

## Workforce Investment Act

## ANNUAL REPORT

PROGRAM YEAR 2006

Kansas Department of Commerce

October 1, 2007



## **State of Kansas**

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## **Workforce Network of Kansas Board**

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# Workforce Investment Act Title I-B Annual Report

**Program Year 2006** 

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#### **EXECUTIVE SUMMARY**

The State of Kansas has made significant strides in improving the service delivery methods for workforce investment activities. While there was a decrease in participant levels because of a growing economy, overall satisfaction with available services reached an all time high. The overall performance outcomes for Adult and Dislocated Worker performance groups continued to meet or exceed negotiated levels. Overall Youth performance saw a significant improvement during the program year.

Kansas successfully met or exceeded the negotiated level of performance for all seventeen WIA performance measures.

The information reported concerning special populations indicates all populations were well served during the period of measurement. The designated groups achieved the negotiated levels of performance for nearly 89% of the measures.

## State Service Delivery Analysis

During PY 2006, the Workforce Network of Kansas continued to improve its performance in delivering services to its constituents and stakeholders. Local Boards and their partner agencies, working through the well-established One-Stop system, provided services to nearly 52,000 total participants with over 46,000 Kansans receiving self services either electronically or through workforce centers across the state. The Adult program provided nearly 3000 Kansans with service beyond the self-service level. Over 800 Dislocated Worker participants were served, while 1700 Youth participants received services.

The twelve-month retention rates and twelve-month earnings change and replacement rates for Adults, Dislocated Workers and Older Youth showed significant increases from the levels achieved in PY 2005 with the Dislocated Worker twelve-month wage replacement rate hitting an all time high of 102%.

The placement in non-traditional employment rates for the Adult, Dislocated Worker and Youth programs were higher than the rates achieved last year.

#### **Customer Satisfaction**

The state met the negotiated performance standard for participant customer satisfaction and employer customer satisfaction. The contact rate for participants was 71.4% and for employers 89.9%.

#### Adult Program

The state exceeded the negotiated level of performance for all Adult measures. The Adult entered employment rate, the Adult employment retention rate and the Adult average earnings rate showed increases from the levels attained in PY 2005. The Adult employment and credential rate saw a decrease of almost 2 percentage points from last year's report. For Adult special populations, 93.75% of the standards were met or exceeded. All standards for Adults who received training services were exceeded. Of those who received training services, 54% entered training related employment. The average wage at entry into employment was \$5,000 per quarter for program exiters, an increase of over \$240 per exiter.

#### **Dislocated Worker Program**

The state exceeded the negotiated performance standards for the Dislocated Worker entered employment rate, the average earnings rate and the employment and credential rate. The state met the standard for the employment retention rate. For Dislocated Worker special populations, 93.75% of the standards were met or exceeded. All standards for Dislocated Workers who received training services were met or exceeded. Of the Dislocated Workers who received training services, 61% entered training related employment. The average wage for those exiters who entered employment showed a slight increase when compared to the PY 2005 level.

#### Youth Program

The State continues to meet or exceed the negotiated performance standards for all Younger Youth measures. A marked improvement was observed in the results for the Older Youth program with the state meeting or exceeding all Older Youth measure for the first time in three years. For Older Youth special populations, the state met or exceeded 87.5% of the standards with four of the standards not tested. For Younger Youth special populations, 77.8% of the standards were met or exceeded.

#### Cost of Activities

For the Adult program, the average cost per participant was \$2,781.38. Using the wage at entry into employment rate for Adult exiters as a measure of effectiveness, the return on investment was \$1.79 per dollar expended. This reflects an increase in the return on investment from last year of \$0.30.

In the Dislocated Worker program where the average cost per participant was \$7,720.84 and the return on investment based on exiter wage at entry into employment was \$0.84 per dollar expended.

When self-service participants are included in determining the cost of activities, the average cost per participant for all Adults was \$253.16. This equates to a minimum return on investment of \$22.69 per participant served.

For Youth Programs, the cost per participant was \$2,366.30, with nearly 80% of that being expended in the delivery of the ten youth elements. While it is significantly harder to determine a return on investment methodology for youth exiters because of the low percentage of Younger Youth who enter employment, \$1.13 of older youth wage at entry into employment was achieved for each dollar expended on both older and younger youth.

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## State Evaluations of Workforce Investment Activities

The Kansas Workforce Investment Partnership Council has adopted the Kansas Award for Excellence criteria as the basis for the measurement of continuous improvement of the Workforce Network of Kansas. The KAE criteria is based on the Malcolm Baldrige National Quality Award Criteria for Performance Excellence, but provides a simplified and less complex approach to meeting the national award criteria. Initial efforts have begun across the Network to address the key requirements of KAE to achieve quality excellence in service delivery. Use of the KAE will allow the Network to measure its achievements compared to both private and public sector Kansas businesses and organizations.

The Kansas Award for Excellence Foundation is the state affiliate of the Malcolm Baldrige National Quality Award. This Foundation recognizes organizations at three levels:

- The Kansas Excellence Award (Level 3) is the highest level of recognition. The award is presented to organizations that have demonstrated through their practices and achievements the highest and most consistent level of excellence.
- The Performance in Quality Award (Level 2) is presented to organizations that demonstrate through their commitment and practice of quality principles, significant progress in building sound, systematic processes and management practices.
- The Commitment to Excellence Award (Level 1) is awarded to organizations that demonstrate a serious commitment to the use of quality principles. The award recognizes organizations that are in the early stages of applying the principles of the Baldrige National Quality Award.

#### **Continuous Improvement Initiatives and Activities**

#### Local Area I

In PY2006, Local Area I conducted performance training with each of its Title IB providers as well as implemented on-line WIA Title IB Certification training. The training sessions were conducted to ensure that each provider had a thorough understanding of each performance standard and understood how to track performance in the system. The training sessions also reviewed case management practices, which influence and help ensure good performance. On-line training modules include Assessment Training, Career Counseling, Case Management practices, Conflict Management, Controlling and Managing Resources, Effective Business Presentations, Meeting the Needs of the Business Customer, Stress Management, One-Stop, Performance Measures and Workforce Investment Act. Case Managers who successfully complete all modules and certification exam will receive the National Workforce Professional 2 Certification.

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In the fall of 2006, twelve regional employer forums were conducted throughout Local Area I. The purpose of these forums was to obtain vital information from employers regarding their workforce needs. In January 2007, the Local Area I Board held a strategic planning session for CEO and LWIB members in conjunction with the Kansas Workforce Summit. The strategic planning session reviewed the Employer Survey results and began to device solutions to the issues brought forward during the Employer Forums.

#### **Local Area I - Exemplary Activities**

The Local Area I Workforce Board, through the negotiation of its Title IB provider contracts, increased its enrollment expectations for PY2006 by over 50%. Actual participant results are as follows:

	PY2005	PY2006	
Program	<b>Participants</b>	<b>Participants</b>	% Increase
Adult	173	561	224%
Dislocated Worker	216	249	115%
Youth	257	394	153%
Total Participants	646	1204	86%

#### **Local Area III**

The Area III Workforce Investment Board selected Kaiser Group, Inc. to serve as its One-Stop Operator and WIA Adult/Dislocated Worker service provider, beginning on July 1, 2007. One of the reasons the Board selected Kaiser Group is their ISO 9001:2000 certification. They will begin the process of obtaining the certification for the Area III One-Stop service delivery system immediately.

#### **Statewide Monitoring Activities**

As part of the ongoing responsibilities for the oversight of federal employment and training activities, the Kansas Department of Commerce (Commerce) conducts both desk and on-site monitoring reviews on a regularly scheduled basis. The Workforce Compliance and Oversight (WCO) unit is the primary administrative unit responsible for implementing employment and training reviews associated with the Workforce Investment Act using federal and/or state developed monitoring guides. The primary mission of the WCO unit is to review administrative policies, practices, standards and systems are functioning and operating within the parameters established by federal and state legislation, regulations, and policy directives.

During PY 2006, the WCO unit monitored and produced formal monitoring reports as follows:

LWIA I One Stop System Review;

LWIA I Financial & Administrative Review;;

LWIA I Equal Opportunity Review

LWIA II Youth Program;;

LWIA II Equal Opportunity Review;

LWIA III Youth Program;

LWIA III Equal Opportunity;

LWIA IV Equal Opportunity;

LWIA V Adult/ Dislocated Worker Program;

LWIA V Equal Opportunity Review;

LWIA V Youth Program;

Additionally, WCO provide assistance toward conducting US DOL's data validation requirements. During PY 2006, independent audits were conducted in compliance with OMB Circulars for all Local Areas. The resulting audits had no disallowed costs.

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## **State Level Performance**

**Program Year 2006** 

**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
Participants	90%	77.2%	500	2,349	700	71.4%
Employers	88%	73.9%	500	1,699	618	80.9%

Table B - Adult Program Results At-A-Glance

Performance Items	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	76%	82.1%	437 532
Employment Retention Rate	87%	89%	641 720
Average Earnings Rate	\$11,281	\$13,451	8,245,303 613
Employment And Credential Rate	65%	69.9%	570 816

**Table C - Outcomes for Adult Special Populations** 

Performance Items	Public Assistance	Numerator	Veterans	Numerator	Individuals	Numerator	Older	Numerator
	Recipients	Denominator		Denominator	Disabilities	Denominator	Individuals	Denominator
Entered	77.6%	104	89.1%	41	68%	17	77.3%	17
Employment Rate	77.070	134	09.176	46	00%	25	11.570	22
Employment	78.5%	72	86.5%	45	90.5%	19	75%	15
Retention Rate	70.576	93	00.5 /6	52	90.576	21	7570	20
Average Earnings	\$8,638	604,671	\$17,916	806,209	\$9,828	186,730	\$11,010	143,126
Rate	70 \$17,910 45	φ9,020	19	\$11,010	13			
<b>Employment And</b>	58.7%	98	79.2%	42	59.1%	13	63%	17
Credential Rate	50.7 %	167	19.2%	53	J9.170	22	03%	27

Table D - Other Outcome Information for the Adult Program

	Individuals Who	Numerator	Individuals Who	Numerator
Performance Items	Received Training Services	Denominator	Received Only Core and Intensive Services	Denominator
Entered Employment Rate	83.2%	386	75%	51
	03.270	464	75%	68
Employment Retention Rate	90.5%	591	74.6%	50
	90.5%	653	74.0%	67
Average Earnings Rate	¢12.740	7,795,769	¢0.772	449,534
	\$13,749	567	\$9,772	46

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

Performance Items	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
	i ellolillalice Level	1 enomiance Level	
Entered Employment Rate	83%	89.9%	304
Linered Employment Rate	8378	09.976	338
Employment Retention Rate	93%	92.9%	459
Employment Retention Rate	93 /0	92.970	494
Average Earnings Rate	\$13,624	\$15,417	6,783,288
Average Earnings Rate	φ13,024	φ15,417	440
Employment And Credential Bate	67%	70.4%	235
Employment And Credential Rate	0170	70.4%	334

Table F - Outcomes for Dislocated Worker Special Populations

Performance Items	Veterans	Numerator	Individuals with	Numerator	Older	Numerator	Displaced	Numerator
		Denominator	Disabilities	Denominator	Individuals	Denominator	Homemakers	Denominator
Entered Employment Rate	93.5%	29	100%	7	84.6%	33	100%	6
Entered Employment Rate	93.576	31	100%	7	04.076	39	100 /6	6
Employment Retention Rate	87%	40	83.3%	5	85.7%	30	87.5%	7
Employment Retention Rate		46		6		35		8
Average Earnings Rate	\$18,819	752,740	\$14,632	73,159	\$12,834	308,005	\$10,760	75,319
Average Earnings Rate	\$10,019	40		5		24	φ10,760	7
Employment And Credential Rate	77.8%	21	85.7%	6	73.5%	25	83.3%	5
	11.8%	27	65.7%	7	73.576	34	03.3%	6

Table G - Other Outcome Information for the Dislocated Worker Program

Performance Items	Individuals Who Received Training	Numerator	Individuals Who Received Only Core and	Numerator
	Services	Denominator	Intensive Services	Denominator
Entered Employment Rate	89.2%	263	95.3%	41
Entered Employment Rate	09.2 /6	295	95.576	43
Employment Retention Rate	92.8%	399	93.8%	60
Employment Retention Rate	92.0%	430	95.878	64
Average Earnings Rate	\$15,344	5,861,407	\$15,895	921,881
	φ15,344	382	क् १७,०७७	58

Table H.1 - Youth (14 - 21) Program Results

Performance Items	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Placement in Employment or Education	N/A	66.3%	332
Placement in Employment of Education	IN/A	00.576	501
Attainment of Degree or Certificate	N/A	52.9%	298
Attainment of Degree of Certificate	IN/A	32.9%	563
Literacy and Numeracy Cains	N/A	8%	4
Literacy and Numeracy Gains	IN/A	070	50

Table H.2 - Older Youth (19 - 21) Results

Performance Items	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	71%	75.4%	86
Entered Employment Kate	7 1 70	75.4%	114
Employment Retention Rate	85%	84.9%	107
Employment Retention Rate	0378	04.970	126
Earnings Change in Six Months	\$3,500	\$3,292	395,062
Larmings Change in Six Months	ψ3,300	Ψ3,292	120
Credential Rate	65%	62.2%	102
Credential Nate	0378	UZ.Z /0	164

Table I - Outcomes for Older Youth Special Populations

	Public	Numerator		Numerator	Individuals	Numerator	Out-of-	Numerator
Performance Items	Assistance Recipients	Denominator	Veterans	Denominator	with Disabilities	Denominator	School Youth	Denominator
Entered Employment Rate	73.1%	19	0	0	57.1%	12	73.9%	68
Entered Employment Nate	73.1%	26	U	0	57.1%	21	13.9%	92
Employment Retention Rate	91.7%	11	0	0	80%	12	83.5%	86
Employment Retention Rate		12		0		15		103
Earnings Change in Six Months	\$3,640	43,678	- 0	0	\$1,954	29,307	\$2,928	295,705
Earnings Change in Six Months		12		0		15		101
Credential Rate	45.2%	14	0	0	57.7%	15	61.4%	81
Oreuential Nate	40.2%	31		0	51.176	26		132

Table J - Younger Youth Results At-A-Glance

Performance Items	Negotiated	Actual	Numerator	
Performance items	Performance Level	Performance Level	Denominator	
Skill Attainment Rate			840	
Skiii Attairiiilent Kate	86%	80.8%	1,040	
Diploma or Equivalent Rate			170	
Dipionia of Equivalent Kate	70%	63.4%	268	
Retention Rate			196	
Retention Rate	75%	76.6%	256	

**Table K - Outcomes for Younger Youth Special Populations** 

	Public Assistance	Numerator	Individuals	Numerator	Out-of-	Numerator
Performance Items	Recipients	Denominator	with Disabilities	Denominator	School Youth	Denominator
Skill Attainment Rate	68.1%	83	83.2%	460	73.0%	89
	00.170	120	03.2 /0	553	73.0%	122
Diploma or Equivalent Rate	19.4%	6	73.4%	91	42.1%	16
	19.470	31	73.470	124	42.170	38
Retention Rate	83.3%	10	71%	76	72.7%	72
	03.3%	12	1 1 70	107	12.170	99

**Table L - Other Reported Information** 

Program	12 Month Employment Retention	Numerator	12 Month Earnings Change/Replacement	Numerator	Placements in Nontraditional	Numerator	1 <sup>st</sup> Quarter After Exit Unsubsidized	Numerator	Entered Training Related	Numerator
	Rate	Denominator	Rates	Denominator	Employment	Denominator	Wages	Denominator	<b>Employment</b>	Denominator
Adults	86.9%	616	\$4,462	2,994,001	5.5%	24	\$5,000	2,114,826	53.9%	208
Addits	80.976	709	<b>Φ4,402</b>	671	5.576	437	\$5,000	423	55.976	386
Dislocated	91.5%	514	102.1%	7,946,434	6.9%	21	\$6,494	1,928,696	60.8%	160
Workers	91.576	562	102.170	7,785,720	0.976	304	φ0,49 <del>4</del>	297	00.0%	263
Older	77.1%	101	\$3,250	412,695	4.7%	4	\$2,686	228,330		
Youth	11.170	131	Ψ5,250	127	4.7 /0	86	Ψ2,000	85		

**Table M - Participation Levels** 

Program	Total Participants	Total Exiters
Total Adults	49,602	44,080
Total Adults (self)	46,114	42,624
WIA Adults	48,813	43,721
WIA Dislocated Workers	812	382
Total Youth (14 - 21)	1,703	581
Younger Youth (14 - 18)	1,335	442
Older Youth (19 - 21)	368	139
Out-of-School Youth	571	204
In-School Youth	1,132	377

**Table N - Cost of Program Activities** 

Program A	ctivity	Total Federal Spending
Local Adults		\$7,493,062.00
Local Dislocated Workers		\$6,261,604.00
Local Youth		\$4,051,117.00
Rapid Response (Up to 25%) §134(a)(2)(A)		\$1,113,329.00
Statewide Required Activities (Up §134(a)(3)	o to 15%)	\$2,118,146.00
	Description	
Statewide Allowable Activities	Miscellaneous	\$613,012.00
§134(a)(3)	Adult	\$132,371.00
	NIYEA	\$9,109.00
	Student Loan Apprenticeship Pilot	
	Incumbent Worker	\$136,699.00
Total of All Federal Sper	nding Listed Above	\$22,221,370.00

## **Local Area Performance**

**Program Year 2006** 

Table O - Workforce Investment Area I

Performance Items	Program Group	Negotiated	Actual	Numerator Denominator
	Adults		13,522	
	Dislocated Workers		245	
Total Participants	Older Youth		73	
	Younger Youth		303	
	Adults		12,975	
Total Fulture	Dislocated Workers		103	
Total Exiters	Older Youth		7	
	Younger Youth		66	
Customer Satisfaction	Program Participants	90%	73.8%	
Customer Satisfaction	Employers	88%	72.8%	
Entered Employment Rate	Adults	76%	84.8%	39 46
	Dislocated Workers	83%	96.8%	60 62
	Older Youth	71%	75%	6
	Adults	87%	80.4%	37 46
B. des des B. d	Dislocated Workers	93%	96.2%	102 106
Retention Rate	Older Youth	85%	90%	9 10
	Younger Youth	75%	86.2%	25 29
	Adults	\$11,281	\$9,114	300,769 33
Average Earnings (AD/DW) Earnings Gain (OY)	Dislocated Workers	\$13,624	\$14,692	1,410,397 96
	Older Youth	\$3,400	\$3,482	27,855 8
	Adults	65%	61.4%	27 44
Credential/Diploma Rate	Dislocated Workers	67%	84.1%	53 63
Gredential/Diploma Nate	Older Youth	65%	70%	7 10
	Younger Youth	70%	77.1%	27 35
Skill Attainment	Younger Youth	86%	87.3%	158 181
Placement in Employment or Education	Youth (14 - 21)	NA	82.5%	47 57
Attainment of Degree or Certificate	Youth (14 - 21)	NA	60%	36 60
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0%	0 5
Overall Status of Perform	nance	Not Met 0	Met 4	Exceeded 13

Table O - Workforce Investment Area II

Performance Items	Program Group	Negotiated	Actual	Numerator Denominator
	Adults		11,299	
	Dislocated Workers		54	
Total Participants	Older Youth		52	
	Younger Youth		335	
	Adults		9,349	
Total Exiters	Dislocated Workers		49	
	Older Youth		30	
	Younger Youth		127	
	Program Participants	90%	78.7%	
Customer Satisfaction	Employers	88%	72.5%	
Entered Employment Rate	Adults	76%	82.2%	143 174
	Dislocated Workers	83%	89.6%	43 48
	Older Youth	71%	64.3%	9 14
	Adults	87%	87.8%	158 180
Retention Rate	Dislocated Workers	93%	87.5%	63 72
Retention Rate	Older Youth	85%	77.8%	7 9
	Younger Youth	75%	76.4%	55 72
	Adults	\$11,281	\$10,960	1,611,114 147
Average Earnings (AD/DW) Earnings Gain (OY)	Dislocated Workers	\$13,624	\$13,227	793,603 60
	Older Youth	\$2,350	\$2,017	16,134 8
	Adults	65%	72.6%	230 317
Credential/Diploma Rate	Dislocated Workers	67%	73.2%	41 56
Oreachia/Diploma Nate	Older Youth	65%	66.7%	12 18
	Younger Youth	70%	71.3%	57 80
Skill Attainment	Younger Youth	86%	85.2%	264 310
Placement in Employment or Education	Youth (14 - 21)	NA	65.2%	75 115
Attainment of Degree or Certificate	Youth (14 - 21)	NA	53.9%	62 115
Literacy or Numeracy Gains	Youth (14 - 21)	NA	25	3 12
Overall Status of Perform	ance	Not Met 0	Met 9	Exceeded 8

Table O - Workforce Investment Area III

Performance Items	Program Group	Negotiated	Actual	Numerator
Performance items	Program Group	Negotiated	Actual	Denominator
	Adults		5,956	
	Dislocated Workers		76	
Total Participants	Older Youth		47	
	Younger Youth		292	
	Adults		4,842	
Total Exiters	Dislocated Workers		57	
	Older Youth		22	
	Younger Youth		89	
Customer Satisfaction	Program Participants	90%	77.8%	
Oustonier Outstaction	Employers	88%	72.1%	
Entered Employment Rate	Adults	76%	69.5%	82 118
	Dislocated Workers	83%	85.3%	64 75
	Older Youth	71%	70%	7 10
	Adults	87%	84.6%	126 149
Retention Rate	Dislocated Workers	93%	90.4%	94 104
Retellion Rate	Older Youth	85%	81.3%	13 16
	Younger Youth	75%	59.1%	13 22
	Adults	\$11,281	\$11,671	1,435,580 123
Average Earnings (AD/DW) Earnings Gain (OY)	Dislocated Workers	\$13,624	\$14,405	91
	Older Youth	\$1,950	\$1,592	25,475 16
	Adults	65%	57.6%	76 132
Credential/Diploma Rate	Dislocated Workers	67%	68.6%	48 70
orodomia, proma rato	Older Youth	65%	27.3%	3 11
	Younger Youth	70%	32%	16 50
Skill Attainment	Younger Youth	86%	64.2%	131 204
Placement in Employment or Education	Youth (14 - 21)	NA	40.2%	37 92
Attainment of Degree or Certificate	Youth (14 - 21)	NA	26.2%	22 84
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0%	0 20
Overall Status of Perform	ance	Not Met 4	Met 9	Exceeded 4

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Table O - Workforce Investment Area IV

Performance Items	Program Group	Negotiated	Actual	Numerator
r enormance items	Frogram Group	Negotiated	Actual	Denominator
	Adults		6,927	
	Dislocated Workers		206	
Total Participants	Older Youth		149	
	Younger Youth		225	
	Adults		6,512	
Total Exiters	Dislocated Workers		61	
	Older Youth		43	
	Younger Youth		75	
Customer Satisfaction	Program Participants	90%	72.4%	
Customer Satisfaction	Employers	88%	77.4%	
Entered Employment Rate	Adults	76%	96.1%	49 51
	Dislocated Workers	83%	97.2%	69 71
	Older Youth	71%	73.9%	34 46
	Adults	87%	96.9%	154 159
Potentian Pote	Dislocated Workers	93%	97%	131 135
Retention Rate	Older Youth	85%	83.1%	59 71
	Younger Youth	75%	76.1%	54 71
	Adults	\$11,281	\$19,543	2,892,433 148
Average Earnings (AD/DW) Earnings Gain (OY)	Dislocated Workers	\$13,624	\$17,184	2,130,863 124
	Older Youth	\$3,500	\$3,671	249,631 68
	Adults	65%	84.3%	107 127
Credential/Diploma Rate	Dislocated Workers	67%	78.7%	48 61
Grederitial/Diploma Nate	Older Youth	65%	76%	57 75
	Younger Youth	70%	71.7%	33 46
Skill Attainment	Younger Youth	86%	90.9%	230 253
Placement in Employment or Education	Youth (14 - 21)	NA	76.1%	89 117
Attainment of Degree or Certificate	Youth (14 - 21)	NA	59%	95 161
Literacy or Numeracy Gains	Youth (14 - 21)	NA	14.3%	1 7
Overall Status of Perform	ance	Not Met 0	Met 3	Exceeded 14

Table O - Workforce Investment Area V

	Program Group	Negotiated		
				Denominator
	Adults		11,055	
Total Participants	Dislocated Workers		105	
rotai Farticipants	Older Youth		44	
	Younger Youth		172	
	Adults		10,010	
Total Exiters	Dislocated Workers		56	
	Older Youth		38	
	Younger Youth		85	
Customer Satisfaction	Program Participants	90%	83.7%	
	Employers	88%	76.3%	
Entered Employment Rate	Adults	76%	83%	88 106
	Dislocated Workers	83%	85.7%	48 56
	Older Youth	71%	83.3%	30 36
	Adults	87%	86.2%	112 130
Petentian Pete	Dislocated Workers	93%	89.5%	51 57
Retention Rate	Older Youth	85%	95%	19 20
	Younger Youth	75%	79%	49 62
	Adults	\$11,281	10,632	1,190,808 112
Average Earnings (AD/DW) Earnings Gain (OY)	Dislocated Workers	\$13,624	14,026	715,304 51
· , ,	Older Youth	\$3,500	3,798	75,967 20
	Adults	65%	61.9%	99 160
One dential/Distance Data	Dislocated Workers	67%	64.9%	37 57
Credential/Diploma Rate	Older Youth	65%	46%	23 50
	Younger Youth	70%	64.9%	37 57
Skill Attainment	Younger Youth	86%	57.4%	54 94
Placement in Employment or Education	Youth (14 - 21)	NA	70.8%	85 120
Attainment of Degree or Certificate	Youth (14 - 21)	NA	58%	83 143
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0%	0
Overall Status of Perform	nance	Not Met 2	Met 8	Exceeded 7