



Workforce Investment Act

ANNUAL REPORT

PROGRAM YEAR 2005



Kansas Department of Commerce

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State of Kansas

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Workforce Investment Act Title I-B

Annual Report

Program Year 2005

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EXECUTIVE SUMMARY

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

Kansas successfully met or exceeded the negotiated level of performance for sixteen of the seventeen performance measures. Kansas failed to meet the negotiated level for the Older Youth Earnings Increase measure.

The information reported concerning special populations indicates all populations were well served during the period of measurement. The designated groups achieved the negotiated levels of performance for nearly 70% of the measures.

State Service Delivery Analysis

During PY2005, 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 65,000 total participants with nearly 61,000 Kansans receiving self services either electronically or through workforce centers across the state. The Adult program provided nearly 2000 Kansans with service beyond the self-service level. Over 800 Dislocated Worker participants were served and nearly 1700 Youth participants received services. While the Adult participant levels showed an overall increase, both the Dislocated Worker and Youth participant levels again fell by 20%. For the Dislocated Worker program, a reduction in the levels of mass layoffs and business closures was the primary cause. The continued restructuring of the service delivery methodology for youth caused the Youth program decrease.

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 significantly lower than the level achieved in PY 2004, while the Dislocated Worker twelve-month earnings replacement rose by five percent. The twelve-month earning rate for Adults saw an increase of nearly 60% from PY 2004 levels.

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

Customer Satisfaction

The state exceeded the negotiated performance standard for participant customer satisfaction and met the standard for employer customer satisfaction. The contact rate for participants was 79.4% and for employers 95.9%.

Adult Program

The state exceeded the negotiated level of performance for all Adult measures. The Adult employment retention rate remained static from PY2004, while the Adult entered employment rate, the Adult employment and credential rate and the Adult earnings change measure showed increases of 2.5%, 50%, and 15% respectfully. 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, 64% entered training related employment. The average wage at entry into employment was \$4760 per quarter for program exiters, an increase of over \$100 per exiter.

Dislocated Worker Program

The state exceeded the negotiated performance standards for the Dislocated Worker entered employment rate, the earnings change rate and the employment and credential rate. The state met the standard for the employment retention rate. For Dislocated Worker special populations, 42% 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, 60% entered training related employment, a ten percent increase from last year. The average wage for those exiters who entered employment showed nearly a \$700 decrease when compared to the PY 2004 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 entered employment rate, employment retention rate and the credential rate. The state failed to meet the negotiated standard for the Older Youth earnings change rate. For Older Youth special populations, the state met or exceeded 67% of the standards with four of the standards not tested. 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 \$3,246.15. Using the wage at entry into employment rate for Adult exiters as a measure of effectiveness, the return on investment was \$1.47 per dollar expended. This reflects a decrease in the return on investment from last year of \$0.22.

In the Dislocated Worker program where the average cost per participant was \$7,688.86 and the return on investment based on exiter wage at entry into employment was \$0.90 per dollar expended. This reflects a significant decrease from the level achieved in PY2004.

When self-service participants are included in determining the cost of activities, the average cost per participant for all Adults was \$245.04. This equates to a minimum return on investment of \$23.42 per participant served.

For Youth Programs, the cost per participant was \$1,592.86, with nearly 80% of that being expended in the delivery of the ten youth elements. While it is significantly harder to determine a return on investment methodology for youth exiters because of the low percentage of Younger Youth who enter employment, \$1.46 of older youth wage at entry into employment was achieved for each dollar expended on both older and younger youth. This was an increase of \$0.38 from the level achieved in PY2004.

State Evaluations of Workforce Investment Activities

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

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

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

Continuous Improvement Initiatives and Activities

In PY2005, Local Area I conducted two performance training sessions with each of its Title IB providers. The training sessions were conducted to ensure that each provider had a thorough understanding of each performance standard and understood how to track performance in the system. The training sessions also reviewed case management practices, which influence and ensure good performance. As a result of the training, the providers in Local Area I have taken more ownership of their own performance and now have the ability to directly affect the local area's performance.

In January 2006, the Local Area I Board held a WIA Orientation and Training session for CEO and LWIB members in conjunction with the Kansas Workforce Summit. The agenda provided an historical overview of Workforce Training Programs, review of Local Board responsibilities under the WIA, goals of the One Stop System and an opportunity to refine Local Area Policy. This was a successful exercise and learning experience for new board members and a refresher for existing members. This session

produced a more educated and engaged Board. Over two thirds of the membership attended and committed to serving on both existing and newly created committees.

The Local Area I Workforce Board through the negotiation of its Title IB provider contracts increased its enrollment expectations for PY2006 by over 50%. The contract negotiations also expanded the Adult and Youth Title IB program's coverage in McPherson, Newton, Liberal and Dodge City.

The Local Area V Workforce Investment Board and its administrative entity, the Kansas Department of Commerce, have attempted to pursue a plan of continuous improvement within the Area for Program Year 2005 that results in benefits to both the Area employers and individuals seeking employment or upgrading of their skills. The following is a list of accomplishments in the Area for the Program Year:

- Establishment of a certified One-Stop Center: The Pittsburg Workforce Center was designated as a certified One-Stop center within the Area, securing memorandums of understanding with partners mandated within the Workforce Investment Act, as well as locally based partners. The Local Workforce Investment Board was involved in the drafting of language in the memorandums of understanding to meet local needs and goals.
- Eligible Training Providers: The LWIB executive committee took an active role in the certification of Eligible Training Providers by requiring applicants for subsequent application to verify wage information through the Kansas Department of Labor for program participants based upon Department of Commerce policy, as well as provide information on any local employers that the training providers work with concerning their curriculum and how it supplements the needs of the local employers.
- Budget information: The LWIB and Department of Commerce fiscal unit worked together to establish a method for disturbing budget information that includes line-item budget amounts and expenditures, calculated by funding stream and also by the individual local Workforce Centers. The goal was to not only to help the LWIB to better monitor and understand budget amounts and expenditures, but also to assist the administrative entity in more accurate and timely management of funds.
- Monitoring: The Area went from having one individual doing local monitoring to establishing a local monitoring team made up of WIA case managers and a team coordinator from the Area Administrative Office, in order to not only improve the quality of the local monitoring, but also help establish more uniform procedures among staff and share in best practices.
- Policy and Procedures: Began the development of a Local Area Policy and Procedure manual for WIA Staff within the Area. This will not only be an asset to

new employees, but also will assist the local staff in establishing standard area policy and procedures and share in best practices.

- Staff & LWIB training: Local Area staff met on a regular basis for training provided by the Area Administrative staff, as well as attended statewide training for skill improvement. LWIB members also attended statewide as well as national conferences for better understanding of role & responsibilities.

Statewide Monitoring Activities

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

During PY 2005, the Workforce Compliance and Oversight (WCO) unit monitored, documented, compiled and disseminated formal monitoring reports as follows:

- LWIA I Monitoring Report;
- LWIA I Youth Program Report;
- LWIA I Monitoring Summary Report;
- LWIA I Adult & Dislocated Worker Program;
- LWIA II Monitoring Report;
- LWIA III One Stop Review;
- LWIA IV Monitoring Report;
- LWIA IV Youth Program Report;
- LWIA IV Adult and Dislocated Worker Program;
- LWIA V Monitoring Report;
- LWIA V Youth Program Report;
- LWIA V Monitoring Summary Report, and;
- KS WIA Local Board Membership Composition Report Areas I, II, III, IV, V

Additionally, WCO provide assistance toward conducting US DOL's data validation requirements. During PY 2005, independent audits were conducted in compliance with OMB Circulars for all Local Areas. The resulting audits had no questioned or disallowed costs and only one administrative finding.

General Comments

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

State Level Performance

Program Year 2005

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	90%	90.2%	1,039	2,125	1,039	79.4%
Employers	85%	83.2%	1,079	1,565	1,125	95.9%

Table B - Adult Program Results At-A-Glance

Performance Items	Negotiated Performance Level	Actual Performance Level	Numerator
			Denominator
Entered Employment Rate	73%	79%	474
			600
Employment Retention Rate	86%	86.3%	654
			758
Earnings Change in Six Months	\$3,000	\$3,589	2,616,182
			729
Employment And Credential Rate	61%	71.7%	524
			731

Table C - Outcomes for Adult Special Populations

Performance Items	Public Assistance Recipients	Numerator	Veterans	Numerator	Individuals Disabilities	Numerator	Older Individuals	Numerator
		Denominator		Denominator		Denominator		Denominator
Entered Employment Rate	60.5%	52	73.6%	39	63.9%	23	64%	16
		86		53		36		25
Employment Retention Rate	75.8%	50	95.7%	44	89.7%	26	89.3%	25
		66		46		29		28
Earnings Change in Six Months	\$3,073	196,656	\$223	10,041	\$3,605	100,948	\$3,395	88,268
		64		45		28		26
Employment And Credential Rate	44.3%	31	64.2%	34	50%	12	56.5%	13
		70		53		24		23

Table D - Other Outcome Information for the Adult Program

Performance Items	Individuals Who Received Training Services	Numerator	Individuals Who Received Only Core and Intensive Services	Numerator
		Denominator		Denominator
Entered Employment Rate	81.8%	414	63.8%	60
		506		94
Employment Retention Rate	87.1%	573	81%	81
		658		100
Earnings Change in Six Months	\$3,665	2,312,788	\$3,096	303,394
		631		98

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

Performance Items	Negotiated Performance Level	Actual Performance Level	Numerator
			Denominator
Entered Employment Rate	80%	86.9	573
			659
Employment Retention Rate	92%	91.1%	896
			984
Earnings Change in Six Months	-\$2,500	-\$2,433	-2,338,535
			961
Employment And Credential Rate	65%	70.5%	403
			572

Table F - Outcomes for Dislocated Worker Special Populations

Performance Items	Veterans	Numerator	Individuals with Disabilities	Numerator	Older Individuals	Numerator	Displaced Homemakers	Numerator
		Denominator		Denominator		Denominator		Denominator
Entered Employment Rate	88%	44	42.9%	3	85.4%	41	100%	3
		50		7		48		3
Employment Retention Rate	89.8%	79	81.8%	9	87%	67	83.3%	5
		88		11		77		6
Earnings Change in Six Months	-\$4,099	-356,608	\$1,685	18,538	-\$6,242	-449,397	\$4,734	28,403
		87		11		72		6
Employment And Credential Rate	88.2%	30	50%	2	77.3%	34	60%	3
		34		4		44		5

Table G - Other Outcome Information for the Dislocated Worker Program

Performance Items	Individuals Who Received Training Services	Numerator	Individuals Who Received Only Core and Intensive Services	Numerator
		Denominator		Denominator
Entered Employment Rate	88.3%	447	82.5%	127
		506		154
Employment Retention Rate	93.4%	595	86.7%	301
		637		347
Earnings Change in Six Months	-\$491	-301,840	-\$5,886	-2,036,695
		615		346

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

Performance Items	Negotiated Performance Level	Actual Performance Level	Numerator
			Denominator
Placement in Employment or Education	N/A	53.9%	342
			634
Attainment of Degree or Certificate	N/A	40.1%	257
			641
Literacy and Numeracy Gains	N/A	8.3%	1
			12

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

Performance Items	Negotiated Performance Level	Actual Performance Level	Numerator
			Denominator
Entered Employment Rate	69%	78.1%	100
			128
Employment Retention Rate	84%	87.4%	104
			119
Earnings Change in Six Months	\$3,600	\$2,705	305,661
			113
Credential Rate	60%	62.6%	102
			163

Table I - Outcomes for Older Youth Special Populations

Performance Items	Public Assistance Recipients	Numerator	Veterans	Numerator	Individuals with Disabilities	Numerator	Out-of-School Youth	Numerator
		Denominator		Denominator		Denominator		Denominator
Entered Employment Rate	70%	14	0	0	53.8%	14	81.1%	90
		20		0		26		111
Employment Retention Rate	75%	12	0	0	91.3%	21	88.1%	89
		16		0		23		101
Earnings Change in Six Months	\$2,420	36,296	0	0	\$2,370	47,391	\$3,018	292,726
		15		0		20		97
Credential Rate	50%	10	0	0	48.4%	15	64.5%	89
		20		0		31		138

Table J - Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance Level	Actual Performance Level	Numerator
			Denominator
Skill Attainment Rate	84%	90.8%	967
			1,065
Diploma or Equivalent Rate	65%	71.5%	143
			200
Retention Rate	70%	69.2%	198
			286

Table K - Outcomes for Younger Youth Special Populations

Performance Items	Public Assistance Recipients	Numerator	Individuals with Disabilities	Numerator	Out-of-School Youth	Numerator
		Denominator		Denominator		Denominator
Skill Attainment Rate	82.5%	33	91%	457	89.7%	245
		40		502		273
Diploma or Equivalent Rate	16.7%	1	74.2%	69	53.5%	23
		6		93		43
Retention Rate	100%	3	71.5%	93	73.4%	80
		3		130		109

Table L - Other Reported Information

Program	12 Month Employment Retention Rate	Numerator	12 Month Earnings Change/Replacement Rates	Numerator	Placements in Nontraditional Employment	Numerator	1 st Quarter After Exit Unsubsidized Wages	Numerator	Entered Training Related Employment	Numerator
		Denominator		Denominator		Denominator		Denominator		Denominator
Adults	85.5%	696	\$3,250	2,538,435	4.2%	20	\$4,760	2,161,110	64%	263
		814		781		474		454		413
Dislocated Workers	90.8%	1093	82%	16,952,917	7.1%	41	\$6,918	3,860,200	60%	269
		1204		20,661,755		574		558		446
Older Youth	79%	98	\$2,180	252,906	2%	2	\$2,334	231,065		
		124		116		100		99		

Table M - Participation Levels

Program	Total Participants	Total Exiters
Total Adults	63,165	64,619
Total Adults (self)	60,621	63,279
WIA Adults	62,402	64,119
WIA Dislocated Workers	837	552
Total Youth (14 - 21)	1,695	617
Younger Youth (14 - 18)	1,306	439
Older Youth (19 - 21)	390	178
Out-of-School Youth	590	271
In-School Youth	1,105	346

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$5,765,160.00
Local Dislocated Workers		\$6,435,576.00
Local Youth		\$2,698,309.00
Rapid Response (Up to 25%) §134(a)(2)(A)		\$1,216,274.00
Statewide Required Activities (Up to 15%) §134(a)(3)		\$ 2,707,436.00
Statewide Allowable Activities §134(a)(3)	Description	
	Youth Activities	\$14,276.00
	Special Projects	\$134,053.00
Total of All Federal Spending Listed Above		\$18,971,084.00

Local Area Performance

Program Year 2005

Table O - Workforce Investment Area I

Performance Items	Program Group	Negotiated	Actual	Numerator Denominator
Total Participants	Adults		16520	
	Dislocated Workers		214	
	Older Youth		35	
	Younger Youth		211	
Total Exitors	Adults		16218	
	Dislocated Workers		120	
	Older Youth		12	
	Younger Youth		50	
Customer Satisfaction	Program Participants	90%	88.6%	
	Employers	85%	85.4%	
Entered Employment Rate	Adults	73%	96.2%	25 26
	Dislocated Workers	80%	93.3%	70 75
	Older Youth	69%	100%	6 6
	Younger Youth	70%	76.7%	23 30
Retention Rate	Adults	86%	89.4%	42 47
	Dislocated Workers	92%	96.3%	104 108
	Older Youth	84%	100%	7 7
	Younger Youth	70%	76.7%	23 30
Earnings Change/Replacement	Adults	\$3000	\$7062	282489 40
	Dislocated Workers	-\$2500	\$1495	152507 102
	Older Youth	\$3600	\$3884	23306 6
Credential/Diploma Rate	Adults	61%	77.5%	31 40
	Dislocated Workers	65%	76.3%	71 93
	Older Youth	60%	100%	6 6
	Younger Youth	65%	68.8%	11 16
Skill Attainment	Younger Youth	84%	87.8%	144 164
Placement in Employment or Education	Youth (14 - 21)	NA	81%	34 42
Attainment of Degree or Certificate	Youth (14 - 21)	NA	64.3%	27 42
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0	0 2
Overall Status of Performance		Not Met	Met	Exceeded
		0	1	16

Table O - Workforce Investment Area II

Performance Items	Program Group	Negotiated	Actual	Numerator Denominator
Total Participants	Adults		14863	
	Dislocated Workers		105	
	Older Youth		47	
	Younger Youth		347	
Total Exitters	Adults		15291	
	Dislocated Workers		81	
	Older Youth		15	
	Younger Youth		124	
Customer Satisfaction	Program Participants	90%	93.0%	
	Employers	85%	80.8%	
Entered Employment Rate	Adults	73%	80%	76 95
	Dislocated Workers	80%	89.8%	88 98
	Older Youth	69%	100%	7 7
	Younger Youth	70%	67.8%	61 90
Retention Rate	Adults	86%	85.5%	124 145
	Dislocated Workers	92%	90.7%	136 150
	Older Youth	84%	100%	12 12
	Younger Youth	70%	67.8%	61 90
Earnings Change/Replacement	Adults	\$3000	\$2706	370789 137
	Dislocated Workers	-\$2500	-\$952	-137058 144
	Older Youth	\$3600	\$3216	35380 11
Credential/Diploma Rate	Adults	61%	76.9%	103 134
	Dislocated Workers	65%	74.8%	77 103
	Older Youth	60%	90%	9 10
	Younger Youth	65%	86.4%	51 59
Skill Attainment	Younger Youth	84%	89.2%	249 279
Placement in Employment or Education	Youth (14 - 21)	NA	59%	82 139
Attainment of Degree or Certificate	Youth (14 - 21)	NA	45.6%	62 136
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0%	0 3
Overall Status of Performance		Not Met	Met	Exceeded
		0	6	11

Table O - Workforce Investment Area III

Performance Items	Program Group	Negotiated	Actual	Numerator
				Denominator
Total Participants	Adults		8006	
	Dislocated Workers		125	
	Older Youth		38	
	Younger Youth		265	
Total Exiters	Adults		9307	
	Dislocated Workers		120	
	Older Youth		24	
	Younger Youth		79	
Customer Satisfaction	Program Participants	90%	90.4%	
	Employers	85%	77.2%	
Entered Employment Rate	Adults	73%	72.6%	201
	Dislocated Workers	80%	84.2%	277
	Older Youth	69%	61.9%	133
	Younger Youth	70%	63.4%	158
Retention Rate	Adults	86%	84.9%	26
	Dislocated Workers	92%	93.2%	42
	Older Youth	84%	77.8%	254
	Younger Youth	70%	63.4%	299
Earnings Change/Replacement	Adults	\$3000	\$2012	178
	Dislocated Workers	-\$2500	-\$1954	191
	Older Youth	\$3600	\$2393	28
	Younger Youth			36
Credential/Diploma Rate	Adults	61%	56.7%	45
	Dislocated Workers	65%	61.6%	7
	Older Youth	60%	31.1%	18
	Younger Youth	65%	38.9%	161
Skill Attainment	Younger Youth	84%	88.5%	182
Placement in Employment or Education	Youth (14 - 21)	NA	36.5%	92
Attainment of Degree or Certificate	Youth (14 - 21)	NA	16.8%	252
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0%	39
Overall Status of Performance		Not Met	Met	Exceeded
		4	8	5

Table O - Workforce Investment Area IV

Performance Items	Program Group	Negotiated	Actual	Numerator
				Denominator
Total Participants	Adults		10004	
	Dislocated Workers		207	
	Older Youth		205	
	Younger Youth		309	
Total Exitters	Adults		10524	
	Dislocated Workers		135	
	Older Youth		99	
	Younger Youth		99	
Customer Satisfaction	Program Participants	90%	84.3%	
	Employers	85%	82.2%	
Entered Employment Rate	Adults	73%	90.9%	40
	Dislocated Workers	80%	86.2%	44
	Older Youth	69%	81.8%	213
	Younger Youth	70%	73.1%	247
Retention Rate	Adults	86%	96.8%	45
	Dislocated Workers	92%	91.1%	55
	Older Youth	84%	87.2%	91
	Younger Youth	70%	73.1%	94
Earnings Change/Replacement	Adults	\$3000	\$7778	360
	Dislocated Workers	-\$2500	-\$3516	395
	Older Youth	\$3600	\$2690	34
	Younger Youth			39
Credential/Diploma Rate	Adults	61%	93.7%	38
	Dislocated Workers	65%	73.1%	52
	Older Youth	60%	75.6%	118
	Younger Youth	65%	70.2%	126
Skill Attainment	Younger Youth	84%	98.1%	114
Placement in Employment or Education	Youth (14 - 21)	NA	72%	156
Attainment of Degree or Certificate	Youth (14 - 21)	NA	58%	59
Literacy or Numeracy Gains	Youth (14 - 21)	NA	16.7%	78
Overall Status of Performance		Not Met	Met	Exceeded
		2	3	12

Table O - Workforce Investment Area V

Performance Items	Program Group	Negotiated	Actual	Numerator	
					Denominator
Total Participants	Adults		12934		
	Dislocated Workers		130		
	Older Youth		65		
	Younger Youth		174		
Total Exiters	Adults		12726		
	Dislocated Workers		67		
	Older Youth		28		
	Younger Youth		87		
Customer Satisfaction	Program Participants	90%	94.5%		
	Employers	85%	90.4%		
Entered Employment Rate	Adults	73%	80.6%	100	124
	Dislocated Workers	80%	86.4%	51	59
	Older Youth	69%	88.9%	16	18
	Younger Youth	70%	78.9%	30	38
Retention Rate	Adults	86%	82%	132	161
	Dislocated Workers	92%	93.2%	68	73
	Older Youth	84%	92%	23	25
	Younger Youth	70%	78.9%	30	38
Earnings Change/Replacement	Adults	\$3000	\$3977	640317	161
	Dislocated Workers	-\$2500	-\$73	-5339	73
	Older Youth	\$3600	\$2631	65786	25
Credential/Diploma Rate	Adults	61%	68.8%	106	154
	Dislocated Workers	65%	75%	45	60
	Older Youth	60%	58.3%	14	24
	Younger Youth	65%	67.9%	36	53
Skill Attainment	Younger Youth	84%	82.4%	98	119
Placement in Employment or Education	Youth (14 - 21)	NA	62.9%	56	89
Attainment of Degree or Certificate	Youth (14 - 21)	NA	55.8%	53	95
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0	0	1
				1	1
Overall Status of Performance		Not Met	Met	Exceeded	
		1	3	13	

