accomplished during a recession, hence demonstrating a huge effort by program staff to train and place adults during difficult economic times. Over the past two years, the percentage of adult enrollments receiving skill training significantly exceeded the national average, which has enabled Ohio to maintain higher performance despite slow hiring activity within the general labor market.

Again, as in PY 2001, the state exceeded the employment retention rate performance

goal established by the Department of Labor with 82.86% of all employed exiters still employed six months or more after entering employment. Additionally, the state met the established goal for the employment and credential rate measure.



For the first time, the state did not meet the adult earnings change in six months performance goal, which provides a pre-program and post-program look at the earnings changes of participants. The substantial decrease in employment, coupled with higher unemployment, presented Ohio with an overwhelming challenge of placing adults into jobs earning high wages.



Overall, Ohio improved its overall performance results from PY 2001 for adults served through employment and training programs in three of the four DOL measures.

Adult Special Populations

Within the Special Populations identified by DOL, results show that Ohio met all four measures for the Adult Public Assistance Recipients who received intensive or training services. Only the Veterans Special Population exceeded the entered employment rate with an actual performance level of 73.73%. The Individuals with Disabilities population met the employment retention rate and the earnings change in six months adult negotiated performance levels, but failed to meet the entered employment rate or employment and credential rate measures. Ohio's Older Individuals population just missed exceeding the employment retention rate measure of 81% with an actual performance level of 80.30%. A breakout of the Adult Special Populations is included in the Table Section as Table C.

Individuals who received training services exceeded the negotiated performance level for both the entered employment rate and the employment retention rate with levels of 73.32% and 83.70% respectively. Individuals who received only core and intensive services also exceeded the employment retention rate measure with an actual performance rate of 81.05%. Those who received training services had a \$3,331.97 earnings gain, more than double the \$1,581.32 achieved by those who received only core and intensive services.

WIB Performance Goals and Outcomes

The results for the adult program were very good across all WIBs, with the exception of the earnings change measure where performance levels were significantly lower than in Program Year 2001. WIBs were faced with a higher volume of job losses in the state's high paying manufacturing sector during Program Year 2002.

- ◆ 7 of 8 WIBs exceeded and 1 WIB met the entered employment rate.
- ◆ 7 of 8 WIBs exceeded and 1 WIB met the retention rate.
- ◆ 5 of 8 WIBs exceeded, 2 WIBs met, and 1 WIB failed to meet the employment credential rate.
- ◆ 2 of 8 WIBs exceeded, 1 WIB met, and 5 WIBs failed to meet the earnings change measure.

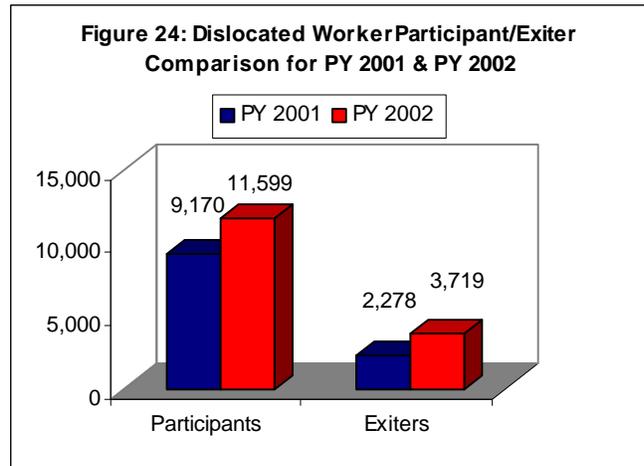
WIA Dislocated Worker Program

In Program Year 2002, Ohio experienced a slightly higher unemployment rate than in the previous year. Over the year, the state continued to experience job losses in manufacturing, with other significant declines noted in trade, transportation, utilities, government, information, construction, professional and business services, and natural resources and mining.

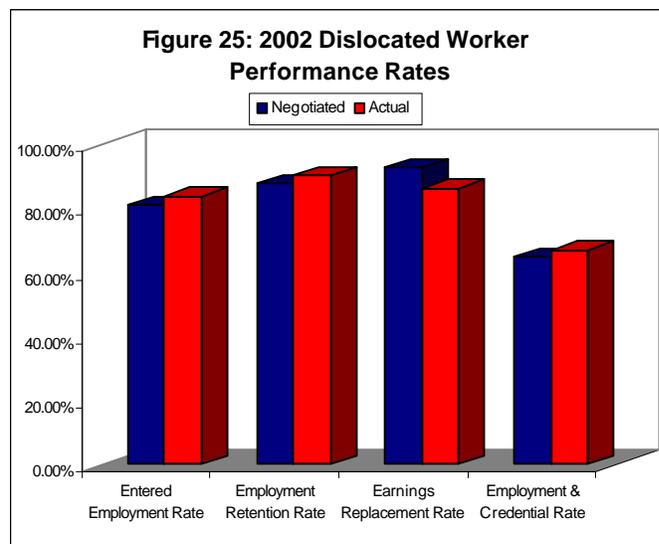
The Rapid Response Unit, which offers immediate assistance to workers and employers when mass layoffs or downsizing is anticipated, was once again busy this past year with 138 Worker Adjustment and Retraining Notification Act (WARN) notices of facility closures or layoffs affecting 21,737 employees. Early intervention by the Rapid Response team helped to provide workers and employers with information and services about job placement, job training or retraining, counseling, unemployment insurance, and many other services available through the One-Stops. Rapid Response resources provide the foundation necessary to assist dislocated workers to transition quickly to reemployment.

In Program Year 2002, Ohio served a total of 11,599 participants in the Title I-B WIA Dislocated Worker program. The number of dislocated workers enrolled in WIA and the demand for services increased by 21%, when compared to the previous program year. Additionally, as indicated in Figure 24, a total of 3,719 dislocated workers exited the program between July 1, 2002 and June 30, 2003.

Results for Dislocated Worker program performance indicate that, despite the depressed economy during PY 2002, the



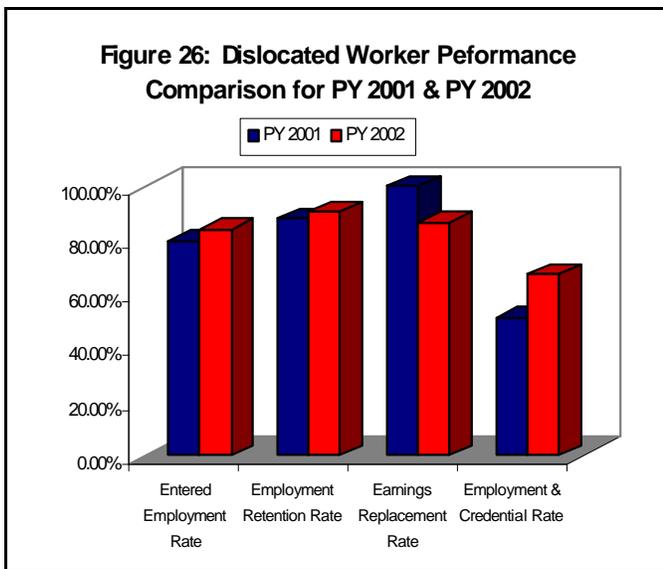
state placed 2,558 dislocated workers in unsubsidized employment during the reporting period, exceeding its entered employment rate performance goal of 81.00% with an actual performance level of 83.81%. As with the Adult program, Ohio exceeded its employment retention rate negotiated performance level of 88.00% with an actual performance level of 90.54% for dislocated workers employed six months or more after entering employment. The state exceeded the employment and credential rate for dislocated workers established by DOL for Program Year 2002 with an actual performance level of 67.12%.



The state met the dislocated worker earnings replacement standard for Program Year 2002 with an actual performance level of 86.34%. This was an extremely difficult challenge that Ohio is proud to have accomplished, as it occurred during a economic recession when high-paying jobs in manufacturing were on the decline and newly dislocated workers were on the rise. As a whole, Ohio performed better in three of its four dislocated worker performance measures when compared to the same period last year.

population. Veterans results were very similar to those of the entire dislocated worker population. Older Individuals were found to have outcomes that were lower than the average for dislocated workers. A breakout of the Dislocated Worker Special Populations is included in the Table Section as Table F.

Additionally, two other population groups, individuals who received training services and those who received only core and intensive services, of the Dislocated Worker program had outcomes that exceeded the entered employment rate and the employment retention rate negotiated levels. This information is included in Table G.



Dislocated Worker Special Populations

Looking at Special Populations identified for dislocated workers, Displaced Homemakers were found to have a much higher earnings replacement percentage than other dislocated workers. The actual earnings change percentage of 207.01% for Displaced Homemakers was found to be more than double the negotiated performance level of 93.0%. In fact, the Displaced Homeowners exceeded all four measures and outperformed all special groups and the entire dislocated worker

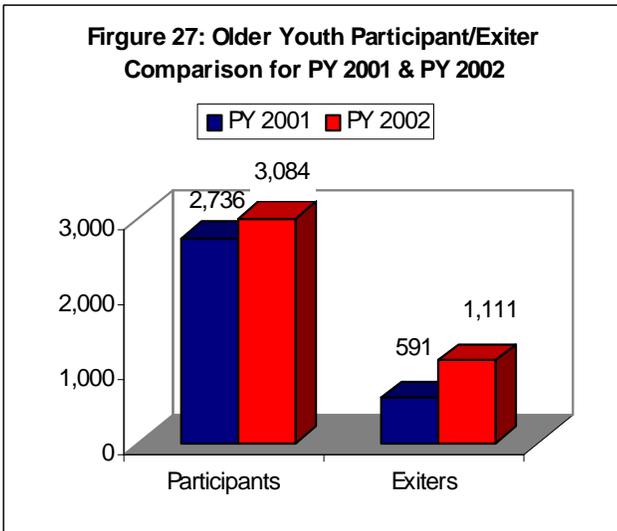
WIB Performance Goals and Outcomes

Overall, in terms of performance, the dislocated worker population outperformed the adult and youth populations. Their performance outcomes ranged from excellent for the entered employment rate measure and the employment retention rate to good for the employment and credential measure and the earnings change measure.

- ◆ 7 of 8 WIBs exceeded and 1 WIB met the entered employment rate.
- ◆ 7 of 8 WIBs exceeded and 1 WIB met the retention rate.
- ◆ 5 of 8 WIBs exceeded, 2 WIBs met, and 1 WIB failed to meet the employment and credential rate.
- ◆ 2 of 8 WIBs exceeded and 6 WIBs met the earnings change measure.

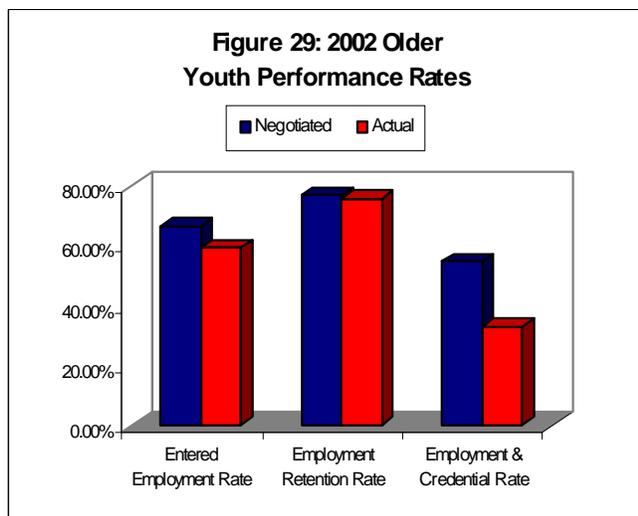
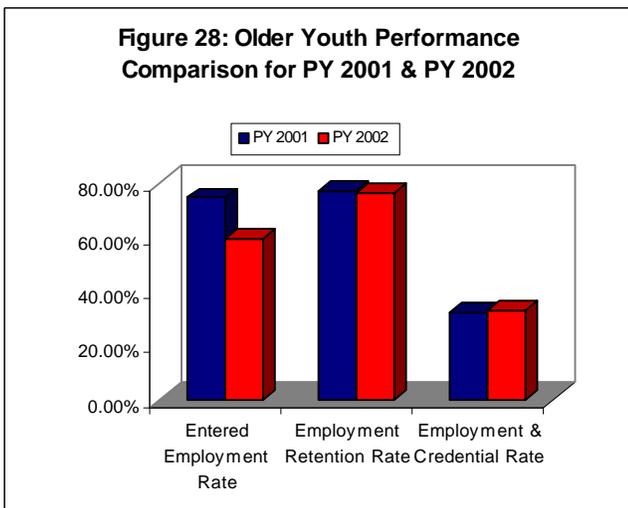
WIA Older Youth Program

During Program Year 2002, Ohio served 3,084 WIA participants in the Older Youth program. There were 1,111 individuals who exited from the program between July 1, 2002 and June 30, 2003.



With respect to program performance, Ohio's WIA Older Youth program experienced decreases in three of the four measures established by DOL for PY 2002.

Although performance has fallen over the past year, Ohio met the entered employment measure, placing 427 older youths (ages 19 to 21) in unsubsidized employment, while increasing the number of youth receiving training. Statewide, Ohio just missed exceeding the older youth employment retention rate performance goal of 77.00% by less than 1.00%. Additionally, Ohio met the earnings change in six months measure, which provides a comparison of pre- and post-program earnings changes for participants, even though all of the earning standards were more difficult to achieve this year. For the 427 older youth who entered employment, the six month earnings change was \$2,706.52 which is higher than the average of \$2,674.00 for the nation. As in Program Year 2001, outcomes for the fourth older youth measure – employment and credential rate – fell below the goal established for this measure. Moreover, it seemed likely that Ohio would have difficulty in meeting this measure. Ohio has the highest employment and credential standard in the nation which requires high numbers of placements into unsubsidized employment at a time when the unemployment rate continues to rise.



Older Youth Special Populations

In looking at the Special Populations identified by DOL for older youth, Public Assistance Recipients and Out-of-School youth were found to have results similar to those for older youth, in general. In terms of the employment retention rate measure, Public Assistance Recipients missed exceeding this standard by less than 1.00%. Although the Veteran population exceeded the employment retention rate for the older youths, results were not significant since the number of total Veterans employed was extremely low. For both the entered employment rate measure and the earnings change in 6 months measure, the Public Assistance Recipients met both standards. Out-of-School youth also had performance results that were similar to the statewide outcomes for older youth. Individuals with Disabilities' performance results were somewhat lower than the outcomes for the statewide older youth program. Overall, all populations performed poorly regarding the earnings change in six months measure. A breakout of the Older Youth Special Populations is included in the Table Section as Table I.

WIB Performance Goals and Outcomes

Performance levels for older youth during PY 2002 were generally good to fair. Four of the eight WIBs exceeded the entered employment rate and the retention rate measures established for Ohio.

Again, as in Program Year 2000 and 2001, the one area in real need of improvement was the credential rate. Statewide, there was a wide range of outcomes reported across WIBs with a high of 100.00% reported by one WIB to a low of 19.23% reported by another.

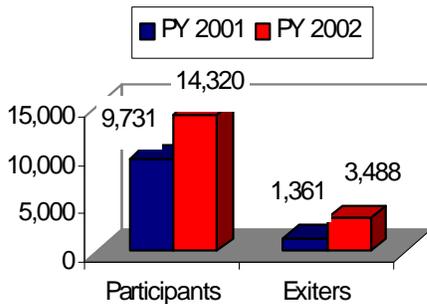
- ◆ 4 of 8 WIBs exceeded, 2 WIBs met, and 2 WIBs failed to meet the entered employment rate.
- ◆ 4 of 8 WIBs exceeded, 3 WIBs met, and 1 WIB failed to meet the retention rate measure.
- ◆ 3 of 8 WIBs exceeded, 2 WIBs met, and 3 WIBs failed to meet the earnings change measure.
- ◆ 4 of 8 WIBs failed to meet, 3 WIBs met, and 1 WIB exceeded the employment and credential rate.

WIA Younger Youth Program

Ohio's WIA Younger Youth (age 14 to 18) program served 14,320 participants during Program Year 2002. This was an increase of 32.05% or 4,589 more youth over 2001. The program exited a total of 3,488 participants from younger youth WIA services/activities. This number exceeded last year's exit number by 2,127.

Of the three performance measures established by the Department of Labor for the Younger Youth program, the state met the diploma or equivalent attainment rate and employment retention rate performance goals. As a whole, the state has shown significant progress over past years in achieving an actual performance level of 51.64% for the diploma or equivalent attainment rate. This is 27.81% higher than the performance recorded during the same reporting period in PY 2001. Additionally, after a dip in our performance last year to 13.75%, Ohio improved its overall performance for the employment retention rate with an actual level of 45.97%. Indications suggest that the state's performance problems for this measure were related to glitches within the reporting system which made it difficult for local programs to accurately report their outcomes. As in PY 2001, Ohio did not meet the skill attainment rate.

Figure 30: Participant/Exiter Comparison for PY 2001 & PY 2002



Ohio has shown significant improvement in its performance from PY 2001 as demonstrated by Figure 31 below.

Figure 30: Younger Youth Performance Comparison for PY 2001 & PY 2002

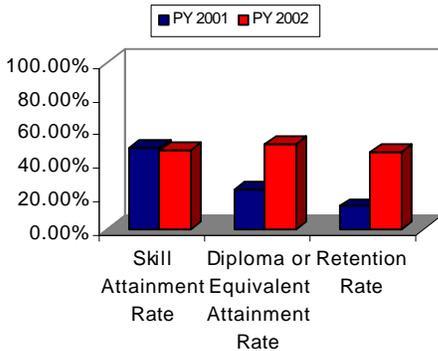
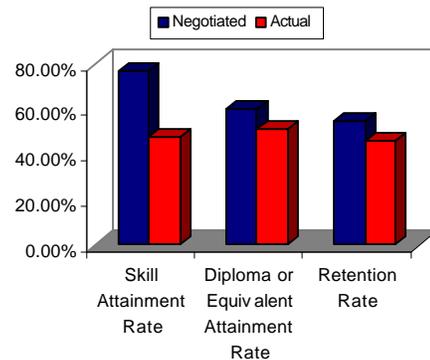


Figure 31: 2002 Younger Youth Performance Rates



Younger Youth Special Populations

For the three Younger Youth Special Populations, similar results as the general population, are reported for Public Assistance Recipients. Again, as in PY 2001, Individuals with Disabilities fared better than the statewide younger youth population and exceeded the diploma or equivalent attainment rate with an actual performance level of 77.20%. This was significantly better than the 51.64% posted by the general younger youth population. However, the Out-of-School population was found to have results that were much lower than the average for the state. A breakout of the Younger Youth Special Populations is included in the Table Section as Table K.

WIB Performance Goals and Outcomes

In general, performance outcomes for the younger youth populations were lower for the eight WIBs than their results for adults, dislocated workers, and older youth. However, the majority of Ohio's WIBs did meet the established performance goals for the younger youth measures. Levels of variance are huge among the local areas. For example, within the skill attainment measure, performance ranges from 87.50% in WIB 5 to 13.44% in WIB 3. Of special note, WIB 5 (Lake County) exceeded all three of the younger youth performance goals and WIBs 1 (Adams, Brown, Pike, and Scioto) and 6 (Stark and Tuscarawas) exceeded two of their younger youth measures and met the other.

- ◆ 4 of 8 WIBs exceeded, 2 WIBs met, and 2 WIBs failed to meet the credential/diploma rate.
- ◆ 4 of 8 WIBs exceeded, 1 WIB met, and 3 WIBs failed to meet the retention rate measure.
- ◆ 4 of 8 WIBs failed to meet, 3 WIBs met, and 1 WIB exceeded the skill attainment rate.

Younger Youth Success Stories

"Linking the Future with the Past"

The "Building Bridges: Linking the Future with the Past" program is designed to meet two important needs for two different generations of Ashtabula County citizens in WIB 7.



The first is to provide out-of-school youth ages 15 to 21 who are enrolled in YouthOPPORTUNITIES Accelerated Career Education (ACE) program with an opportunity to help teach computer skills while interacting with and learning from older workers. The second is to offer older workers an opportunity to gain computer-related skills applicable to the world of work while being given the opportunity to share their knowledge of life with the youth.

The program has been developed to foster goodwill, to bridge generation gaps, and to illustrate that all groups share common experiences relative to hardships, enjoyment, opportunities, and to experience barriers and difficulties that have to be overcome. The "Building Bridges: Linking the Future with the Past" program, conducted in partnership with the Ashtabula County Joint Vocational School, the YouthOPPORTUNITIES Program, and the Ashtabula County SeniorAIDES Program has been a huge success and plans are underway for additional classes.

The Building Bridges Program is designed in three phases. Phase One of the program brings senior citizens called SeniorAIDES and out-of-school youth together for a 4-week series of computer training including Microsoft Word, Introduction to the Internet, and E-mail and includes discussions on family life, communications, employment, and education. Phase Two has the two groups participating in the "Increasing Human Effectiveness" program offered by the Kent State-Ashtabula Campus. Finally, Phase Three provides the youth with an opportunity to job-shadow their SeniorAIDE mentors. This aspect of the program assists the youth to experience meaningful insight and knowledge about employment opportunities from their senior mentors.

Youth Employment and Development Initiative

On June 13, 2003, the U.S. Department of Labor announced a \$2 million grant to Cincinnati's Youth Employment and Development Initiative (YEDI). This grant will allow YEDI to continue to improve its business-led youth model, which provides a continuum of subsidized employment for 14- and 15-year-olds and unsubsidized employment for youth 16 to 22.

"This \$2 million grant will allow the Youth Employment and Development Initiative to continue helping Cincinnati youth gain valuable work experience that will lead them to better career opportunities," said Secretary of Labor Elaine L. Chao. "The goal of programs like this one is to provide the first rung of experience on a career ladder that, with additional education and training, will provide prosperous futures for young people and a better prepared workforce for business."

The program, which the Department of Labor began funding in 2002 as the Cincinnati Youth Employment Initiative, seeks to provide year-round development activity, including summer jobs. In the first year of the grant, a total of 2,701 youth received services, including job readiness training, workshops and jobs. The summer program employed over 1,500 low-income Cincinnati youth, about 30 percent of whom held unsubsidized jobs.

One of the most exciting year-round employment opportunities associated with the Cincinnati project is the Cincinnati Museum Center Youth Program. Youth may apply for unsubsidized positions in the Museum of Natural History and Science, The Cinergy Children's Museum and the Cincinnati History Museum. The Museum Center Programs provide a number of

special services for youth, including staff mentoring, leadership opportunities on a Youth Advisory Board and college and career exploration and preparation.

"This Administration wants to help young people starting out get good basic skills so they are prepared to transition easily from high school to continued training and education or the workforce," said Emily Stover DeRocco, assistant secretary of labor for employment and training. "This grant advances that goal by providing a systematic approach for young people to gain progressive competencies as they move from subsidized to unsubsidized jobs."

YEDI is a partnership which includes the City of Cincinnati, Cincinnati Youth Collaborative, Greater Cincinnati Foundation and the Cincinnati Business Committee. The project has a strong relationship with the Cincinnati business community and a number of community-based organizations in Cincinnati and surrounding Hamilton County.

State Evaluations

The Ohio Department of Job and Family Services (ODJFS), Bureau of Research and Evaluation, through a contract with the Strategic Research Group (SRG), has launched a strategic multi-year, multi-faceted research effort designed to identify and promote methods for continuously improving the activities and services of Ohio's workforce investment system. Ohio's evaluation strategy encompasses plans for three distinct but inter-related studies that include a process evaluation, an outcome evaluation and an impact or longitudinal study. The design and methodology for both the process and outcome evaluations are in place; the design of the impact study will build upon the results from the process and outcome evaluations.

The outcome evaluation is scheduled for completion in December 2003, while the process evaluation is scheduled for completion in 2004. The implementation of the impact study will be initiated upon completion of the process evaluation. It will be designed to compliment the process evaluation and will build on the findings and/or results compiled from the final report. As planned, the impact study is slated to begin in the second half of 2004.

Process Evaluation

The process evaluation employs a multi-method case study approach that gives way to a comprehensive examination of a complex program from different perspectives. It involves the use of multiple data sources and methods that allow for triangulation of evaluative evidence. Triangulation is extremely useful in determining where information is

inconsistent, revealing where researchers must probe more deeply or ask incisive questions, and in identifying needed improvements in local data collection efforts.

The primary objectives of the process evaluation are to examine the effectiveness and efficiency of existing WIA processes and to determine the extent to which Ohio's WIA program is reaching its target populations. Data collection and analysis necessary to complete the process evaluation is currently in progress. Initial results suggested that the original process evaluation design should be expanded to include an enhanced business analysis section and an enhanced youth program analysis. The planned enhancements to the process evaluation will allow SRG to provide a more inclusive view of program effectiveness that can be used by state and local officials to continuously improve WIA programs in the state.

Data Collection Methods

To accomplish the primary objectives of examining the effectiveness and efficiency of existing WIA processes, a multi-method case study approach is being used to allow for a comprehensive look at the WIA program from different perspectives. The original methodology included:

- In-depth personal interviews with frontline staff;
- Focus groups with current and exited participants and employers from 10 pilot sites;
- Shadowing the cases of selected customers; following their history from

registration to completion or until they leave the program; assessing whether clients are given appropriate treatment, assistance, services, and/or training;

- On-site observations of program operations: detached as opposed to participant observation;
- Quantitative analyses of operational efficiency (e.g., time elapsed between registration and service delivery, length of time taken for various training activities, and other variables available in MIS data);
- Financial analysis of program operations to assess return on investment and cost-efficiency; and
- Capturing visual information (e.g. digital photographs) of site facilities, marketing materials, organizational charts, etc.

Modifications to Business Analysis Methodology

A central feature of the original methodology (i.e., primary data collection methods) planned for the business analysis portion of the process evaluation was the use of employer focus groups to collect information on local service provision, effectiveness, and awareness of available services and programs. However, based upon preliminary findings from initial staff interviews conducted at various WIA case study sites, research staff recommended changes to the original methodology in order to capture more useful and accurate information on employer characteristics, program usage, program knowledge, and satisfaction levels with the WIA program. This prompted a redesign of the business data collection methodology, moving from the use of focus groups to the use of telephone interviews. As designed, telephone interviews with selected employers from the case studies will be conducted to collect the employer information. This data collection method will

provide more up-to-date information on employers' knowledge of WIA programs and will serve as an enhanced indicator of satisfaction with employer recruitment efforts at the local level.

Method/Objective

Telephone interviews with local human resource managers from top-level employers:

- Determine local employer characteristics and recent business environment;
- Assess local employer knowledge of WIA programs and services;
- Determine local employer program usage; and
- Satisfaction with WIA employer services.

Modifications to Youth Program Analysis Methodology

The original methodology planned for the Process Evaluation included basic data collection methods. Initially, the intent was to conduct interviews with WIA youth coordinators during on-site visits to the 20 WIA case study areas and to use this information, along with the results from the WIA customer satisfaction surveys of youth, the MIS data, and interviews with state officials, for the youth analyses. However, as a result of continuous performance standards issues for youth programs, it was recommended that the youth analyses be expanded to collect more meaningful data. Data collection methods for youth program analyses were enhanced to include in-depth, personal interviews with frontline WIA staff, as well as on-site observations of program operations. Additional enhancements are also anticipated. These would involve identifying and interviewing youth providers in the case study counties and observing provider staff on the job. In general, as a result of modifications to the methodology, the process evaluation

timelines have been extended to permit additional reviews and analyses.

Method/Objective

In-depth personal interviews with WIA youth providers' frontline staff:

- Overview of youth program(s);
- Work flow and other organizational processes;
- Program goals; and
- Issues in administering WIA and DOL mandates.

On-site observations of youth program operations:

- Identification of organizational processes and issues;
- Identification of best practices "on the job; and
- On-site assessments of provider services.

Outcome Evaluation

The primary objectives of the outcome evaluation are to examine the extent to which Ohio's WIA program is meeting program objectives and performance standards, to determine longitudinal trends in meeting performance standards, and to provide comparative analyses of relevant WIA outcomes measures. The outcome evaluation is designed to utilize existing WIA program and performance data from the state's management information system. This method provides a comprehensive approach to identifying patterns and trends across local Workforce Investment Boards and/or Workforce Policy Boards while maximizing costs and resources. Data collection necessary to complete the outcome evaluation study has ended and data analysis is nearing completion.

Data Collection Methods

To accomplish the primary objectives of the outcome evaluation, available data elements have been collected and are being studied. These include:

- Data obtained from WIA participants at registration (e.g., demographic attributes, employment status, welfare dependency, and other measures of economic status);
- Data on services and training activities; and
- Data on outcome measures .

The following existing performance outcomes are being studied:

- Entered employment rates;
- Employment and credential rates;
- Employment retention rates;
- Earnings changes;
- Earning replacement rates;
- Skill attainment rates;
- Diploma or equivalent attainment rates; and
- Customer satisfaction results.

Ultimately, comparative analyses of the above outcome measures are likely to be evaluated across time (e.g. different quarters of the program year); between major regions (e.g., metropolitan areas, county groupings by economic attributes); between rural and urban areas; and across training and service providers, funding streams, and occupational groups.

Program Year 2002 WIA Financial Statement

Operating Results	Available	Expended	Obligations	Pct.	Balance
Total All Funding Sources	\$205,196,628.00	\$114,717,149.00	\$ 26,899,851.00	69.02%	\$ 63,579,628.00
PY 2002 Adult Funds	\$ 33,411,956.00	\$ 16,752,882.00	\$ 1,971,528.00	56.04%	\$ 14,687,546.00
PY 2001 Adult Funds	\$ 17,767,711.00	\$ 13,835,630.00	\$ 0.00	77.87%	\$ 3,932,081.00
PY 2000 Adult Funds	\$ 1,972,545.00	\$ 1,972,545.00	\$ 0.00	100.00%	\$ 0.00
JTPA Carry-in	\$ 5.00	\$ 5.00	\$ 0.00	100.00%	\$ 0.00
Total	\$ 53,152,217.00	\$ 32,561,062.00	\$ 1,971,528.00	64.97%	\$ 18,619,627.00
PY 2002 Dislocated Funds	\$ 17,757,486.00	\$ 7,095,374.00	\$ 1,382,633.00	47.74%	\$ 9,279,479.00
PY 2001 Dislocated Funds	\$ 8,228,132.00	\$ 7,713,341.00	\$ 0.00	93.74%	\$ 514,791.00
PY 2000 Dislocated Funds	\$ 565,482.00	\$ 565,482.00	\$ 0.00	100.00%	\$ 0.00
JTPA Carry-in	\$ 22,633.00	\$ 0.00	\$ 0.00	0.00%	\$ 22,633.00
Total	\$ 26,573,733.00	\$ 15,374,197.00	\$ 1,382,633.00	63.06%	\$ 9,816,903.00
PY 2002 Youth Funds	\$ 35,714,342.00	\$ 12,678,058.00	\$ 3,314,706.00	44.78%	\$ 19,721,578.00
PY 2001 Youth Funds	\$ 20,578,217.00	\$ 16,661,114.00	\$ 0.00	80.96%	\$ 3,917,103.00
PY 2000 Youth Funds	\$ 1,123,638.00	\$ 1,123,638.00	\$ 0.00	100.00%	\$ 0.00
JTPA Carry-in	\$ 6.00	\$ 6.00	\$ 0.00	100.00%	\$ 0.00
Total	\$ 57,416,203.00	\$ 30,462,816.00	\$ 3,314,706.00	58.83%	\$ 23,638,681.00
PY 2002 Local Administration	\$ 8,761,130.00	\$ 5,160,750.00	\$ 399,079.00	63.46%	\$ 3,201,301.00
PY 2001 Local Administration	\$ 3,282,980.00	\$ 1,753,736.00	\$ 0.00	53.42%	\$ 1,529,244.00
PY 2000 Local Administration	\$ 686,656.00	\$ 686,656.00	\$ 0.00	100.00%	\$ 0.00
JTPA Carry-in	\$ 11,371.00	\$ 0.00	\$ 0.00	0.00%	\$ 11,371.00
Total	\$ 12,742,137.00	\$ 7,601,142.00	\$ 399,079.00	62.79%	\$ 4,741,916.00
PY 2002 Rapid Response	\$ 8,504,167.00	\$ 2,117,268.00	\$ 6,146,262.00	97.17%	\$ 240,637.00
PY 2001 Rapid Response	\$ 2,424,636.00	\$ 969,793.00	\$ 1,454,843.00	100.00%	\$ 0.00
PY 2000 Rapid Response	\$ 6,032,987.00	\$ 6,032,987.00	\$ 0.00	100.00%	\$ 0.00
JTPA Carry-in	\$ 0.00	\$ 0.00	\$ 0.00	0.00%	\$ 0.00
Total	\$ 16,961,790.00	\$ 9,120,048.00	\$ 7,601,105.00	98.58%	\$ 240,637.00
PY 2002 Statewide Activity	\$ 17,094,668.00	\$ 0.00	\$ 10,572,804.00	61.85%	\$ 6,521,864.00
PY 2001 Statewide Activity	\$ 17,784,307.00	\$ 16,126,311.00	\$ 1,657,996.00	100.00%	\$ 0.00
PY 2000 Statewide Activity	\$ 3,471,573.00	\$ 3,471,573.00	\$ 0.00	100.00%	\$ 0.00
JTPA Carry-in	\$ 0.00	\$ 0.00	\$ 0.00	0.00%	\$ 0.00
Total	\$ 38,350,548.00	\$ 19,597,884.00	\$ 12,230,800.00	82.99%	\$ 6,521,864.00

NOTE: Funding information was obtained from the WIA Financial Status Report for Program Year 2002 (July 1, 2002 – June 30, 2003)

Cost of Workforce Investment Activities

Program Cost

In Program Year 2002, Ohio served 46,114 participants at an average cost of \$1,844.71. As shown below, the state expended \$85,066,942.00 on core, intensive, and training services for the three WIA population groups. This amount includes obligatory expenses for participants in WIA programs.

Program Year 2002 Cost Effectiveness Analysis

	PY 2002 Expenditures	WIA Participants	C-E Ratio
Overall All Program Strategies	\$85,066,942.00	46,114	\$ 1,844.71
Adult Program	\$34,532,590.00	17,111	\$ 2,018.15
Dislocated Worker Program	\$16,756,830.00	11,599	\$ 1,444.68
Youth Program	\$33,777,522.00	17,404	\$ 1,940.79

Table Section

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate	Performance Status
Participants	75	78.1	500	6,801	713	70.1	Exceeded
Employers	70	70.3	500	8,038	583	85.8	Exceeded

Table B– Adult Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Performance Status
Entered Employment Rate	72%	72.51%	Exceeded
		3,445	
Employment Retention Rate	81%	82.86%	Exceeded
		4,751	
Earnings Change in Six Months	\$3,750	\$2,769.49	Not Met
		\$12,886,428	
Employment And Credential Rate	65%	60.65%	Met
		2,565	
		4,229	

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	68.61%	776 1,131	73.73%	275 373	53.12%	102 192	67.14%
Employment Retention Rate	78.71%	780 991	79.39%	262 330	77.17%	98 127	80.30%	269 335
Earnings Change in Six Months	\$3,440.65	\$3,289,258 956	\$2,230.18	\$706,967 317	\$3,105.63	\$388,203 125	\$1,181.74	\$386,429 327
Employment And Credential Rate	57.09%	640 1,121	59.62%	158 265	38.24%	52 136	51.68%	77 149

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	73.32%	2,273 3,100	70.99%
Employment Retention Rate	83.70%	2,727 3,258	81.05%	1,236 1,525
Earnings Change in Six Months	\$3,331.97	\$10,522,352 3,158	\$1,581.32	\$2,364,076 1,495

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

Reported Information	Negotiated Performance Level	Actual Performance Level	Performance Status
Entered Employment Rate	81%	83.81%	2,558
			3,052
Employment Retention Rate	88%	90.54%	2,316
			2,558
Earnings Replacement in Six Months	93%	86.34%	\$32,000,005
			\$37,064,889
Employment And Credential Rate	65%	67.12%	1,319
			1,965

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	86.59%	368	87.96%	285	73.53%	225	83.87%	26
		425		324		306		31
Employment Retention Rate	87.77%	323	89.82%	256	89.78%	202	96.15%	25
		368		285		225		26
Earnings Replacement in Six Months	78.52%	\$4,732,875	85.72%	\$4,929,104	74.84%	\$2,571,788	207.01%	\$376,202
		\$6,027,601		\$5,750,055		\$3,436,274		\$181,733
Employment And Credential Rate	70.87%	180	49.23%	32	58.28%	88	77.78%	14
		254		65		151		18

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	85.34%	1,677	81.05%
	1,965		1,087	
Employment Retention Rate	91.06%	1,527	89.56%	789
		1,677		881
Earnings Replacement Rate	87.03%	\$19,814,871	85.23%	\$12,185,134
		\$22,767,766		\$14,297,123

Table H – Older Youth Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level		Performance Status
		Entered Employment Rate	67%	
Employment Retention Rate	77%	76.14%	418 549	Met
Earnings Change in Six Months	\$3,200	\$2,706.52	\$1,412,806 522	Met
Employment And Credential Rate	55%	33.15%	295 890	Not Met

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	52.25%	151 289	66.67%	2 3	53.12%	51 96	60.21%
Employment Retention Rate	76.33%	129 169	100.00%	2 2	74.14%	43 58	75.00%	297 396
Earnings Change In Six Months	\$2,546.29	\$402,314 158	\$2,128.97	\$4,258 2	\$1,749.60	\$94,478 54	\$2,423.00	\$915,894 378
Employment And Credential Rate	30.37%	99 326	33.33%	1 3	29.09%	32 110	30.76%	199 647

Table J – Younger Youth Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Performance Status
Skill Attainment Rate	77%	47.65%	Not Met
		5,719 12,003	
Diploma or Equivalent Attainment Rate	60%	51.64%	Met
		536 1,038	
Retention Rate	55%	45.97%	Met
		731 1,590	

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities	Out-of-School Youth		
	Skill Attainment Rate	40.39%		2,222 5,501	50.81%	1,671 3,289
Diploma or Equivalent Attainment Rate	51.16%	198 387	77.20%	149 193	26.38%	105 398
Retention Rate	42.73%	279 653	47.89%	136 284	47.59%	227 477

Table L – Other Reported Information

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 Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	30.92%	111	\$1,805.71	164,320	24	\$3,993.89	\$13,523,319	9.24%	209
		359		91	3,445		3,386		2,262
Dislocated Workers	40.28%	85	90.17%	578,807	24	\$6,579.99	\$16,476,305	8.90%	148
		211		641,934	2,558		2,504		1,662
Older Youth	24.56%	14	\$4,784.19	62,195	2	\$2,040.45	\$850,869		
		57		13	427		417		

Table M – Participation Levels

Participant Populations	Total Participants Served	Total Exiters
Adults	17,111	7,503
Dislocated Workers	11,599	3,719
Older Youth	3,084	1,111
Younger Youth	14,320	3,488

Table N – Cost of Program Activities (PY 2002)

Program Activity		Total Federal Spending
Local Adult		\$34,532,590.00
Local Dislocated Workers		\$16,756,830.00
Local Youth		\$33,777,522.00
Rapid Response 134 (a) (2) (A)		\$16,721,153.00
Local Administration		\$8,000,221.00
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)		\$31,828,684.00
Statewide Allowable Activities 134 (a) (3)		
Total of All Federal Spending Listed Above		\$141,617,000.00

Table O – Local Performance (Adams, Brown, Pike, and Scioto)

Local Area Name WIA 1 – Adams, Brown, Pike, & Scioto	Total Participants	Adults	653
		Dislocated Workers	288
		Older Youth	81
		Younger Youth	424
ETA Assigned # 39175	Total Exiters	Adults	225
		Dislocated Workers	110
		Older Youth	27
		Younger Youth	101
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	86.5
	Employers	70.0	71.8
Entered Employment Rate	Adults	72.00%	95.35%
	Dislocated Workers	81.00%	91.38%
	Older Youth	67.00%	86.36%
Retention Rate	Adults	81.00%	84.71%
	Dislocated Workers	88.00%	94.34%
	Older Youth	77.00%	90.00%
	Younger Youth	55.00%	66.67%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750.00	\$5,316.15
	Dislocated Workers	93.00%	113.31%
	Older Youth	\$3,200.00	\$3,260.87
Credential/Diploma Rate	Adults	65.00%	78.53%
	Dislocated Workers	65.00%	81.13%
	Older Youth	55.00%	52.78%
	Younger Youth	60.00%	95.00%
Skill Attainment Rate	Younger Youth	77.00%	75.85%
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	2
		Exceeded	15

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table 0 – Local Performance (Cuyahoga County)

Local Area Name WIA 2 – Cuyahoga	Total Participants	Adults	867	
		Dislocated Workers	2,225	
		Older Youth	173	
		Younger Youth	692	
ETA Assigned # 39075	Total Exiters	Adults	255	
		Dislocated Workers	641	
		Older Youth	118	
		Younger Youth	513	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	75.5	
	Employers	70.0	58.6	
Entered Employment Rate	Adults	72.00%	73.24%	
	Dislocated Workers	81.00%	90.28%	
	Older Youth	67.00%	46.77%	
Retention Rate	Adults	81.00%	82.00%	
	Dislocated Workers	88.00%	92.31%	
	Older Youth	77.00%	61.11%	
	Younger Youth	55.00%	27.42%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750.00	\$66.07	
	Dislocated Workers	93.00%	87.71%	
	Older Youth	\$3,200.00	\$1,723.64	
Credential/Diploma Rate	Adults	65.00%	22.67%	
	Dislocated Workers	65.00%	42.42%	
	Older Youth	55.00%	28.17%	
	Younger Youth	60.00%	6.74%	
Skill Attainment Rate	Younger Youth	77.00%	56.54%	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		10	2	5

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table O – Local Performance (City of Cleveland)

Local Area Name WIA 3 – City of Cleveland	Total Participants	Adults	2,543	
		Dislocated Workers	757	
		Older Youth	565	
		Younger Youth	3,484	
ETA Assigned # 39010	Total Exiters	Adults	1,783	
		Dislocated Workers	215	
		Older Youth	172	
		Younger Youth	218	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	76.2	
	Employers	70.0	62.0	
Entered Employment Rate	Adults	72.00%	62.88%	
	Dislocated Workers	81.00%	87.01%	
	Older Youth	67.00%	52.66%	
Retention Rate	Adults	81.00%	80.79%	
	Dislocated Workers	88.00%	84.58%	
	Older Youth	77.00%	75.79%	
	Younger Youth	55.00%	37.68%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750.00	\$2,152.42	
	Dislocated Workers	93.00%	78.93%	
	Older Youth	\$3,200.00	\$2,906.61	
Credential/Diploma Rate	Adults	65.00%	54.68%	
	Dislocated Workers	65.00%	72.34%	
	Older Youth	55.00%	24.43%	
	Younger Youth	60.00%	42.31%	
Skill Attainment Rate	Younger Youth	77.00%	13.44%	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	8	3

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table O – Local Performance (Lorain County)

Local Area Name WIA 4 – Lorain	Total Participants	Adults	309
		Dislocated Workers	329
		Older Youth	97
		Younger Youth	193
ETA Assigned # 39090	Total Exitors	Adults	38
		Dislocated Workers	38
		Older Youth	39
		Younger Youth	133
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	78.1
	Employers	70.0	62.5
Entered Employment Rate	Adults	72.00%	96.55%
	Dislocated Workers	81.00%	100.00%
	Older Youth	67.00%	85.71%
Retention Rate	Adults	81.00%	96.77%
	Dislocated Workers	88.00%	97.14%
	Older Youth	77.00%	66.67%
	Younger Youth	55.00%	71.88%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750.00	\$560.83
	Dislocated Workers	93.00%	101.14%
	Older Youth	\$3,200.00	\$2,455.05
Credential/Diploma Rate	Adults	65.00%	78.57%
	Dislocated Workers	65.00%	88.89%
	Older Youth	55.00%	44.44%
	Younger Youth	60.00%	48.00%
Skill Attainment Rate	Younger Youth	77.00%	71.43%
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		2	5
			Exceeded
			10

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table 0 – Local Performance (Lake County)

Local Area Name WIA 5 – Lake	Total Participants	Adults	95	
		Dislocated Workers	65	
		Older Youth	7	
		Younger Youth	126	
ETA Assigned # 39085	Total Exiters	Adults	61	
		Dislocated Workers	41	
		Older Youth	1	
		Younger Youth	36	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	73.5	
	Employers	70.0	65.5	
Entered Employment Rate	Adults	72.00%	76.12%	
	Dislocated Workers	81.00%	80.56%	
	Older Youth	67.00%	100.00%	
Retention Rate	Adults	81.00%	81.48%	
	Dislocated Workers	88.00%	89.66%	
	Older Youth	77.00%	100.00%	
	Younger Youth	55.00%	100.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750.00	-\$1,471.32	
	Dislocated Workers	93.00%	88.77%	
	Older Youth	\$3,200.00	\$5,348.00	
Credential/Diploma Rate	Adults	65.00%	73.85%	
	Dislocated Workers	65.00%	78.12%	
	Older Youth	55.00%	100.00%	
	Younger Youth	60.00%	83.33%	
Skill Attainment Rate	Younger Youth	77.00%	87.50%	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	4	12

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table 0 – Local Performance (Stark and Tuscarawas Counties)

Local Area Name WIA 6 – Stark and Tuscarawas	Total Participants	Adults	225	
		Dislocated Workers	240	
		Older Youth	39	
		Younger Youth	231	
ETA Assigned # 39165	Total Exiters	Adults	106	
		Dislocated Workers	149	
		Older Youth	28	
		Younger Youth	109	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	81.6	
	Employers	70.0	69.6	
Entered Employment Rate	Adults	72.00%	75.00%	
	Dislocated Workers	81.00%	84.13%	
	Older Youth	67.00%	61.54%	
Retention Rate	Adults	81.00%	84.25%	
	Dislocated Workers	88.00%	90.57%	
	Older Youth	77.00%	81.82%	
	Younger Youth	55.00%	71.88%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750.00	\$5,192.67	
	Dislocated Workers	93.00%	86.13%	
	Older Youth	\$3,200.00	\$4,461.73	
Credential/Diploma Rate	Adults	65.00%	70.19%	
	Dislocated Workers	65.00%	64.10%	
	Older Youth	55.00%	50.00%	
	Younger Youth	60.00%	80.77%	
Skill Attainment Rate	Younger Youth	77.00%	76.51%	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	11

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table O – Local Performance (Ohio Option)

Local Area Name WIA 7 – Ohio Option	Total Participants	Adults	12,214	
		Dislocated Workers	7,622	
		Older Youth	2,084	
		Younger Youth	9,024	
ETA Assigned # 39170	Total Exiters	Adults	4,948	
		Dislocated Workers	2,494	
		Older Youth	700	
		Younger Youth	2,327	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	77.4	
	Employers	70.0	69.6	
Entered Employment Rate	Adults	72.00%	75.26%	
	Dislocated Workers	81.00%	82.27%	
	Older Youth	67.00%	60.14%	
Retention Rate	Adults	81.00%	83.19%	
	Dislocated Workers	88.00%	90.75%	
	Older Youth	77.00%	77.41%	
	Younger Youth	55.00%	45.68%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750.00	\$2,901.98	
	Dislocated Workers	93.00%	86.04%	
	Older Youth	\$3,200.00	\$2,670.87	
Credential/Diploma Rate	Adults	65.00%	63.29%	
	Dislocated Workers	65.00%	66.31%	
	Older Youth	55.00%	34.82%	
	Younger Youth	60.00%	53.85%	
Skill Attainment Rate	Younger Youth	77.00%	48.52%	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	7	7

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table O – Local Performance (Auglaize, Hardin, and Mercer)

Local Area Name WIA 8 – Auglaize, Hardin, & Mercer	Total Participants	Adults	205	
		Dislocated Workers	73	
		Older Youth	38	
		Younger Youth	146	
ETA Assigned # 39180	Total Exiters	Adults	87	
		Dislocated Workers	31	
		Older Youth	26	
		Younger Youth	51	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	70.4	
	Employers	70.0	71.4	
Entered Employment Rate	Adults	72.00%	82.43%	
	Dislocated Workers	81.00%	81.82%	
	Older Youth	67.00%	82.35%	
Retention Rate	Adults	81.00%	86.84%	
	Dislocated Workers	88.00%	88.89%	
	Older Youth	77.00%	70.00%	
	Younger Youth	55.00%	28.57%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750.00	\$3,321.36	
	Dislocated Workers	93.00%	86.45%	
	Older Youth	\$3,200.00	\$2,458.74	
Credential/Diploma Rate	Adults	65.00%	66.67%	
	Dislocated Workers	65.00%	61.29%	
	Older Youth	55.00%	19.23%	
	Younger Youth	60.00%	71.43%	
Skill Attainment Rate	Younger Youth	77.00%	51.68%	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	5	8

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Ohio Performance Summary – Chart 1

Indicators of Performance		WIB #1	WIB #2	WIB #3	WIB #4	WIB #5	WIB #6	WIB #7	WIB #8	State of Ohio
Customer Satisfaction	Participants	E	E	E	E	M	E	E	M	E
	Employers	E	M	M	M	M	M	M	E	E
Entered Employment Rate	Adults	E	E	M	E	E	E	E	E	E
	Dislocated Workers	E	E	E	E	M	E	E	E	E
	Older Youth	E	NM	NM	E	E	M	M	E	M
Retention Rate	Adults	E	E	M	E	E	E	E	E	E
	Dislocated Workers	E	E	M	E	E	E	E	E	E
	Older Youth	E	NM	M	M	E	E	E	M	M
	Younger Youth	E	NM	NM	E	E	E	M	NM	M
Earnings Change/ Replacement	Adults	E	NM	NM	NM	NM	E	NM	M	NM
	Dislocated Workers	E	M	M	E	M	M	M	M	M
	Older Youth	E	NM	M	NM	E	E	M	NM	M
Credential/ Diploma Rate	Adults	E	NM	M	E	E	E	M	E	M
	Dislocated Workers	E	NM	E	E	E	M	E	M	E
	Older Youth	M	NM	NM	M	E	M	NM	NM	NM
	Younger Youth	E	NM	NM	M	E	E	M	E	M
Skill Attainment	Younger Youth	M	NM	NM	M	E	M	NM	NM	NM

NM = Not Met

M = Met

E = Exceeded

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Ohio Performance Summary – Chart 2

Total Participants		Adults	17,111
		Dislocated Workers	11,599
		Older Youth	3,084
		Younger Youth	14,320
Total Exiters		Adults	7,503
		Dislocated Workers	3,719
		Older Youth	1,111
		Younger Youth	3,488
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	78.1
	Employers	70.0	70.3
Entered Employment Rate	Adults	72.00%	72.51%
	Dislocated Workers	81.00%	83.81%
	Older Youth	67.00%	59.39%
Retention Rate	Adults	81.00%	82.86%
	Dislocated Workers	88.00%	90.54%
	Older Youth	77.00%	76.14%
	Younger Youth	55.00%	45.97%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750.00	\$2,769.49
	Dislocated Workers	93.00%	86.34%
	Older Youth	\$3,200.00	\$2,706.52
Credential/Diploma Rate	Adults	65.00%	60.65%
	Dislocated Workers	65.00%	67.12%
	Older Youth	55.00%	33.15%
	Younger Youth	60.00%	51.64%
Skill Attainment Rate	Younger Youth	77.00%	47.65%
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		3	7
		Exceeded	7

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Presented by

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WIA Annual Report Data

State Name: OH

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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	75	78.1	500	6,801	713	70.1
Employers	70	70.3	500	8,038	583	85.8

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	72.5	3,445
			4,751
Employment Retention Rate	81	82.9	3,963
			4,783
Earnings Change in Six Month	3,750	2,769	12,886,428
			4,653
Employment and Credential Rate	65	60.7	2,565
			4,229

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	68.6	776	73.7	275	53.1	102	67.1	282
		1,131		373		192		420
Employment Retention Rate	78.7	780	79.4	262	77.2	98	80.3	269
		991		330		127		335
Earnings Change in Six Months	3,441	3,289,258	2,230	706,967	3,106	388,203	1,182	386,429
		956		317		125		327
Employment and Credential Rate	57.1	640	59.6	158	38.2	52	51.7	77
		1,121		265		136		149

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	73.3	2,273	71	1,172
		3,100		1,651
Employment Retention Rate	83.7	2,727	81	1,236
		3,258		1,525
Earnings Change in Six Months	3,332	10,522,352	1,581	2,364,076
		3,158		1,495

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	81	83.8	2,558
			3,052
Employment Retention Rate	88	90.5	2,316
			2,558
Earnings Replacement in Six Months	93	86.3	32,000,005
			37,064,889
Employment and Credential Rate	65	67.1	1,319
			1,965

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	86.6	368	88	285	73.5	225	83.9	26
		425		324		306		31
Employment Retention Rate	87.8	323	89.8	256	89.8	202	96.2	25
		368		285		225		26
Earnings Replacement Rate	78.5	4,732,875	85.7	4,929,104	74.8	2,571,788	207	376,202
		6,027,601		5,750,055		3,436,274		181,733
Employment And Credential Rate	70.9	180	49.2	32	58.3	88	77.8	14
		254		65		151		18

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	85.3	1,677	81
1,965			1,087	
Employment Retention Rate	91.1	1,527	89.6	789
		1,677		881
Earnings Replacement Rate	87	19,814,871	85.2	12,185,134
		22,767,766		14,297,123

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	67
Employment Retention Rate	77	76.1	719
			418
Earnings Change in Six Months	3,200	2,707	1,412,806
			522
Credential Rate	55	33.1	295
			890

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	52.2	151 289	66.7	2 3	53.1	51 96	60.2
Employment Retention Rate	76.3	129 169	100	2 2	74.1	43 58	75	297 396
Earnings Change in Six Months	2,546	402,314 158	2,129	4,258 2	1,750	94,478 54	2,423	915,894 378
Credential Rate	30.4	99 326	33.3	1 3	29.1	32 110	30.8	199 647

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	77
Diploma or Equivalent Attainment Rate	60	51.6	536 1,038
Retention Rate	55	46	731 1,590

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	40.4	2,222	50.8	1,671	38.9
5,501			3,289		1,359	
Diploma or Equivalent Attainment Rate	51.2	198	77.2	149	26.4	105
		387		193		398
Retention Rate	42.7	279	47.9	136	47.6	227
		653		284		477

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	30.9	111	1,806	164,320	0.7	24	3,994	13,523,319	9.2
359			91		3,445		3,386		2,262	
Dislocated Workers	40.3	85	90.2	578,807	0.9	24	6,580	16,476,305	8.9	148
		211		641,934		2,558		2,504		1,662
Older Youth	24.6	14	4,784	62,195	0.5	2	2,040	850,869		
		57		13		427		417		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	17,111	7,503
Dislocated Workers	11,599	3,719
Older Youth	3,084	1,111
Younger Youth	14,320	3,488

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$34,532,590.00
Local Dislocated Workers		\$16,756,830.00
Local Youth		\$33,777,522.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$16,721,153.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$31,828,684.00
Statewide Allowable Activities 134 (a) (3)	Local Administration	\$8,000,221.00
Total of All Federal Spending Listed Above		\$141,617,000.00

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Table O: Summary of Participants

Local Area Name: Adams, Brown, Pike & Scioto Counties WIA Area 1	Total Participants Served	Adults	653
		Dislocated Workers	288
		Older Youth	81
		Younger Youth	424
	Total Exiters	Adults	225
		Dislocated Workers	110
		Older Youth	27
		Younger Youth	101

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	86.5	
	Employers	70	71.8	
Entered Employment Rate	Adults	72	95.4	
	Dislocated Workers	81	91.4	
	Older Youth	67	86.4	
Retention Rate	Adults	81	84.7	
	Dislocated Workers	88	94.3	
	Older Youth	77	90	
	Younger Youth	55	66.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	5,316.2	
	Dislocated Workers	93	113.3	
	Older Youth (\$)	3,200	3,260.9	
Credential / Diploma Rate	Adults	65	78.5	
	Dislocated Workers	65	81.1	
	Older Youth	55	52.8	
	Younger Youth	60	95	
Skill Attainment Rate	Younger Youth	77	75.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

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State Name: OH

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Table O: Summary of Participants

Local Area Name: Cuyahoga County WIA Area 2	Total Participants Served	Adults	867
		Dislocated Workers	2,225
		Older Youth	173
		Younger Youth	692
	Total Exiters	Adults	255
		Dislocated Workers	641
		Older Youth	118
		Younger Youth	513

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	75.5	
	Employers	70	58.6	
Entered Employment Rate	Adults	72	73.2	
	Dislocated Workers	81	90.3	
	Older Youth	67	46.8	
Retention Rate	Adults	81	82	
	Dislocated Workers	88	92.3	
	Older Youth	77	61.1	
	Younger Youth	55	27.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	66.1	
	Dislocated Workers	93	87.7	
	Older Youth (\$)	3,200	1,723.6	
Credential / Diploma Rate	Adults	65	22.7	
	Dislocated Workers	65	42.4	
	Older Youth	55	28.2	
	Younger Youth	60	6.7	
Skill Attainment Rate	Younger Youth	77	56.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		10	2	5

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State Name: OH

Program Year: 2002

Table O: Summary of Participants

Local Area Name: City of Cleveland WIA Area 3	Total Participants Served	Adults	2,543
		Dislocated Workers	757
		Older Youth	565
		Younger Youth	3,484
	Total Exiters	Adults	1,783
		Dislocated Workers	215
		Older Youth	172
		Younger Youth	218

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	76.2	
	Employers	70	62	
Entered Employment Rate	Adults	72	62.9	
	Dislocated Workers	81	87	
	Older Youth	67	52.7	
Retention Rate	Adults	81	80.8	
	Dislocated Workers	88	84.6	
	Older Youth	77	75.8	
	Younger Youth	55	37.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	2,152.4	
	Dislocated Workers	93	78.9	
	Older Youth (\$)	3,200	2,906.6	
Credential / Diploma Rate	Adults	65	54.7	
	Dislocated Workers	65	72.3	
	Older Youth	55	24.4	
	Younger Youth	60	42.3	
Skill Attainment Rate	Younger Youth	77	13.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	8	3

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Table O: Summary of Participants

Local Area Name: Lorain County WIA Area 4	Total Participants Served	Adults	309
		Dislocated Workers	329
		Older Youth	97
		Younger Youth	193
	Total Exiters	Adults	38
		Dislocated Workers	38
		Older Youth	39
		Younger Youth	133

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	78.1
	Employers	70	62.5
Entered Employment Rate	Adults	72	96.6
	Dislocated Workers	81	100
	Older Youth	67	85.7
Retention Rate	Adults	81	96.8
	Dislocated Workers	88	97.1
	Older Youth	77	66.7
	Younger Youth	55	71.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	560.8
	Dislocated Workers	93	101.1
	Older Youth (\$)	3,200	2,455.1
Credential / Diploma Rate	Adults	65	78.6
	Dislocated Workers	65	88.9
	Older Youth	55	44.4
	Younger Youth	60	48
Skill Attainment Rate	Younger Youth	77	71.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	5	10

WIA Annual Report Data

State Name: OH

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Table O: Summary of Participants

Local Area Name: Lake County WIA Area 5	Total Participants Served	Adults	95
		Dislocated Workers	65
		Older Youth	7
		Younger Youth	126
	Total Exiters	Adults	61
		Dislocated Workers	41
		Older Youth	1
		Younger Youth	36

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	73.5
	Employers	70	65.5
Entered Employment Rate	Adults	72	76.1
	Dislocated Workers	81	80.6
	Older Youth	67	100
Retention Rate	Adults	81	81.5
	Dislocated Workers	88	89.7
	Older Youth	77	100
	Younger Youth	55	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	-1,471.3
	Dislocated Workers	93	88.8
	Older Youth (\$)	3,200	5,348
Credential / Diploma Rate	Adults	65	73.9
	Dislocated Workers	65	78.1
	Older Youth	55	100
	Younger Youth	60	83.3
Skill Attainment Rate	Younger Youth	77	87.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	4	12

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Table O: Summary of Participants

Local Area Name: Stark/Tuscarawas Counties WIA Area 6	Total Participants Served	Adults	225
		Dislocated Workers	240
		Older Youth	39
		Younger Youth	231
	Total Exiters	Adults	106
		Dislocated Workers	149
		Older Youth	28
		Younger Youth	109

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	81.6	
	Employers	70	69.6	
Entered Employment Rate	Adults	72	75	
	Dislocated Workers	81	84.1	
	Older Youth	67	61.5	
Retention Rate	Adults	81	84.3	
	Dislocated Workers	88	90.6	
	Older Youth	77	81.8	
	Younger Youth	55	71.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	5,192.7	
	Dislocated Workers	93	86.1	
	Older Youth (\$)	3,200	4,461.7	
Credential / Diploma Rate	Adults	65	70.2	
	Dislocated Workers	65	64.1	
	Older Youth	55	50	
	Younger Youth	60	80.8	
Skill Attainment Rate	Younger Youth	77	76.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	11

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Table O: Summary of Participants

Local Area Name: Ohio Option Area WIA Area 7	Total Participants Served	Adults	12,214
		Dislocated Workers	7,622
		Older Youth	2,084
		Younger Youth	9,024
	Total Exiters	Adults	4,948
		Dislocated Workers	2,494
		Older Youth	700
		Younger Youth	2,327

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	77.4	
	Employers	70	69.6	
Entered Employment Rate	Adults	72	75.3	
	Dislocated Workers	81	82.3	
	Older Youth	67	60.1	
Retention Rate	Adults	81	83.2	
	Dislocated Workers	88	90.8	
	Older Youth	77	77.4	
	Younger Youth	55	45.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	2,902	
	Dislocated Workers	93	86	
	Older Youth (\$)	3,200	2,670.9	
Credential / Diploma Rate	Adults	65	63.3	
	Dislocated Workers	65	66.3	
	Older Youth	55	34.8	
	Younger Youth	60	53.9	
Skill Attainment Rate	Younger Youth	77	48.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	7	7

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State Name: OH

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Mercer County WIA Area 8	Total Participants Served	Adults	205
		Dislocated Workers	73
		Older Youth	38
		Younger Youth	146
	Total Exiters	Adults	87
		Dislocated Workers	31
		Older Youth	26
		Younger Youth	51

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	70.4
	Employers	70	71.4
Entered Employment Rate	Adults	72	82.4
	Dislocated Workers	81	81.8
	Older Youth	67	82.4
Retention Rate	Adults	81	86.8
	Dislocated Workers	88	88.9
	Older Youth	77	70
	Younger Youth	55	28.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	3,321.4
	Dislocated Workers	93	86.5
	Older Youth (\$)	3,200	2,458.7
Credential / Diploma Rate	Adults	65	66.7
	Dislocated Workers	65	61.3
	Older Youth	55	19.2
	Younger Youth	60	71.4
Skill Attainment Rate	Younger Youth	77	51.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	5	8