

Maine Workforce Investment Act

Annual Report

July 1, 2000 to June 30, 2001

Submitted by:

MAINE



Bureau of

Services

Employment

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"The best jobs in the new global economy will go to the people who have the best education and training. To stay competitive, Maine workers and employers must constantly learn new processes and adapt to new market conditions. We want education and training resources that are easy to find, simple to use and that keep us on the cutting edge of skill building. The Maine workforce can't be beaten. Let's keep it that way!"

Governor Angus S. King, Jr.

THE VISION

"Maine people will have a high quality of life with rewarding work and prospering businesses. Employers will have skilled workers and workers will have good jobs. Economic success will be backed up by a world-class workforce development system."

MISSION STATEMENT OF THE MAINE JOB COUNCIL

The Maine Jobs Council leads, advises and manages the effort to create a world-class workforce development system in Maine. The Council leads by focusing on the big picture, by setting a tone of collaboration, and educating policy-makers and the public. The Council advises by making recommendations to the Governor and Legislature. As the Statewide Workforce Investment Board, the Council manages by overseeing the implementation of workforce development programs.

The first full year of implementing the Workforce Investment Act strategy in Maine plays against a backdrop of an enormous public and private partnership effort to produce alignment of all of the State's economic and workforce development resources. While Maine, as with most areas of the country, has enjoyed a relatively encouraging period of stability and growth, there is much more work to do.

The events of recent years have been met with both triumphs and challenges. We are now entering into a new period marked by uncharted change and we will continue to move forward to promote the vision set by forth by the Maine Jobs Council. The Council is committed to working with the local boards and their partners to further streamline and improve the delivery of services at the Career-Centers over the next five years.

Background of the Workforce Development System in Maine

The Workforce Investment Act is not the sole catalyst for building a stronger workforce development services system in the state. Through a process that included widespread participation among numerous governmental, public and private stakeholders, the Maine Jobs Council, in the development of Maine's Workforce Investment Act 5-year plan, has reaffirmed a vision for the state's future. Far-reaching changes in our workforce delivery infrastructure have been made. In June 2000, the Governor, Chief Local Elected Officials and the Maine Jobs Council, endorsed the realignment of the three Service Delivery Areas that existed under the Job Training Partnership Act and created four new Local Workforce Investment Areas. This has aided state and local policy makers to promote a more balanced approach toward the goal of achieving linkages with education, economic, workforce and human service intermediaries.

Under this new structure, the primary role of the Maine Jobs Council and Local Workforce Investment Boards continues to focus on building an effective partnership to develop strategies that promote the management of state, regional and local issues regarding the coordination and alignment of workforce development policies resources and programs.

Promoting Our Vision of A Comprehensive Workforce Development System Highlights of the Maine Workforce Investment Plan:

The Maine Jobs Council, County Commissioners, Local Workforce Investment Boards, CareerCenters, and other partners are charged with designing workforce services that are simple, understandable, and effective. To create alignment of the State's broader workforce and economic development goals, the Maine Jobs Council adopted a set of Workforce Investment Act goals that flow from the vision and mission that grew out of the policy making and strategic planning processes of Maine State Government, Maine Department of Labor and the work of the Maine Economic Growth Council.

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The five broad Workforce Investment Act goals and the progress made are summarized as follows:

Goal 1: To create meaningful lifelong learning opportunities

Lifelong learning must be an essential part of the ethic of Maine employers and workers if Maine is to succeed in the new and emerging economies. Many more people have a high school education in Maine than in most other states. However, higher degrees will be required for jobs of the future, and less than a third of Maine's population has attained Bachelor's Degrees.

The Maine Jobs Council has adopted the Maine Economic Growth Council benchmark of lifelong learning as *“increasing the percentage of Maine people who attend an educational seminar, program, or course from 54% in 1995 to 70% by 2005.”*

GUIDING PRINCIPLES:

- Skilled workers are essential to economic growth.
- Everyone should be a lifelong learner.
- Maine employers, educators, and public

The Maine Jobs Council's strategy for promoting lifelong learning includes:

- Expanding the use of career preparation curricula under the Maine Learning Results.
- Developing marketing strategies and a campaign to inform citizens of the importance of lifelong learning and the opportunities of which to avail themselves.

Goal 2: To increase employer participation in

Maine employers, educators, and public policy makers must support people as life-long learners, citizens, workers, and family and community members.

- The workforce development system:
 - ◇ Provides the means for personal and economic security and job satisfaction.
 - ◇ Requires partnership among businesses, schools, organized labor, government and other providers.
 - ◇ Must be available to everyone of all ages, regardless of circumstances.
 - ◇ Must adapt quickly to changing technologies and market demands.
 - ◇ Must be easy to understand and navigate.
 - ◇ Must be designed by and accountable to workers, employers and taxpayers.

the workforce development system

Employer participation in the workforce development system takes place in two ways: first, in providing direct training to workers, and second, in helping the public system improve its programs. To address the issue of increasing the level of employer-sponsored training, the Maine Jobs Council adopted the Maine Economic Growth Council's goal: ***"The percentage of front-line Maine employees who attended an educational seminar, program, or course through their place of work rises from 21% in 1995 to 50% by 2005."***

The Maine Jobs Council has adopted the following strategies to promote greater employer involvement on workforce development initiatives:

1. Increase marketing to employers of what workforce development is, the benefits of workforce development, and the benefits of posting jobs in the CareerCenter system.
2. Promote employer involvement on Local Workforce Investment Boards.

Goal 3: To increase public involvement in the workforce development system

As with employer involvement, the effort to increase public involvement comes in two ways – through participation in continuing education, and through help in efforts to improve the workforce system. The Maine Economic Growth Council has set a benchmark goal of ***"70% of Maine people attending an educational seminar, program or course by the year 2005."***

The Maine Jobs Council has adopted the following strategies in an effort to improve public involvement in our system:

1. Increase marketing to jobseekers and the public.
2. Create and enhance the innovative use of technology for learning — e.g., shared training, chat rooms, learning vans, etc.

Goal 4: To integrate economic development with workforce development

According to the latest Maine Economic Growth Council report, Gross State Product (GSP), increased about 6.4% during 1999 outpacing New England GSP, which grew by 5.6%. *In employment, Maine continues to outpace New England.* Overall, Maine ranked 7th in the nation in employment growth in 1999. However, Maine's national rank on per capita personal income is somewhat distressing because we are not gaining wealth relative to other states, even in light of solid job growth. To support the goal of providing Maine workers with access to jobs that pay livable wages the Maine Jobs Council has adopted the measure set by the Maine Economic Growth Council to “*Increase the percentage of jobs that pay a livable wage in Maine from 65% in 1995 to 85% by 2005.*”

The Maine Jobs Council has identified the following strategies for promoting an more integrated economic and workforce development system:

1. Strengthen the link between Local Workforce Investment Boards and regional economic development groups.
2. Emphasize livable wage, high wage and high skill employment through programs such as the Governor's Training Initiative and the Maine Quality Centers.
3. Establish a formal, functional link between the Department of Labor and the Department of Economic and Community Development.
4. Provide a workforce development presentation at meetings of human resource managers and solicit their input about what they want from the Maine Jobs Council.

Goal 5: To create a seamless delivery system for workforce development

If Maine is to get to the point where lifelong learning is a universal pursuit, where education and training are taken advantage of by all, then the workforce development system must be easy to access, understood by all and invite participation by all. The Maine Jobs Council adopted as this benchmark the Maine Economic Growth Council goal, “*The number of citizens who agree that there are adequate public and private programs available to Maine people who want to train for new jobs or acquire new skills will improve from 34%, the 1995 figure, to 75% by at least 2005.*”

The key strategies that the Maine Jobs Council identified to support this effort include:

1. Define the delivery system and link all its components into a seamless enrollment and guidance system – including CareerCenters, University System, Technical College System, Adult Education programs and secondary schools. Streamline paperwork and eliminate duplications.

2. Support CareerCenters, Governor's Training Initiative, Maine Quality Centers, and other key programs with adequate state dollars.

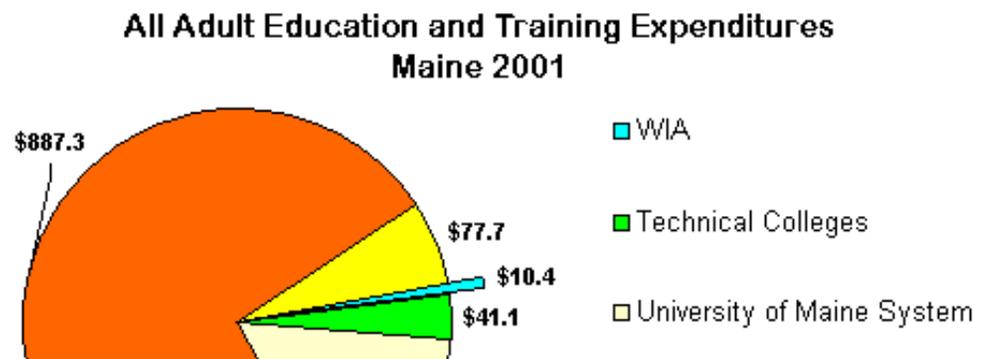
Defining the Role of the Workforce Investment Act In the Maine Workforce Investment System

Historically, categorical programs tended to respond to a particular concern at a specific time and they are never fully brought into alignment with the other parts of the "system". There are two key aspects of the legislation that appear to be driving toward the design of an integrated system for the delivery of workforce investment products and services – the one-stop CareerCenters that bring together many of the component parts of the system that serve job seekers and employers; and the establishment of strong business-led workforce

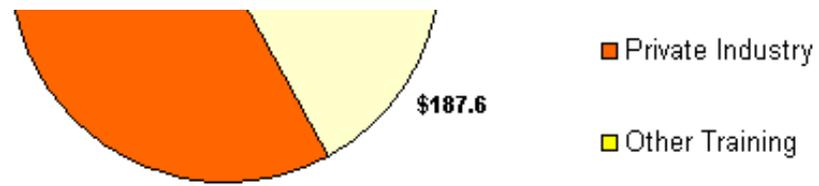
development boards at the state and local level to guide the system through this development process. It is through the evolving CareerCenter system and the ascribed leadership roles of the state and local workforce investment boards that a framework begins to connect the component parts into a cohesive whole. The primary role of leadership is to convene stakeholders and then work collaboratively to establish policy and framework that result better alignment of programs, services and resources.

The Workforce Investment Act did not carry over that precedent of categorically funding training services for a limited number of eligible constituents. Instead, it promotes the broader concept of "universal access" to services for most everyone. The new system must contend with the ongoing issue of providing financial resources to support workforce training. Although the Maine Department of Labor administers the education and training dollars authorized under the Act, relatively speaking these resources make up only a fraction of the considerable investment available to boost education and training opportunities for Maine's workforce. This apparent shift from a "job training program" approach to a broader system approach does create an opening for streamlining the process for providing both job seekers and business customers with access to training and support resources.

There are scores of public and private institutions, agencies, and units of state and local government whose resources contribute to providing education and training services, support for those services, or employment-related social services. No one of these programs or service providers is



uniquely responsible for addressing the divergent training and development needs of Maine's workforce and the business community.



When all the component parts of the publicly funded “system” that is currently in place are counted it becomes clear that resources available for this investment are considerable. To illustrate the significance of this point, Table 1 shows the extent to which state and federal resources were available in fiscal year 2001 to support workforce training and business expansion. As the table indicates the \$10.3 million in total Workforce Investment Act dollars amounts to one-eighth of the total state and federal investment \$101 million. Even ignoring for the moment, private and quasi-government resources, the Workforce Investment Act program is but a fraction of a larger network of government-funded job training programs in Maine.

As policy makers we can seize this opportunity by thinking expansively and designing a customer-focused, comprehensive workforce development system that includes a myriad of education and training providers such as adult education, the university, the vocational colleges, the technology centers, and the private sector. While there may be clusters of service units that are linked through shared customer referrals or business alliances, by and large the amalgamation of workforce-related services is characterized by a splintered and fragmented array of often similar services. Because programs are funded categorically, each with their own unique enabling legislation, regulations and performance reporting requirements, they can be characterized by multiple access points for customers with a confusing and contradictory array of performance expectations for administrators and staff.

This opportunity beckons the Maine State Legislature, the Maine Jobs Council, the four local workforce boards *and* all the other stakeholders to come together to develop a strategic approach ensuring that quality workforce investment programs and services are made available to Maine citizens in the 21st century.

What is the Role of the Local Workforce Investment Boards?

The Workforce Investment Act of 1998 extended to state and local workforce boards far-reaching responsibility to ensure that employment and training programs in their communities operate at a high level of quality and satisfy the expectations and needs of their customers. In practice, this means that workforce boards are charged with overseeing the provision of services by many independent organizations, most of which have no direct reporting relationship to the board.

Program	Department	Federal	State	Total	Training Funds	Targeted to Low Income Population
Temporary Assistance for Needy Families	DHS	\$1,447,000		\$1,447,000	x	x
Title V OAA SCSEP	DHS	\$2,653,763		\$2,653,763	x	x
Fishing Industry Retraining Project	DOL	\$530,351		\$530,351	x	
Multi-Company Grant (2 year grant)	DOL	\$1,782,532		\$1,782,532	x	
Apprenticeship	DOL		\$585,191	\$585,191	x	
Trade Adjustment Assistance	DOL	\$3,174,980		\$3,174,980	x	
WIA (Adult, Youth, & Dislocated Worker Programs)	DOL	\$10,352,182		\$10,352,182	x	x
Governor's Training Initiative / CareerCenter	DOL		\$4,800,000	\$4,800,000	x	
Wagner-Peyser	DOL	\$4,005,859		\$4,005,859		
Disabled Veteran's Services (DVO P & LVER)	DOL	\$940,000		\$940,000		
MSFWs Training Services (Federal - WIA §167 Grant)	TDC	\$550,961		\$550,961	x	
Allen Labor Registration	DOL	\$152,638		\$152,638		
Refugee Resettlement Program	DHS	\$230,000		\$230,000		x
Career Resource Center (formerly MOCOC)	DOL	\$109,550	\$122,584	\$232,134		
Peer Support Workers	DOL		\$684,876	\$684,876		
Women, Work & Community	UMA		\$678,172	\$678,172	x	
Jobs for Maine Graduates	JMG	\$312,000	\$1,343,337	\$1,655,337	x	x
Maine Quality Centers	MTC S		\$1,277,435	\$1,277,435	x	
Maine Career Advantage	MTC S		\$1,078,524	\$1,078,524	x	
Maine Conservation Corps	DOL	\$1,084,222	\$84,827	\$1,169,049	x	x
Job Corps	TDC	\$1,448,814		\$1,448,814	x	x
Adult Basic Education	DOE	\$4,139,805	\$1,890,705	\$6,030,510	x	x
Job Exploration and Training (Food Stamps)	DHS	\$308,510	\$203,430	\$511,940	x	x
Carl Perkins	DOE	\$5,690,017	\$258,000	\$5,948,017	x	
Vocational Rehabilitation	DOL	\$14,406,861	\$4026,300	\$18,433,161	x	
Supported Employment Program	DMH&MR	\$358,044	\$1,949,726	\$2,307,770	x	
PELL/SEOGs	DOE	\$28,000,000		\$28,000,000	x	x
Total		\$81,678,089	\$18,983,107	\$100,661,196		

In Maine, we believe that “universal service” demands a universal outlook. The local boards are expected to be their community’s clearinghouse and local expert on workforce development issues. Their mandate embraces an entire workforce system: all the public and private training programs, educational institutions, employers, stakeholder organizations that ensure that workers have the best possible employment opportunities and employers have the best possible employees to fill current and future jobs. Effective boards see the business community as a key customer and their role as crafting a workforce development system to meet the needs of employers.

Their role is one of long-term policy making and coalition building rather than day-to-day administration of programs and projects. This new role implies a new level of leadership and management to successfully implement the program changes mandated by the Workforce Investment Act and to look beyond the Act programs to address broader workforce development issues affecting the local communities served by the Board.

What Role Do the CareerCenters Play in the Workforce Development System?

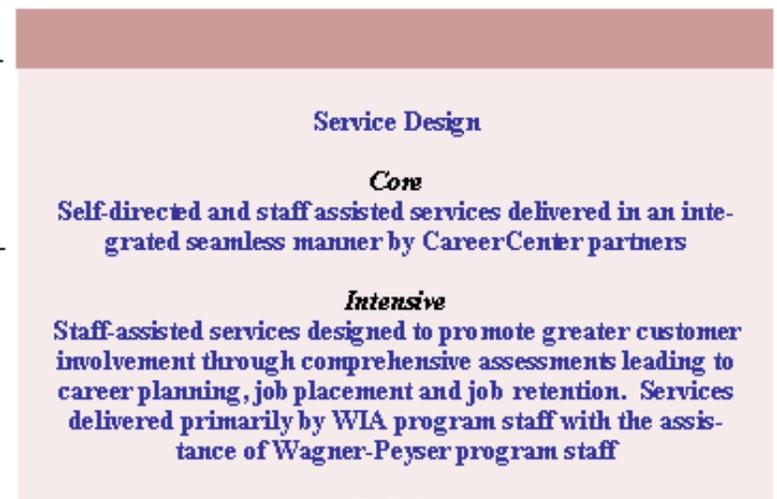
The vision and mission that came out of the design process for Maine's CareerCenters is stated as, "*CareerCenters are the resource of choice for job seekers, workers, and employers who seek workforce development information, products and services by providing a seamless system for multiple, integrated access points.*" Indeed, the CareerCenters are now destined to become an integral part of the emerging workforce investment system.

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The mission of CareerCenters is to serve everyone so that, in some capacity, their needs are met. Multiple programs are expected to have a single customer interface with clear pathways between and among them. Service providers no longer make training investments unilaterally and autonomously, they leverage other training investments while brokering their own. Perhaps most important of all, programs are to contribute to an overall system by having mutual accountability.

Among the guiding principles embedded in the new workforce system, universal access, customer choice, and seamless program integration have been translated into a radically new program design involving a hierarchy of services. At the highest level, everyone has access to certain basic or Core Services. Mostly informational, Core Services focus on helping consumers identify jobs and careers based on their interests and career experiences. A wide range of information and services are available, but they are self-identified and accessed without mediation from systems staff.

The next level, referred to as Intensive Services



The next level, referred to as intensive services, provides an opportunity for customers to receive services in a more structured environment with the help of staff, and are intended for income-eligible people having difficulty finding and retaining employment. Services include basic literacy skills, comprehensive vocational assessments, short-term vocational workshops, temporary work experiences and internships, and out-of-area job search assistance.

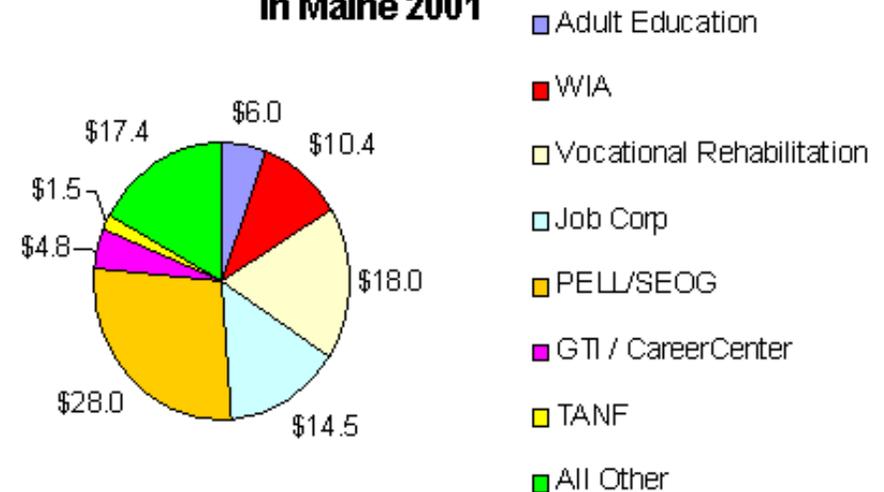
Training
 Provides access to training through Individual Training Accounts and/or packaging resources to fund training plans

Finally, and again for income-eligible customers continuing to have difficulty finding and retaining employment, a third level, Training Services, is available. It includes subsidized occupational skills training through on-the-job arrangements with employers, and formal classroom instruction.

Central to the new way of doing business, the CareerCenters commonly broker a package of services for customers with these programs. The chart below is only the federal and State job training money available to a half dozen Maine State government departments and their contractors. When viewed in the larger context that includes all education and workforce training activities in the state, Workforce Investment Act program funds comprise only a fraction of the resources that are available to support these activities. The University of Maine and the Maine Technical Colleges together receive over \$200 million annually from the state government alone. For the 1999-2000 award year, Maine received \$28 million in Pell grants. Private investment is estimated (based on responses to a Maine Economic Growth Council survey) to approach \$900 million annually in Maine – or about 3% of company budgets. In this larger context, the Workforce Investment Act funding is about 1% of adult education and job training expenditures by the public and private sectors in Maine.

In addition to publicly funded workforce development initiatives, many jobs created in Maine are often the

Federal and State Job Training Funds in Maine 2001



result of state and local economic development efforts or research and development. The "knowledge based" economy is growing in Maine and changing the economy. The success of Maine's future rests on two factors more than at any other time in history—*knowledge and innovation*. To stay competitive, we must have a skilled workforce. To achieve this we must be prepared to make substantial investments not only in education and skills but also through investment in research and development in all sectors of the economy. No longer can the "take care of business first, train later" style of independent effort be effective in this rapidly changing economy. This means that economic planning and development and workforce planning and investment must not simply work closely in the private sector and with private investment, but we must view ourselves as part of the same system.

Building a Stronger Connection for Maine Youth

The intent of the Workforce Investment Act around working with youth is to focus communities on creating long-term strategies that assist young people to improve their educational achievement, succeed in employment and develop their potential as citizens and leaders. Maine's CareerCenter system serves as a "one stop" location for any youth to access the wide range of services, referrals and supports needed, and the Workforce Investment Act created a unique opportunity for communities to directly impact and enhance the range of services.

Through Youth Councils, which are subcommittees of the Local Workforce Investment Boards, communities have the responsibility to assess what services are available to youth, determine what resources are missing and form collaborations to fill the gaps.

Maine's four Youth Councils were appointed following establishment of the local boards in 2000. Under the guidance of the private sector, the Youth Councils began to define their visions of comprehensive year-round services for youth ages 14 through 21, and determine their first steps toward achievement. Youth programs provided out of each CareerCenter include the Information Center services; determination of Workforce Investment Act program eligibility and referral to services provided by other youth service agencies; assessment of strengths and needs; and development of a plan of service based on assessment results. Service plans may include any of the following activities, with the goal of assisting youth toward making the transition into an effective, working adulthood:

- Tutoring, study skills training and instruction leading to completion of secondary school, including drop-out prevention strategies;
- Alternative secondary school services as appropriate;
- Summer employment opportunities that are directly linked to academic and occupational learning
- Paid and unpaid work experiences;
- Occupational skills training;
- Leadership development opportunities, such as community service and other activities encouraging responsibility and other positive social behaviors;
- Supportive services such as subsidies for childcare, work clothing or other items needed for participation in training, education or work;

- Adult mentoring for one year;
- Follow up services for one year after leaving the program; or
- Comprehensive guidance and counseling services and referrals, including substance abuse counseling.

The Youth Councils have accomplished their initial goals of continuing service to youth through the program redesign; planning the new approaches; and contracting with consortia of service providers for the 2001-2002 program year. Now efforts are underway in several directions to strengthen current partnerships and form new ones:

- Service Providers from each local area recently participated in an intensive proposal development effort in partnership with the Maine Department of Corrections, local law enforcement, and mental health, substance abuse and education agencies to serve incarcerated youth re-entering their communities. The proposal was submitted in October 2001.
- Coastal Counties and Central/Western service providers are currently implementing an UPS School-to-Career grant written over the summer in collaboration with Casey Family Services, to serve older

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youth who are transitioning out of foster care.

- Service providers from each local area are sponsoring a total of eleven young men in foster care in the "Experience at Sea" project developed by Community Health and Counseling Services in partnership with the Tri-County WIB service provider.
- Job Corps recruiters are out-stationed at CareerCenters on a rotating schedule to facilitate contact with and for youth.
- Tours of CareerCenters are regularly held for students from Jobs for Maine's Graduates and Job Corps, and tours are made available to any other organizations and to groups of students from local schools.
- Each Youth Council is renewing and increasing membership to provide more diverse and effective community representation. Each is also evaluating local progress toward goals and will develop means to improve collaborations for more efficient provision of services.
- Youth Councils are developing strategies to provide stronger outreach and recruitment of both in-school and out-of-school youth into the CareerCenters.

At the State level, efforts are focusing on the following:

- Assisting the Maine Jobs Council/Workforce Investment Board's Youth Council to increase its effectiveness and impact on Maine's youth development system.
- Evaluating local area programs to impact continuous improvement.

- Fully implementing the provision of the Act requiring a minimum of one year of follow-up services to youth.
- Increasing the Maine Department of Labor's participation on the Maine Children's Cabinet to promote seamless services to children, youth and families.
- Exploring the utilization of the Department of Human Service's Integrated Case Management model within CareerCenter youth programming to facilitate seamless services and leveraging of resources.

Major Challenges as We Look Ahead

The opening statement in the State of Maine's Workforce Investment Act Plan acknowledges the "window of opportunity" that the Act provides state and local policy makers to create an effective and responsive workforce development system that serves Maine citizens. While embracing this renewed effort to design a system that responds to the seven guiding principles of the Act -- streamlined service, empowered customers, universal access to services, increased state and local responsibility, strong local workforce board participation, flexibility and improved youth programs -- we face many new challenges:

- Inadequate funding levels to meet the new demands of an expanded workforce investment system.
- Defining the role of Workforce Investment Act programs in the context of a larger system that is fragmented and resource rich.
- Developing investment strategies that leverage all relevant resources.
- Collaborative system building.
- Lack of integration at the federal level is a hindrance for local programs that struggle to streamline services against a backdrop of conflicting eligibility requirements, funding streams and performance measurement requirements and reporting/tracking systems.
- Adapting funding and service strategies to current and future labor market realities.
- Workforce Investment Act funding is a smaller part of the mix of resources that should be leveraged to meet local needs. The requirements of the Act don't necessarily allow the level of flexibility to program resource to meet the demands of incumbent worker training.
- Impact of "Universal Access" on the CareerCenter System.

Highlights of Program Year 2000-2001 Performance

Maine's CareerCenters serve jobseekers and employers through a variety of programs. In PY 2000 Labor Exchange in CareerCenters took in **82,742** applicants and received **17,326** job listings. Over **31,000** job seekers were referred to employment. There were over **7,000** job seekers placed directly into employment by the Labor Exchange system.

The Governor's Training Initiative supplied funds to train 5,000 workers in over **200** companies. Trade Adjustment Act funds were used to fund training expenses for 868 workers. Maine's pre-apprenticeship program enrolled **607** and **675** participated in the Registered Apprenticeship program.

There are other federal, State, and local programs not mentioned here which operate in CareerCenters, as well. As mentioned previously in this report, the contribution of WIA funds to the actual training of numbers of individuals is small. However, the use of WIA funds to leverage other resources is a large contribution to the workforce investment effort. WIA funds are spent on the infrastructure of the CareerCenter system to integrate many other resources designed to find employment for those who seek it.

Notwithstanding the use of WIA funds for workforce investment system building, WIA funds are also used to provide counseling, testing, assessment and training, and information services along a continuum of increasing intensity (and cost) for those who are eligible. Performance is tracked on individuals who register for these services.

In PY 2000, the Workforce Investment Act funded these types of services for **1,467** Adults, **1,771** Dislocated Workers, and **747** Youth. Outcome performance for these groups is measured by 17 different indicators. The results of actual performance against standards set by a negotiation process between the State and the U.S. Department of Labor is shown in tables below. Maine exceeded all but three of the seventeen standards.

Workforce Investment Act Performance Measures At-A-Glance

MAINE DEPARTMENT OF LABOR
WIA Annual REPORT (ETA 9091)
Table A – Workforce Investment Act Customer Satisfaction Results
PY 2000

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70%	80%	497	1,321	941	53%
Employers	66%	67%	501	3,712	862	58%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	75.9%	77%	Numerator	365
			Denominator	476
Employment Retention Rate	81.8%	86%	Numerator	402
			Denominator	466
Earnings Change in Six Months	\$3,165	\$3,752	Numerator	\$1,748,563
			Denominator	466
Employment And Credential Rate	60%	69%	Numerator	369
			Denominator	534

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	76%	116	76%	35	71%	56	64%	16
		153		46		79		25
Employment Retention Rate	85%	123	78%	31	81%	57	71%	15
		144		40		70		21
Earnings Change in Six Months	\$4,512	\$649,797	\$2,280	\$90,397	\$3,627	\$253,881	\$1,662	\$34,909
		144		40		70		21
Employment And Credential Rate	67%	112	67%	32	64%	51	54%	13
		168		48		80		24

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	76%	321	80%	44
		421		55
Employment Retention Rate	86%	355	90%	47
		414		52
Earnings Change in Six Months	\$3,740	\$1,548,491	\$3,848	\$200,072
		414		52
Employment And Credential	69%	369	0%	0
		534		0

Table E - Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	80%	81%	Numerator	562
			Denominator	697
Employment Retention Rate	89%	92%	Numerator	519
			Denominator	562
Earnings Replacement in Six Months	95%	90%	Numerator	\$5,606,370
			Denominator	\$6,199,588
Employment And Credential Rate	60%	71%	Numerator	421
			Denominator	596

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Individuals With Disabilities		Veterans		Older Individuals		Displaced Homemakers	
Entered Employment Rate	75%	40	81%	81	68%	38	67%	4
		53		100		56		6
Employment Retention Rate	98%	39	93%	75	89%	34	100%	4
		40		81		38		4
Earnings Replacement Rate	102%	\$326,865	82%	\$938,889	58%	\$348,647	122%	\$36,149
		\$320,729		\$1,141,472		\$597,653		\$29,668
Employment And Credential Rate	70%	31	75%	66	69%	31	67%	4
		44		88		45		6

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	81%	481	80%	81
		596		101
Employment Retention Rate	93%	445	91%	74
		481		81
Earnings Replacement Rate	91%	\$4,723,398	86%	\$882,972
		\$5,167,426		\$1,032,162
Employment And Credential Rate	71%	421	0%	0
		596		0

Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	66%	72%	Numerator	109
			Denominator	152
Employment Retention Rate	67%	77%	Numerator	107
			Denominator	139
Earnings Change in Six Months	\$2,525	\$2,890	Numerator	\$401,690
			Denominator	139
Credential Rate	50%	52%	Numerator	98
			Denominator	190

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	83%	24	100%	1	73%	19	100%	8
		29		1		26		8
Employment Retention Rate	81%	25	50%	1	78%	18	50%	4
		31		2		23		8
Earnings Change in Six Months	\$3,175	\$98,420	\$3,916	\$7,832	\$3,386	\$77,881	\$2,129	\$17,032
		31		2		23		8
Credential Rate	50%	19	50%	1	47%	14	89%	8
		38		2		30		9

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	75%	95%	108
			114
Diploma or Equivalent Attainment Rate	55%	50%	24
			48
Retention Rate	54%	59%	87
			148

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	100%	11	93%	83	83%	10
		11		89		12
Diploma or Equivalent Attainment Rate	56%	5	32%	7	50%	14
		9		22		28
Retention Rate	71%	20	56%	31	55%	49
		28		55		89

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Table L- Other Reported Information

	12 Mo. Employment Retention Rate	12 Mo. Earnings Change (Adults and Older Workers) or 12 Mo. Earnings Replacement	Placements for Participants in Nontraditional Employment		Wages At Entry into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the training Received of Those Who Completed Training Services	
Adults			3%	12	\$3,783	\$1,380,665	67%	278
				466		365		414
Dislocated Workers			3%	14	\$5,140	\$2,888,586	65%	311
				562		562		481
Older Youth			0%	0	\$2,395	\$261,012		
				139		109		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	1,620	572
Dislocated Workers	1,527	683
Older Youth	235	67
Younger Youth	384	55

Table N- Cost of Program Activities

Program Activities		Total Federal Spending
Local Adults		\$2,805,317
Local Dislocated Workers		\$2,081,298
Local Youth		\$2,846,115
Rapid Response (up to 25%) §134 (a) (2) (b)		\$580,735
Statewide Required Activities (up to 15%) §134 (a) (2) (b) *		\$1,132,934
Statewide Allowable Activities §134 (a) (3)	10% of Adult, Youth, and DW funds for State Activities	\$664,373
Program Activity Description		
Total of All Federal Spending Listed Above		\$9,446,399

*One Stop Operating System development expenditures amount to \$333,718

**MAINE DEPARTMENT OF LABOR
WIA QUARTERLY REPORT (ETA 9090)
Aroostook/Washington WIB
PY 2000**

Table O

Local Area Name	Total Participants Served	Adults	120
		Dislocated Workers	86
		Older Youth	117
		Younger Youth	55
ETA Assigned #	Total Exiters	Adults	48
		Dislocated Workers	43
		Older Youth	12
		Younger Youth	3
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	86%
	Employers	66%	71%
Entered Employment Rate	Adults	75.9%	69%
	Dislocated Workers	80%	73%
	Older Youth	66%	71%
Retention Rate	Adults	81.8%	82%
	Dislocated Workers	89%	86%
	Older Youth	67%	82%
	Younger Youth	54%	64%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,165	\$2,699
	Dislocated Workers	95%	102%
	Older Youth	\$2,525	\$2,905
Credential/Diploma Rate	Adults	60%	60%
	Dislocated Workers	60%	58%
	Older Youth	50%	41%
	Younger Youth	55%	0%
Skill Attainment Rate	Younger Youth	75%	80%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")		n/a	n/a
Overall Status of Local Performance	Not Met	Met	Exceeded
	7	1	9

**MAINE DEPARTMENT OF LABOR
WIA QUARTERLY REPORT (ETA 9090)
Tri-County WIB
PY 2000**

Table O

Local Area Name	Total Participants Served	Adults	231
		Dislocated Workers	280
		Older Youth	0
		Younger Youth	73
ETA Assigned #	Total Exiters	Adults	90
		Dislocated Workers	135
		Older Youth	22
		Younger Youth	12
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	80%
	Employers	66%	70%
Entered Employment Rate	Adults	75.9%	85%
	Dislocated Workers	80%	88%
	Older Youth	66%	60%
Retention Rate	Adults	81.8%	88%

	Dislocated Workers	89%	92%
	Older Youth	67%	67%
	Younger Youth	54%	43%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,165	\$4,129
	Dislocated Workers	95%	93%
	Older Youth	\$2,525	\$3,191
Credential/Diploma Rate	Adults	60%	81%
	Dislocated Workers	60%	85%
	Older Youth	50%	37%
	Younger Youth	55%	60%
Skill Attainment Rate	Younger Youth	75%	98%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")		n/a	n/a
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	3	12

**MAINE DEPARTMENT OF LABOR
WIA QUARTERLY REPORT (ETA 9090)
Central/Western Maine WIB
PY 2000**

Table O

Local Area Name	Total Participants Served	Adults	567
		Dislocated Workers	651
		Older Youth	66
		Younger Youth	139
ETA Assigned #	Total Exiters	Adults	313
		Dislocated Workers	299
		Older Youth	16
		Younger Youth	25
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	79%
	Employers	66%	66%
Entered Employment Rate	Adults	75.9%	80%
	Dislocated Workers	80%	84%
	Older Youth	66%	71%
Retention Rate	Adults	81.8%	89%
	Dislocated Workers	89%	94%
	Older Youth	67%	72%
	Younger Youth	54%	60%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,165	\$4,011
	Dislocated Workers	95%	99%
	Older Youth	\$2,525	\$2,169
Credential/Diploma Rate	Adults	60%	69%
	Dislocated Workers	60%	72%
	Older Youth	50%	61%

	Younger Youth	55%	50%
Skill Attainment Rate	Younger Youth	75%	100%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")		n/a	n/a
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

**MAINE DEPARTMENT OF LABOR
WIA QUARTERLY REPORT (ETA 9090)
Coastal Counties WIB
PY 2000**

Table O

Local Area Name	Total Participants Served	Adults	702
		Dislocated Workers	510
		Older Youth	52
		Younger Youth	117
ETA Assigned #	Total Exiters	Adults	121
		Dislocated Workers	206
		Older Youth	17
		Younger Youth	15
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	78%
	Employers	66%	69%
Entered Employment Rate	Adults	75.9%	75%
	Dislocated Workers	80%	78%
	Older Youth	66%	77%
Retention Rate	Adults	81.8%	87%
	Dislocated Workers	89%	94%
	Older Youth	67%	78%
	Younger Youth	54%	57%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,165	\$4,276
	Dislocated Workers	95%	78%
	Older Youth	\$2,525	\$3,488
Credential/Diploma Rate	Adults	60%	72%
	Dislocated Workers	60%	70%
	Older Youth	50%	64%
	Younger Youth	55%	54%
Skill Attainment Rate	Younger Youth	75%	85%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")		n/a	n/a

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	13

**MAINE DEPARTMENT OF LABOR
WIA QUARTERLY REPORT (ETA 9090)
Statewide
PY 2000**

Table O

Local Area Name	Total Participants Served	Adults	1,620
		Dislocated Workers	1,527
		Older Youth	235
		Younger Youth	384
ETA Assigned #	Total Exiters	Adults	572
		Dislocated Workers	683
		Older Youth	67
		Younger Youth	55
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	80%
	Employers	66%	67%
Entered Employment Rate	Adults	75.9%	77%
	Dislocated Workers	80%	81%
	Older Youth	66%	72%
Retention Rate	Adults	81.8%	86%

	Dislocated Workers	89%	92%
	Older Youth	67%	77%
	Younger Youth	54%	59%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,165	\$3,752
	Dislocated Workers	95%	90%
	Older Youth	\$2,525	\$2,890
Credential/Diploma Rate	Adults	60%	69%
	Dislocated Workers	60%	70%
	Older Youth	50%	52%
	Younger Youth	55%	50%
Skill Attainment Rate	Younger Youth	75%	95%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")		n/a	n/a
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15

The State scored over 100% in each of the program areas and did not score below 80% on any one of the performance measures in PY '00. This qualifies the State for the national incentive grant.

PY 2000 WIA Performance
Run Date: 11/28/01 - WIA Annual Report

	Aroostook-Washington LA			Tri-County LA			Central LA			Coa
Adult	Standard	Actual	É%	Standard	Actual	É%	Standard	Actual	É%	Standard
A. Adult Entered Employment	75.9%	69%	-9%	75.9%	85%	12%	75.9%	80%	5%	75.9%
B. Adult Employment Retention	81.8%	82%	0%	81.8%	88%	8%	81.8%	89%	9%	81.8%
C. Adult Earnings Gain Rate	\$3,165	\$2,699	-15%	\$3,165	\$4,129	30%	\$3,165	\$4,011	27%	\$3,165
D. Adult Employment and Cre-	60%	60%	0%	60%	81%	35%	60%	69%	15%	60%
Youth										
A. Older Youth Entered Employ-	66%	71%	8%	66%	60%	-9%	66%	71%	8%	66%
B. Older Youth Retention Rate	67%	82%	22%	67%	67%	0%	67%	72%	7%	67%
C. Older Youth Earnings Gain	\$2,525	\$2,905	15%	\$2,525	\$3,191	26%	\$2,525	\$2,169	-14%	\$2,525
D. Older Youth Credential Rate	50%	41%	-18%	50%	37%	-26%	50%	61%	22%	50%
E. Younger Youth Skill Attain-	75%	80%	7%	75%	98%	31%	75%	100%	33%	75%
F. Younger Youth Diploma or	55%	0%	-100%	55%	60%	9%	55%	50%	-9%	55%
G. Younger Youth Retention	54%	64%	19%	54%	43%	-20%	54%	60%	11%	54%
Dislocated Worker										
A. Dislocated Worker Entered	80%	73%	-9%	80%	88%	10%	80%	84%	5%	80%
B. Dislocated Worker Retention	89%	86%	-3%	89%	92%	3%	89%	94%	6%	89%
C. Dislocated Worker Earnings	95%	102%	7%	95%	93%	-2%	95%	99%	4%	95%
D. Dislocated Worker Employ-	60%	58%	-3%	60%	85%	42%	60%	72%	20%	60%
Customer Satisfaction										
A. Participants	70%	86%	23%	70%	80%	14%	70%	79%	13%	70%
B. Employers	66%	71%	8%	66%	70%	6%	66%	66%	0%	66%

Stal LA	Statewide			
	Actual	Ê%	Standard	Actual
75%	-1%	75.9%	77%	1%
87%	6%	81.8%	86%	5%
\$4,276	35%	\$3,165	\$3,752	19%
72%	20%	60%	69%	15%
77%	17%	66%	72%	9%
78%	16%	67%	77%	15%
\$3,488	38%	\$2,525	\$2,890	14%
64%	28%	50%	52%	4%
85%	13%	75%	95%	27%
54%	-2%	55%	50%	-9%
57%	6%	54%	59%	9%
79%	-3%	80%	81%	1%
94%	6%	89%	92%	3%
78%	-18%	95%	90%	-5%
70%	17%	60%	71%	18%
78%	11%	70%	80%	14%
69%	5%	66%	67%	2%