MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

MassWorkforce Issuance

Workforce Issuance No. 08-42 ☐ **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 Regional Managers

cc: WIA State Partners

From: Michael Taylor, Director
Department of Workforce Development

Date: October 9, 2008

Subject: **FY2008 WIA Title I Annual Performance Results**

Purpose: To distribute to local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners the Massachusetts FY2008 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 (Attachment B) supersede the preliminary charts that were included in Tab 11 of the *FY2008 4th Quarter Career Center Performance Reports*. The annual report reflects additional data that was entered in MOSES after June 30, 2008 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

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development of the FY2008 Local Annual 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 FY2008 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 Massachusetts incentive awards to workforce investment areas.

Inquiries: Please email questions to Marilyn Boyle at mboyle@detma.org or Les Abramowitz at labramowitz@detma.org.

Attachments: A: FY2008 State and Local Annual Reports
B: FY2008 Performance Summaries by Area

FY2008 Review of Massachusetts' Statewide WIA Title I Performance Measures

Statewide performance on the WIA Title I performance measures continued to improve during Fiscal Year 2008. All performance goals were met or exceeded. The following is an overview of the performance on each measure.

*Note: For all performance measures shown on Tables 1-5, a performance measure/goal is **met** if the percent of goal is greater than 90% but less than 100%. A performance measure/goal is **exceeded** if the percent of goal is 100% or higher.*

Customer Satisfaction: 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 82.9, exceeding the goal of 82 and exceeding the FY07 score of 82.1. Results for employers increased to a score of 74.1, up from the FY07 score of 71.2, still greater than 90% of goal threshold.

Table 1: Customer Satisfaction

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Participants ACSI	82.0	82.9	101.1%	Exceeded
Employers ACSI	75.0	74.1	98.8%	Met

Adult Program: All four goals were met and three of the four adult goals were exceeded. The entered employment rate increased from FY07 performance (82.9% vs. 79.6%) exceeding the goal of 81%. The adult average earnings of $10,666 met the 90% of goal threshold, but did not exceed the $10,900 goal. The employed-with-credential measure increased from 74.9% to 77.5%, exceeding the goal for the third consecutive year. The 83.6% retention rate at six months was higher than the rate in the previous year (78.7%) and exceeded the goal of 80%.

Table 2: Adults

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	81.0%	82.9%	102%	Exceeded
Employment Retention Rate	80.0%	83.6%	105%	Exceeded
Average Earnings	$10,900	$10,666	98%	Met
Employed and Credential Rate	70.0%	77.5%	111%	Exceeded

Dislocated Worker Program: The results for dislocated worker programs exceeded three of the four performance goals for FY08. The entered employment rate increased from 86.2% in FY07 to 87.5% in FY08 and exceeded the goal of 87%. The retention rate also increased over the year from 87.2% to 90.2% in FY08, exceeding the goal of 89%. Average earnings of $17,513 met the 90% of goal threshold, but did not exceed the goal of $18,600. Finally, the employed-with-credential measure improved slightly from 80.0% in FY07 to 80.8% in FY08 and exceeded the goal of 75%.

Table 3: Dislocated Workers

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	87.0%	87.5%	101%	Exceeded
Employment Retention Rate	89.0%	90.2%	101%	Exceeded
Average Earnings	$18,600	$17,513	94%	Met
Employed and Credential Rate	75.0%	80.8%	108%	Exceeded

Older Youth: Performance for the FY08 period improved for older youth on three of the four measures compared to FY07, and actual performance exceeded all four goals. The entered employment rate for older youth (age 19-21) was 87.6%, up from 81.3% in FY07, exceeding the goal of 80%. The retention rate increased to 85.3% from 79.3% in FY07 and exceeded the goal of 84%. The employed-with-credential rate declined from 57.8% in FY07 to 56.3%, but still exceeded the goal of 53%. Up from FY07's level of $3,408, the earnings increase of $4,499 substantially exceeded the goal of $3,500.

Table 4: Older Youth

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	80.0%	87.6%	110%	Exceeded
Employment Retention Rate	84.0%	85.3%	102%	Exceeded
Six Months Earnings Increase	$3,500	$4,499	129%	Exceeded
Employed and Credential Rate	53.0%	56.3%	106%	Exceeded

Younger Youth: Actual performance for younger youth improved over FY07 on all three measures and all three goals were exceeded. The skill attainment rate for younger youth (14-18) improved from 88.2% to 91.2%, exceeding the goal of 87%. The diploma attainment rate of 73% was an increase from 62.7% in FY07 and exceeded the goal of 62%. The retention rate (for post-program retention in employment and/or post-secondary education) also improved slightly from 74.2% in FY07 to 74.3% in FY08, exceeding the goal of 70%.

Table 5: Younger Youth

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Skill Attainment Rate	87.0%	91.2%	105%	Exceeded
Diploma or Equivalent Rate	62.0%	73.0%	118%	Exceeded
Retention in Employment/Education	70.0%	74.3%	106%	Exceeded

Performance Summary: In FY08, the Commonwealth improved actual performance on 16 of the 17 measures and all performance goals were met or exceeded. Fourteen (14) of the performance measures exceeded goal. At the local level, eight (8) of the Commonwealth's 16 workforce areas exceeded their overall goals for all program groups, three fewer than in FY07. Finally, there was improvement in employment and earnings measures for all three funding streams of adults, dislocated workers and youth.