

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

Workforce Issuance No. 09-72

☐ 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 30, 2009

Subject: **FY2009 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 FY2009 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 *FY2009 4th Quarter Career Center Performance Reports*. The annual report reflects additional data that was entered in MOSES after June 30, 2009 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 FY2008 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).

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

Attachments: A: FY2009 State and Local Annual Reports
B: FY2009 Performance Summaries by Area

FY2009 Review of Massachusetts' Statewide WIA Title I Performance Measures

State performance goals for Fiscal Year 2009 (FY09 or PY2008: July 1, 2008 to June 30, 2009) were established with the U.S. Department of Labor's Employment and Training Administration (DOLETA). This report covers performance for adults, dislocated workers and older youth who exited programs during the period between April 2007 and September 2008, and for younger youth who exited programs during the period from April 2007 and March 2009. 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 DOLETA.

DOLETA classifies a performance measure/goal as **met** if the percent of goal is between 90% 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. The required statewide Annual Report tables are included in the Appendix to this narrative. They are submitted to USDOL via the on-line reporting system.

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 83.6, exceeding the goal of 82 and exceeding the FY08 score of 82.9. Results for employers increased to a score of 76.1, up from the FY08 score of 74.1, exceeding the goal of 75.

Table 1: Customer Satisfaction				
Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Participants ACSI	82.0	83.6	102%	Exceeded
Employers ACSI	75.0	76.1	101%	Exceeded

Adult Program: All four goals were met and three of the four adult goals were exceeded. The entered employment rate (81.9%) decreased from FY08 performance of 82.9% but exceeded the goal of 82%. The adult average earnings of \$11,121 met the 90% of goal threshold, but did not exceed the \$11,250 goal. The employed-with-credential measure dropped from 77.5% to 76.3%, still exceeding the goal for the fourth consecutive year. The 83.3% retention rate at six months was just below the previous year (83.6%) and exceeded the goal of 81%.

Table 2: Adults				
Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	82.0%	81.9%	100%	Exceeded
Employment Retention Rate	81.0%	83.3%	103%	Exceeded
Average Earnings	\$11,250	\$11,121	99%	Met
Employed and Credential Rate	71.0%	76.3%	108%	Exceeded

Dislocated Worker Program: The results for dislocated worker programs exceeded three of the four performance goals for FY09. The entered employment rate increased from 87.5% in FY08 to 90.2% in FY09 and exceeded the goal of 88%. The retention rate also increased over the year from 90.2% to 91.3% in FY09, exceeding the goal of 90%. Average earnings of \$17,293, down from \$17,513 in FY08, met the 90% of goal threshold, but did not exceed the goal of \$18,750. Finally, the employed-with-credential measure improved from 80.8% in FY08 to 82.5% in FY09 and exceeded the goal of 76%.

Table 3: Dislocated Workers				
Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	88.0%	90.2%	103%	Exceeded
Employment Retention Rate	90.0%	91.3%	101%	Exceeded
Average Earnings	\$18,750	\$17,293	92%	Met
Employed and Credential Rate	76.0%	82.5%	109%	Exceeded

Older Youth: Performance for the FY09 period improved for older youth on three of the four measures compared to FY08, and actual performance exceeded three goals. The entered employment rate for older youth (age 19-21) was 88.7%, up from 87.6% in FY08, exceeding the goal of 81%. The retention rate decreased to 81.1% from 85.3% in FY08. The employed-with-credential rate increased from 56.3% in FY08 to 63.4%, exceeding the goal of 54%. Up from FY08's level of \$4,499, the earnings increase in FY09 of \$4,566 substantially exceeded the goal of \$3,800.

Table 4: Older Youth				
Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Entered Employment Rate	81.0%	88.7%	110%	Exceeded
Employment Retention Rate	85.0%	81.1%	95%	Met
Six Months Earnings Increase	\$3,800	\$4,566	120%	Exceeded
Employed and Credential Rate	54.0%	63.4%	117%	Exceeded

Younger Youth: Actual performance for younger youth declined over FY08 on two out of three measures. The skill attainment rate for younger youth (14-18) was 86.9%, down from 91.2% in FY08. The diploma attainment rate of 72.6% was a decline from 73% in FY08 but exceeded the goal of 63%. The retention rate (for post-program retention in employment and/or post-secondary education) improved from 74.3% in FY08 to 76.2% in FY09, exceeding the goal of 71%.

Table 5: Younger Youth				
Measure	Negotiated Goal	Actual Performance	Percent of Goal	Performance versus Goal
Skill Attainment Rate	88.0%	86.9%	99%	Met
Diploma or Equivalent Rate	63.0%	72.6%	115%	Exceeded
Retention in Employment/Education	71.0%	76.2%	107%	Exceeded

Performance Summary: In FY09, the Commonwealth improved actual performance over the year on 10 of the 17 measures, compared to FY08 where performance improved from the prior year on 16 of 17 goals. Nevertheless, while some declines were noted in FY09, all performance goals were met or exceeded, and percent-of-goal for 13 measures was 100% or higher. The exit periods covered in this report just touched the beginning of the recession and its impact is not captured in this data. At the local level, half of the Commonwealth's 16 workforce areas exceeded their overall goals for all program groups (Adults, Dislocated Workers, and Youth), the same number as in FY08.