

MASSACHUSETTS

Workforce Investment Act

WIA Communication No. 06-69

Policy Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Associate Directors
DCS Field Managers

cc: WIA State Partners

From: Jane Edmonds, Director
Department of Workforce Development

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Division of Career Services

Jonathan Raymond, President
Commonwealth Corporation

Date: October 19, 2006

Subject: **FY2006 WIA Title I Annual Performance**

Purpose: The purpose of this issuance is to distribute Massachusetts FY2006 WIA Title I Annual Performance results (Attachment A). This communication provides a narrative summary (shown below) of statewide performance and a table for each workforce investment area comparing actual performance to the negotiated local levels. Also included are charts displaying performance measure results by area (Attachment B).

Please note: The Charts 1-15 WIA Title I Annual Performance by area included herein, supersede the preliminary charts that were included in Tab 11

of the FY2006 4th Quarter Career Center Performance Reports. The annual report reflects additional data that was entered in MOSES after June 30, 2006 when the quarterly report was drawn.

Background: The Workforce Investment Act specifies seventeen core performance measures for Title I programs for adult, dislocated worker and youth services. The expected levels of performance for these indicators, i.e., local performance goals, were negotiated by each Workforce Investment Board during the development of the FY2006 Workforce Development Business Plan.

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Attachments:

A: FY06 State and Local Annual Reports
B: FY06 Performance Summaries by Area

FY2006 Statewide WIA Title I Performance Introduction

The Massachusetts Department of Workforce Development (DWD) is the state level agency responsible for the oversight of the workforce investment funding received through the U.S. Department of Labor's Employment and Training Administration. The Division of Career Services and the Commonwealth Corporation are designated by DWD to implement specific initiatives related to the workforce development system.

Governor Romney's Administration has set forth a clear vision for the Commonwealth's workforce development system.

All Massachusetts residents will have the competencies, employment skills, and education to support themselves and their families and to live a quality life. All Massachusetts employers will have access to the skilled and educated workforce necessary to remain competitive in a dynamic global economy.

Since the inception of the federal Workforce Investment Act (WIA) in 1998, Massachusetts has adopted a statewide strategy to maximize and leverage workforce development resources through our 16 local Workforce Investment Boards and 32 One-Stop Career Centers. In Massachusetts, the One-Stop Career Center system is the cornerstone of service delivery for job development and job search assistance, training referrals and placements, and employer outreach on workforce development services. Our goal is to ensure coordinated delivery of information and services throughout the system.

Narrative

Statewide performance on the WIA Title I performance measures continue to improve during FY2006. All performance goals were met or exceeded, and there was an increase in actual performance for 12 of the 17 performance indicators. The following is an overview of the performance of each measure.

Customer Satisfaction: Results from the telephone surveys show that participants continue to be very satisfied with services, with responses resulting in an American Customer Satisfaction Index (ACSI) score of 82.1, exceeding the goal of 80 and an increase from FY05's score of 81.0. Results for employers slightly decreased to a score of 71.6, down from FY05's score of 72.8, but still meeting the goal of 73, i.e., greater than 80% of goal threshold.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Participants ACSI	80.0	82.1	103%	Exceeded
Employers ACSI	73.0	71.6	98%	Met

Adult Program (See Table 2): All four adult goals were exceeded and actual performance improved on three of the four measures. The entered employment rate increased substantially from FY05 performance (82.1% vs. 80.6%), and exceeded the goal of 77%. The average earnings gain increased to \$4,693, significantly higher than the FY05 level of \$3,726. This is the third year in a row that there has been a substantial improvement in this measure with the adult earnings gain exceeding the standard of \$3,500. The employed-with-credential measure saw an increase from 72.5% to 74.4%, exceeding the goal of 67% by a large margin. The retention rate at six months decreased somewhat (78.7% vs. 81.7%), but still exceeded the goal of 76%. The comparison is, however, misleading as the definition of the retention measure was modified by USDOL for this program year.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	77.0%	82.1%	107%	Exceeded
Employment Retention Rate	76.0%	78.7%	104%	Exceeded
Six Months Earnings Increase	\$3,500	\$4,693	126%	Exceeded
Employed and Credential Rate	67.0%	74.4%	111%	Exceeded

Dislocated Worker Program: The results for dislocated worker programs exceeded the four performance goals for FY06 and the actual performance levels improved from FY05 on three of the four measures. The entered employment rate increased (88.1% vs. 85.2%) and exceeded the goal of 83%. The retention rate decreased slightly to 88.2% from 89.2%, but exceeded the goal of 85%. As with adults, this measure was redefined in FY06 and direct comparison with FY05 is misleading. In addition, FY06 was the first year of the newly defined six month earnings gain measure for dislocated workers. Actual performance exceeded goal, as participants lost less earnings than planned (-\$1,528 vs. -\$2,000). In the past, post-program wage replacement had been measured in terms of the percentage of pre-program earnings. Converting FY06 performance to the previous wage replacement measure, actual performance improved to a replacement rate of 91% from the FY05 rate of 85%. Lastly, the employed-with-credential measure improved (79.5% vs. 77.3%), far exceeding the goal of 71%.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	83.0%	88.1%	106%	Exceeded
Employment Retention Rate	85.0%	88.2%	104%	Exceeded
Six Months Earnings Increase	-\$2,000	-\$1,529	124%	Exceeded
Employed and Credential Rate	71.0%	77.3%	112%	Exceeded

Older Youth: Performance for the FY06 period improved for older youth on two of the four measures compared to FY05 and actual performance exceeded three of the four goals. The entered employment rate for older youth (age 19-21) was 86.8%, a dramatic increase from 68.8% in FY05 and far exceeding the goal of 67%. The retention rate, however, somewhat decreased to 77.3% from 80.7%, but still meets the 80% threshold for the goal of 81%. The employed-with-credential rate improved to 50.5% from 46.5% and exceeded the goal of 50%. While decreasing from FY05's level of \$3,542, the earnings increase of \$3,081 did still exceed the goal of \$2,900.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	67.0%	86.8%	130%	Exceeded
Employment Retention Rate	81.0%	77.3%	95%	Met
Six Months Earnings Increase	\$2,900	\$3,081	106%	Exceeded
Employed and Credential Rate	50.0%	50.5%	101%	Exceeded

Younger Youth: Actual performance for younger youth improved over FY05 on all three measures and the three goals were exceeded. The skill attainment rate for younger youth (14-18) improved from 85.0% to 87.3%, exceeding the goal of 82%. The diploma attainment rate of increased significantly to 64.0% from the FY05 level of 55.3%, exceeding the goal of 59%. The retention rate (for post-program retention in employment and/or post-secondary education) also improved dramatically from 57.5% to 65.7%, exceeding the goal of 59%.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Skill Attainment Rate	82.0%	87.3%	106%	Exceeded
Diploma or Equivalent Rate	59.0%	64.0%	108%	Exceeded
Retention in Employment/Education	61.0%	65.7%	108%	Exceeded

Performance Summary: Most significantly, the Commonwealth improved FY06 actual performance on 12 of the 17 measures and all performance goals were met or exceeded. Fifteen of the performance measures exceeded goal, three more than the twelve exceeded in FY05. At the local level, seven workforce areas exceeded their overall goals for all program groups, the same number as in FY05. Finally, there was consistent improvement in employment and earning measures for all three funding streams of adults, dislocated workers and youth.