

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

# Mass Workforce Issuance

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**Workforce Issuance No. 07-74**

Policy  Information

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**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:** David W. Mackley, Director  
Department of Workforce Development

Nancy Snyder, President  
Commonwealth Corporation

**Date:** November 2, 2007

**Subject:** **FY2007 WIA Title I Annual Performance Results**

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**Purpose:** To distribute to local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners the Massachusetts FY2007 WIA Title I Annual Performance results (Attachment A). This communication provides a narrative summary (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 workforce investment area (Attachment B).

**Note:** The attached Charts 1-15 WIA Title I Annual Performance by Area supersede the preliminary charts that were included in Tab 11 of the FY2007 4<sup>th</sup> Quarter Career Center Performance Reports. The annual report reflects additional data that was entered in MOSES after June 30, 2007 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 FY2007 Workforce Development Business Plan.

**Note:** Seventeen measures apply to statewide performance but only fifteen measures, excluding the two customer satisfaction measures, have been applied in FY2007 to local performance. MassWorkforce Issuance No.07-25, Incentive Funds-Customer Satisfaction Exclusion for FY2007 (5/5/07) announced that the two customer satisfaction measures (the fourth program area) would be excluded from the calculation of FY2007 Massachusetts incentive awards to workforce investment areas.

**Inquiries:** Please email questions to Dawn McElaney at [Dmcelaney@detma.org](mailto:Dmcelaney@detma.org) or Les Abramowitz at [Labramowitz@detma.org](mailto:Labramowitz@detma.org).

**Attachments:**

- A: FY2007 State and Local Annual Reports
- B: FY2007 Performance Summaries by Area

**A. FY2007 Review of Massachusetts’ Statewide WIA Title I Performance Measures**

Statewide performance on the WIA Title I performance measures continues to improve during FY2007. All performance goals were met or exceeded. The following is an overview of the performance of each measure.

Customer Satisfaction: Statewide results from the telephone surveys demonstrate 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 82 and matching the FY06 score of 82.1. Results for employers slightly decreased to a score of 71.2, down from the FY06 score of 71.6, but still meeting the goal of 75, i.e., greater than 80% of the goal threshold.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Participants ACSI	82.0	82.1	100.1%	Exceeded
Employers ACSI	75.0	71.2	94.9%	Met

Adult Program: All four goals were met and three of the four adult goals were exceeded. The entered employment rate decreased from FY06 performance (79.6% vs. 82.1%) but exceeded the goal of 79%. FY07 was the first year of the newly defined average earnings measure for adults and dislocated workers. The adult average earnings of \$10,426 met but did not exceed the goal of \$10,618. The employed-with-credential measure increased slightly from 74.4% to 74.9%, exceeding the goal (69%) for the second consecutive year. The 78.7% retention rate at six months was identical to the rate of the previous year and again exceeded the goal of 78%.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	79.0%	79.6%	101%	Exceeded
Employment Retention Rate	78.0%	78.7%	101%	Exceeded
Average Earnings	\$10,618	\$10,426	98%	Met
Employed and Credential Rate	69.0%	74.9%	109%	Exceeded

Dislocated Worker Program: The results for dislocated worker programs exceeded three of the four performance goals for FY07. The entered employment rate decreased from 88.1% to 86.2% in FY07 but exceeded the goal of 85%. The retention rate decreased from 88.2% to 87.2% in FY07 but still exceeded the goal of 87%. FY07 was the first year of the newly defined average earnings measure for dislocated workers. The average earnings of \$17,512 met but did not exceed the goal of \$18,500. Finally, the employed-with-credential measure improved from 77.3% to 80.0% in FY07 and exceeded the goal of 73%.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	85.0%	86.2%	101%	Exceeded
Employment Retention Rate	87.0%	87.2%	100%	Exceeded
Average Earnings	\$18,500	\$17,512	95%	Met
Employed and Credential Rate	73.0%	80.0%	110%	Exceeded

Older Youth: Performance for the FY07 period improved for older youth on three of the four measures compared to FY06, and actual performance exceeded three of the four goals. The entered employment rate for older youth (age 19-21) was 81.3%, down from 86.8% in FY06 but still dramatically above the 68.8% in FY04 and far exceeding the goal of 68%. The retention rate increased to 79.3% from 77.3% and met (at 96%) but did not exceed the goal of 83%. The employed-with-credential rate improved dramatically to 57.8% from 50.5% and exceeded the goal of 52%. Up from FY06's level of \$3,081 the earnings increase of \$3,408 exceeded the goal of \$3,100.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	68.0%	81.3%	120%	Exceeded
Employment Retention Rate	83.0%	79.3%	96%	Met
Six Months Earnings Increase	\$3,100	\$3,408	110%	Exceeded
Employed and Credential Rate	52.0%	57.8%	111%	Exceeded

Younger Youth: Actual performance for younger youth improved over FY06 on two out of three measures and the three goals were exceeded. The skill attainment rate for younger youth (14-18) improved from 87.3% to 88.2% exceeding the goal of 84%. The diploma attainment rate of 62.7% declined from 64.0% in FY06 but still exceeded the goal of 61%. The retention rate (for post-program retention in employment and/or post-secondary education) also improved dramatically from 65.7% to 74.2% exceeding the goal of 63%.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Skill Attainment Rate	84.0%	88.2%	105%	Exceeded
Diploma or Equivalent Rate	61.0%	62.7%	103%	Exceeded
Retention in Employment/Education	63.0%	74.2%	118%	Exceeded

Performance Summary: In FY07 the Commonwealth improved actual performance on 9 of the 17 measures and all performance goals were met or exceeded. 12 of the performance measures exceeded goal. At the local level, 11 workforce areas exceeded their overall goals for all program groups, 4 more than in FY06. Finally, there was consistent improvement in employment and earning measures for all three funding streams of adults, dislocated workers and youth.