

ATTACHMENT I

INSTRUCTIONS FOR PROGRAM & PERFORMANCE CHARTS IN ATTACHMENTS G AND H

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WIA TITLE I PARTICIPANT PROGRAM SUMMARIES **ATTACHMENT G - CHARTS 1 - 5**

Attachment G - Charts 1-5 request data on the number of planned participants during the fiscal year. In addition, Charts 2 (WIA Adults), 3 (WIA Dislocated Workers) and 5 (ARRA Youth Summary) request data for ARRA participants. This provides areas the opportunity to review planned use of ARRA funds with full knowledge of their FY2011 WIA allocations to serve WIA Adult, Dislocated Worker and Youth program participants.

Attachment G Charts described below (and provided in an accompanying excel file) must be completed and submitted with the FY2011 Plan. *If you re-submit any of the Attachment G Charts 1-5 for FY2011 after the initial submittal, please enter a modification number and date in the box at the top of each form.*

Plan vs. Actual: Throughout the Fiscal Year actual data on participants, services and performance are compared to the plan data provided on Attachment G – Charts 1-5. Local areas should review their plan versus actual data for Fiscal Year 2010, and prior years if needed, for consistent patterns of over- or under-planning as they set planning levels for FY2011. DCS also will be reviewing prior plan vs. actual performance and may request clarification or modification of plans based on this review.

Questions: Inquiries regarding the planning charts should be directed to Marilyn Boyle (617-626-5721 or mboyle@detma.org) or Les Abramowitz (413-499-2220, ext 220 or labramowitz@detma.org).

INSTRUCTIONS FOR COMPLETING CHARTS 1-5

On Charts 1-5, do not type in cells containing bold blue entries. The data for these cells is calculated or filled from data entered in other cells on the charts.

Chart 1 – FY2011 Labor Exchange Program Summary

Columns (a)-(c) – provide data from the OSCCAR reports in MOSES at the WIB level.

Column (d) – estimate the number of individuals or employers who will be served during Fiscal Year 2011 in each of the given categories.

Charts 2 and 3 – Adult Program and Dislocated Worker Program Summaries

Columns B and C – ARRA DATA:

The sum of data in Column B plus Column C should equal the FY2011 ARRA Adult or ARRA Dislocated Worker totals from your *most recent/current* ARRA Plan. This would be Column E on the respective FY 2011 ARRA program summary charts.

An updated FY2011 ARRA Plan must be submitted if during the FY 2011 planning process an area chooses to make changes to their current FY 2011 ARRA plan. Data on Charts 2 and 3 should be consistent with the current FY 2011 ARRA plan on file. See MassWorkforce Issuance

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10-09, *Request for Local ARRA Plan Data Update: Attachment G Program Summary Charts* (2/18/10), for the ARRA Program Summary charts.

Columns D, E and F – WIA FORMULA:

The data in Columns D, E and F represent the participants who will be served with FY 2011 Title I formula grant funds. Column F is calculated (identified by bold blue) from data in Column D (carry-in from FY2010) and Column E (new in FY 2011).

Line 5: Total Participants in Training Activities

Provide the single count of unique individuals who will receive training services on Line 5. Provide the number of individuals in each training activity on Lines 5a – 5f that applies. For example: an individual who will receive ESOL and occupational skills training will be counted once on Line 5, once on Line 5b and once on Line 5c. An individual who will receive occupational skills training through a group contract will be counted once on Line 5, once on Line 5c and once on Line 5e.

Line 7: Support Services

Provide the number of individuals who will receive any support services on Line 7 and the number of individuals who will receive a needs-based payment on Line 7a. Enter zero (0) if applicable.

Chart 4 – FY2011 WIA Title 1 Program Summaries for Youth

Chart 4 - ARRA ALL AGES:

Column B, ARRA All Ages*, will fill from the ARRA FY2011 TOTAL (Column E) on Chart 5, FY 2011 ARRA Title I Program Summary for Youth. This should be exactly the same as Column E on the Chart 5 of the area's current FY 2011 ARRA plan on file.

OLDER, YOUNGER AND FY2011 TOTAL

The data in the Columns labeled OLDER (C) and YOUNGER (D) represent the number of youth who will be served with FY 2011 Title I formula grant funds. The Column labeled FY2011 TOTAL (E) is calculated (identified by bold blue) from data in the OLDER Column C and YOUNGER Column D.

Line 1:

Provide the number of Title I youth program participants by age group to be served with FY2011 WIA Youth funds.

Line 1a, New Enrollments:

Provide the number of new FY2011 enrollments by age group to be served with FY2011 WIA Youth funds.

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Line 1b, Carry-overs from FY2010:

Provide the number of Youth to be carried in from FY2010.

Line 1c:

Provide the number of out-of-school youth who will receive services with FY2011 funds.

Lines 2 and 2a-d, Exiters:

Provide the number of youth who will exit youth funded services in the appropriate categories on lines 2a-d. Line 2, total Program Exiters, will be calculated from data entered in lines 2a-d.

Lines 5 a-j, Enrollments in the Ten Program Elements:

Provide the number of youth who will participate in each of the ten program elements that apply. The sum of 5a-j should be equal to or greater than the total number of youth participants in line 1.

Chart 5 – FY2011 ARRA Title I Program Summary for Youth

Please provide data on Youth who will be served with FY2011 ARRA funds. The data on Chart 5 should be consistent with the area's FY2011 ARRA Plan currently on file.

Revising FY2011 ARRA Youth Plan Data:

If an area chooses to make changes to their current ARRA Youth plan on file, please indicate on CHART 5 that this is a revision to the FY2011 ARRA Title I Youth plan by entering the words NEW YOUTH PLAN at the top right in the space titled: Modification # if not new. Please identify the changes.

Plan Modifications Based on Final FY2010 Carry-Over Data

Local areas are asked to estimate carry-over planning numbers for FY2011 based on the best information available during the planning season. Plan modifications based on final carry-over data available in the first quarter of FY2011 should be submitted to Lisa Caissie for approval by COB December 31, 2010.

If you re-submit any of the Attachment G Charts 1-5 for FY2011 after the initial submittal, please enter a modification number and date in the box at the top right of each form.

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FY 2011 WIA TITLE I PERFORMANCE GOALS **ATTACHMENT H – GOALS STATEMENT AND ADJUSTMENT WORKSHEET**

FY2011 Performance Goals data will be submitted after State performance goals for FY2011 have been negotiated with the Department of Labor. The Attachment H reporting forms for submitting local performance goals will be issued under separate cover. We anticipate the negotiation process to be concluded by mid-June.

Local areas must complete the two-paged Attachment H. The first page is the *Performance Goals Statement*, shown below. Each Board must determine if they are adopting the State Title I performance goals or taking the standard baseline adjustments, or requesting negotiation on one or more goals.

The second page of Attachment H is the *Performance Adjustment Worksheet*. These standard baseline adjustments data are used to adjust local WIA Title I Performance Goals for areas that are requesting to take the standard baseline adjustments.

FY 2011 PERFORMANCE GOALS STATEMENT

Enter the name of the Workforce Board

WORKFORCE INVESTMENT BOARD

Wagner-Peyser Performance Goals

Workforce areas are not required to set local goals for Wagner-Peyser Performance. Each area's performance will be reported against the Fiscal Year State Goals for Wagner-Peyser. For FY 2010 those goals currently are:

Entered Employment Rate	61%
Employment Retention Rate	81%
Average Earnings	\$16,400

Title I Performance Goals

Submit this form to indicate if the Board is adopting the State Title I performance goals for FY2011 shown in Chart 5, or is instead taking adjustments and/or requesting negotiations. Please indicate below the statement(s) that apply. If (b) is checked, please complete the *Performance Adjustment Worksheet*. If (c) is checked, please describe the basis for negotiation below and/or on additional sheets.

- ____ (a) The Board adopts the FY2011 State Goals for FY2011 Local Goals.
- ____ (b) Standard Baseline Adjustments have been taken. The Performance Adjustment Worksheet is attached. Adjustments have been entered in the Adjustment Calculator to calculate the Adjusted Local Goals for FY2011.
- ____ (c) The Board requests negotiation of one or more goals, as described below.

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SAMPLE

Workforce Investment Board Name: Sample WIB

Performance Adjustment Worksheet

(Enter data as negative numbers)

ADULT ADJUSTMENTS

Employment, Credential & Retention Rates	Adjustment	Average Earnings	Adjustment
Less Than HS	-2	Less Than HS	-\$650
Limited Eng.	-1	Limited Eng.	-\$325
Disabled	0	Disabled	0
Welfare	-1	Welfare	-\$325
Unemployment	-1	Area Wage	-\$325
Total Adjustment	-5	Total Adjustment	(\$1625.00)

DISLOCATED WORKER ADJUSTMENTS

Employment, Credential & Retention Rates	Adjustment	Average Earnings	Adjustment
Less Than HS	-1	Less Than HS	-\$700
Limited Eng.	0	Limited Eng.	0
Disabled	0	Disabled	0
Age 55 & Older	-2	Age 55 & Older	-\$1400
Unemployment	-1	Area Wage	-\$700
Total Adjustment	-4	Total Adjustment	(\$2800.00)

OLDER YOUTH ADJUSTMENTS

Employment, Credential & Retention Rates	Adjustment	Earnings Gain	Adjustment
Less Than HS	-1	Less Than HS	-\$125
Pregnant/Parenting	-1	Pregnant/Parenting	-\$125
Disabled	-1	Disabled	-\$125
Basic Skills Deficient	-1	Basic Skills Deficient	-\$125
Unemployment	-1	Area Wage	-\$250
Total Adjustment	-5	Total Adjustment	(\$750.00)

YOUNGER YOUTH ADJUSTMENTS

Skill Attainment, Diploma & Retention Rates	Adjustment
Welfare	0
Disabled	-1
Limited English	0
Basic Skills Deficient	-1
Unemployment	-1
Total Adjustment	-3

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REQUEST FOR FY2011 PERFORMANCE ADJUSTMENTS FOR TITLE I

Local Title I performance goals may be adjusted/lowered from the State levels based on area economic conditions, and based on the percent of jobseekers served that are in hard-to-serve participant groups. The charts on the following pages provide all local data that will be needed to calculate local performance adjustments.

The performance measures may be adjusted downward by the amount indicated, based on historical service levels for the various factors. The total adjustment for any measure is the sum of the adjustments for each individual factor, as shown in the Performance Adjustment Worksheet example on page 5.

Please note that approval of requested baseline adjustments will be considered in light of the impact on the statewide goals.

Completing the Performance Adjustment Worksheet – Attachment H

FY2011 Performance Goals data will be submitted after State performance goals for FY2011 have been negotiated with the Department of Labor. The Attachment H reporting forms and Excel spreadsheet for submitting local performance goals will be issued under separate cover. We anticipate the negotiation process to be concluded by mid-June.

The adjustments provided on pages 9, 10, and 11 will be used to complete the *Performance Adjustment Worksheet*. Since many of the participant and exit cohorts that will be included in FY2011 annual performance outcomes may have been served in prior fiscal years, the adjustment will be based on the highest percent served in FY2009 or FY2010Q2.

The adjustment factors will be entered into the Performance Adjustment Calculator to calculate the FY2011 Local Goals. The Performance Adjustment Calculator spreadsheet will replicate the Performance Adjustment Worksheet. The data for the *FY2011 Local Goals* will be automatically adjusted from the State goals.

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Requests to Negotiate Expected Levels of Performance

Local areas may request negotiation of additional adjustments based on factors not adequately addressed in the standard baseline adjustments. The State will review any proposed alternative factors submitted and will compare the proposed performance levels with the statewide averages and with available baseline information. The negotiation process will take into account various factors with potential impact on expected levels of performance, including local differences in economic conditions, the characteristics of participants, and the services provided.

A review of the proposed local adjustments for each performance level, and the adequacy of any information local WIBs offer to substantiate each performance level, will be the core of the negotiation process. For any factors that are in addition to the above baseline adjustments, the State will analyze the quality of the data presented by the WIB, including the relevance of the data, the source and timeliness of the data, and if the data is part of a trend or anomalous. If, after its analysis, the State determines that the factors and adjustments do not support the performance levels proposed by the WIB, the State will negotiate with the local WIB to obtain mutually agreed upon expected levels of performance. The State will complete its analysis and negotiations in a timely manner, with final approval of the local performance measures to be provided as part of the plan review and approval process.

Please note that approval of requested adjustments will be considered in light of the impact on the statewide goals.

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DRAFT FY2011 TITLE I PERFORMANCE GOAL ADJUSTMENTS

ADULTS

Baseline Adjustments for Adult Entered Employment, Retention, and Credential Rates						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
Less Than HS	Up to 17%	None	18% - 26%	- 1	27% & over	- 2
Limited English	Up to 10%	None	11% - 19%	- 1	20% & over	- 2
Disabled	Up to 9%	None	10% - 12%	- 1	13% & over	- 2
Welfare	Up to 49%	None	50% - 68%	- 1	69% & over	- 2
Unemployed Rate	Up to 9.2%	None	9.3% -10.2%	- 1	10.3% & over	- 2

Baseline Adjustments for Adult Average Earnings						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
Less Than HS	Up to 17%	None	18% - 26%	- \$300	27% & over	- \$600
Limited English	Up to 10%	None	11% - 19%	- \$150	20% & over	- \$300
Disabled	Up to 9%	None	10% - 12%	- \$150	13% & over	- \$300
Welfare	Up to 49%	None	50% - 68%	- \$300	69% & over	- \$600
Area Wage	Over \$46,000	None	\$40,000 to \$468,000	- \$300	Less than \$40,000	- \$600

DISLOCATED WORKERS

Baseline Adjustments for Dislocated Worker Entered Employment, Retention, and Credential Rates						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
Less Than HS	Up to 21%	None	22% - 34%	- 1	39% & over	- 2
Limited English	Up to 14%	None	15% - 22%	- 1	23% & over	- 2
Disabled	Up to 3%	None	4% - 6%	- 1	7% & over	- 2
Age 55 or Older	Up to 28%	None	29% - 33%	- 1	34% & over	- 2
Unemployed Rate	Up to 9.2%	None	9.3% -10.2%	- 1	10.3% & over	- 2

Baseline Adjustments for Dislocated Worker Average Earnings						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
Less Than HS	Up to 21%	None	22% - 34%	- \$600	39% & over	-\$1200
Limited English	Up to 14%	None	15% - 22%	- \$600	23% & over	-\$1200
Disabled	Up to 3%	None	4% - 6%	- \$300	7% & over	-\$600
Age 55 or Older	Up to 28%	None	29% - 33%	- \$600	34% & over	-\$1200
Area Wage	Over \$46,000	None	\$40,000 to \$468,000	- \$600	Less Than \$40,000	-\$1200

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DRAFT FY2011 TITLE I PERFORMANCE GOAL ADJUSTMENTS

OLDER YOUTH

Baseline Adjustments for Older Youth Entered Employment, Retention, and Credential Rates						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
HS Dropouts	Up to 72%	None	73% - 88%	- 1	89% & over	- 2
Pregnant/Parenting	Up to 41%	None	42% - 59%	- 1	60% & over	- 2
Disabled	Up to 24%	None	25% - 40%	- 1	41% & over	- 2
Basic Skills Def.	Up to 76%	None	77% - 88%	- 1	89% & over	- 2
Unemployed Rate	Up to 9.2%	None	9.3% -10.2%	- 1	10.3% & over	- 2

Baseline Adjustments for Older Youth Earnings Gain						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
HS Dropouts	Up to 72%	None	73% - 88%	- \$200	89% & over	- \$400
Pregnant/Parenting	Up to 41%	None	42% - 59%	- \$100	60% & over	- \$200
Disabled	Up to 24%	None	25% - 40%	- \$100	41% & over	- \$200
Basic Skills Def.	Up to 76%	None	77% - 88%	- \$100	89% & over	- \$200
Area Wage	Over \$46,000	None	\$40,000 to \$46,000	- \$200	Less Than \$40,000	-\$400

YOUNGER YOUTH

Baseline Adjustments for Younger Youth Skill Attainment, Diploma, and Retention Rates						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
Welfare	Up to 20%	None	21% - 25%	- 1	26% & over	- 2
Disabled	Up to 41%	None	42% - 59%	- 1	60% & over	- 2
Limited English	Up to 3%	None	4% -8%	- 1	9% & over	- 2
Basic Skills Def.	Up to 73%	None	74% - 88%	- 1	89% & over	- 2
Unemployed Rate	Up to 9.2%	None	9.3% -10.2%	- 1	10.3% & over	- 2

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DRAFT FY2011 TITLE I PERFORMANCE GOAL ADJUSTMENTS

Baseline Adjustments for Unemployment Rate

Workforce Investment Area	CY2008 Unemployment Rate*	CY2009 Unemployment Rate*	FY2011 Baseline Adjustment Based on CY 2009*
Berkshire County	5.1%	8.1%	None
Boston	5.2%	8.1%	None
Bristol County	6.7%	10.6%	-2
Brockton Area	5.8%	9.3%	- 1
Cape & Islands	5.5%	8.4%	None
Central Mass	5.6%	9.0%	None
Franklin/Hampshire	4.6%	7.3%	None
Greater Lowell	5.4%	9.1%	None
Greater New Bedford	7.3%	11.2%	- 2
Hampden County	6.4%	9.7%	- 1
Lower Merrimack Valley	6.1%	9.9%	- 1
Metro North	4.4%	7.2%	None
Metro South/West	4.0%	6.6%	None
North Central	5.9%	9.6%	- 1
North Shore	5.2%	8.4%	None
South Shore	5.2%	8.3%	None
Statewide Average	5.3%	8.4%	

*Source: MA Labor and Workforce Development website, Economic Data, April 2010

Baseline Adjustments for Average Area Wages

Workforce Investment Area	CY2008 Average Area Wage*	Adjustment for Adult Average Earnings	Adjustment for Dislocated Worker Average Earnings	Adjustment for Older Youth Earnings Gain
Berkshire County	\$38,939	- \$600	- \$1200	- \$400
Boston	\$78,419	None	None	None
Bristol County	\$41,435	- \$300	- \$600	- \$200
Brockton	\$44,124	- \$300	- \$600	- \$200
Cape & Islands	\$39,558	- \$600	- \$1200	- \$400
Central Mass	\$47,369	None	None	None
Franklin/Hampshire	\$38,004	-\$600	-\$1200	-\$400
Greater Lowell	\$58,465	None	None	None
Greater New Bedford	\$39,146	- \$600	- \$1200	- \$400
Hampden County	\$42,162	- \$300	- \$600	- \$200
Lower Merrimack Valley	\$49,527	None	None	None
Metro North	\$62,701	None	None	None
Metro South/West	\$65,426	None	None	None
North Central	\$40,707	- \$300	- \$600	- \$200
North Shore	\$46,655	None	None	None
South Shore	\$46,514	None	None	None
Statewide Average	\$56,759			

*Source: DWD, Economic Research Department, ES-202, April 2010

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FY2010 Q2 Participant Characteristics by Area

Area	Adult				Dislocated Worker			
	Less Than H.S.	Limited English	Disabled	Welfare	Less Than H.S.	Limited English	Disabled	Age 55 or Older
Berkshire County	9%	0%	9%	40%	2%	0%	3%	21%
Boston	6%	18%	3%	16%	6%	23%	1%	23%
Bristol County	15%	5%	6%	18%	45%	26%	2%	28%
Brockton	18%	7%	11%	19%	13%	5%	3%	21%
Cape & Islands	4%	0%	10%	20%	0%	0%	2%	37%
Central Mass	8%	1%	3%	31%	5%	1%	2%	22%
Franklin/Hampshire	10%	2%	10%	23%	4%	1%	2%	22%
Greater Lowell	15%	24%	2%	6%	11%	9%	1%	20%
Greater New Bedford	27%	7%	4%	60%	39%	23%	3%	24%
Hampden County	18%	13%	8%	31%	10%	6%	2%	21%
Lower Merrimack Valley	22%	12%	8%	59%	10%	13%	3%	24%
Metro North	8%	9%	1%	36%	1%	1%	3%	29%
Metro South/West	10%	2%	5%	61%	2%	5%	1%	27%
North Central	9%	0%	11%	38%	8%	4%	1%	23%
North Shore	5%	1%	5%	24%	2%	2%	4%	28%
South Shore	4%	2%	3%	11%	1%	1%	2%	22%
Statewide Average	13%	7%	6%	30%	15%	10%	2%	25%
Area	Older Youth				Younger Youth			
	H.S. Drop Out	Pregnant/ Parenting	Disabled	Basic Skills Deficient	Welfare	Disabled	Limited English	Basic Skills Deficient
Berkshire County	69%	31%	13%	38%	22%	19%	0%	25%
Boston	28%	27%	2%	69%	23%	3%	3%	68%
Bristol County	58%	33%	17%	76%	13%	43%	1%	81%
Brockton	17%	22%	39%	30%	10%	53%	0%	20%
Cape & Islands	88%	56%	13%	81%	11%	68%	1%	26%
Central Mass	58%	29%	17%	73%	16%	35%	0%	64%
Franklin/Hampshire	20%	26%	9%	17%	20%	23%	0%	9%
Greater Lowell	76%	38%	33%	57%	22%	34%	9%	63%
Greater New Bedford	63%	40%	24%	77%	27%	42%	1%	75%
Hampden County	72%	20%	12%	82%	15%	23%	0%	69%
Lower Merrimack Valley	37%	58%	3%	58%	19%	1%	3%	77%
Metro North	63%	40%	23%	71%	17%	35%	0%	65%
Metro South/West	10%	70%	10%	13%	12%	65%	6%	27%
North Central	57%	29%	14%	24%	6%	34%	0%	4%
North Shore	93%	31%	38%	72%	18%	37%	3%	64%
South Shore	95%	0%	19%	29%	15%	59%	0%	8%
Statewide Average	53%	34%	14%	63%	18%	32%	1%	60%

Source: DWD, Career Center Performance Reports 2nd Quarter 2010 (Quarter Ending 12/31/09)

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FY2009 Participant Characteristics by Area

Area	Adult				Dislocated Worker			
	Less Than H.S.	Limited English	Disabled	Welfare	Less Than H.S.	Limited English	Disabled	Age 55 or Older
Berkshire County	9%	0%	9%	59%	3%	0%	4%	25%
Boston	6%	14%	3%	13%	6%	15%	1%	19%
Bristol County	14%	3%	7%	17%	50%	30%	1%	28%
Brockton	25%	3%	7%	39%	11%	6%	6%	21%
Cape & Islands	6%	0%	12%	30%	1%	0%	1%	33%
Central Mass	10%	1%	4%	48%	7%	2%	3%	21%
Franklin/Hampshire	10%	0%	13%	31%	6%	0%	3%	22%
Greater Lowell	19%	25%	4%	6%	17%	16%	2%	22%
Greater New Bedford	34%	9%	3%	67%	31%	18%	2%	27%
Hampden County	17%	12%	10%	34%	10%	7%	2%	21%
Lower Merrimack Valley	25%	14%	7%	66%	13%	16%	4%	21%
Metro North	9%	6%	1%	35%	2%	1%	3%	29%
Metro South/West	5%	0%	6%	84%	4%	6%	3%	31%
North Central	13%	2%	7%	47%	9%	3%	2%	29%
North Shore	9%	1%	4%	29%	2%	3%	4%	24%
South Shore	5%	1%	4%	19%	3%	1%	1%	20%
Statewide Average	14%	7%	6%	36%	16%	11%	3%	25%
Area	Older Youth				Younger Youth			
	H.S. Drop Out	Pregnant/ Parenting	Disabled	Basic Skills Deficient	Welfare	Disabled	Limited English	Basic Skills Deficient
Berkshire County	72%	33%	6%	28%	22%	21%	0%	12%
Boston	33%	25%	7%	69%	22%	6%	1%	74%
Bristol County	67%	32%	23%	84%	18%	37%	1%	80%
Brockton	71%	31%	20%	21%	16%	35%	1%	18%
Cape & Islands	86%	59%	19%	62%	15%	70%	2%	28%
Central Mass	73%	16%	20%	73%	13%	38%	1%	66%
Franklin/Hampshire	45%	35%	20%	20%	18%	18%	0%	8%
Greater Lowell	73%	40%	40%	47%	23%	35%	15%	62%
Greater New Bedford	66%	47%	23%	77%	27%	43%	2%	77%
Hampden County	70%	22%	10%	79%	15%	21%	0%	72%
Lower Merrimack Valley	41%	51%	4%	68%	20%	3%	3%	75%
Metro North	61%	39%	17%	80%	16%	33%	2%	82%
Metro South/West	19%	69%	8%	19%	13%	64%	10%	30%
North Central	52%	38%	10%	52%	9%	15%	2%	45%
North Shore	90%	24%	38%	62%	18%	38%	3%	68%
South Shore	94%	3%	48%	15%	17%	54%	0%	8%
Statewide Average	60%	34%	16%	62%	18%	32%	2%	59%

Source: DWD, Career Center Performance Reports 4th Quarter 2009 (Quarter Ending 6/30/09)