

FY03 (PY02) Annual Report

Adult, Dislocated Worker and Youth Activities Workforce Investment Act of 1998, Title I-B

submitted by the
Commonwealth of Massachusetts

to the
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Employment and Training Administration

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WIA Title I-B Annual Report Form (ETA 9091)

A. Cost of workforce investment activities and effects on the performance of participants.

For state Fiscal Year 2003 (Program Year 2002), the Commonwealth of Massachusetts received a WIA Title I-B allotment of approximately \$38.4 million. This allocation represented a loss of \$3.5 million dollars, an eight percent decrease from the Fiscal Year 2002 allotment of \$41.9 million. While the Youth funding stream was level-funded, the federal allocation decreases affected the Adult (8% cut) and Dislocated Worker (18% cut) programs. There were significant decreases in the number of Title I participants in One-Stop Career Center activities as a result of these funding reductions. In addition to annual FY2003 allotments, there were carry-in funds across all categories in the amount of \$10.1 million dollars. The total of available funds for FY2003 WIA Title I-B activities was about \$48.5 million.

The Workforce Investment Act requires that local funds be expended within two program years, with the further requirement that 80% of available funds be spent and/or obligated by the end of an allotment's first year. Funds set aside for statewide activities, including Rapid Response, may be spent over a period of three years. Because of Congressional concern over the timely and efficient use of these resources, the Department of Labor has encouraged states to established a goal of spending, not just obligating, at least 80% of available funds each program year.

Of the combined total of over \$48.5 million, approximately 81%, or \$39.5 million, had been expended by June 30, 2003. As in FY2002, this level of expenditures exceeds the goal of spending at least 80% of available funds. Of the remaining balance of \$9 million, \$3.5 million was already obligated as of June 30, 2003. The Commonwealth's end-of-year total of expenditures and obligations was, therefore, \$43 million, representing 89% of total statewide availability. Chart 1 on the following page shows availability and expenditure detail by program reporting categories.

With the continued high demand for services, the Dislocated Worker local program funds were almost entirely spent out, with 92% of available funds spent and a total of 95% spent and obligated. Approximately 88% of the Adult local program funds were spent, with a total of 91% spent and obligated. These rates of expenditures were very similar to the corresponding FY2002 rates. Local Youth funds, due to more long-term contracts that cross the program years, were expended at the 79% level, although 92% of all funding was either spent or obligated. These percentages represent increases in the rate of expenditures compared to FY2002 (73% expenditure rate). Across the four local funding categories of Adult, Dislocated Worker, Youth and Local Administration, \$30.6 of the \$36.4 million available (84%) was expended by June 30, 2003.

Statewide Rapid Response funds, including funds made available for additional assistance to local areas, were expended at the rate of 85% of availability, with a total of 96% spent and obligated. The Governor's 15% Reserve for statewide activities and state oversight was only about two-thirds expended. These funds, however, can be spent over a period of three years and some funds are used for multi-year contracts.

Chart 1: WIA Title I-B Expenditures and Cost per Participant Ratios

Title I Expenditures (PY02 Allocation and Carry-In)					
Total All Fund Sources	Available	Expended	Pct	Balance Remaining	Balance Obligated
Adult Local Program	\$8,555,441	\$7,561,737	88%	\$993,704	\$220,134
<i>Carry in Monies (non add)</i>	<i>\$1,198,943</i>	<i>\$1,198,943</i>	<i>100%</i>	<i>\$0</i>	<i>\$0</i>
Dislocated Worker Local Program	\$7,743,198	\$7,152,725	92%	\$590,473	\$188,795
<i>Carry in Monies (non add)</i>	<i>\$754,201</i>	<i>\$754,201</i>	<i>100%</i>	<i>\$0</i>	<i>\$0</i>
Youth Local Program	\$16,277,768	\$12,834,810	79%	\$3,442,958	\$2,063,699
<i>Carry in Monies (non add)</i>	<i>\$4,033,873</i>	<i>\$4,033,873</i>	<i>100%</i>	<i>\$0</i>	<i>\$0</i>
Out-of-School Youth	NA	\$6,018,654	(47% of youth expenditures)		
In-School Youth	NA	\$6,816,156	(53% of youth expenditures)		
Summer Employment Opportunities	NA	\$3,088,301	(30% of youth expenditures)		
Local Administration Funds	\$3,901,897	\$3,056,502	78%	\$845,395	\$47,077
<i>Carry in Monies (non add)</i>	<i>\$947,521</i>	<i>\$947,521</i>	<i>100%</i>	<i>\$0</i>	<i>\$0</i>
Statewide Rapid Response Funds	\$4,123,349	\$3,523,112	85%	\$600,237	\$437,209
<i>Carry in Monies (non add)</i>	<i>\$1,045,683</i>	<i>\$842,918</i>	<i>81%</i>	<i>\$202,765</i>	<i>\$78,744</i>
Statewide 15% Activity Funds	\$7,924,404	\$5,368,157	68%	\$2,556,247	\$500,000
<i>Carry in Monies (non add)</i>	<i>\$2,167,679</i>	<i>\$1,726,963</i>	<i>80%</i>	<i>\$440,716</i>	<i>\$200,000</i>
Combined Totals	\$48,526,057	\$39,497,043	81%	\$9,029,014	\$3,456,914
<i>Carry in Monies (non add)</i>	<i>\$10,147,900</i>	<i>\$9,504,419</i>	<i>94%</i>	<i>\$643,481</i>	<i>\$278,744</i>
Costs per Participant					
Program Strategies	Total Participants	Cost per Participant	Entered Employment Rate	Retention at Six Months	Post-Pgm Earnings Gain
Adult Program	2,818	\$2,700	74.5%	79.9%	\$2,765
<i>Training/Education Services</i>	<i>2,106</i>	<i>\$3,150</i>	<i>76.8%</i>	<i>81.0%</i>	<i>\$2,815</i>
<i>Core/Intensive Services Only</i>	<i>712</i>	<i>\$1,300</i>	<i>71.5%</i>	<i>78.3%</i>	<i>\$2,700</i>
Dislocated Worker Program	4,937	\$1,935	85.8%	85.8%	80.9%
<i>Training/Education Services</i>	<i>2,890</i>	<i>\$2,650</i>	<i>86.8%</i>	<i>87.5%</i>	<i>80.5%</i>
<i>Core/Intensive Services Only</i>	<i>2,047</i>	<i>\$940</i>	<i>85.0%</i>	<i>84.4%</i>	<i>81.3%</i>
Youth Program	4,518	\$2,850	54.4%	68.4%	NA
<i>Out-of-School Youth</i>	<i>1,776</i>	<i>\$3,400</i>	<i>56.5%</i>	<i>72.0%</i>	<i>NA</i>
<i>In-School Youth</i>	<i>2,742</i>	<i>\$2,500</i>	<i>50.5%</i>	<i>56.5%</i>	<i>NA</i>

There were over 2,800 adult participants and 4,900 dislocated worker participants in FY2003 Title I programs. These enrollment counts represented decreases of 9% and 17% from FY2002 participation levels, not surprising given the cuts in the program year allotments. A review of program strategies and expenditures (see again Chart 1) shows that the majority of WIA Title I adult and dislocated worker participants are receiving education and/or occupational training, although at lower rates than JTPA. The overall cost per participant in the adult program (\$2,700) is much higher than that of the dislocated worker program (\$1,935). Title I adults are more likely to have significant barriers to employment, to have less work experience and to have lower levels of basic skills. About 74% of adult participants received some type of training and/or education service whereas about 58% of dislocated workers received training and education.

In addition to the decrease in the number of participants, the cost per participant went down slightly in FY2003, with less funds being spent per participant in training services. Based on WIA Plans, it is estimated that the cost per participant for adult individuals who received training services is \$3,150, about \$1,850 more on average than the cost for an individual receiving only core and intensive career center services (\$1,300). This is a decrease of about \$400 per training participant compared to FY2002. The investment in training services does appear to result in these customers obtaining and retaining employment at a higher rate than that of customers receiving only core services. They also have a slightly higher rate of post-program earnings gain, although the six month period for the earnings measure is too soon after the program to show the impact of training.

In calculating the cost for dislocated worker programs, it is possible to include estimates for some partner programs with the WIA allocation. In addition to Rapid Response additional assistance distributed to local areas, many TAA/NAFTA training participants are co-enrolled in WIA Title I. An estimate of \$2.4 million from these programs was added to the \$7.1 million in Dislocated Worker expenditures to calculate the cost per participant on Chart 1. The cost for training participants is \$2,650, about \$1,700 more than the average for customers of core and intensive services only (\$940). This is a decrease of about \$225 per training participant compared to FY2002 levels. As with adults, employment and retention for training customers exceeds that of core services customers. Earnings results are about the same.

The number of youth participants in FY2003 was a little over 4,500 youth, a very slight increase from FY2002. The number of out-of-school youth increased from 31% to 39% of total participants, and expenditures on out-of-school youth increased from 37% of total FY2002 expenditures to 47% of FY2003 expenditures. These levels far exceed the DOL requirements of spending at least 30% of funds on out-of-school youth. The average cost per youth participant increased to \$2,850 from the FY2002 level of \$2,500. The costs for the out-of-school population increased to \$3,400 per participant (from FY2002 \$2,950) and in-school youth costs increased, albeit more slowly, to \$2,500 per from the FY2002 level of \$2,275. It appears that more hard-to-serve youth are being enrolled, and are being served in longer-term program sequences.

B. Description of State Evaluations of Workforce Investment Activities

The Commonwealth of Massachusetts has initiated a series of projects to research and evaluate workforce investment activities. These initiatives are designed to explore and promote the effectiveness and efficiency of the statewide workforce investment system. This section will briefly summarize the results of two completed studies and provide an outline of current and future research and evaluation plans. Descriptions and/or preliminary results for the two initial state evaluations were presented in last year's annual report and at the US DOL meeting of State Evaluation Liaisons in early June 2003. A summary of key findings follows.

Effect of Participation and Training on the Labor Market Outcomes of Low-Income Adults

The Center for the Study of Urban Poverty at the University of California, Los Angeles was engaged by the Commonwealth Corporation to prepare a study about the impact of publicly-funded employment and training programs on the earnings of low-income adults. The study is significant for several reasons. This is the first comprehensive longitudinal study in Massachusetts making use of Unemployment Insurance (UI) wage record data to track earnings of low-income adults who participated in a federally-funded training program. The study tells us about the pre-program labor market experience of the adults, as well as their post-program labor market experience, especially their employment and earnings. Short of a randomized experiment, which would establish causation, the study uses among the most advanced statistical methods to estimate program impact, using earnings data over a period of several years.

The study assesses whether workforce development programs have had an impact on the disadvantaged adults who have participated in these services. Among the major questions addressed in the analysis were:

- Does participating in a Massachusetts' workforce development program have an effect on post-program earnings and employment?
- Are certain workforce development activities more effective than others in achieving employment and earnings gains?
- Are certain types of workforce development service providers more effective than others in achieving employment and earnings gains?

The study included participants and applicants for adult program services under the Job Training Partnership Act (JTPA). JTPA was the federal law governing workforce training investments prior to enactment of the Workforce Investment Act (WIA). Title IIA of JTPA governed the provision of training to economically disadvantaged adults. As the population and services under JTPA were similar to those of the low-income target group under the WIA Adult program, the results of this study may provide some insights for current WIA programs.

This study compares the employment rates and quarterly earnings from UI-covered employment (employment at firms subject to unemployment compensation laws) in Massachusetts of:

- Individuals who participated in a JTPA Title IIA funded workforce development program. (this group constitutes the principal "treatment" or program group) and,

- Individuals who completed an objective assessment of their eligibility for workforce development services, were deemed eligible, and yet did not participate in a JTPA-funded workforce development program (this group is the principal comparison group).

In both groups, those who started objective assessment no earlier than the first quarter of 1997, and no later than the second quarter of 1999, were included. Probabilistic matching techniques were utilized to align the comparison group to the program group.

The labor market outcome measures used to evaluate the effects of program participation included average quarterly earnings, average annual earnings, and average quarterly employment rate. Variations in quarterly earnings were analyzed, based on UI wage records from the first quarter of 1995 to the first quarter of 2002, or from the two years before and the two years after the year of program participation. The principal test of the effect of the program on earnings and employment, in this study, is a test of the significance of the difference in the earnings and employment measures between the program and comparison groups before and after the training intervention.

As to the key findings, Massachusetts' JTPA Title IIA-funded workforce development programs were shown to have a positive effect on the earnings and employment of disadvantaged adults.

- Workforce development services received increased the average annual earnings of participants by \$2,200 in the second year after program completion, compared to the earnings of those in the comparison group.
- The positive effects of participating in a workforce development program are somewhat larger for men than for women. In the second year after program completion, men experience an average annual earnings increase of \$2,800 compared to the earnings of men in the comparison group, while the average increase for women is approximately \$2,100.
- People who participated in workforce development programs are more likely to be employed two years after completing the program than individuals with similar characteristics who did not enroll in the program. The magnitude of the effect for men and women is similar, about 5 percentage points.

The use of different analytic strategies and associated sensitivity tests change the estimates of earnings and employment effects to a modest degree, but in all instances the earnings and employment effects remain large and statistically significant.

The study also indicates that employment and earnings may be impacted differently based on the type of training and provider. The vast majority of participants were in occupational skills training, and thus, the overall results for participation in workforce development activities closely match the occupational results. While further research is needed to either confirm or disprove these preliminary results, it appears that the workforce development activity that contributes to the largest gains in earnings for women is integrated occupational skills and basic training, and for men both on-the-job training and basic education are associated with larger gains in earnings. All workforce development service provider types had a positive effect on the earnings of program participants, although community-based organizations appear to have the largest effects for women, while trade/technical schools had the largest impacts for men. Further research is needed to confirm these last two findings.

Effect of Job Loss and Post-Layoff Training on the Earnings Trajectories of Displaced Workers

In this study, the impact of displacement and training on the earnings trajectories of limited English proficient displaced workers in Massachusetts was explored. The data set for the study combined background and participation data on 1,103 individuals who exited from publicly funded displaced worker training programs in Massachusetts between July 1, 1997 and June 30, 2000 with longitudinal data on their quarterly earnings from UI-covered employment. (The methodology and some preliminary results were included in last year's Annual Report.)

In the data analyses, Generalized Least Squares regression analysis was used to fit random effects models of individual earnings as a function of time, displacement, and training. The results show that displaced workers with poor English skills typically have low earnings. These workers face a steep drop in earnings at layoff and have low labor market re-entry earnings. They do, however, enjoy earnings recovery post-layoff.

With respect to training, the results indicate that training affects the post-layoff earnings trajectories of workers but that this effect may depend on time and English reading ability. Sensitivity analyses further showed that this effect is first and foremost an effect on employment. These results justify a greater emphasis on programs designed to increase the skills and educational attainment of these workers once re-employed. This may allow workers to minimize their losses and firms to meet their demand for skilled labor. A *Research and Evaluation Brief* and an academic paper for submission in a professional journal are being prepared.

Research and Evaluation Priorities: 2003-2006

To identify where to focus research and evaluation resources beyond these initial studies, the Department of Workforce Development (previously known as the Department of Labor and Workforce Development) established a *Workforce Development Research and Evaluation Agenda* for the period 2003-2006. The Department of Workforce Development crafted the agenda in summer 2003 in conjunction with leaders from industry, labor, education, workforce development, economic development, research, and evaluation. The agenda will be discussed in late fall 2003 with an expanded group of individuals and organizations at the national, state, regional, and local levels with a vested interest in the outcomes of and returns to public investments in workforce development in the Commonwealth.

This agenda reflects the Commonwealth's commitment to (1) determining the effectiveness of public workforce development programs, (2) disseminating study results for use in a continuous improvement process, and (3) promoting research and evaluation as integral parts of workforce development service delivery and as the foundations of well-informed, evidence-based policy making.

For the 2003-2006 period, research and evaluation will address five priorities:

Priority 1: Evaluate the effectiveness of the One Stop Career Centers

The One Stop Career Centers (OSCC) are Massachusetts' primary service delivery system for workforce development. These centers have sufficiently matured to warrant an investigation of their effectiveness and to identify effective practices. An OSCC evaluation needs to minimally:

- Identify who participates in what services and with what results (employment, earnings, and customer satisfaction).
- Estimate the net impact of participation on employment and earnings for customers who receive intensive services.
- Determine the effect of participation in different types of services on the length of time that customers receive UI benefits for UI claimants.
- Document the business impact of services for employers.

Priority 2: Conduct and disseminate analyses of state and regional labor market information

The responsiveness of workforce development policies and programs to changes in the labor market and related economic development initiatives is critical. Therefore, regular analyses of state and regional labor market information and dissemination of findings from these analyses need to:

- Expand upon existing *Regional Workforce Investment and Labor Market Profiles* and *Census Briefs/Analyses* to identify system impact and responsiveness and point at areas where new program development or improvement of current policies and programs is needed.

Priority 3: Gather baseline study for all workforce development programs and update annually

Basic information about who participates in what and with what results for major workforce development programs is lacking today. To alleviate this shortage of information, the Commonwealth will:

- Facilitate agreement on a working definition of which federal and state programs constitute public workforce development in Massachusetts.
- Convene a Performance Accountability Round Table to develop a *Report Card* that:
 - (1) answers basic questions about publicly funded workforce development programs in Massachusetts (including minimally WIA programs and programs operated by WIA partners) including questions about how many individuals are served and eligible, about the level and type of services provided, about resources, and about outcomes (using *Core Performance Measures* as a starting point), and
 - (2) rates the performance of OSCCs, major workforce development/training programs, and the workforce development system.

Priority 4: Increase the Number of Net Impact and Benefit-Cost Analyses (ROI Studies) of Major Workforce Development Programs:

Given scarce public resources for workforce development, the Commonwealth needs recent information on the outcomes of and public returns to its investments in workforce development. To this end, the Commonwealth will:

- Disseminate widely findings from completed studies of the WIA Title I State Evaluation, which examined the effect of participation in training on quarterly employment rates and earnings of low-income adults.
- Evaluate current and new sectoral and career ladder initiatives focusing on both worker outcomes (e.g., skill gains, employment, mobility, earnings) and impact on business/industry (e.g., recruitment cost, quality of care).
- Incorporate in new evaluations, the Massachusetts' *Core Performance Measures* as the primary outcome measures to minimally examine the effect of programs on worker mobility and their impact on business/industry and supplement the *Core Performance Measures* with current or new measures of impact on state and regional economic growth and employment and other areas of policy interest (e.g., preserve UI Trust Fund).
- Evaluate larger programs (\$s and people) that have been in operation for a few years first, that have not been evaluated comprehensively, and that were designed to or have the ability to serve/support state policy objectives including programs for the emerging workforce (particularly programs for vulnerable out-of-school youth), programs for the transitional workforce (e.g., Wagner Peyser), and programs for the incumbent workforce (such as the Workforce Training Fund or Workplace Education programs).

Priority 5: Design, implement, and evaluate at least one demonstration project/program innovation.

Labor market analyses in conjunction with the results from completed evaluations point at areas where program innovation is desired. The Commonwealth will identify at least one area where such innovation is sorely needed and will design, implement, and evaluate at least one demonstration project. Possible candidates for such demonstration projects include:

- Experimental study to determine the effect of integrated education and job skills training programs on educational/skill attainment, employment, job/career advancement, and wages/earnings of older youth and adults.
- Experimental or non-experimental study to determine if intensive case management services reduce the length of time that UI claimants collect UI benefits.
- Non-experimental evaluation of the effect of programs that transition workers from one type of workforce development services to the next (e.g., ABE to post-secondary or advanced training).

Key Evaluation Responsibilities:

Through the Department of Workforce Development and its lead research and evaluation agency, Commonwealth Corporation, in collaboration with workforce partners including the Division of Career Services and Division of Unemployment Insurance, the Commonwealth will:

- Support selected research and evaluation studies on behalf of workforce development system that speak directly to the five priorities.
- Build partnerships with workforce development agencies to support research and evaluation and expand their investments in net impact and benefit-cost analyses.
- Broker public workforce development research and evaluation resources available in the state to implement the five priorities on the agenda.
- Leverage federal and private resources to support research and evaluation of workforce development programs.

The Commonwealth will develop specific products to meet these goals. These include:

- Development and testing of Annual Report Card
- Establishment of an on-line database with research and evaluation resources
- Electronic dissemination of reports and research and evaluation briefs with results and implications to practitioners and policy makers
- Organization of an Annual Research and Evaluation Conference to provide system customers and the public with updates on what worked and what hasn't worked
- Creation of a series of public data sets to facilitate engagement of the public and private research and evaluation communities
- Establishment of a Competitive Scholarship Program for Graduate Research focused on the priorities identified for workforce development research and evaluation

PY02 Title I Performance Review – Statewide Tables

The following section includes the required statewide tables on PY02 performance. This data has been entered into the USDOL on-line reporting system. Here is a brief overview of the results.

Customer Satisfaction (Table A): Results for both participants and employers increased as compared to PY01. While participant scores far exceed goal (78 vs. 72), results for employers continue to trail the participant scores and are slightly below goal (70 vs. 72). There was also a significant decrease in the response rates for both the participant and employer surveys. The DOL/OMB recommended response rate is 70%; the participant response rate fell to about 60% and the employer rate fell to only 50%. While there were some delays in establishing the customer satisfaction follow-up contract for the program year, it appears that the primary problem with the response rate is the inconsistent identification and collection of contact person information. The Commonwealth will take steps to improve these procedures as well as to take other necessary actions to meet the required response rate to ensure the validity of survey results.

Overall Adult (Table B): The entered employment rate increased slightly over PY01 performance (74.5% vs. 74.1%), and continues to exceed the goal of 73%. The retention rate remained at the same level as PY01 (80%) and continues to be slightly below goal (80% vs. 82%). The employed with credential measure, however, showed marked improvement over PY01 (66.8% vs. 55.3%) and now exceeds the goal of 60% by a large margin. While the employment dimension of this measure remained about the same, a greater proportion of training completers attained a credential. Most adults completing a training program are being consistently reported by training providers as attaining some type of recognized credential, even if not a formal degree or certificate.

Given the decline in the economy, it is remarkable that the One-Stop Career Center system was able to maintain levels of placement and retention close to the goals of the WIA Five Year Plan. The exiters included in the performance measures of this report completed the program during the period of October 1, 2001 through September 30, 2002. Their post-program period for retention and earnings extends to the end of calendar year 2003. During this period, there has been a dramatic increase in the unemployment rate (from 3.5% to 6%), and in the number of UI claimants and exhaustees. There has been a decline in average weekly wages and there has been a rise in underemployment, with more workers accepting jobs below their skill levels or with lower wages and/or hours per week.

The one measure that has not escaped the impact of the overall economy is the earnings gain at six months measure. The average earnings gain for the state is \$2,765, only 71% of the goal of \$3,900. The results for this measure declined dramatically last year and have now decreased by another 25% this program year (\$2,765 vs. \$3,852). The DOL threshold for failing to meet a negotiated performance level is 80%. Along with the earnings results for the Older Youth program, this marks the first program year where the Commonwealth has failed to meet a Title I performance measure. While economic conditions appear to be the principal reason for the decline, it is also true that an increasing percentage of participants in the adult program have significant pre-program earnings, making the achievement of post-program gains more challenging.

Overall Dislocated Workers (Table E): The results for dislocated workers are similar to the adult performance. The entered employment rate did increase, however, over PY01 performance (85.8% vs. 78.8%), and continues to exceed the goal of 79%. The retention rate remained at the same level as PY02 (about 86%) and continues to be slightly below goal (86% vs. 89%). The employed with credential measure also showed marked improvement over PY02 (78.8% vs. 55.7%) and now exceeds the goal of 60% by a large margin. Many, if not all, of the comments in the preceding section on adults seem to also apply to dislocated worker performance.

The earnings replacement rate (i.e., earnings in post-program quarters two and three as compared to pre-program earnings) for dislocated workers was 80.9%, about 86% of the goal of 94%. While not falling below the DOL threshold for meeting a performance goal, this was a decrease from PY01 (80.9% vs. 87.6%). As with adults, this continued the downward trend from the prior program year.

Overall Older Youth (Table H): The entered employment rate for older youth (age 19-21) was 58.4%, or 90% of the goal of 65%. This was another measure that declined versus PY01 (58.4% vs. 65.8%). The retention rate also slightly decreased from PY01 (76.4% vs. 77.6%), although it is still close to the goal of 79%. As with the adult and dislocated worker programs, the credential rate improved over PY01 (46.3% vs. 41.9%) and is at 93% of the goal of 50%. There also continues to be a relatively small number of exiters in the older youth category and thus there is great variation across workforce regions, with some having only a few such exiters in a program year. It is reasonable to expect some greater volatility in these performance results.

Similar to the adult program, the earnings gain rate for older youth significantly declined again in PY02 (\$2,149 vs. \$2,630). This average earnings gain of \$2,149 is only 72% of the performance goal of \$3,000. This becomes the second measure for the year that is in the category of failed to meet the negotiated performance level. It does appear that the economic conditions have greatly affected the earnings potential of low-income and hard-to-serve adults and youth.

Overall Younger Youth (Table J): The skill attainment rate for younger youth (14-18) exceeded the standard at 78.7% versus the goal of 74%, although it declined from PY01 (78.7% vs. 83.4%). The diploma attainment rate of 57% improved over the PY01 level of 54.2% and met the goal of 57%. The retention rate decreased significantly from 61.8% in PY01 to 51.2%, about 91% of the goal of 56%. The decrease in employment opportunities caused by overall economic conditions most likely impacted this measure.

Summary: Most significantly, the Commonwealth failed the two performance measures for adult and older youth post-program earnings gain. The Commonwealth will conduct additional analyses to review this issue, and develop a corrective action strategy taking into consideration the current economic conditions. Despite some year-to-year changes, seven of the remaining measures exceeded goal, the same number as in PY01. There was considerable improvement in the credential rates, in part due to more consistent data collection and reporting. The response rates for the customer satisfaction surveys are far below the required levels and the Commonwealth will explore policies and procedures to improve these rates. With the failure to meet two performance goals, and with the survey response rates below the minimum requirement, the Commonwealth recognizes that the level of performance necessary to qualify for an incentive grant has not been attained. The Commonwealth will develop corrective action plans to address these issues.

Commonwealth of Massachusetts

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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 Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72	78.2	1589	6616	2634	60.3%
Employers	72	70.0	1473	6387	3046	48.4%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73%	74.5%	1105
			1483
Employment Retention Rate	82%	79.9%	1091
			1366
Earnings Change in Six Months	\$3,900	\$2,765	\$3,342,546
			1209
Employment And Credential Rate	60%	66.8%	683
			1022

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	69.6%	335	64.7%	22	62.2%	89	64.1%	50
		481		34		143		78
Employment Retention Rate	73.3%	286	74.1%	20	78.0%	78	93.1%	54
		390		27		100		58
Earnings Change in Six Months	\$3,591	\$1,177,746	\$1,558	\$35,832	\$2,898	\$255,008	\$1,390	\$69,524
		328		23		88		50
Employment And Credential Rate	63.4%	227	62.5%	10	59.0%	49	50.0%	22
		358		16		83		44

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	76.8%	647	71.5%	458
		842		641
Employment Retention Rate	81.0%	647	78.3%	444
		799		567
Earnings Change in Six Months	\$2,814	\$1,927,889	\$2,700	\$1,414,657
		685		524

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79%	85.8%	2845
			3314
Employment Retention Rate	89%	85.8%	2442
			2845
Earnings Replacement in Six Months	94%	80.9%	\$32,365,621
			\$39,995,292
Employment And Credential Rate	60%	78.8%	1192
			1513

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	84.3%	225 267	84.7%	100 118	79.2%	401 506	77.8%
Employment Retention Rate	84.4%	190 225	86.0%	86 100	83.54%	335 401	100.0%	7 7
Earnings Replacement Rate	73.4%	\$2,890,958 \$3,936,855	81.2%	\$836,928 \$1,030,086	70.0%	\$4,138,054 \$5,909,301	111.1%	\$64,888 \$58,413
Employment And Credential Rate	78.3%	90 115	79.2%	38 48	71.9%	146 203	60.0%	3 5

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	86.8%	1314	85.0%
	1513		1801	
Employment Retention Rate	87.5%	1150	84.4%	1292
		1314		1531
Earnings Replacement Rate	80.5%	\$14,200,950	81.3%	\$18,164,671
		\$17,639,376		\$22,355,915

Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65%	58.4%	160
			274
Employment Retention Rate	79%	76.4%	146
			191
Earnings Change in Six Months	\$3,000	\$2,149	\$365,266
			170
Credential Rate	50%	46.3%	145
			313

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment	49.5%	53	0%	0	60.4%	32	55.9%	95
		107		0		53		170
Employment Retention Rate	72.6%	45	100%	1	85.3%	29	71.8%	84
		62		1		34		117
Earnings Change in Six	\$2,702	\$140,483	\$0	\$1,701	\$1,430	\$45,772	\$2,120	\$209,869
		52		1		32		99
Credential Rate	43.7%	52	100%	1	46.4%	26	43.6%	85
		119		1		56		195

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	74%	78.7%	4028
			5121
Diploma or Equivalent Attainment Rate	57%	57.0%	363
			637
Retention Rate	56%	51.2%	326
			637

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	77.1%	1029	77.8%	1256	70.6%
	1335		1614		1368	
Diploma or Equivalent Attainment Rate	51.6%	79	69.9%	102	41.1%	166
		153		146		404
Retention Rate	44.6%	74	47.6%	68	46.6%	164
		166		143		352

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth)		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		
			12 Mo. Earnings Replacement (Dislocated Workers)							
Adults	74.1%	896	\$3,612	\$4,009,070	38.8%	429	\$3,758	\$4,152,780	41.0%	263
		1209		1110		1105		1105		647
Dislocated Workers	83.7%	2001	97.3%	\$27,449,491	29.8%	849	\$6,101	\$17,356,623	26.0%	336
		2392		\$28,214,359		2845		2845		1314
Older Youth	71.2%	116	\$2,112	\$314,614	23.6%	38	\$1,990	\$320,395	NA	NA
		163		149		161		161		NA

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	2,818	1,760
Dislocated Workers	4,937	2,895
Older Youth	687	341
Younger Youth	3,831	1,964

Table N - Cost of Program Activities

Program Activity (PY02 & Carry-Over)		Total Federal Spending
Local Adults		\$7,561,737
Local Dislocated Workers		\$7,152,725
Local Youth		\$12,834,810
Rapid Response (up to 25%) §134 (a) (2) (A)		\$3,523,112
Statewide Required Activities (Up to 15%) §134 (a) (2) (B)		\$2,543,674
Statewide Allowable Activities §134 (a) (3) [exclude administration]	Program Activity Description	
	Providing capacity building to local areas.	\$545,531
	Conducting research and/or demonstration projects.	\$232,610
	Incumbent worker projects.	\$350,000
	Support for eligible training provider system.	\$200,000
Total of All Federal Spending Listed Above		\$34,944,199

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State Name: MA

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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	72	78.2	1,589	6,616	2,634	60.3
Employers	72	70	1,473	6,387	3,046	48.4

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73	74.5	1,105
			1,483
Employment Retention Rate	82	79.9	1,091
			1,366
Earnings Change in Six Month	3,900	2,765	3,342,546
			1,209
Employment and Credential Rate	60	66.8	683
			1,022

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	69.6	335	64.7	22	62.2	89	64.1	50
		481		34		143		78
Employment Retention Rate	73.3	286	74.1	20	78	78	93.1	54
		390		27		100		58
Earnings Change in Six Months	3,591	1,177,746	1,558	35,832	2,898	255,008	1,390	69,524
		328		23		88		50
Employment and Credential Rate	63.4	227	62.5	10	59	49	50	22
		358		16		83		44

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	76.8	647	71.5	458
		842		641
Employment Retention Rate	81	647	78.3	444
		799		567
Earnings Change in Six Months	2,814	1,927,889	2,700	1,414,657
		685		524

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

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	79	85.8	2,845
			3,314
Employment Retention Rate	89	85.8	2,442
			2,845
Earnings Replacement in Six Months	94	80.9	32,365,621
			39,995,291
Employment and Credential Rate	60	78.8	1,192
			1,513

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	84.3	225	84.7	100	79.2	401	77.8	7
		267		118		506		9
Employment Retention Rate	84.4	190	86	86	83.5	335	100	7
		225		100		401		7
Earnings Replacement Rate	73.4	2,890,958	81.2	836,928	70	4,138,054	111.1	64,888
		3,936,855		1,030,086		5,909,301		58,413
Employment And Credential Rate	78.3	90	79.2	38	71.9	146	60	3
		115		48		203		5

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	86.8	1,314	85
1,513			1,801	
Employment Retention Rate	87.5	1,150	84.4	1,292
		1,314		1,531
Earnings Replacement Rate	80.5	14,200,950	81.3	18,164,671
		17,639,376		22,355,915

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	79	76.4	274
			146
Earnings Change in Six Months	3,000	2,149	365,266
			170
Credential Rate	50	46.3	145
			313

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	49.5	53	0	0	60.4	32	55.9
107			1		53		170	
Employment Retention Rate	72.6	45	100	1	85.3	29	71.8	84
		62		1		34		117
Earnings Change in Six Months	2,702	140,483	1,701	1,701	1,430	45,772	2,120	209,869
		52		1		32		99
Credential Rate	43.7	52	100	1	46.4	26	43.6	85
		119		1		56		195

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	74		78.7
				5,121
Diploma or Equivalent Attainment Rate	57		57	363
				637
Retention Rate	56		51.2	326
				637

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	77.1	1,029	77.8	1,256	70.6	966
		1,335		1,614		1,368
Diploma or Equivalent Attainment Rate	51.6	79	69.9	102	41.1	166
		153		146		404
Retention Rate	44.6	74	47.6	68	46.6	164
		166		143		352

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	74.1	896	3,612	4,009,070	38.8	429	3,758	4,152,780	40.6	263
		1,209		1,110		1,105		1,105		647
Dislocated Workers	83.7	2,001	97.3	27,449,491	29.8	849	6,101	17,356,623	25.6	336
		2,392		28,214,359		2,845		2,845		1,314
Older Youth	71.2	116	2,112	314,614	23.8	38	2,002	320,395		
		163		149		160		160		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	2,818	1,760
Dislocated Workers	4,937	2,895
Older Youth	687	341
Younger Youth	3,831	1,964

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$7,561,737.00
Local Dislocated Workers		\$7,152,725.00
Local Youth		\$12,834,810.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$3,523,112.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$2,543,674.00
Statewide Allowable Activities 134 (a) (3)	Providing capacity building to local areas	\$545,531.00
	Conducting research and/or demonstration projects	\$232,610.00
	Incumbent worker projects	\$350,000.00
	Support for eligible training provider system	\$2,000,000.00
	Program Activity	\$0.00
	Program Activity	\$0.00
	Program Activity	\$0.00
	Program Activity	\$0.00
	Program Activity	\$0.00
	Program Activity	\$0.00
	Program Activity	\$0.00
Total of All Federal Spending Listed Above		\$34,944,199.00

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State Name: MA

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Table O: Summary of Participants

Local Area Name: 25005	Total Participants Served	Adults	386
		Dislocated Workers	232
		Older Youth	105
		Younger Youth	382
	Total Exiters	Adults	223
		Dislocated Workers	130
		Older Youth	46
		Younger Youth	179

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	77.7	
	Employers	72	72	
Entered Employment Rate	Adults	70	62.6	
	Dislocated Workers	74	68.1	
	Older Youth	63	55.2	
Retention Rate	Adults	79	73.8	
	Dislocated Workers	84	88	
	Older Youth	77	66.7	
	Younger Youth	50	44.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	2,661	
	Dislocated Workers	90	100.9	
	Older Youth (\$)	2,950	1,870	
Credential / Diploma Rate	Adults	57	51	
	Dislocated Workers	55	42.2	
	Older Youth	48	48.6	
	Younger Youth	51	57.6	
Skill Attainment Rate	Younger Youth	68	95.9	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25015	Total Participants Served	Adults	517
		Dislocated Workers	570
		Older Youth	91
		Younger Youth	536
	Total Exiters	Adults	311
		Dislocated Workers	297
		Older Youth	38
		Younger Youth	255

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	83.5	
	Employers	72	71.5	
Entered Employment Rate	Adults	70	78.7	
	Dislocated Workers	78	91.1	
	Older Youth	59	62.5	
Retention Rate	Adults	79	88.3	
	Dislocated Workers	88	93.4	
	Older Youth	73	85	
	Younger Youth	51	51.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	2,971	
	Dislocated Workers	90	79.6	
	Older Youth (\$)	2,350	2,497	
Credential / Diploma Rate	Adults	57	76.5	
	Dislocated Workers	59	87	
	Older Youth	44	31	
	Younger Youth	52	76.6	
Skill Attainment Rate	Younger Youth	69	91.4	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

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State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25020	Total Participants Served	Adults	45
		Dislocated Workers	193
		Older Youth	23
		Younger Youth	77
	Total Exiters	Adults	39
		Dislocated Workers	102
		Older Youth	23
		Younger Youth	65

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	71.9	
	Employers	72	66.6	
Entered Employment Rate	Adults	71	84.1	
	Dislocated Workers	77	92	
	Older Youth	62	76.9	
Retention Rate	Adults	80	90	
	Dislocated Workers	87	90.4	
	Older Youth	76	76.2	
	Younger Youth	53	58	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,450	3,644	
	Dislocated Workers	89	85.3	
	Older Youth (\$)	2,500	2,484	
Credential / Diploma Rate	Adults	58	84.6	
	Dislocated Workers	58	92.9	
	Older Youth	47	48.1	
	Younger Youth	54	42.1	
Skill Attainment Rate	Younger Youth	71	64.8	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

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State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25025	Total Participants Served	Adults	125
		Dislocated Workers	261
		Older Youth	37
		Younger Youth	214
	Total Exiters	Adults	95
		Dislocated Workers	199
		Older Youth	26
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	79	
	Employers	72	70	
Entered Employment Rate	Adults	71	82.3	
	Dislocated Workers	78	93.3	
	Older Youth	62	64.3	
Retention Rate	Adults	80	81.9	
	Dislocated Workers	88	89.5	
	Older Youth	76	80	
	Younger Youth	54	56.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,650	3,101	
	Dislocated Workers	92	83.9	
	Older Youth (\$)	2,700	1,652	
Credential / Diploma Rate	Adults	58	76.9	
	Dislocated Workers	59	88.4	
	Older Youth	47	66.7	
	Younger Youth	55	45.5	
Skill Attainment Rate	Younger Youth	72	69.3	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

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State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25030	Total Participants Served	Adults	192
		Dislocated Workers	325
		Older Youth	27
		Younger Youth	233
	Total Exiters	Adults	162
		Dislocated Workers	245
		Older Youth	14
		Younger Youth	156

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	74.1	
	Employers	72	71.8	
Entered Employment Rate	Adults	70	81.5	
	Dislocated Workers	78	89.2	
	Older Youth	59	40	
Retention Rate	Adults	79	72.2	
	Dislocated Workers	88	77.8	
	Older Youth	73	66.7	
	Younger Youth	52	47.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	4,441	
	Dislocated Workers	93	75.1	
	Older Youth (\$)	2,700	1,784	
Credential / Diploma Rate	Adults	57	70	
	Dislocated Workers	59	86.7	
	Older Youth	44	46.2	
	Younger Youth	53	55.9	
Skill Attainment Rate	Younger Youth	70	73.7	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25035	Total Participants Served	Adults	75
		Dislocated Workers	155
		Older Youth	33
		Younger Youth	243
	Total Exiters	Adults	43
		Dislocated Workers	92
		Older Youth	13
		Younger Youth	157

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	83	
	Employers	72	71.9	
Entered Employment Rate	Adults	73	82.2	
	Dislocated Workers	79	91.6	
	Older Youth	62	50	
Retention Rate	Adults	82	76.3	
	Dislocated Workers	89	86.7	
	Older Youth	76	71.4	
	Younger Youth	53	56.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	-61	
	Dislocated Workers	94	75.8	
	Older Youth (\$)	2,700	1,524	
Credential / Diploma Rate	Adults	60	69	
	Dislocated Workers	60	87.5	
	Older Youth	47	42.3	
	Younger Youth	54	42.9	
Skill Attainment Rate	Younger Youth	71	87.7	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

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State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25040	Total Participants Served	Adults	157
		Dislocated Workers	542
		Older Youth	43
		Younger Youth	365
	Total Exiters	Adults	102
		Dislocated Workers	359
		Older Youth	29
		Younger Youth	292

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	74.8	
	Employers	72	70.9	
Entered Employment Rate	Adults	71	79.3	
	Dislocated Workers	77	87.9	
	Older Youth	62	47.6	
Retention Rate	Adults	80	78.5	
	Dislocated Workers	87	84	
	Older Youth	76	70	
	Younger Youth	51	47.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,450	1,950	
	Dislocated Workers	89	77.5	
	Older Youth (\$)	2,500	2,125	
Credential / Diploma Rate	Adults	58	73.6	
	Dislocated Workers	58	82.2	
	Older Youth	47	42.9	
	Younger Youth	52	38	
Skill Attainment Rate	Younger Youth	69	72.9	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25045	Total Participants Served	Adults	74
		Dislocated Workers	271
		Older Youth	40
		Younger Youth	276
	Total Exiters	Adults	46
		Dislocated Workers	140
		Older Youth	21
		Younger Youth	219

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	80.7	
	Employers	72	66.6	
Entered Employment Rate	Adults	73	73.7	
	Dislocated Workers	79	84.6	
	Older Youth	65	50	
Retention Rate	Adults	82	78.8	
	Dislocated Workers	89	83.7	
	Older Youth	79	100	
	Younger Youth	56	47.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	682	
	Dislocated Workers	94	79.5	
	Older Youth (\$)	3,000	135	
Credential / Diploma Rate	Adults	60	64.9	
	Dislocated Workers	60	73.3	
	Older Youth	50	27.8	
	Younger Youth	57	73.8	
Skill Attainment Rate	Younger Youth	74	82.4	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

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State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25050	Total Participants Served	Adults	67
		Dislocated Workers	317
		Older Youth	30
		Younger Youth	92
	Total Exiters	Adults	48
		Dislocated Workers	221
		Older Youth	26
		Younger Youth	78

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	80.6	
	Employers	72	70.6	
Entered Employment Rate	Adults	73	79.3	
	Dislocated Workers	79	82	
	Older Youth	65	47.4	
Retention Rate	Adults	82	74.1	
	Dislocated Workers	89	83.9	
	Older Youth	79	92.3	
	Younger Youth	56	47.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	869	
	Dislocated Workers	94	94.3	
	Older Youth (\$)	3,000	3,763	
Credential / Diploma Rate	Adults	60	61.1	
	Dislocated Workers	60	73.1	
	Older Youth	50	43.5	
	Younger Youth	57	90.5	
Skill Attainment Rate	Younger Youth	74	95.7	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25055	Total Participants Served	Adults	295
		Dislocated Workers	329
		Older Youth	88
		Younger Youth	317
	Total Exiters	Adults	168
		Dislocated Workers	140
		Older Youth	26
		Younger Youth	105

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	79.7	
	Employers	72	71.2	
Entered Employment Rate	Adults	69	74.6	
	Dislocated Workers	75	87.4	
	Older Youth	63	61.2	
Retention Rate	Adults	78	81.1	
	Dislocated Workers	85	88.9	
	Older Youth	77	75.8	
	Younger Youth	54	46.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	2,624	
	Dislocated Workers	92	89.7	
	Older Youth (\$)	3,000	2,758	
Credential / Diploma Rate	Adults	56	67.4	
	Dislocated Workers	56	81.8	
	Older Youth	48	50	
	Younger Youth	55	61.1	
Skill Attainment Rate	Younger Youth	72	82.3	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25060	Total Participants Served	Adults	230
		Dislocated Workers	387
		Older Youth	37
		Younger Youth	162
	Total Exiters	Adults	136
		Dislocated Workers	199
		Older Youth	22
		Younger Youth	86

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	82.2	
	Employers	72	68.6	
Entered Employment Rate	Adults	69	72.2	
	Dislocated Workers	77	79.8	
	Older Youth	61	71.4	
Retention Rate	Adults	78	74.4	
	Dislocated Workers	87	84.8	
	Older Youth	75	42.9	
	Younger Youth	53	40.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	2,217	
	Dislocated Workers	90	83.2	
	Older Youth (\$)	2,600	1,092	
Credential / Diploma Rate	Adults	56	77.8	
	Dislocated Workers	58	61.4	
	Older Youth	46	55.6	
	Younger Youth	54	14.9	
Skill Attainment Rate	Younger Youth	71	37.7	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25065	Total Participants Served	Adults	58
		Dislocated Workers	92
		Older Youth	36
		Younger Youth	150
	Total Exiters	Adults	39
		Dislocated Workers	46
		Older Youth	10
		Younger Youth	39

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	78	
	Employers	72	66.1	
Entered Employment Rate	Adults	73	52.2	
	Dislocated Workers	79	80.5	
	Older Youth	65	100	
Retention Rate	Adults	82	100	
	Dislocated Workers	89	92.4	
	Older Youth	79	100	
	Younger Youth	56	12.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	7,865	
	Dislocated Workers	94	85.9	
	Older Youth (\$)	3,000	3,960	
Credential / Diploma Rate	Adults	60	45.5	
	Dislocated Workers	60	50	
	Older Youth	50	66.7	
	Younger Youth	57	42.3	
Skill Attainment Rate	Younger Youth	74	68.5	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25070	Total Participants Served	Adults	71
		Dislocated Workers	436
		Older Youth	32
		Younger Youth	170
	Total Exiters	Adults	49
		Dislocated Workers	203
		Older Youth	13
		Younger Youth	36

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	82.6	
	Employers	72	66	
Entered Employment Rate	Adults	73	70.5	
	Dislocated Workers	79	82.3	
	Older Youth	65	100	
Retention Rate	Adults	82	84.4	
	Dislocated Workers	89	89.2	
	Older Youth	79	100	
	Younger Youth	56	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	5,796	
	Dislocated Workers	94	72.9	
	Older Youth (\$)	3,000	628	
Credential / Diploma Rate	Adults	60	65.8	
	Dislocated Workers	60	86.1	
	Older Youth	50	100	
	Younger Youth	57	68	
Skill Attainment Rate	Younger Youth	74	69.6	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25075	Total Participants Served	Adults	49
		Dislocated Workers	174
		Older Youth	5
		Younger Youth	52
	Total Exiters	Adults	25
		Dislocated Workers	107
		Older Youth	1
		Younger Youth	12

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	82.1	
	Employers	72	71.9	
Entered Employment Rate	Adults	69	100	
	Dislocated Workers	78	86.9	
	Older Youth	59	100	
Retention Rate	Adults	78	80	
	Dislocated Workers	88	86	
	Older Youth	73	100	
	Younger Youth	52	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	1,880	
	Dislocated Workers	89	77.3	
	Older Youth (\$)	2,300	3,174	
Credential / Diploma Rate	Adults	56	71.4	
	Dislocated Workers	59	78.7	
	Older Youth	44	0	
	Younger Youth	53	66.7	
Skill Attainment Rate	Younger Youth	70	92	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25080	Total Participants Served	Adults	126
		Dislocated Workers	190
		Older Youth	33
		Younger Youth	190
	Total Exiters	Adults	71
		Dislocated Workers	120
		Older Youth	21
		Younger Youth	128

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	68.9	
	Employers	72	69.1	
Entered Employment Rate	Adults	68	69.5	
	Dislocated Workers	75	87.9	
	Older Youth	61	47.6	
Retention Rate	Adults	77	73.1	
	Dislocated Workers	85	75.9	
	Older Youth	75	80	
	Younger Youth	54	61.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	2,737	
	Dislocated Workers	86	80.7	
	Older Youth (\$)	2,400	2,570	
Credential / Diploma Rate	Adults	55	55	
	Dislocated Workers	56	91.3	
	Older Youth	46	44.8	
	Younger Youth	55	71.2	
Skill Attainment Rate	Younger Youth	72	77.9	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: 25085	Total Participants Served	Adults	351
		Dislocated Workers	463
		Older Youth	27
		Younger Youth	372
	Total Exiters	Adults	203
		Dislocated Workers	295
		Older Youth	12
		Younger Youth	63

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	75.7	
	Employers	72	72.3	
Entered Employment Rate	Adults	70	66.3	
	Dislocated Workers	72	80.4	
	Older Youth	61	85.7	
Retention Rate	Adults	79	76.5	
	Dislocated Workers	82	82.3	
	Older Youth	75	33.3	
	Younger Youth	50	51.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,450	2,857	
	Dislocated Workers	85	89.1	
	Older Youth (\$)	2,500	-169	
Credential / Diploma Rate	Adults	57	59.4	
	Dislocated Workers	53	76	
	Older Youth	46	75	
	Younger Youth	51	58.5	
Skill Attainment Rate	Younger Youth	68	38.2	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0