

**Workforce Investment Act Title I-B Annual Report
Program Year (PY) 2002**

STATE: Maryland

ELECTRONIC SUBMISSION DATE: December 1, 2003

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Office of Employment Training

I. Annual Report Narrative

- A.** In Maryland, adult and dislocated worker employment and training services are provided through core, intensive and training services. Where feasible, core services are provided through self-service and information methods. Primarily, core services are universally accessible through the State One-Stop/Careernet System. The One-Stop/Careernet System is also the prime venue for both adults and dislocated workers to seek out intensive and training services. Intensive services are provided to individuals that are unemployed or underemployed and having difficulty securing appropriate employment through core services. Individuals need to demonstrate obstacles that prevent them from retaining or securing employment that leads to self-sufficiency.

Intensive services that are provided include but are not limited to: comprehensive and specialized assessment, diagnostic testing, identifying employment barriers through in-depth evaluation, individual employment plan, group and individual counseling, career planning, case management, and short-term pre-vocational services. Additional intensive services may include out-of-area job search, relocation, literacy readiness, internship and work experience.

Training services are provided to individuals that are unemployed or underemployed and having difficulty securing appropriate employment through intensive services. Individuals need to demonstrate obstacles that prevent them from retaining or securing employment that leads to self-sufficiency. Training services include but are not limited to: occupational skills, job readiness, adult education combined with other training, and customized training. With few exceptions, training is obtained through the use of Individual Training Accounts (ITAs). The State required each Local Workforce Investment Board (LWIB) to develop a local policy regarding priority of service for the provision of

intensive and training services to Adults under WIA Title I, as well as a policy regarding priority of service for intensive and training services to Dislocated Workers. Any adult priority of service policy provided priority to recipients of public assistance and other low-income individuals in the local area unless the local area determined that funds were not limited.

Each LWIB developed a local area strategy for providing services to eligible youth that addressed each of the ten youth program elements described in WIA section 129©(2). Each LWIB was also requested to develop a local strategy for providing comprehensive services to eligible youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities. The State requires each LWIB to link with Job Corps by: inviting Job Corps representatives to participate in Youth Councils; inviting Job Corps representatives to serve on local boards; promoting local Youth programs that partner with Job Corps; and assisting in the identification and referral of eligible youth to Job Corps programs.

During PY 2002, the State of Maryland expended \$12,096,977 in Adult program funds to serve 9,981 adults. Expenditures for the Dislocated Worker program totaled \$12,838,283 to serve 6,842 participants. Youth expenditures totaled \$11,722,844 and served 1,072 Older Youth and 4,184 Younger Youth. See attached WIA Financial Statement for percentage of available funds expended and percentage of carry-in monies expended. Information on funds expended by activity is not available. Please note, however, that over 98% of all carry-in funds and over 66% of all available funds have been expended to provided services to adults, dislocated workers and youth.

- B.** Information on the levels of performance achieved by the State of Maryland with respect to the core indicators of performance and the customer satisfaction indicator have been entered through the online Enterprise Information Management System (EIMS) in Tables A through N. Information regarding the progress of local areas in the State in achieving local performance measures, including information on the levels of performance achieved by the areas with respect to the core indicators of performance and the customer satisfaction indicator have been entered through the EIMS in Table O. The State of Maryland met or exceeded all 17 performance measures including the customer satisfaction response rate requirement for both program participants and employers.

Through its Performance Measures Workgroup, the Governor's Workforce Investment Board (GWIB) facilitates collaboration and information sharing among state partner agencies as well as the

development of an integrated and comprehensive accountability system for use in evaluating the effectiveness of the state's workforce development system. Based on the WIA core performance indicators as well as other established system-wide measures, the Department of Labor, Licensing and Regulation (DLLR) regularly provides the GWIB with performance information statewide and for each local workforce investment area. After its review, the Performance Measures Workgroup will issue an annual report to the GWIB that (1) compares the performance of each local area against its negotiated WIA standards, (2) details the performance the of the state and each local area on achieving system-wide performance measures, and (3) report any actions, corrective or otherwise, the State is taking regarding the performance of local areas against their negotiated standards.

In accordance with Section 117 of the WIA, as part of the process of recertification of local Workforce Investment Boards and re-designation of local One-Stops, during PY 2002, the State reviewed the PY 2001 performance of local areas to determine the extent to which local boards ensured that workforce investment activities carried out in the local area enabled the local area to meet the local performance measures. Eleven of twelve Local Workforce Investment Areas met all the requirements of the Local Board Recertification Policy established by the Governor's Workforce Investment Board and received a two-year recertification of their local board. The one local area not meeting all the requirements for recertification received a one-year recertification of its' local board, established a performance improvement plan and received technical assistance provided by the State.

In conjunction with the Local Board Recertification process, the State also reviewed the services, facilities and partners of the One-Stops operated by the twelve Local Workforce Investment Areas to assure they met the WIA requirements. It was determined that all twelve local area One-Stops were in compliance and eligible for re-designation.

The Department of Labor, Licensing and Regulation provides ongoing technical assistance to local workforce investment areas whose performance falls below the negotiated standards. During PY 2002, onsite visits were conducted with several local areas to review program strategies and discuss program performance. Additionally, in collaboration with our agency partners, an analysis will be conducted of both exemplary performance and below standards performance. In collaboration with state agency staff, the GWIB staff will develop successful best practices and share that information with local workforce investment boards to promote continuous improvement.

WIA Financial Statement

Operating Results	Available	Expended	Pct.	Balance Remaining
Total All Funds Sources				
Adult Program Funds	\$9,507,158	\$8,185,012	86.09%	\$1,322,146
Carryin Monies(no add)	\$3,911,965	\$3,911,965	100.00%	\$0
Dislocated Worker Program Funds	\$10,690,908	\$7,787,845	72.85%	\$2,903,063
Carryin Monies(no add)	\$5,050,438	\$5,050,438	100.00%	\$0
Youth Program Funds	\$10,507,033	\$8,426,100	80.19%	\$2,080,933
Carryin Monies (no add)	\$3,296,744	\$3,296,744	100.00%	\$0
* Out-of School Youth	\$0	\$7,684,499	0.00%	\$0
* In-School Youth	\$0	\$4,038,345	0.00%	\$0
* Summer Employment Opportunities	\$0	\$2,511,802	0.00%	\$0
Local Administration Funds	\$3,411,676	\$1,555,787	45.60%	\$1,855,889
Carryin Monies(no add)	\$2,435,370	\$2,435,370	100.00%	\$0
Rapid Response Funds	\$2,540,409	\$1,682,053	66.21%	\$858,356
Carryin Monies(no add)	\$1,768,270	\$1,768,270	100.00%	\$0
Statewide Activity Funds	\$6,468,916	\$2,875,885	44.46%	\$3,593,031
Carryin Monies(no add)	\$3,681,117	\$3,222,686	87.55%	\$458,431

* No breakout for fund availability by these categories.

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68	84.6	5,531	7,301	7,301	75.8
Employers	66	86.5	562	562	562	100

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71	87.9	2,933
			3,335
Employment Retention Rate	80	91.5	3,042
			3,325
Earnings Change in Six Month	3,181	3,740	10,317,477
			2,759
Employment and Credential Rate	62	84.3	883
			1,048

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	83.9	99	88.7	134	82.2	111	80.5	177
		118		151		135		220
Employment Retention Rate	87.4	97	90.1	145	87.8	115	91	172
		111		161		131		189
Earnings Change in Six Months	4,646	436,765	4,147	576,397	3,385	362,235	2,231	356,922
		94		139		107		160
Employment and Credential Rate	79.8	67	81.7	67	80.3	57	57.9	44
		84		82		71		76

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	85.7	669	88.6	2,264
		781		2,554
Employment Retention Rate	92.5	850	91.1	2,192
		919		2,406
Earnings Change in Six Months	4,134	3,402,656	3,572	6,914,821
		823		1,936

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77	90	2,239
			2,487
Employment Retention Rate	84	95	2,126
			2,239
Earnings Replacement in Six Months	92	103.6	27,623,477
			26,657,453
Employment and Credential Rate	60	84.4	815
			966

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	90	242	83	78	85.8	254	90	45
		269		94		296		50
Employment Retention Rate	94.6	229	92.3	72	94.5	240	95.6	43
		242		78		254		45
Earnings Replacement Rate	99.8	3,334,452	100	710,154	91.8	2,800,729	138.3	326,523
		3,341,704		710,052		3,050,064		236,136
Employment And Credential Rate	85.6	113	76.9	30	85.2	92	85	17
		132		39		108		20

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	88.4	854	91.1
966			1,521	
Employment Retention Rate	94.5	807	95.2	1,319
		854		1,385
Earnings Replacement Rate	103.6	10,057,493	103.6	17,565,984
		9,706,961		16,950,492

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	63
Employment Retention Rate	76	84.5	244
			180
Earnings Change in Six Months	2,688	2,764	516,865
			187
Credential Rate	50	81.2	264
			325

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	67.6	23	100	1	70.6	24	85
34			1		34		227	
Employment Retention Rate	65	13	0	0	96.7	29	84.5	169
		20		1		30		200
Earnings Change in Six Months	2,024	36,432	-1,604	-1,604	2,623	65,577	2,845	495,032
		18		1		25		174
Credential Rate	63.4	26	100	1	71.7	33	82.3	247
		41		1		46		300

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	74
			4,762
Diploma or Equivalent Attainment Rate	57	75.3	350
			465
Retention Rate	56	52.3	534
			1,022

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	79.9	517	94.3	1,582	88.7	992
		647		1,678		1,118
Diploma or Equivalent Attainment Rate	65.9	29	76.1	162	57	106
		44		213		186
Retention Rate	46.7	43	58.4	142	50.7	380
		92		243		750

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	71.8	1,822	3,173	5,974,495	1	30	4,766	12,549,601	52.4	387
		2,539		1,883		2,933		2,633		739
Dislocated Workers	79.1	1,544	110.3	21,659,201	2	44	7,166	14,969,268	62.7	559
		1,953		19,634,820		2,239		2,089		892
Older Youth	69.9	151	2,765	530,918	1	2	2,368	445,270		
		216		192		203		188		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	9,981	3,817
Dislocated Workers	6,842	2,611
Older Youth	1,072	249
Younger Youth	4,184	1,459

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$12,096,977.00
Local Dislocated Workers		\$12,838,283.00
Local Youth		\$11,722,844.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$3,450,323.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$6,098,571.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$46,206,998.00

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Anne Arundel County SDA	Total Participants Served	Adults	692
		Dislocated Workers	631
		Older Youth	15
		Younger Youth	171
	Total Exiters	Adults	394
		Dislocated Workers	336
		Older Youth	12
		Younger Youth	132

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	89.9
	Employers	66	92.9
Entered Employment Rate	Adults	71	94.1
	Dislocated Workers	77	95.2
	Older Youth	63	54.6
Retention Rate	Adults	80	97.9
	Dislocated Workers	84	99
	Older Youth	76	100
	Younger Youth	56	76.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	2,862
	Dislocated Workers	92	95.1
	Older Youth (\$)	2,688	353.3
Credential / Diploma Rate	Adults	62	90.6
	Dislocated Workers	60	91.4
	Older Youth	50	61.5
	Younger Youth	57	50
Skill Attainment Rate	Younger Youth	74	96.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Baltimore City Workforce Investment Board	Total Participants Served	Adults	5,799
		Dislocated Workers	1,561
		Older Youth	690
		Younger Youth	1,266
	Total Exiters	Adults	1,982
		Dislocated Workers	380
		Older Youth	82
		Younger Youth	184

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	78.4
	Employers	66	78
Entered Employment Rate	Adults	71	87.8
	Dislocated Workers	77	89.6
	Older Youth	63	83.9
Retention Rate	Adults	80	90.1
	Dislocated Workers	84	94.5
	Older Youth	76	81.4
	Younger Youth	56	47.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	3,577
	Dislocated Workers	92	106
	Older Youth (\$)	2,688	3,020
Credential / Diploma Rate	Adults	62	86.5
	Dislocated Workers	60	78.2
	Older Youth	50	83.5
	Younger Youth	57	86.3
Skill Attainment Rate	Younger Youth	74	95.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Baltimore County	Total Participants Served	Adults	611
		Dislocated Workers	825
		Older Youth	16
		Younger Youth	304
	Total Exiters	Adults	370
		Dislocated Workers	479
		Older Youth	9
		Younger Youth	254

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	89.7
	Employers	66	94.1
Entered Employment Rate	Adults	71	83
	Dislocated Workers	77	82.6
	Older Youth	63	75
Retention Rate	Adults	80	88.5
	Dislocated Workers	84	93.5
	Older Youth	76	100
	Younger Youth	56	59.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	3,420
	Dislocated Workers	92	91.6
	Older Youth (\$)	2,688	2,716
Credential / Diploma Rate	Adults	62	71.9
	Dislocated Workers	60	70.4
	Older Youth	50	55.5
	Younger Youth	57	71.8
Skill Attainment Rate	Younger Youth	74	97.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Frederick County JTA	Total Participants Served	Adults	254
		Dislocated Workers	177
		Older Youth	26
		Younger Youth	50
	Total Exiters	Adults	168
		Dislocated Workers	109
		Older Youth	9
		Younger Youth	19

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	83.4
	Employers	66	89.8
Entered Employment Rate	Adults	71	98.5
	Dislocated Workers	77	95.9
	Older Youth	63	100
Retention Rate	Adults	80	97.1
	Dislocated Workers	84	97.9
	Older Youth	76	100
	Younger Youth	56	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	3,569
	Dislocated Workers	92	118
	Older Youth (\$)	2,688	5,327
Credential / Diploma Rate	Adults	62	97.3
	Dislocated Workers	60	88.2
	Older Youth	50	100
	Younger Youth	57	50
Skill Attainment Rate	Younger Youth	74	87.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		Exceeded	

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Lower Shore Workforce Investment Board, Inc.	Total Participants Served	Adults	655
		Dislocated Workers	255
		Older Youth	61
		Younger Youth	399
	Total Exiters	Adults	175
		Dislocated Workers	102
		Older Youth	19
		Younger Youth	82

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	86.1
	Employers	66	86.6
Entered Employment Rate	Adults	71	73.4
	Dislocated Workers	77	87.7
	Older Youth	63	81.2
Retention Rate	Adults	80	87.9
	Dislocated Workers	84	91.6
	Older Youth	76	53.3
	Younger Youth	56	58.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	3,278
	Dislocated Workers	92	97
	Older Youth (\$)	2,688	1,242
Credential / Diploma Rate	Adults	62	78.3
	Dislocated Workers	60	91.7
	Older Youth	50	79
	Younger Youth	57	77.1
Skill Attainment Rate	Younger Youth	74	98.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Mid Maryland	Total Participants Served	Adults	216
		Dislocated Workers	603
		Older Youth	38
		Younger Youth	124
	Total Exiters	Adults	113
		Dislocated Workers	300
		Older Youth	13
		Younger Youth	53

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	90.3
	Employers	66	97.9
Entered Employment Rate	Adults	71	85.2
	Dislocated Workers	77	91
	Older Youth	63	75
Retention Rate	Adults	80	99
	Dislocated Workers	84	97.4
	Older Youth	76	77.8
	Younger Youth	56	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	4,753
	Dislocated Workers	92	96.6
	Older Youth (\$)	2,688	2,219
Credential / Diploma Rate	Adults	62	84.4
	Dislocated Workers	60	89.2
	Older Youth	50	58.3
	Younger Youth	57	90.3
Skill Attainment Rate	Younger Youth	74	95.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Montgomery County Workforce Development Corp.	Total Participants Served	Adults	180
		Dislocated Workers	1,147
		Older Youth	16
		Younger Youth	26
	Total Exiters	Adults	119
		Dislocated Workers	470
		Older Youth	15
		Younger Youth	25

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	75.8
	Employers	66	76
Entered Employment Rate	Adults	71	91
	Dislocated Workers	77	90.4
	Older Youth	63	100
Retention Rate	Adults	80	94.5
	Dislocated Workers	84	93.2
	Older Youth	76	100
	Younger Youth	56	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	5,021
	Dislocated Workers	92	134
	Older Youth (\$)	2,688	2,568
Credential / Diploma Rate	Adults	62	61.5
	Dislocated Workers	60	76.6
	Older Youth	50	100
	Younger Youth	57	60
Skill Attainment Rate	Younger Youth	74	96
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Prince George-s Workforce Services Corporation	Total Participants Served	Adults	549
		Dislocated Workers	650
		Older Youth	75
		Younger Youth	625
	Total Exiters	Adults	69
		Dislocated Workers	71
		Older Youth	26
		Younger Youth	149

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	90.1
	Employers	66	84.1
Entered Employment Rate	Adults	71	94.1
	Dislocated Workers	77	92.3
	Older Youth	63	84.6
Retention Rate	Adults	80	95.1
	Dislocated Workers	84	90.3
	Older Youth	76	100
	Younger Youth	56	49.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	6,204
	Dislocated Workers	92	130
	Older Youth (\$)	2,688	6,135
Credential / Diploma Rate	Adults	62	96.7
	Dislocated Workers	60	91.3
	Older Youth	50	84.6
	Younger Youth	57	86.6
Skill Attainment Rate	Younger Youth	74	85.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southern Maryland Workforce Investment Board	Total Participants Served	Adults	140
		Dislocated Workers	182
		Older Youth	38
		Younger Youth	319
	Total Exiters	Adults	83
		Dislocated Workers	55
		Older Youth	29
		Younger Youth	163

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	83
	Employers	66	91.6
Entered Employment Rate	Adults	71	69.2
	Dislocated Workers	77	100
	Older Youth	63	75
Retention Rate	Adults	80	91.7
	Dislocated Workers	84	91.7
	Older Youth	76	75
	Younger Youth	56	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	3,259
	Dislocated Workers	92	107
	Older Youth (\$)	2,688	725
Credential / Diploma Rate	Adults	62	57.1
	Dislocated Workers	60	83.3
	Older Youth	50	71.4
	Younger Youth	57	30.4
Skill Attainment Rate	Younger Youth	74	95.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Susquehanna Workforce Network, Inc.	Total Participants Served	Adults	187
		Dislocated Workers	216
		Older Youth	29
		Younger Youth	180
	Total Exiters	Adults	37
		Dislocated Workers	44
		Older Youth	4
		Younger Youth	79

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	87.3
	Employers	66	94.5
Entered Employment Rate	Adults	71	90
	Dislocated Workers	77	96.1
	Older Youth	63	86.7
Retention Rate	Adults	80	90.9
	Dislocated Workers	84	98
	Older Youth	76	84.6
	Younger Youth	56	60
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	5,261
	Dislocated Workers	92	116
	Older Youth (\$)	2,688	2,420
Credential / Diploma Rate	Adults	62	94.7
	Dislocated Workers	60	100
	Older Youth	50	81.8
	Younger Youth	57	66.7
Skill Attainment Rate	Younger Youth	74	83.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		Exceeded	

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Upper Shore Workforce Investment Board	Total Participants Served	Adults	245
		Dislocated Workers	270
		Older Youth	44
		Younger Youth	251
	Total Exiters	Adults	104
		Dislocated Workers	106
		Older Youth	22
		Younger Youth	30

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	89.5
	Employers	66	95.2
Entered Employment Rate	Adults	71	93.6
	Dislocated Workers	77	95.2
	Older Youth	63	85.7
Retention Rate	Adults	80	90.7
	Dislocated Workers	84	96
	Older Youth	76	100
	Younger Youth	56	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	2,794
	Dislocated Workers	92	100
	Older Youth (\$)	2,688	1,182
Credential / Diploma Rate	Adults	62	87.5
	Dislocated Workers	60	88.3
	Older Youth	50	84.6
	Younger Youth	57	90.9
Skill Attainment Rate	Younger Youth	74	97.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MD

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Western Maryland Workforce Board	Total Participants Served	Adults	453
		Dislocated Workers	325
		Older Youth	24
		Younger Youth	469
	Total Exiters	Adults	203
		Dislocated Workers	159
		Older Youth	9
		Younger Youth	289

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	89.7
	Employers	66	88.2
Entered Employment Rate	Adults	71	90.9
	Dislocated Workers	77	95.7
	Older Youth	63	100
Retention Rate	Adults	80	94.8
	Dislocated Workers	84	95.5
	Older Youth	76	100
	Younger Youth	56	51.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,181	5,355
	Dislocated Workers	92	98.7
	Older Youth (\$)	2,688	3,083
Credential / Diploma Rate	Adults	62	94.8
	Dislocated Workers	60	92.1
	Older Youth	50	88.9
	Younger Youth	57	78.8
Skill Attainment Rate	Younger Youth	74	95.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded