

FY04 (PY03) Annual Report

Adult, Dislocated Worker and Youth Activities Workforce Investment Act of 1998, Title I-B

submitted by the
Commonwealth of Massachusetts

to the
United States Department of Labor
Employment and Training Administration

October 1, 2004

Commonwealth of Massachusetts
Mitt Romney, Governor

Department of Workforce Development
Jane C. Edmonds, Director

Commonwealth Corporation
Jonathan Raymond, President

Division of Career Services
Susan Lawler, Commissioner

A. PY03 Review of Massachusetts' Statewide WIA Title I Performance Measures

Statewide performance on the seventeen WIA Title I performance measures improved somewhat during Program Year 2003 (PY03; also state FY2004), as compared to performance in PY02. All performance goals were met or exceeded, whereas in PY02 the state failed to achieve the minimum level of satisfactory performance against goal on two measures. The following is an overview of the performance of each measure. (The required statewide Annual Report tables are included in the Appendix to this narrative; they have been submitted to USDOL via the on-line reporting system.)

Customer Satisfaction (Table A): Results from the telephone surveys show that participants continue to be very satisfied with services, with responses resulting in an American Customer Satisfaction Index (ACSI) score of 78.3, exceeding the goal of 75. Results for employers increased to a score of 71.7, up from PY02's score of 70.0, just about meeting the goal of 72. There was also a significant increase in the response rates for both the participant and employer surveys. While still below the DOL/OMB recommended response rate of 70%, the participant response rate improved to 65% from 60% and the employer rate went up to 59% from last year's 48%. The improvement in response rates shows some success in improving procedures in the identification and collection of contact person information. The Commonwealth will continue to take steps to improve these procedures and to meet the required response rate to ensure the validity of survey results.

Overall Adult (Table B): The entered employment rate decreased slightly from PY02 performance (73.7% vs. 74.5%), but did exceed the goal of 73.5%. The retention rate at six months also decreased (79.1% vs. 79.9) and continues to be below the goal of 82%. The employed-with-credential measure also declined (65.1% vs. 66.8%), although this performance level exceeds the goal of 60% by a large margin.

In PY02, one of the two performance measures that failed to meet the minimum threshold of 80% of goal was the Adult earnings gain at six months. Results on this measure had declined dramatically in both PY01 and PY02, during the period of worsening economic conditions in the Commonwealth. The earnings gain in PY03 improved significantly, at an average gain of \$3,140 versus last year's \$2,765. The earnings gain of \$3,140 is 90% of the re-negotiated goal of \$3,500, far above the minimum threshold for satisfactorily meeting the goal.

In addition to actual improvement in performance on the earnings gain measure, it also appears that the revised reporting schedule for the PY03 Annual Report allows for more complete wage record matching results. Most of the Title I performance measures make use of matching program exiters against the quarterly UI wage records filed by employers. The time period for program exiters in the earnings gain measure for the PY03 Annual Report allows a longer period between the end date of six month earnings quarter and the point at which wage record matching is processed. In fact, performance for some exiters in an overlapping period included in both Annual Reports who were not found in wage records for the PY02 report have been subsequently matched using updated files for the PY03 report. This suggests that actual performance for the PY02 report may not have been as low as reported, although based on the data available at that point in time.

Overall Dislocated Workers (Table E): While the results for dislocated workers met or exceeded the performance goals for PY03, the actual performance levels declined from PY02 on three of the four

measures. The entered employment rate decreased (79.8% vs. 85.8%), although it continues to exceed the goal of 79.5%. The retention rate improved to 87.1% (from 85.8% in PY02) and is slightly below the goal of 89%. The employed-with-credential measure declined from PY02 (69.0% vs. 78.8%), similar to the decrease in the overall entered employment for dislocated workers. It still far exceeds the goal of 60%.

The earnings replacement rate (i.e., earnings in post-program quarters two and three as compared to pre-program earnings) for dislocated workers was 79.0% (versus 80.9% in PY03), about 84% of the goal of 94%. While not falling below the DOL threshold for meeting a performance goal, this was the third consecutive year of declining performance on this measure. These results are somewhat inconsistent with the increase in earnings gain during PY03 for adults. While post-program earnings increased for PY03 exiters, the pre-program earnings for this group were also higher, making it challenging to attain wages at replacement levels by the six month point after program exit.

Overall Older Youth (Table H): Performance for the PY03 period improved for older youth on three of the four measures compared to PY02. The entered employment rate for older youth (age 19-21) was 61.1%, or 93% of the goal of 65.5%. This was one measure that improved versus PY02 (61.1% vs. 58.4%). The retention rate also slightly increased from PY02 (77.8% vs. 76.4%), although it is still slightly below the goal of 79%. As with the adult programs, the employed-with-credential rate declined in PY03 (45.5% vs. 46.3%) and is at 91% of the goal of 50%.

The earnings gain rate for older youth last year showed a significant decline and the statewide performance failed to meet the minimum level of performance against goal. Similar to the adult program, actual performance in PY03 improved from \$2,149 to \$2,590. This average earnings gain is 96% of the re-negotiated goal of \$2,700. While replacement earnings for dislocated workers continue to decline, the ongoing improvement in economic conditions is beginning to result to increased post-program earnings for low-income and hard-to-serve adults and youth.

Overall Younger Youth (Table J): The skill attainment rate for younger youth (14-18) was about the same as PY02 and exceeded the standard at 78.6% versus the goal of 76%. The diploma attainment rate of 59.3% improved over the PY02 level of 57.0% and exceeded the goal of 57%. The retention rate also increased significantly from 51.2% in PY02 to 60.5%, about 106% of the goal of 57%. The increase in retention rate (for post-program retention in employment and/or post-secondary education) was most notable, given the high rate of unemployment for youth. There was some improvement in reporting procedures by local areas for the collection of retention data.

Performance Summary: Most significantly, the Commonwealth improved PY03 performance on the two measures that were failed in PY02, the adult and older youth post-program earnings gain. All of the seventeen performance measures were met or exceeded, although not at a level to qualify for an incentive grant. Eight of the performance measures exceeded goal, one more than the seven exceeded in PY02. The response rates for the customer satisfaction surveys are still below the required levels and the Commonwealth will explore procedures to continue the improvement in these rates obtained in PY03. There was some inconsistency in the trends for the employment and earning measures, both within and across the adult, dislocated and youth program groups. Additional analysis will be conducted to identify the factors influencing these results.

B. Cost of workforce investment activities and effects on the performance of participants.

For state Fiscal Year 2004 (Program Year 2003), the Commonwealth of Massachusetts received a WIA Title I-B allotment of approximately \$38.1 million. This allocation represented only a slight loss of \$250,000 from the Fiscal Year 2003 allotment of \$38.4 million. The impact varied greatly by funding stream. Youth funding was reduced by 20% in large part due to decrease in the national appropriation. The Adult program funding in FY2004 was 5% less than the previous year. These decreases were balanced in the total state allotment by the 26% increase for the Dislocated Worker programs. In addition to annual FY2004 allotments, there were carry-in funds across all categories in the amount of \$9.1 million dollars. The total of available funds for FY2004 WIA Title I-B activities was about \$47.2 million.

The Workforce Investment Act requires that local funds be expended within two program years, with the further requirement that 80% of available funds be spent and/or obligated by the end of an allotment's first year. Funds set aside for statewide activities, including Rapid Response, may be spent over a period of three years. Because of Congressional concern over the timely and efficient use of these resources, the Department of Labor has encouraged states to establish a goal of spending, not just obligating, at least 80% of available funds each program year.

Of the combined total of over \$47.2 million, approximately 82%, or \$38.8 million, had been expended by June 30, 2004. As in FY2003, this level of expenditures exceeds the goal of spending at least 80% of available funds. Of the remaining balance of \$8.3 million, \$3.3 million was already obligated as of June 30, 2004. The Commonwealth's end-of-year total of expenditures and obligations was, therefore, \$42.1 million, representing 89% of total statewide availability. Chart 1 on the following page shows availability and expenditure detail by program reporting categories.

With the large decreases in funding, both the local Adult and Youth allocations were spent at a higher rate than FY2003. Approximately 94% of the Adult local program funds were spent, with a total of 97% spent and obligated. Local Youth funds were expended at the 86% level and 94% of all funding was either spent or obligated. Almost half of the Local Youth funds were spent on out-of-school youth (49%). About 87% of local Dislocated Worker funds were spent, and 90% of available funding was either spent or obligated. Across the four local funding categories of Adult, Dislocated Worker, Youth and Local Administration, \$29.9 of the \$34.2 million available (87%) was expended by June 30, 2004.

Statewide Rapid Response funds, including funds made available for additional assistance to local areas, were expended at the rate of 53% of availability, with a total of 76% spent and obligated. The Governor's 15% Reserve for statewide activities and state oversight expended 78% of availability, with 84% spent and obligated. As in past years, both of the statewide funding types were spent at a slower rate than local allocations as they can be spent over a period of three years and some funds are used for multi-year contracts.

Chart 1: WIA Title I-B Expenditures and Cost per Participant Ratios

Title I Expenditures (PY03 Allocation and Carry-In)					
Total All Fund Sources	Available	Expended	Pct	Balance Remaining	Balance Obligated
Adult Local Program	\$7,679,147	\$7,212,433	94%	\$466,714	\$242,927
<i>Carry in Monies (non add)</i>	<i>\$993,704</i>	<i>\$993,704</i>	<i>100%</i>	<i>\$0</i>	<i>\$0</i>
Dislocated Worker Local Program	\$9,680,880	\$8,444,790	87%	\$1,236,090	\$309,197
<i>Carry in Monies (non add)</i>	<i>\$590,473</i>	<i>\$590,473</i>	<i>100%</i>	<i>\$0</i>	<i>\$0</i>
Youth Local Program	\$13,162,027	\$11,258,245	86%	\$1,903,782	\$1,088,191
<i>Carry in Monies (non add)</i>	<i>\$3,442,958</i>	<i>\$3,442,958</i>	<i>100%</i>	<i>\$0</i>	<i>\$0</i>
Out-of-School Youth	NA	\$5,545,565	(49% of youth expenditures)		
In-School Youth	NA	\$5,712,680	(51% of youth expenditures)		
Local Administration Funds	\$3,678,163	\$2,993,766	81%	\$684,397	\$6,375
<i>Carry in Monies (non add)</i>	<i>\$845,395</i>	<i>\$845,395</i>	<i>100%</i>	<i>\$0</i>	<i>\$0</i>
Statewide Rapid Response Funds	\$4,679,613	\$2,465,068	53%	\$2,214,545	\$1,091,303
<i>Carry in Monies (non add)</i>	<i>\$600,237</i>	<i>\$573,999</i>	<i>96%</i>	<i>\$26,238</i>	<i>\$26,238</i>
Statewide 15% Activity Funds	\$8,275,141	\$6,465,099	78%	\$1,810,042	\$514,551
<i>Carry in Monies (non add)</i>	<i>\$2,556,247</i>	<i>\$2,365,091</i>	<i>93%</i>	<i>\$191,156</i>	<i>\$191,156</i>
Combined Totals	\$47,154,971	\$38,839,401	82%	\$8,315,570	\$3,252,544
<i>Carry in Monies (non add)</i>	<i>\$9,029,014</i>	<i>\$8,811,620</i>	<i>98%</i>	<i>\$217,394</i>	<i>\$217,394</i>

Costs per Participant					
Program Strategies	Total Participants	Cost per Participant	Entered Employment Rate	Retention at Six Months	Post-Pgm Earnings Gain
Adult Program	2,400	\$3,000	73.7%	79.1%	\$3,140
<i>Training/Education Services</i>	<i>1,700</i>	<i>\$3,500</i>	<i>73.8%</i>	<i>79.8%</i>	<i>\$3,060</i>
<i>Core/Intensive Services Only</i>	<i>700</i>	<i>\$1,800</i>	<i>73.5%</i>	<i>78.0%</i>	<i>\$3,275</i>
Dislocated Worker Program	5,250	\$2,300	79.8%	87.1%	79.0%
<i>Training/Education Services</i>	<i>3,300</i>	<i>\$2,950</i>	<i>79.0%</i>	<i>87.8%</i>	<i>77.5%</i>
<i>Core/Intensive Services Only</i>	<i>1,950</i>	<i>\$1,250</i>	<i>80.8%</i>	<i>86.4%</i>	<i>80.4%</i>
Youth Program	4,350	\$2,600	55.4%	69.0%	NA
<i>Out-of-School Youth</i>	<i>1,975</i>	<i>\$2,800</i>	<i>57.5%</i>	<i>71.0%</i>	<i>NA</i>
<i>In-School Youth</i>	<i>2,375</i>	<i>\$2,400</i>	<i>53.5%</i>	<i>57.5%</i>	<i>NA</i>

There were 2,400 adult participants and 5,250 dislocated worker participants in FY2004 Title I programs. The adult enrollment count represented a decrease of 14% from FY2003 participation levels, and the dislocated worker count is about 6% higher than FY2003, consistent with the changes in the program year allotments. A review of program strategies and expenditures (see again Chart 1) shows that almost two-thirds of WIA Title I adult and dislocated worker participants are receiving education and/or occupational training. The overall cost per participant in the adult program (\$3,000) is somewhat higher than that of the dislocated worker program (\$2,300). Title I adults are more likely to have significant barriers to employment, to have less work experience and to have lower levels of basic skills. Funding reductions in the adult program have, however, resulted in fewer training opportunities for low-income adults. About 71% of adult participants received some type of training and/or education service (versus 75% in FY2003) whereas about 63% of dislocated workers received training and education (versus 58% in FY2003). Increased funding allotments for dislocated workers and the availability of Trade program dollars have resulted in more dislocated workers receiving training services.

The cost per adult participant went up in FY2004, with average cost of \$3,000 versus \$2,700 in FY2003. Based on WIA Plans, it is estimated that the total cost per participant for adult individuals who received training services is \$3,500, about \$1,700 more on average than the cost for an individual receiving only core and intensive career center services (\$1,800). Participants in training services have slightly higher rates of obtaining and retaining employment than that of customers receiving only core services. They have, however, a lower rate of post-program earnings gain, although the six-month period for the earnings measure is too soon after the program to show the impact of training.

In calculating the cost for dislocated worker programs, it is possible to include estimates for some partner programs with the WIA allocation. In addition to Rapid Response additional assistance distributed to local areas, many TAA/NAFTA training participants are co-enrolled in WIA Title I. An estimate of \$3.5 million from these programs was added to the Dislocated Worker formula expenditures to calculate the cost per participant on Chart 1. The cost per dislocated worker participant went up in FY2004, with average cost of \$2,300 versus \$1,935 in FY2003. The cost for training participants is \$2,950, about \$1,700 more than the average for customers of core and intensive services only (\$1,250). As with adults, outcome differences for this program year are not consistent. The retention rate for training customers exceeds that of core services customers, but the earnings replacement rate is lower for training participants.

The number of youth participants in FY2004 was about 4,350, a decrease of 4% from FY2003. The number of out-of-school youth increased from 39% to 45% of total participants, and expenditures on out-of-school youth increased from 46% of total FY2003 expenditures to 49% of FY2004 expenditures. These levels far exceed the DOL requirement of spending at least 30% of funds on out-of-school youth. The average cost per youth participant decreased to \$2,600 from the FY2003 level of \$2,850, impacted by the reduced allocation for youth services. The costs for the out-of-school population decreased to \$2,800 per participant (from FY2003 \$3,400) and in-school youth costs decreased as well to \$2,400 per from the FY2003 level of \$2,500. It appears that while more hard-to-serve youth are being enrolled, funding reductions have impacted the intensity of services and program duration.

C. Description of State Evaluations of Workforce Investment Activities

The Commonwealth of Massachusetts has initiated a series of projects to evaluate workforce investment activities. These initiatives are designed to explore and promote the effectiveness and efficiency of the statewide workforce investment system. This section will summarize the results of completed studies and provide an outline of current and future research and evaluation plans.

Effect of Participation and Training on the Labor Market Outcomes of Low-Income Adults

The Center for the Study of Urban Poverty at the University of California, Los Angeles was engaged by the Commonwealth Corporation to prepare a study about the impact of publicly-funded employment and training programs on the earnings of low-income adults. This was the first longitudinal study in Massachusetts to make use of several years of UI wage record data to track the earnings of participants in a federally-funded training program (JTPA.) The study tells us about the pre-program labor market experience of the adults, as well as their post-program employment and earnings. The study uses advanced statistical methods to estimate program impact. The methodology and initial findings were described in more detail in last year's PY02 Annual Report.

During Program Year 2003, this research project was continued, with further work performed to estimate the impacts at the local workforce investment area level. In addition, two additional years of UI wage records were appended to the original data set to extend the statewide longitudinal analysis of employment and earnings data out to five years after program completion. Some highlights from this additional research for local workforce areas are:

- ?? Disaggregated estimates of earnings and employment effects were calculated for each of the sixteen workforce investment areas, including by gender. Similar methods were used for the disaggregated estimates as were used in the statewide analysis, although sample sizes at the local level did not allow for local analysis for subgroups based on propensity scores.
- ?? In the first post-intervention year, 6 workforce areas exhibit a positive and significant earnings effect. This increases to 9 areas in year two and to 12 areas in year three. Some areas had significantly higher earnings impact than the statewide estimate of \$2,325 in year three after the program.
- ?? The employment effects increase through the third year, with 8 areas having positive and significant employment effects in year three. There is strong positive association between the employment effect estimates and the earnings effects estimates in each year.

Highlights of the extended five years of statewide analysis follow.

- ?? Massachusetts' workforce development services continue to have a uniformly positive effect on the earnings and employment of disadvantaged adults five years after program intervention, although program impacts diminish modestly between the third and fifth year after program participation.
- ?? The estimates indicate that program participation increased average earnings by \$1,880 five years after program intervention, down somewhat from the \$2,325 earnings increase three years after the program. Similar declines are found for men and women. For all groups, however, the program impacts five years after services remain statistically significant.

- ?? Participation in the program increases earnings by 21 percent above what earnings would have been in the absence of receiving the training services five years after the program. This is comparable to the effect of 25 percent three years after the program, when the training impact estimate is at its peak during the period of analysis. These percentages are based on annual earnings of the program group adjusted by the above difference-in-difference earnings estimates for the program group versus the comparison group.
- ?? Diminishing program impacts on employment over time appears to account for some of the modest decline in earnings impact by the fifth year after the program. Still, the program impact on employment remains statistically significant five years after program intervention.
- ?? The results imply that Massachusetts' workforce development programs for low-income adults appear to be contributing to significant human capital (i.e., skills) enhancements of program participants even five years after program completion.

Effect of Job Loss and Post-Layoff Training on the Earnings Trajectories of Displaced Workers

In this study being conducted by Commonwealth Corporation, the impact of displacement and training on the earnings trajectories of limited English proficient displaced workers in Massachusetts was explored. The data set for the study combined background and participation data on 1,103 individuals who exited from publicly funded displaced worker training programs in Massachusetts between July 1, 1997 and June 30, 2000 with longitudinal data on their quarterly earnings from UI-covered employment.

Initial findings were reported in the PY02 Annual Report. The results show that displaced workers with poor English skills typically have low earnings. These workers face a steep drop in earnings at layoff and have low labor market re-entry earnings. They do, however, enjoy earnings recovery post-layoff. With respect to training, the results indicate that training affects the post-layoff earnings trajectories of workers but that this effect may depend on time and English reading ability. Sensitivity analyses further showed that this effect is first and foremost an effect on employment. These results justify a greater emphasis on programs designed to increase the skills and educational attainment of these workers once re-employed.

Additional research is being conducted using this data set. An additional three years of UI wage records have been obtained to extend the longitudinal analysis. A variety of statistical techniques are being used to further review the participation model for the training (treatment) group versus the non-training (comparison) group, including probabilistic matching to align training participants to members of the comparison group.

Long-Term Outcomes for Displaced Workers Provided JTPA Services in the Early 1990s

Commonwealth Corporation and Yolanda Kodrzycki, of the Federal Reserve Bank of Boston, are conducting this follow-up evaluation of dislocated workers. The project builds upon research done by Ms. Kodrzycki in the mid-1990s by adding up to ten years of post-program UI wage record matching results to the administrative data on displaced workers served by the WIA predecessor program, the Job Training Partnership Act.

The initial research included over 20,000 individual records for Massachusetts residents laid off between 1991 and 1994. The data set includes demographics and job characteristics of the worker, as well as types of services and training provided during JTPA participation. This research used administrative data on post-program jobs, along with characteristics and job ratings of the new and old occupations. The effects of education/training versus only basic readjustment assistance were determined by regression analysis. Various sensitivity analyses were performed.

The findings of the original study included that displaced workers in the early 1990s typically suffered large pay cuts, especially those who were older, had lengthy experience at their previous job, and had no formal education beyond high school. Participants who received training were more likely to change industries and to have larger changes in job functions. Trainees were more likely than those receiving only basic services to move to “better jobs” as measured by complexity of work, prestige ranking of job and the education/background needed to achieve average performance. Training did not, however, result in a higher starting wage at the new job.

In addition to performing a longitudinal analysis of post-program employment and earnings using the UI wage records matches from 1994 through 2003, the project will include a comparison group of UI claimants from the early 1990s who did not receive JTPA services. Probabilistic matching (propensity scores) will be used to align the program and comparison groups. Key questions include:

- ?? How long after displacement did workers have earnings equal to pre-displacement earnings?
- ?? Are initial earnings results indicative of long-term earnings results?
- ?? How is the earnings recovery affected by worker demographics, previous employment experience, economic conditions, industry/occupation shifts, and type of JTPA services?
- ?? What is the net impact on employment and earnings of JTPA services, including the net impact of receiving training?
- ?? How can the evaluation of displaced workers in JTPA services serve as a model for evaluating later waves of job displacement and services under the Workforce Investment Act in Massachusetts?

Research and Evaluation Priorities: 2003-2006

To identify where to focus research and evaluation resources beyond these initial studies, the Department of Workforce Development established a *Workforce Development Research and Evaluation Agenda* for the period 2003-2006. This agenda reflects the Commonwealth’s commitment to (1) determining the effectiveness of public workforce development programs, (2) disseminating study results for use in a continuous improvement process, and (3) promoting research and evaluation as integral parts of workforce development service delivery and as the foundations of well-informed, evidence-based policy making.

For the 2003-2006 period, research and evaluation will address five priorities:

Priority 1: Evaluate the effectiveness of the One Stop Career Centers

The One Stop Career Centers (OSCCs) are Massachusetts' primary service delivery system for workforce development. These centers have sufficiently matured to warrant an investigation of their effectiveness and to identify effective practices. Two evaluations of the OSCCs have begun and results will be made available during PY2004 (FY05).

The Center for Labor Market Studies at Northeastern University has been contracted by Commonwealth Corporation to conduct a qualitative evaluation of a sample of OSCCs. The Department of Workforce Development and the Division of Career Services are also providing assistance in project design and coordination. The evaluation includes a literature review of related workforce development research, a small-scale pilot at two sites, and a larger-scale study at eight additional locations. The evaluation will assess the progress of One-Stop Career Centers under the implementation of the Workforce Investment Act. The evaluation will attempt to identify factors that facilitate and impede the efforts of local Workforce Investment Boards and One-Stop Career Centers, to identify strengths and weaknesses of the system, to identify the impact of funding and economic trends, and to identify promising practices and designs. A series of research reports and briefs will be produced over the course of the contract. The results of the evaluation will be used to improve workforce development policies and programs in Massachusetts.

Commonwealth Corporation will also conduct a quantitative evaluation of the OSCC customers who received services during the first three years under WIA (PY00-PY02; July 2000 – June 2003). A data set on all registrants, including information on demographics and services, has been provided to Commonwealth Corporation. Wage record matching results for 1998 through 2003 will be appended to these records. A comparison group of UI claimants who did not receive OSCC services is being prepared and statistical techniques will be used to match treatment and comparison group members on available common data elements. In addition, a review of customer satisfaction surveys for PY01 through PY03 will also be conducted. Key research questions include:

- ?? Who participates in what services and with what results (employment, earnings, and customer satisfaction)?
- ?? What is the net impact of participation on employment and earnings for customers who receive intensive services?
- ?? What is the effect of participation in different types of services on the length of time that customers receive UI benefits (for UI claimants)?

Priority 2: Conduct and disseminate analyses of state and regional labor market information

The responsiveness of workforce development policies and programs to changes in the labor market and related economic development initiatives is critical. Therefore, regular analyses of state and regional labor market information and dissemination of findings from these analyses are needed.

- ?? PY03 (FY04) activities under this priority included the release of a series of publications called *Regional Workforce Investment and Labor Market Profiles*, under the auspices of the State Workforce Investment Board and the Department of Workforce Development.
- ?? The *Regional Workforce Investment Profiles* are produced by an interagency workgroup of state agencies, facilitated by Commonwealth Corporation. These profiles show federal and state resources available in Massachusetts for local services delivery, identify participation levels, and list selected outcomes for major workforce development programs.
- ?? The *Regional LMI Profiles* is an initiative of an interagency workgroup, facilitated by the Division of Unemployment Assistance. These regional profiles are designed to give state and local policymakers the tools they need to assess the dynamics of Massachusetts' many local economies, and to compare and contrast the economic performance of the state's varied regions. The state and local profiles include data on the labor force, employment, unemployment, industry structure, wages, population trends, and job vacancies.

Priority 3: Gather baseline study for all workforce development programs and update annually

In PY03 (FY04), a Performance Accountability Round Table was convened to develop a *Report Card* that could answer basic questions about publicly funded workforce development programs in Massachusetts (including minimally WIA programs and programs operated by WIA partners) including questions about how many individuals are served and eligible, about the level and type of services provided, about resources, and about outcomes (using *Core Performance Measures* as a starting point). The Round Table surveyed other states to identify best practices in *Report Card* development. In addition, a survey was conducted to define eligible and served populations. Finally, a three-part series of Report Cards focusing on employment and education outcomes was designed for PY04 (FY05) implementation.

Priority 4: Increase the Number of Net Impact and Benefit-Cost Analyses (ROI Studies) of Major Workforce Development Programs:

Given scarce public resources for workforce development, the Commonwealth needs recent information on the outcomes of and public returns to its investments in workforce development. To this end, the Commonwealth will:

- ?? Disseminate widely the findings from completed evaluation studies.
- ?? Evaluate current and new sectoral and career ladder initiatives focusing on both worker outcomes (e.g., skill gains, employment, mobility, earnings) and impact on business/industry (e.g., recruitment cost, quality of care).
- ?? Incorporate in new evaluations, the Massachusetts' *Core Performance Measures* as the primary outcome measures to minimally examine the effect of programs on worker mobility and their impact on business/industry and supplement the *Core Performance Measures* with current or new measures of impact on state and regional economic growth and employment.
- ?? Evaluate larger programs that have been in operation for a few years first, that have not been evaluated comprehensively, and that were designed to or have the ability to serve/support state policy objectives including programs for the emerging workforce (particularly programs for vulnerable out-of-school youth), programs for the transitional workforce, and programs for the incumbent workforce (such as the Workforce Training Fund.)

In PY03 (FY04), the following studies were conducted or launched:

- ?? An Evaluation of the Massachusetts' Public Vocational Rehabilitation Program. This was a net impact study and benefit-cost analysis of programs operated by the Massachusetts Rehabilitation Commission.
- ?? A Process Analysis of the Department of Education's *Even Start* Family Literacy Programs. In the second stage, a Longitudinal Study of Outcomes/Impacts for *Even Start* is currently being implemented.
- ?? An Evaluation of the first Building Essential Skills through Training (BEST I) Initiative. BEST was a two-year, \$3.5 million, multi-agency partnership designed to integrate adult basic education and job training for Massachusetts' front-line workers. This process and outcome study was conducted by the FutureWorks research organization.
- ?? An Evaluation of the BEST initiative for Older Youth (BEST II). This project targeted the labor market challenges facing the 18-24 years old cohort and was to address their needs in the areas of academic skills, attainment of high school diploma or GED and employability skills development. Abt Associates conducted a process and outcome evaluation.
- ?? An Evaluation of Massachusetts' Fishing Community Initiative, supported by National Emergency Grant funds. This study included research on the challenges facing the fishing community as well as a process analysis and outcome evaluation of program services.

Priority 5: Design, implement, and evaluate at least one demonstration project/program innovation.

Labor market analyses in conjunction with the results from completed evaluations point at areas where program innovation is desired. The Commonwealth will identify at least one area where such innovation is sorely needed and will design, implement, and evaluate at least one demonstration project. In PY03 (FY04), the decision was made to evaluate the implementation and outcomes of the BEST III initiative and to identify lessons learned from this initiative relative to lessons learned from other sector-based training and career ladder initiatives.

Annual Research and Evaluation Conference

In PY03 (FY04), the First Annual Workforce Development Research and Evaluation Conference was held on June 22, 2004. The conference was co-sponsored by the Department of Workforce Development, Commonwealth Corporation, the U.S. Department of Labor, Northeastern University, and the Massachusetts Workforce Board Association. The conference included a series of presentations and discussion panels. The session included the following topics:

- ?? The Massachusetts Workforce Development Research and Evaluation Agenda: 2003-2006
- ?? State and Local Efforts to Measure and Manage Performance and Identify Short-Term Outcomes
- ?? The Business Perspective: What Evidence of Effectiveness are Businesses Looking For?
- ?? The Perspective of Policy Makers: What Evidence of Effectiveness are Policy Makers Looking for?
- ?? Identifying the Long-Term Net Impact of and Returns to Workforce Development Programs
- ?? Mini-Trade Show: 20 Third Party Evaluators and Selected Research Organizations Displayed and Discussed Recent and Ongoing Workforce Development Research and Evaluation Projects

APPENDIX

Commonwealth of Massachusetts

WIA Title I-B PY03 Annual Report Form (ETA 9091)

Table A - Workforce Investment Act Customer Satisfaction Results

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	75.0	78.3	1689	6535	2592	65.2%
Employers	72.0	71.7	1621	6115	2739	59.2%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.5%	73.7%	1048 1422
Employment Retention Rate	82.0%	79.1%	1041 1316
Earnings Change in Six Months	\$3,500	\$3,140	\$3,557,048 1133
Employment And Credential Rate	60.0%	65.1%	646 993

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	70.3%	371 528	76.9%	30 39	59.8%	70 117	70.4%	50 71
Employment Retention Rate	71.4%	290 406	81.5%	22 27	79.4%	77 97	87.5%	56 64
Earnings Change in Six Months	\$4,045	\$1,350,888 334	\$3,506	\$84,135 24	\$3,767	\$331,524 88	\$59	\$3,224 57
Employment And Credential Rate	61.4%	227 370	70.8%	17 24	54.4%	43 79	53.8%	21 39

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	73.8%	641 868	73.5%	407 554
Employment Retention Rate	79.8%	659 826	78.0%	382 490
Earnings Change in Six Months	\$3,059	\$2,165,923 708	\$3,273	\$1,391,125 425

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79.5%	79.8%	2277
			2852
Employment Retention Rate	89.0%	87.1%	2300
			2641
Earnings Replacement in Six Months	94.0%	79.0%	\$30,985,382
			\$39,218,717
Employment And Credential Rate	60.0%	69.0%	1059
			1535

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	76.5%	186 243	77.0%	77 100	73.4%	325 443	90.0%
Employment Retention Rate	86.3%	182 211	80.2%	65 81	84.9%	327 385	90.0%	9 10
Earnings Replacement Rate	70.3%	\$2,680,792 \$3,813,022	73.8%	\$740,744 \$1,003,305	64.7%	\$4,057,970 \$6,267,709	85.8%	\$92,468 \$107,818
Employment And Credential Rate	64.0%	73 114	70.5%	31 44	59.8%	116 194	100%	6 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	79.0%	1213	80.8%
	1535		1317	
Employment Retention Rate	87.8%	1166	86.4%	1135
		1328		1313
Earnings Replacement Rate	77.5%	\$14,758,609	80.4%	\$16,226,773
		\$19,041,498		\$20,177,219

Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65.5%	61.1%	179
			293
Employment Retention Rate	79.0%	77.8%	158
			203
Earnings Change in Six Months	\$2,700	\$2,590	\$455,779
			176
Credential Rate	50.0%	45.5%	155
			341

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	57.9%	55	0%	0	52.2%	36	64.8%	147
		95		0		69		227
Employment Retention Rate	77.2%	44	100%	1	78.9%	30	75.3%	125
		57		1		38		166
Earnings Change in Six Months	\$3,126	\$150,067	\$1,701	\$1,701	\$1,195	\$43,036	\$2,818	\$400,223
		48		1		36		142
Credential Rate	45.5%	46	0%	0	38.5%	30	47.8%	128
		101		1		78		268

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	76.0%	78.6%	3510
			4464
Diploma or Equivalent Attainment Rate	57.0%	59.3%	442
			745
Retention Rate	57.0%	60.5%	412
			681

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	77.7%	829	79.9%	1185	70.5%	1102
		1067		1484		1563
Diploma or Equivalent Attainment Rate	57.0%	114	68.3%	112	41.3%	195
		200		164		472
Retention Rate	55.9%	105	62.3%	86	54.1%	230
		188		138		440

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth)		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	71.2%	968	\$2,426	\$3,119,486	39.5%	414	\$3,714	\$3,892,572	42.1%	270
		1360		1286		1048		1048		641
Dislocated Workers	81.1%	2338	78.8%	\$33,694,611	27.9%	635	\$6,263	\$14,261,890	30.7%	372
		2882		\$42,780,969		2277		2277		1213
Older Youth	69.8%	132	\$2,140	\$393,782	27.4%	49	\$2,379	\$425,872	NA	NA
		189		184		179		179		NA

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	2,426	1,594
Dislocated Workers	5,257	2,790
Older Youth	804	415
Younger Youth	3,576	1,963

Table N - Cost of Program Activities

Program Activity (PY03 & Carry-Over)		Total Federal Spending
Local Adults		\$7,212,433
Local Dislocated Workers		\$8,444,790
Local Youth		\$11,258,245
Rapid Response (up to 25%) §134 (a) (2) (A)		\$2,465,068
Statewide Required Activities (Up to 15%) §134 (a) (2) (B)		\$3,252,809
Statewide Allowable Activities §134 (a) (3) [exclude administration]	Program Activity Description	
	Providing capacity building to local areas.	\$655,000
	Conducting research and/or demonstration projects.	\$280,000
	Incumbent worker projects.	\$195,000
	Support for eligible training provider system.	\$260,000
Total of All Federal Spending Listed Above		\$34,023,345

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	75	78.3	1,689	6,535	2,592	65.2
Employers	72	71.7	1,621	6,115	2,739	59.2

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.5	73.7	1,048
			1,422
Employment Retention Rate	82	79.1	1,041
			1,316
Earnings Change in Six Month	3,500	3,139	3,557,048
			1,133
Employment and Credential Rate	60	65.1	646
			993

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	70.3	371	76.9	30	59.8	70	70.4	50
		528		39		117		71
Employment Retention Rate	71.4	290	81.5	22	79.4	77	87.5	56
		406		27		97		64
Earnings Change in Six Months	4,045	1,350,888	3,506	84,135	3,767	331,524	57	3,223
		334		24		88		57
Employment and Credential Rate	61.4	227	70.8	17	54.4	43	53.8	21
		370		24		79		39

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	73.8	641	73.5	407
		868		554
Employment Retention Rate	79.8	659	78	382
		826		490
Earnings Change in Six Months	3,059	2,165,923	3,273	1,391,125
		708		425

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79.5	79.8	2,277
			2,852
Employment Retention Rate	89	87.1	2,301
			2,641
Earnings Replacement in Six Months	94	79	30,985,382
			39,218,717
Employment and Credential Rate	60	69	1,059
			1,535

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	76.5	186	77	77	73.4	325	90	9
		243		100		443		10
Employment Retention Rate	86.3	182	80.2	65	84.9	327	90	9
		211		81		385		10
Earnings Replacement Rate	70.3	2,680,792	73.8	740,744	64.7	4,057,970	85.8	92,468
		3,813,022		1,003,305		6,267,709		107,818
Employment And Credential Rate	64	73	70.5	31	59.8	116	100	6
		114		44		194		6

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	79	1,213	80.8
1,535			1,317	
Employment Retention Rate	87.8	1,166	86.4	1,135
		1,328		1,313
Earnings Replacement Rate	77.5	14,758,609	80.4	16,226,773
		19,041,498		20,177,219

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65.5
Employment Retention Rate	79	77.8	293
			158
Earnings Change in Six Months	2,700	2,590	455,779
			176
Credential Rate	50	45.5	155
			341

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	57.9	55	0	0	52.2	36	64.8
95			1		69		227	
Employment Retention Rate	77.2	44	100	1	78.9	30	75.3	125
		57		1		38		166
Earnings Change in Six Months	3,126	150,067	1,701	1,701	1,195	43,036	2,818	400,223
		48		1		36		142
Credential Rate	45.5	46	0	0	38.5	30	47.8	128
		101		1		78		268

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	76
			4,464
Diploma or Equivalent Attainment Rate	57	59.3	442
			745
Retention Rate	57	60.5	412
			681

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	77.7	829	79.9	1,185	70.5	1,102
		1,067		1,484		1,563
Diploma or Equivalent Attainment Rate	57	114	68.3	112	41.3	195
		200		164		472
Retention Rate	55.9	105	62.3	86	54.1	238
		188		138		440

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	71.2	968	2,426	3,119,486	39.5	414	3,714	3,892,572	42.1	270
		1,360		1,286		1,048		1,048		641
Dislocated Workers	81.1	2,338	78.8	33,694,611	27.9	635	6,263	14,261,890	30.7	372
		2,882		42,780,969		2,277		2,277		1,213
Older Youth	69.8	132	2,140	393,782	27.4	49	2,379	425,872		
		189		184		179		179		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	2,426	1,594
Dislocated Workers	5,257	2,790
Older Youth	804	415
Younger Youth	3,576	1,963

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$7,212,433.00
Local Dislocated Workers		\$8,444,790.00
Local Youth		\$1,125,824.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$2,465,068.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$3,252,809.00
Statewide Allowable Activities 134 (a) (3)	Providing capacity building to local areas	\$655,000.00
	Conducting research and/or demonstration projects	\$280,000.00
	Incumbent worker projects	\$195,000.00
	Support for eligible training provider system	\$260,000.00
		\$0.00
Total of All Federal Spending Listed Above		\$23,890,924.00

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25005	Total Participants Served	Adults	342
		Dislocated Workers	250
		Older Youth	132
		Younger Youth	320
	Total Exiters	Adults	193
		Dislocated Workers	117
		Older Youth	65
		Younger Youth	154

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	77.2	
	Employers	72	76.6	
Entered Employment Rate	Adults	70.5	62	
	Dislocated Workers	72.5	54.4	
	Older Youth	62.5	32	
Retention Rate	Adults	79	73.4	
	Dislocated Workers	82	88.3	
	Older Youth	76	68.2	
	Younger Youth	49	52.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	2,808	
	Dislocated Workers	87	85.2	
	Older Youth (\$)	2,600	1,949	
Credential / Diploma Rate	Adults	57	48.8	
	Dislocated Workers	53	35.6	
	Older Youth	47	34.2	
	Younger Youth	49	54.8	
Skill Attainment Rate	Younger Youth	68	78.8	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25015	Total Participants Served	Adults	410
		Dislocated Workers	672
		Older Youth	83
		Younger Youth	424
	Total Exiters	Adults	281
		Dislocated Workers	251
		Older Youth	55
		Younger Youth	318

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	82.9	
	Employers	72	73.1	
Entered Employment Rate	Adults	69.5	72.8	
	Dislocated Workers	77.5	87.2	
	Older Youth	59.5	66.7	
Retention Rate	Adults	78	86.2	
	Dislocated Workers	87	91.7	
	Older Youth	73	78.3	
	Younger Youth	52	58.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,950	2,702	
	Dislocated Workers	89	80.9	
	Older Youth (\$)	2,050	2,572	
Credential / Diploma Rate	Adults	56	62.6	
	Dislocated Workers	58	75.2	
	Older Youth	44	43.9	
	Younger Youth	52	71.7	
Skill Attainment Rate	Younger Youth	71	92.1	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25020	Total Participants Served	Adults	97
		Dislocated Workers	266
		Older Youth	24
		Younger Youth	95
	Total Exiters	Adults	51
		Dislocated Workers	141
		Older Youth	19
		Younger Youth	73

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	73.4	
	Employers	72	74.8	
Entered Employment Rate	Adults	72.5	83.9	
	Dislocated Workers	78.5	81.6	
	Older Youth	64.5	77.8	
Retention Rate	Adults	81	80	
	Dislocated Workers	88	88.8	
	Older Youth	78	75	
	Younger Youth	56	66.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	3,615	
	Dislocated Workers	93	80.3	
	Older Youth (\$)	2,500	2,815	
Credential / Diploma Rate	Adults	59	77.3	
	Dislocated Workers	59	81.8	
	Older Youth	49	31.8	
	Younger Youth	56	41.4	
Skill Attainment Rate	Younger Youth	75	60.6	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25025	Total Participants Served	Adults	89
		Dislocated Workers	252
		Older Youth	37
		Younger Youth	212
	Total Exiters	Adults	59
		Dislocated Workers	160
		Older Youth	33
		Younger Youth	114

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	81.1	
	Employers	72	73	
Entered Employment Rate	Adults	72.5	89.2	
	Dislocated Workers	77.5	85.6	
	Older Youth	59.5	64	
Retention Rate	Adults	81	78.7	
	Dislocated Workers	87	89.7	
	Older Youth	73	81.3	
	Younger Youth	54	68.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	3,846	
	Dislocated Workers	91	76.2	
	Older Youth (\$)	2,250	1,956	
Credential / Diploma Rate	Adults	59	82.4	
	Dislocated Workers	58	74	
	Older Youth	44	55.6	
	Younger Youth	54	53.3	
Skill Attainment Rate	Younger Youth	73	64.9	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25030	Total Participants Served	Adults	171
		Dislocated Workers	366
		Older Youth	41
		Younger Youth	164
	Total Exiters	Adults	144
		Dislocated Workers	273
		Older Youth	18
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	74.3	
	Employers	72	69.4	
Entered Employment Rate	Adults	70.5	84.3	
	Dislocated Workers	78.5	87.8	
	Older Youth	59.5	36.4	
Retention Rate	Adults	79	70.7	
	Dislocated Workers	88	82.6	
	Older Youth	73	50	
	Younger Youth	53	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,350	4,789	
	Dislocated Workers	93	78.9	
	Older Youth (\$)	2,400	0	
Credential / Diploma Rate	Adults	57	74	
	Dislocated Workers	59	77.8	
	Older Youth	44	46.2	
	Younger Youth	53	59	
Skill Attainment Rate	Younger Youth	72	73.2	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25035	Total Participants Served	Adults	82
		Dislocated Workers	164
		Older Youth	49
		Younger Youth	213
	Total Exiters	Adults	57
		Dislocated Workers	97
		Older Youth	12
		Younger Youth	129

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	82.9	
	Employers	72	70.4	
Entered Employment Rate	Adults	73.5	82.1	
	Dislocated Workers	79.5	77.5	
	Older Youth	65.5	71.4	
Retention Rate	Adults	82	66.7	
	Dislocated Workers	89	81.2	
	Older Youth	76	88.9	
	Younger Youth	57	56	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	-1,378	
	Dislocated Workers	94	67.5	
	Older Youth (\$)	2,700	1,796	
Credential / Diploma Rate	Adults	60	86.7	
	Dislocated Workers	60	67.4	
	Older Youth	47	50	
	Younger Youth	54	60	
Skill Attainment Rate	Younger Youth	76	96.4	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25040	Total Participants Served	Adults	130
		Dislocated Workers	581
		Older Youth	56
		Younger Youth	303
	Total Exiters	Adults	93
		Dislocated Workers	309
		Older Youth	26
		Younger Youth	230

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	75	
	Employers	72	74.1	
Entered Employment Rate	Adults	71.5	79.6	
	Dislocated Workers	78.5	75.1	
	Older Youth	63.5	30.4	
Retention Rate	Adults	80	76.4	
	Dislocated Workers	88	88	
	Older Youth	77	90.9	
	Younger Youth	54	60.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	2,612	
	Dislocated Workers	89	78.7	
	Older Youth (\$)	2,200	3,903	
Credential / Diploma Rate	Adults	58	76.2	
	Dislocated Workers	59	73.8	
	Older Youth	48	34.6	
	Younger Youth	54	37.7	
Skill Attainment Rate	Younger Youth	73	77.6	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25045	Total Participants Served	Adults	90
		Dislocated Workers	254
		Older Youth	54
		Younger Youth	227
	Total Exiters	Adults	52
		Dislocated Workers	151
		Older Youth	30
		Younger Youth	140

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	82.7	
	Employers	72	69.5	
Entered Employment Rate	Adults	72.5	83.7	
	Dislocated Workers	78.5	85.6	
	Older Youth	64.5	68	
Retention Rate	Adults	81	82.5	
	Dislocated Workers	88	89.9	
	Older Youth	78	90.9	
	Younger Youth	56	51.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	1,546	
	Dislocated Workers	94	73.1	
	Older Youth (\$)	2,700	948	
Credential / Diploma Rate	Adults	59	81.3	
	Dislocated Workers	59	74.4	
	Older Youth	49	36	
	Younger Youth	56	53.3	
Skill Attainment Rate	Younger Youth	75	96.1	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25050	Total Participants Served	Adults	75
		Dislocated Workers	216
		Older Youth	17
		Younger Youth	65
	Total Exiters	Adults	37
		Dislocated Workers	188
		Older Youth	16
		Younger Youth	74

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	81.3	
	Employers	72	72.9	
Entered Employment Rate	Adults	73.5	69	
	Dislocated Workers	79.5	78.4	
	Older Youth	65.5	71.4	
Retention Rate	Adults	82	79.2	
	Dislocated Workers	89	84.6	
	Older Youth	79	100	
	Younger Youth	57	52.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	-460	
	Dislocated Workers	94	89.1	
	Older Youth (\$)	2,700	1,770	
Credential / Diploma Rate	Adults	60	28.6	
	Dislocated Workers	60	73.3	
	Older Youth	50	60	
	Younger Youth	57	78.1	
Skill Attainment Rate	Younger Youth	76	93.8	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25055	Total Participants Served	Adults	284
		Dislocated Workers	454
		Older Youth	127
		Younger Youth	368
	Total Exiters	Adults	141
		Dislocated Workers	144
		Older Youth	49
		Younger Youth	161

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	79.9	
	Employers	72	71.8	
Entered Employment Rate	Adults	67.5	77.3	
	Dislocated Workers	77.5	83.2	
	Older Youth	58.5	88	
Retention Rate	Adults	76	82.7	
	Dislocated Workers	87	87.2	
	Older Youth	72	83.9	
	Younger Youth	52	51.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	3,810	
	Dislocated Workers	94	92.3	
	Older Youth (\$)	2,700	4,225	
Credential / Diploma Rate	Adults	54	70.6	
	Dislocated Workers	58	80	
	Older Youth	43	88.9	
	Younger Youth	52	36.4	
Skill Attainment Rate	Younger Youth	71	84.3	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25060	Total Participants Served	Adults	143
		Dislocated Workers	309
		Older Youth	37
		Younger Youth	128
	Total Exiters	Adults	126
		Dislocated Workers	221
		Older Youth	25
		Younger Youth	114

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	82.1	
	Employers	72	73.1	
Entered Employment Rate	Adults	69.5	69.9	
	Dislocated Workers	79.5	84	
	Older Youth	62.5	56	
Retention Rate	Adults	78	82.7	
	Dislocated Workers	89	89.7	
	Older Youth	76	62.5	
	Younger Youth	52	52.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	3,269	
	Dislocated Workers	92	79.8	
	Older Youth (\$)	2,350	1,546	
Credential / Diploma Rate	Adults	56	71.4	
	Dislocated Workers	60	72	
	Older Youth	47	32.1	
	Younger Youth	52	33.3	
Skill Attainment Rate	Younger Youth	71	62	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25065	Total Participants Served	Adults	38
		Dislocated Workers	105
		Older Youth	49
		Younger Youth	248
	Total Exiters	Adults	23
		Dislocated Workers	28
		Older Youth	17
		Younger Youth	28

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	79.7	
	Employers	72	67.9	
Entered Employment Rate	Adults	73.5	70.6	
	Dislocated Workers	79.5	72.7	
	Older Youth	65.5	66.7	
Retention Rate	Adults	82	94.4	
	Dislocated Workers	89	86.4	
	Older Youth	79	100	
	Younger Youth	57	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	7,452	
	Dislocated Workers	94	76.6	
	Older Youth (\$)	2,700	3,960	
Credential / Diploma Rate	Adults	60	52.6	
	Dislocated Workers	60	64.5	
	Older Youth	50	35.7	
	Younger Youth	57	40.9	
Skill Attainment Rate	Younger Youth	76	69	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25070	Total Participants Served	Adults	67
		Dislocated Workers	579
		Older Youth	23
		Younger Youth	181
	Total Exiters	Adults	40
		Dislocated Workers	242
		Older Youth	16
		Younger Youth	69

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	83.1	
	Employers	72	70	
Entered Employment Rate	Adults	73.5	68.9	
	Dislocated Workers	79.5	72.3	
	Older Youth	65.5	44.4	
Retention Rate	Adults	82	78.8	
	Dislocated Workers	89	89.2	
	Older Youth	79	66.7	
	Younger Youth	57	66.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	6,084	
	Dislocated Workers	94	71.5	
	Older Youth (\$)	2,700	1,477	
Credential / Diploma Rate	Adults	60	61.3	
	Dislocated Workers	60	66.4	
	Older Youth	50	40	
	Younger Youth	57	76.3	
Skill Attainment Rate	Younger Youth	76	69	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25075	Total Participants Served	Adults	31
		Dislocated Workers	131
		Older Youth	4
		Younger Youth	59
	Total Exiters	Adults	12
		Dislocated Workers	62
		Older Youth	1
		Younger Youth	7

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	85.7	
	Employers	72	72.1	
Entered Employment Rate	Adults	69.5	50	
	Dislocated Workers	78.5	84.7	
	Older Youth	59.5	0	
Retention Rate	Adults	78	86.4	
	Dislocated Workers	88	83	
	Older Youth	73	100	
	Younger Youth	53	66.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,900	2,905	
	Dislocated Workers	89	73.6	
	Older Youth (\$)	2,000	3,174	
Credential / Diploma Rate	Adults	56	47.1	
	Dislocated Workers	59	71.4	
	Older Youth	44	0	
	Younger Youth	53	50	
Skill Attainment Rate	Younger Youth	72	85	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25080	Total Participants Served	Adults	101
		Dislocated Workers	135
		Older Youth	29
		Younger Youth	184
	Total Exiters	Adults	62
		Dislocated Workers	99
		Older Youth	16
		Younger Youth	99

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	71.5	
	Employers	72	68.8	
Entered Employment Rate	Adults	70.5	71.2	
	Dislocated Workers	75.5	78.8	
	Older Youth	58.5	68.8	
Retention Rate	Adults	79	70.9	
	Dislocated Workers	85	81.9	
	Older Youth	72	66.7	
	Younger Youth	55	72.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,950	2,298	
	Dislocated Workers	86	77.4	
	Older Youth (\$)	1,950	2,667	
Credential / Diploma Rate	Adults	57	72.2	
	Dislocated Workers	56	55	
	Older Youth	43	47.6	
	Younger Youth	55	66.7	
Skill Attainment Rate	Younger Youth	74	83.6	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25085	Total Participants Served	Adults	276
		Dislocated Workers	341
		Older Youth	42
		Younger Youth	385
	Total Exiters	Adults	223
		Dislocated Workers	249
		Older Youth	17
		Younger Youth	118

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	74.2	
	Employers	72	67	
Entered Employment Rate	Adults	68.5	68.8	
	Dislocated Workers	73.5	78	
	Older Youth	57.5	66.7	
Retention Rate	Adults	77	76.9	
	Dislocated Workers	83	86	
	Older Youth	71	60	
	Younger Youth	47	64.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,950	3,068	
	Dislocated Workers	86	93	
	Older Youth (\$)	2,000	2,742	
Credential / Diploma Rate	Adults	55	63.8	
	Dislocated Workers	54	62.2	
	Older Youth	42	53.3	
	Younger Youth	47	98	
Skill Attainment Rate	Younger Youth	66	49.8	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25901	Total Participants Served	Adults	0
		Dislocated Workers	19
		Older Youth	0
		Younger Youth	0
	Total Exiters	Adults	0
		Dislocated Workers	25
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	0	0	
	Dislocated Workers	0	95.5	
	Older Youth	0	0	
Retention Rate	Adults	0	0	
	Dislocated Workers	0	75	
	Older Youth	0	0	
	Younger Youth	0	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	0	
	Dislocated Workers	0	84.1	
	Older Youth (\$)	0	0	
Credential / Diploma Rate	Adults	0	0	
	Dislocated Workers	0	72.7	
	Older Youth	0	0	
	Younger Youth	0	0	
Skill Attainment Rate	Younger Youth	0	0	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: 25902	Total Participants Served	Adults	0
		Dislocated Workers	163
		Older Youth	0
		Younger Youth	0
	Total Exiters	Adults	0
		Dislocated Workers	33
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	0	0	
	Dislocated Workers	0	81.2	
	Older Youth	0	0	
Retention Rate	Adults	0	0	
	Dislocated Workers	0	88.7	
	Older Youth	0	0	
	Younger Youth	0	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	0	
	Dislocated Workers	0	69.9	
	Older Youth (\$)	0	0	
Credential / Diploma Rate	Adults	0	0	
	Dislocated Workers	0	46.2	
	Older Youth	0	0	
	Younger Youth	0	0	
Skill Attainment Rate	Younger Youth	0	0	
Description of Other State Indicators of Performance				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	0

WIA Annual Report Data

State Name: MA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Berkshire County Regional Employment Board, Inc.	Total Participants Served	Adults	0
		Dislocated Workers	
		Older Youth	
		Younger Youth	
	Total Exiters	Adults	
		Dislocated Workers	
		Older Youth	
		Younger Youth	

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		81.3
	Employers		72.9
Entered Employment Rate	Adults		
	Dislocated Workers		
	Older Youth		
Retention Rate	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Earnings Change / Earnings Replacement in Six Months	Adults(\$)		
	Dislocated Workers		
	Older Youth (\$)		
Credential / Diploma Rate	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded