

Mass Workforce Issuance

Workforce Issuance No. 10-90

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: November 3, 2010

Subject: **FY2010 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 FY2010 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) and a copy of the Program Year 2009 (FY2010) Annual Report (Attachment C) that was filed with the U.S. Department of Labor on October 1, 2010

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 *FY2010 4th Quarter Career Center Performance Reports* (see MassWorkforce Issuance No. 10-74). The annual report reflects additional data that was entered in MOSES after June 30, 2010 when the quarterly report was drawn. Please refer to the data in Attachment B when citing FY2010 WIA Title I Performance for the state and local areas.

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 FY2010 Local Annual Workforce Development Business Plan.

Note: While seventeen measures are reported to USDOL only ten (10) measures are included in the calculation of Massachusetts incentive awards to workforce investment areas. See MassWorkforce Issuance 08-48, WIA Title I Performance Incentives and Sanctions, Revised (11/12/2008).

Summary: **The following summary is an excerpt from Part A: PY09 Review of Massachusetts' Statewide WIA Title I Performance Measures. The full report for FY2010 (Program Year 2009) is provided in Attachment C.**

State performance goals for Program Year 2009 (PY09 or FY2010: July 1, 2009 to June 30, 2010) were established with the U.S. Department of Labor Employment and Training Administration (ETA). This summary covers performance for adults, dislocated workers and older youth who exited programs during the period between April 2008 and September 2009, and for younger youth who exited programs during the period from April 2008 and March 2010. Funds supporting program services during this period were regular WIA Title I Adult program, Dislocated Worker program, and Youth program grant funds provided through an annual allotment from ETA and funds provided through the American Recovery and Reinvestment Act (ARRA).

ETA classifies a performance measure/goal as **met** if the percent of goal is between 80% and 100%. A performance measure/goal is **exceeded** if the percent of goal is 100% or higher. All performance goals were met or exceeded. The following is an overview of the performance on each of the seventeen measures.

Customer Satisfaction: Results from the telephone surveys demonstrate that participants continue to be very satisfied with services provided by our One-Stop Career Centers and local workforce partners, with responses resulting in an American Customer Satisfaction Index (ACSI) score of 81.0, down from 83.6 for PY08. Results for employers were about the same with 76.0 in PY09 compared to 76.1 in PY08, and exceeding the goal of 75.0.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Participants ACSI	82.0	81.0	98.8%	Met
Employers ACSI	75.0	76.0	101.3%	Exceeded

Adult Program: All four goals were met and three of the four adult goals were exceeded. However, the impact of the recession is evident in over-the-year comparisons. The entered employment rate (74.8%) decreased from the PY08

performance of 81.9% but exceeded the goal of 72%. The adult average six-month earnings of \$10,760 exceeded the \$9,750 goal, but fell short of the \$11,122 level in PY08. The employed-with-credential measure dropped from 76.3% to 72.2%, still exceeding the goal for the fourth consecutive year. The 77.7% retention rate at six months was below the previous year's level of 83.3%.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	72.0%	74.8%	103.9%	Exceeded
Employment Retention Rate	81.0%	77.0%	95.1%	Met
Average Six-Month Earnings	\$9,750.00	\$10,760.00	110.4%	Exceeded
Employment and Credential Rate	71.0%	72.2%	101.7%	Exceeded

Dislocated Worker Program: The results for dislocated worker programs exceeded three of the four performance goals for PY09. The entered employment rate decreased from 90.2% in PY08 to 79.0% in PY09 in response to recessionary pressures. The retention rate also declined over the year from 91.3% to 84.7% in PY09. Average six-month earnings of \$16,653.30 was below the \$17,292.90 seen in PY08, but exceeded the goal of \$16,000.00. The employed-with-credential measure at 76.7% from 82.5% in PY08 exceeded the goal of 76%.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	75.0%	79.0%	105.3%	Exceeded
Employment Retention Rate	90.0%	84.7%	94.1%	Met
Average Six-Month Earnings	\$16,000.00	\$16,653.30	104.1%	Exceeded
Employment and Credential Rate	76.0%	76.7%	100.9%	Exceeded

Older Youth: Performance for older youth for PY09 also reflected the impact of the poor economic climate during the performance period. The entered employment rate for older youth (age 19-21) was 75.9%, down from 88.7% in PY08. The retention rate increased slightly from 81.1% in PY08 to 81.5% in PY09. The employed-with-credential rate dropped from 63.4% in PY08 to 50.9% in PY09. The six month average earnings increase substantially exceeded the goal of \$3,800 with a gain from \$4,565.60 in PY08 to \$4,784.50 in PY09.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	76.0%	75.9%	99.9%	Met
Employment Retention Rate	80.0%	81.5%	101.9%	Exceeded
Six Months Earnings Increase	\$3,800	\$4,784.50	125.9%	Exceeded
Employment/Education and Credential Rate	54.0%	50.9%	94.3%	Met

Younger Youth: Actual performance for younger youth declined in PY09 on all three measures. The skill attainment rate for younger youth (14-18) was 83.8%, down from 86.9% in PY08. The diploma attainment rate of 69.2% was a decline from 72.6% in PY08 but exceeded the goal of 63%. The retention rate (for post-program retention in employment and/or post-secondary education) dropped from 76.2% in PY08 to 67.8% in PY09.

Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Skill Attainment Rate	88.0%	83.8%	95.2%	Met
Diploma or Equivalent Rate	63.0%	69.2%	109.8%	Exceeded
Retention in Employment/Education	69.0%	67.8%	98.3%	Met

Performance Summary: Participants covered in this report exited programs into a worsening economic climate than those from the prior year and the impact is evident in declines in over-the-year performance on many of the measures. In PY09, the Commonwealth improved actual performance over the year on 6 of the 17 measures, compared to PY08 where performance improved from the prior year on 10 of 17 goals. Nevertheless, all performance goals were met or exceeded, and the percent-of-goal for 10 measures was 100% or higher. At the local level, all of the Commonwealth's 16 workforce areas met or exceeded their overall goals for the Adult and Dislocated Workers program groups, and fifteen met or exceeded overall goals for the Youth group.

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

Attachments: A: FY2010 State and Local Annual Reports
B: FY2010 Performance Summaries by Area (Annual use instead of Tab 11 of *4th Quarter 2010 Career Center Performance Report*)
C: Full Report: *Program Year 2009 Annual Report, Adult, Dislocated Worker and Youth Activities, Workforce Investment Act of 1998, Title I-B*, October 1, 2010