



Workforce Investment Act

ANNUAL REPORT

PROGRAM YEAR 2004

Kansas Department of Commerce

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State of Kansas

Kathleen Sebelius, Governor

Workforce Network of Kansas Board

Gerald Cook, Acting Chair

Department of Commerce

Howard Fricke, Secretary

Division of Business Development

Steve R. Kelly, Deputy Secretary and Director

Kansas 1st

Kris Kitchen, Skill Enhancement Services Consultant

David A. Cleveland, Director of Direct Services

Blake Flanders, Director of Workforce Training and Education

Kansas Department of Commerce
America's Job Link Alliance – Technical Support
Dave McEachern, Deputy Director
1309 SW Topeka Blvd
Topeka, KS 66612
Telephone: 800-255-2458
FAX: 785-296-2119
dmceachern@ajla.net

Workforce Investment Act Title I-B

Annual Report

Program Year 2004

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EXECUTIVE SUMMARY

During a year of transition, 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 sixteen of the seventeen performance measures. Kansas failed to meet the negotiated level for the Older Youth credential rate.

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 over 80% of the measures.

State Service Delivery Analysis

During PY2004, 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 over 1600 adult participants, 1400 dislocated worker participants and over 2400 youth participants. While the Adult and Youth participant levels remained static primarily due to increased economic expansion, participant levels in the Dislocated Worker program again fell by 20%. A reduction in the levels of mass layoffs and business closures was the primary cause.

The twelve-month retention rates for Adults, Dislocated Workers and Older Youth were above standards across the board. The twelve-month earning rate for Older Youth was \$400 higher than in PY 2003, while the Dislocated Worker twelve-month earnings replacement rose by five percent. However, the twelve-month earning rate for Adults suffered a decline from PY 2003 levels of over fifteen percent.

The placement in non-traditional employment rates for the Adult and Youth programs were significantly higher than the rates achieved last year with the Dislocated Worker rate remaining nearly static. The state will continue to place special emphasis on this area during the current program year.

Customer Satisfaction

The state exceeded the negotiated performance standards. The contact rate for participants was 83.6% and for employers 97.2%.

Adult Program

The state exceeded the negotiated level of performance for all Adult measures. The Adult employment retention rate showed a nearly five percent increase in performance from PY2003 while the Adult entered employment rate, the Adult employment and credential rate and the Adult earnings change measure showed increases of 9%, 20%, and 75% respectively. For Adult special populations, 87.5% of the standards were met or exceeded. All standards were exceeded for Adults who received training services. Of those who received training services, 56% entered training related employment. The average wage at entry into employment was \$4644 per quarter for program exiters, an increase of nearly \$800 per exiter.

Dislocated Worker Program

The state exceeded the negotiated performance standards for the Dislocated Worker entered employment rate, the employment retention rate and the employment and credential rate. The state met the wage replacement rate. For Dislocated Worker special populations, 68% of the standards were met or exceeded. All standards were met or

exceeded for Dislocated Workers who received training services. Of the Dislocated Workers who received training services, 54% entered training related employment, a fifteen percent increase from last year. The average wage for those exiters who entered employment showed a \$200 decrease when compared to the PY 2003 level.

Youth Program

The State continues to meet or exceed the negotiated performance standards for all Younger Youth measures. A marked improvement was seen in the results for the Older Youth program. The state exceeded the negotiated standard for the Older Youth employment retention rate and earnings change rate and met the standard for the Older Youth entered employment rate. The state failed to meet the negotiated standard for the Older Youth credential rate. For Older Youth special populations, the state met or exceeded 94% of the standards. For Younger Youth special populations, 89% of the standards were met or exceeded.

Cost of Activities

For the Adult program, the average cost per participant was \$2,748. Using the wage at entry into employment rate for Adult exiters as a measure of effectiveness, the return on investment was \$1.69 per dollar expended. This reflects a decrease in the return on investment from last year of \$0.21.

In the Dislocated Worker program where the average cost per participant was \$2,259 and the return on investment based on exiter wage replacement was \$2.76 per dollar expended.

For Youth Programs, the cost per participant was \$2,732, with nearly 75% 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, nearly \$1.08 of older youth wage gain was achieved for each dollar expended on both older and younger youth. This was a marked increase from PY2003.

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.

As a result of an Executive Order of reorganization, the Division of Employment and Training was transferred to the Kansas Department of Commerce at the beginning of the program year. Considerable time was spent developing new policies and processes. The State's Oversight staff worked toward redrafting state policies and procedures, developed new monitoring instruments and resources to adequately reflect appropriate changes. Additionally, an independent auditing firm was selected to conduct a complete and total assessment of all major components of the delivery system in Kansas. The primary objective was to have an outside entity take a fresh look at both state and local systems to ensure proper controls, policies, procedures were in place for effective use of available funds and toward improving the delivery of services. A resulting report was produced toward fortifying system weaknesses and identifying best practices among Kansas One-Stop partners. In addition, the State oversight staff conducted reviews of Local Area Monitoring systems.

General Comments

Local Area performance had mixed results during the program year. Local Area I, Local Area II and Local Area V met or exceeded all negotiated levels of performance during the program year. While other Areas continued to have difficulty achieving some negotiated standards, both Areas achieved a significant increase in overall performance levels during the program year.

State Level Performance

Program Year 2004

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	74%	89.3%	2,448	4,705	2,929	83.6%
Employers	72%	84.4%	919	2,148	946	97.2%

Table B - Adult Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	71%	75.5%	Numerator	704
			Denominator	933
Employment Retention Rate	80%	87.0%	Numerator	806
			Denominator	926
Earnings Change in Six Months	\$2,300	\$2,352	Numerator	2,119,387
			Denominator	901
Employment and Credential Rate	60%	62.9%	Numerator	614
			Denominator	976

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	69.7%	NUM 23	79.7%	NUM 51	50.0%	NUM 27	74.5%	NUM 38
		DEN 33		DEN 64		DEN 54		DEN 51
Employment Retention Rate	86.3%	NUM 44	83.5%	NUM 66	82.6%	NUM 38	81%	NUM 34
		DEN 51		DEN 79		DEN 46		DEN 42
Earnings Change in Six Months	\$5537	NUM 282,401	\$2394	NUM 184,365	\$3116	NUM 133,993	-\$3076	NUM -123,025
		DEN 51		DEN 77		DEN 43		DEN 40
Employment and Credential Rate	60.5%	NUM 23	73.5%	NUM 50	57.1%	NUM 28	74%	NUM 37
		DEN 38		DEN 68		DEN 49		DEN 50

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
		NUM		NUM
Entered Employment Rate	78.1%	578	65.3%	126
		DEN 740		DEN 193
Employment Retention Rate	88.3%	624	83.1%	182
		DEN 707		DEN 219
Earnings Change in Six Months	\$2430	1,669,330	\$2103	450,057
		DEN 687		DEN 214

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76%	80.0%	Numerator 1,303
			Denominator 1,628
Employment Retention Rate	88%	93.4%	Numerator 1,238
			Denominator 1,326
Earnings Replacement in Six Months	80%	69.7%	Numerator 17,602,847
			Denominator 25,258,018
Employment and Credential Rate	60%	63.7%	Numerator 547
			Denominator 859

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate		NUM 148		NUM 18		NUM 93		NUM 6
	81.8%	DEN 181	60%	DEN 30	72.1%	DEN 129	54.5%	DEN 11
Employment Retention Rate		NUM 131		NUM 13		NUM 80		NUM 5
	92.9%	DEN 141	86.7%	DEN 15	90.9%	DEN 88	100%	DEN 5
Earnings Replacement Rate		NUM 2,044,595		NUM 205,617		NUM 1,050,678		NUM 92,256
	67.1%	DEN 3,046,535	55.1%	DEN 372,996	61.5%	DEN 1,707,378	692.1%	DEN 13,329
Employment and Credential Rate		NUM 56		NUM 9		NUM 44		NUM 4
	63.6%	DEN 88	50.0%	DEN 18	60.3%	DEN 73	44.4%	DEN 9

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	
		NUM		NUM
Entered Employment Rate	83.1%	714	76.6%	589
		DEN 859		DEN 769
Employment Retention Rate	93.0%	661	93.8%	577
		DEN 711		DEN 615
Earnings Replacement Rate	81.7%	9,285,331	59.9%	8,317,516
		DEN 11,363,651		DEN 13,894,367

Table H - Older Youth Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	65%	64.2%	Numerator	104
			Denominator	162
Employment Retention Rate	81%	87.9%	Numerator	94
			Denominator	107
Earnings Change in Six Months	\$2,100	\$2,977	Numerator	306,582
			Denominator	103
Credential Rate	52%	36.1%	Numerator	75
			Denominator	208

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	83.3%	NUM 5	0%	NUM 0	55.9%	NUM 33	70.0%	NUM 84
		DEN 6		DEN 0		DEN 59		DEN 120
Employment Retention Rate	100%	NUM 6	0%	NUM 0	81.5%	NUM 22	88.8%	NUM 79
		DEN 6		DEN 0		DEN 27		DEN 89
Earnings Change in Six Months	\$5,745	NUM 34,472	\$0	NUM 0	\$2,405	NUM 57,713	\$2,812	NUM 239,004
		DEN 6		DEN 0		DEN 24		DEN 85
Credential Rate	75.0%	NUM 6	0%	NUM 0	44.1%	NUM 30	34.0%	NUM 53
		DEN 8		DEN 0		DEN 68		DEN 156

Table J - Younger Youth Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	82%	84.3%	Numerator 1,752
			Denominator 2,078
Diploma or Equivalent Attainment Rate	57%	72.1%	Numerator 168
			Denominator 233
Retention Rate	67%	70.2%	Numerator 179
			Denominator 255

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate		NUM 41		NUM 1,018		NUM 184
	87.2%	DEN 47	86.9%	DEN 1,172	74.8%	DEN 246
Diploma or Equivalent Attainment Rate		NUM 14		NUM 106		NUM 19
	87.5%	DEN 16	88.3%	DEN 120	38.0%	DEN 50
Retention Rate		NUM 10		NUM 84		NUM 92
	62.5%	DEN 16	70.6%	DEN 119	73.6%	DEN 125

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adult and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Worker)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	80.1%	609 760	\$1,492	1,122,285 752	2.8%	NUM 20 DEN 704	\$4,644	NUM 3,130,114 DEN 674	55.5%	NUM 321 DEN 578
Dislocated Workers	90.2%	1072 1,189	77.3%	17,084,398 22,093,501	2.7%	NUM 35 DEN 1,303	\$6,248	NUM 7,959,930 DEN 1,274	53.9%	NUM 385 DEN 714
Older Youth	81.8%	63 77	\$3,310	251,544 76	1.9%	NUM 2 DEN 104	\$1,997	NUM 191,678 DEN 96		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	1,682	1,004
Dislocated Workers	1,478	1,172
Older Youth	414	200
Younger Youth	1,998	1,293

Table N - Cost of Program Activities

Program Activity		Total Federal Funding
Local Adults		4,622,591.00
Local Dislocated Workers		3,339,578.00
Local Youth		6,590,103.00
Rapid Response (up to 25%) §134(a)(2)(A)		483,254.00
Statewide Required Activities (Up to 15%) §134(a)(2)(B)		2,492,838.00
Statewide Allowable Activities §134(a)(3)	Program Activity Description	
	Activities specified in §134(b)(3)(i), (ii), (iv), (v) & (vii)	441,961.00
	Miscellaneous	0.00
Total of All Federal Spending Listed Above		17,970,325.00

Local Area Performance

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Table O - Local Area I Performance

Local Area Name Local Area I	Total Participants Served	Adults	114
		Dislocated Workers	233
		Older Youth	17
		Younger Youth	157
ETA Assigned # 20005	Total Exiters	Adults	57
		Dislocated Workers	125
		Older Youth	13
		Younger Youth	58
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	83.5%
	Employers	72%	81.0%
Entered Employment Rate	Adults	71%	82.7%
	Dislocated Workers	76%	82.6%
	Older Youth	65%	83.3%
Retention Rate	Adults	80%	88.9%
	Dislocated Workers	88%	92.2%
	Older Youth	81%	100%
Earnings Change/Earnings Replacement in Six Months	Younger Youth	67%	80.0%
	Adults	\$2,300	\$6,867
	Dislocated Workers	80%	88.5%
Credential/Diploma Rate	Older Youth	\$2,100	\$7,487
	Adults	60%	59.0%
	Dislocated Workers	60%	69.2%
	Older Youth	52%	71.4%
Skill Attainment Rate	Younger Youth	57%	63.2%
	Younger Youth	82%	83.1%
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	16

Table O - Local Area II Performance

Local Area Name		Adults	425
		Dislocated Workers	224
Local Area II	Total Participants Served	Older Youth	40
		Younger Youth	356
ETA Assigned #		Adults	267
		Dislocated Workers	172
20010	Total Exiters	Older Youth	18
		Younger Youth	165
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	91.6%
	Employers	72%	81.7%
Entered Employment Rate	Adults	71%	84.6%
	Dislocated Workers	76%	89.4%
	Older Youth	65%	78.9%
Retention Rate	Adults	80%	88.8%
	Dislocated Workers	88%	93.1%
	Older Youth	81%	100%
Earnings Change/Earnings Replacement in Six Months	Younger Youth	67%	76.9%
	Adults	\$2,300	\$5,135
	Dislocated Workers	80%	80.8%
Credential/Diploma Rate	Older Youth	\$2,100	\$1,971
	Adults	60%	69.1%
	Dislocated Workers	60%	77.3%
	Older Youth	52%	59.1%
Skill Attainment Rate	Younger Youth	57%	83.1%
	Younger Youth	82%	90.1%
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	16

Table O - Local Area III Performance

Local Area Name		Adults	537
		Dislocated Workers	287
Local Area III	Total Participants Served	Older Youth	86
		Younger Youth	995
ETA Assigned #		Adults	392
		Dislocated Workers	218
20015	Total Exiters	Older Youth	78
		Younger Youth	940
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	88.7%
	Employers	72%	80.3%
Entered Employment Rate	Adults	71%	69.3%
	Dislocated Workers	76%	84.3%
	Older Youth	65%	46.2%
Retention Rate	Adults	80%	86.8%
	Dislocated Workers	88%	92.3%
	Older Youth	81%	79.3%
Earnings Change/Earnings Replacement in Six Months	Younger Youth	67%	54.9%
	Adults	\$2,300	\$542
	Dislocated Workers	80%	75.1%
Credential/Diploma Rate	Older Youth	\$2,100	\$1,859
	Adults	60%	54.9%
	Dislocated Workers	60%	66.5%
Skill Attainment Rate	Older Youth	52%	32.9%
	Younger Youth	57%	70.7%
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	6	8

Table O - Local Area IV Performance

Local Area Name		Adults	291
		Dislocated Workers	536
		Older Youth	217
		Younger Youth	316
Local Area IV	Total Participants Served		
ETA Assigned #		Adults	97
		Dislocated Workers	479
		Older Youth	63
		Younger Youth	67
20020	Total Exiters		
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	88.4%
	Employers	72%	89.8%
Entered Employment Rate	Adults	71%	76.7%
	Dislocated Workers	76%	76.7%
	Older Youth	65%	68.9%
Retention Rate	Adults	80%	88.9%
	Dislocated Workers	88%	92.9%
	Older Youth	81%	79.3%
Earnings Change/Earnings Replacement in Six Months	Younger Youth	67%	71.8%
	Adults	\$2,300	\$3,195
	Dislocated Workers	80%	63.6%
Credential/Diploma Rate	Older Youth	\$2,100	\$1,816
	Adults	60%	68.2%
	Dislocated Workers	60%	48.2%
Skill Attainment Rate	Older Youth	52%	21.2%
	Younger Youth	57%	51.3%
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance")		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	5	10

Table O - Local Area V Performance

Local Area Name		Adults	315
		Dislocated Workers	130
Local Area V	Total Participants Served	Older Youth	54
		Younger Youth	174
ETA Assigned #		Adults	191
		Dislocated Workers	89
20025	Total Exiters	Older Youth	28
		Younger Youth	63
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	94.9%
	Employers	72%	89.1%
Entered Employment Rate	Adults	71%	80.7%
	Dislocated Workers	76%	78.8%
Retention Rate	Older Youth	65%	85.7%
	Adults	80%	83.5%
Earnings Change/Earnings Replacement in Six Months	Dislocated Workers	88%	94.5%
	Older Youth	81%	96.6%
Credential/Diploma Rate	Younger Youth	67%	64.3%
	Adults	\$2,300	\$3,905
Skill Attainment Rate	Dislocated Workers	80%	78.9%
	Older Youth	\$2,100	\$4,668
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance"))	Adults	60%	70.2%
	Dislocated Workers	60%	66.3%
	Older Youth	52%	43.3%
	Younger Youth	57%	77.5%
	Younger Youth	82%	90.5%
		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	14