

Missouri uses a multiplicity of tools to measure performance and define systems for improvement in workforce programs and strategic evaluation sessions to gauge the Workforce Development System's effectiveness as a demand-driven system, responsive to its many customers.

Missouri's Performance Measurement System

In addition to the WIA measures and other federal program reports, Missouri has developed System-wide Workforce Outcomes, which track the Entered Employment, Retention, Earnings Change, and Cost Per Participant for clients for all programs, using the Common Measures methodology. These are broken out by Missouri's fourteen Workforce Investment Areas to assist the State and local areas in developing strategies to improve performance and customer satisfaction. Currently under development is Missouri's on-line Balanced Scorecard that will allow management and staff to view actual performance relative to targets on eighteen workforce measures in real time.

Wage Record Interchange System

The Division of Workforce Development (DWD), under an agreement with Missouri Department of Labor and Industrial Relations (DOLIR) participates in the nationwide Wage Record Interchange System (WRIS). This facilitates performance accountability by providing a means of exchanging interstate wage record data among states.

Wage Record Interchange System

Since November 1, 2003, DWD, in partnership with DOLIR, has had access to the WRIS operation.

This access has enabled DWD to use WRIS in Missouri's performance measure reporting activities. We are able to report performance for all U.S. Department of Labor (USDOL) programs that require assessment and reporting as set forth in the WIA. This application permits Performance Accountability and Customer Information Agency (PACIA) to request wage information on specific groups of social security numbers. The State Unemployment Insurance Agency (SUIA) imports these requests and returns matching wage records to the PACIA via the Lockheed Martin hub.

In the course of access to the WRIS, Missouri, as well as participating WRIS authorized states, have access to certain data furnished to the Lockheed Martin Information Technology through the WRIS. This information will contain the year/quarter index and relevant wage/employer information.

Social security numbers and wage and employment data are confidential, and they may not be disclosed to others. The rules and procedures governing the use and treatment of confidential WRIS data are set forth in a document entitled, "Standard and Guidelines for the Handling of Confidential WRIS Data by Performance Accountability and Customer Information Agency (PACIA) and (SUIA) Employees".

The majority of states have joined WRIS; including seven of the eight states that border Missouri. DWD has also established an agreement with Illinois to share Unemployment Insurance data.

Business and Process Measures

Continuous Improvement Reviews

The Continuous Improvement Reviews (CIR) examines the delivery of local workforce development services in terms of certain targeted WIA system elements. In order to study the effects of process change and integration on the performance of local systems, the review team meets with program and research staff to analyze each region's most recent outcomes to identify strengths and weaknesses. The review team uses this information in conjunction with the results of last year's CIR to identify how a region's changed processes, which resulted from the previous CIR, improved the region's performance.

The comparison of the CIR and performance measures provides a linkage from the subjective CIR to the objective performance measures. The combination of these evaluation processes provides DWD with the human element of question/answer, observation and the actual customer outcomes. The information gleaned from analyzing these CIR's reveals what processes work and are shared with other regions.

WIA Annual Report Data

State Name: MO

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	70	75	523	1,003	1,003	52.1
Employers	69	92	511	950	950	53.8

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77	79.2	2,842
			3,590
Employment Retention Rate	85	85.2	3,098
			3,636
Earnings Change in Six Month	2,854	3,093	10,600,386
			3,427
Employment and Credential Rate	62	64.8	774
			1,195

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	77.9	1,501	78.5	208	68	66	75	96
		1,927		265		97		128
Employment Retention Rate	85.2	1,659	87.3	220	86.7	72	85.8	103
		1,947		252		83		120
Earnings Change in Six Months	3,739	6,797,608	3,577	826,285	3,374	249,642	2,152	241,024
		1,818		231		74		112
Employment and Credential Rate	66	723	70.8	63	50	12	85.7	12
		1,095		89		24		14

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	81.5	746	78.4	2,096
		915		2,675
Employment Retention Rate	86.5	842	84.7	2,256
		973		2,663
Earnings Change in Six Months	4,336	3,963,263	2,641	6,637,123
		914		2,513

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	81	87.8	3,137
			3,571
Employment Retention Rate	92	92.3	2,803
			3,037
Earnings Replacement in Six Months	96	94.1	32,313,573
			34,346,307
Employment and Credential Rate	64	71.3	989
			1,388

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	87.2	374	80	24	81.9	335	86.8	46
		429		30		409		53
Employment Retention Rate	91.6	350	84.4	27	89.3	285	78.6	33
		382		32		319		42
Earnings Replacement Rate	92.6	4,533,425	112.2	262,634	69.3	2,716,832	205.9	254,631
		4,894,809		233,983		3,919,298		123,690
Employment And Credential Rate	72	134	50	5	68.2	75	75	12
		186		10		110		16

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	88.5	1,229	87.4
1,388			2,183	
Employment Retention Rate	93.2	1,059	91.7	1,744
		1,136		1,901
Earnings Replacement Rate	97.2	11,660,026	92.4	20,653,547
		11,992,211		22,354,096

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	82	80.8	630
			323
Earnings Change in Six Months	2,340	2,908	1,035,397
			356
Credential Rate	40	43.1	325
			754

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	68.7	392	40	2	48.4	15	68.8
	571		5		31		462	
Employment Retention Rate	80	284	100	3	80	8	81.2	238
		355		3		10		293
Earnings Change in Six Months	3,046	968,511	1,058	3,174	3,726	29,808	2,770	734,138
		318		3		8		265
Credential Rate	43.6	298	0	0	42.4	14	42.5	229
		684		5		33		539

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	90
			3,775
Diploma or Equivalent Attainment Rate	57	73.2	848
			1,159
Retention Rate	60	61.1	634
			1,038

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	85	2,898	91.9	441	71.5
3,409			480		403	
Diploma or Equivalent Attainment Rate	73.6	725	89	89	64	135
		985		100		211
Retention Rate	60.9	512	60.2	65	61.7	214
		841		108		347

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	75.3	2,378	2,487	7,478,197	0.4	12	3,348	9,513,881	47.3
3,157			3,007		2,842		2,842		746	
Dislocated Workers	86.5	2,412	98.1	28,018,213	0.5	13	5,405	15,610,519	39.6	447
		2,788		28,556,474		2,888		2,888		1,129
Older Youth	75	195	2,562	640,477	0.3	1	2,464	941,157		
		260		250		382		382		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	7,350	3,391
Dislocated Workers	9,622	3,508
Older Youth	1,190	545
Younger Youth	4,758	2,193

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$11,998,045.00
Local Dislocated Workers		\$9,353,996.00
Local Youth		\$12,578,094.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$5,003,877.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$2,902,425.00
Statewide Allowable Activities 134 (a) (3)	Local Projections	\$2,275,072.00
	Capacity Bldg.	\$685,431.00
	State Administration	\$339,534.00
	Youth Activities	\$160,958.00
	Research & Demonstrations	\$55,332.00
	WIA Annual Report	\$34,156.00
	Adult/Dislocated Worker	\$15,856.00
Total of All Federal Spending Listed Above		\$45,402,776.00

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: St. Louis City WIB	Total Participants Served	Adults	1,728
		Dislocated Workers	609
		Older Youth	270
		Younger Youth	923
	Total Exiters	Adults	948
		Dislocated Workers	218
		Older Youth	58
		Younger Youth	379

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	80	80
	Dislocated Workers	78	84
	Older Youth	62	64
Retention Rate	Adults	84	84
	Dislocated Workers	93	90
	Older Youth	71	69
	Younger Youth	61	45
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	2,193
	Dislocated Workers	96	91
	Older Youth (\$)	2,250	539
Credential / Diploma Rate	Adults	50	45
	Dislocated Workers	64	61
	Older Youth	30	32
	Younger Youth	55	86
Skill Attainment Rate	Younger Youth	87	85
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Workforce Development Board of Saint Louis County	Total Participants Served	Adults	826
		Dislocated Workers	2,060
		Older Youth	45
		Younger Youth	494
	Total Exiters	Adults	514
		Dislocated Workers	674
		Older Youth	25
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	70	73
	Dislocated Workers	80	86
	Older Youth	65	55
Retention Rate	Adults	82	88
	Dislocated Workers	93	93
	Older Youth	82	81
	Younger Youth	60	45
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,903	3,435
	Dislocated Workers	85	85
	Older Youth (\$)	2,250	4,153
Credential / Diploma Rate	Adults	63	66
	Dislocated Workers	64	78
	Older Youth	30	22
	Younger Youth	59	96
Skill Attainment Rate	Younger Youth	91	79
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Workforce Development Board of Western Missouri, Inc.	Total Participants Served	Adults	199
		Dislocated Workers	522
		Older Youth	35
		Younger Youth	187
	Total Exiters	Adults	47
		Dislocated Workers	199
		Older Youth	11
		Younger Youth	86

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	77	86
	Dislocated Workers	81	92
	Older Youth	65	73
Retention Rate	Adults	78	78
	Dislocated Workers	92	92
	Older Youth	68	84
	Younger Youth	60	79
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	3,937
	Dislocated Workers	96	96
	Older Youth (\$)	2,340	2,905
Credential / Diploma Rate	Adults	62	74
	Dislocated Workers	64	90
	Older Youth	40	59
	Younger Youth	57	88
Skill Attainment Rate	Younger Youth	90	86
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Workforce Investment Board of Southwest Region	Total Participants Served	Adults	186
		Dislocated Workers	233
		Older Youth	23
		Younger Youth	201
	Total Exiters	Adults	78
		Dislocated Workers	114
		Older Youth	21
		Younger Youth	153

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	77	72
	Dislocated Workers	75	89
	Older Youth	65	48
Retention Rate	Adults	85	79
	Dislocated Workers	92	91
	Older Youth	75	60
	Younger Youth	60	60
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	2,089
	Dislocated Workers	96	99
	Older Youth (\$)	2,340	1,520
Credential / Diploma Rate	Adults	62	56
	Dislocated Workers	64	71
	Older Youth	33	20
	Younger Youth	60	88
Skill Attainment Rate	Younger Youth	85	88
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met		Exceeded
	X		

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Central Region Workforce Investment Board, Inc.	Total Participants Served	Adults	778
		Dislocated Workers	1,352
		Older Youth	265
		Younger Youth	281
	Total Exiters	Adults	253
		Dislocated Workers	202
		Older Youth	65
		Younger Youth	104

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	78	84
	Dislocated Workers	85	90
	Older Youth	80	81
Retention Rate	Adults	85	89
	Dislocated Workers	92	95
	Older Youth	85	95
	Younger Youth	61	79
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,718	3,611
	Dislocated Workers	85	95
	Older Youth (\$)	2,762	4,051
Credential / Diploma Rate	Adults	60	71
	Dislocated Workers	60	69
	Older Youth	60	61
	Younger Youth	60	84
Skill Attainment Rate	Younger Youth	90	88
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		Met	X

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: East Jackson County Region Workforce Investment Board	Total Participants Served	Adults	191
		Dislocated Workers	163
		Older Youth	21
		Younger Youth	91
	Total Exiters	Adults	60
		Dislocated Workers	118
		Older Youth	12
		Younger Youth	36

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	77	69
	Dislocated Workers	81	88
	Older Youth	65	75
Retention Rate	Adults	80	83
	Dislocated Workers	88	93
	Older Youth	77	80
	Younger Youth	60	71
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	3,367
	Dislocated Workers	90	121
	Older Youth (\$)	2,340	4,919
Credential / Diploma Rate	Adults	60	65
	Dislocated Workers	64	72
	Older Youth	38	73
	Younger Youth	57	67
Skill Attainment Rate	Younger Youth	90	94
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		Met	X

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Jefferson/Franklin County	Total Participants Served	Adults	196
		Dislocated Workers	353
		Older Youth	49
		Younger Youth	170
	Total Exiters	Adults	58
		Dislocated Workers	81
		Older Youth	9
		Younger Youth	43

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	83	89
	Dislocated Workers	85	96
	Older Youth	65	100
Retention Rate	Adults	85	91
	Dislocated Workers	92	93
	Older Youth	85	100
	Younger Youth	61	75
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	4,645
	Dislocated Workers	90	95
	Older Youth (\$)	2,340	3,769
Credential / Diploma Rate	Adults	62	77
	Dislocated Workers	67	89
	Older Youth	42	100
	Younger Youth	59	74
Skill Attainment Rate	Younger Youth	94	91
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Kansas City Region	Total Participants Served	Adults	955
		Dislocated Workers	697
		Older Youth	197
		Younger Youth	830
	Total Exiters	Adults	418
		Dislocated Workers	475
		Older Youth	86
		Younger Youth	361

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	77	79
	Dislocated Workers	81	86
	Older Youth	65	63
Retention Rate	Adults	80	82
	Dislocated Workers	88	89
	Older Youth	77	70
	Younger Youth	60	58
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	3,618
	Dislocated Workers	90	99
	Older Youth (\$)	2,340	2,297
Credential / Diploma Rate	Adults	62	53
	Dislocated Workers	64	67
	Older Youth	38	40
	Younger Youth	57	92
Skill Attainment Rate	Younger Youth	90	89
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northeast Missouri Workforce Investment Board, Inc.	Total Participants Served	Adults	220
		Dislocated Workers	339
		Older Youth	53
		Younger Youth	154
	Total Exiters	Adults	98
		Dislocated Workers	164
		Older Youth	19
		Younger Youth	62

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	77	89
	Dislocated Workers	82	87
	Older Youth	65	100
Retention Rate	Adults	85	100
	Dislocated Workers	92	94
	Older Youth	82	100
	Younger Youth	64	77
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	5,601
	Dislocated Workers	93	101
	Older Youth (\$)	2,950	6,920
Credential / Diploma Rate	Adults	62	75
	Dislocated Workers	64	79
	Older Youth	40	67
	Younger Youth	61	85
Skill Attainment Rate	Younger Youth	90	94
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded X

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northwest Missouri Workforce Investment Board	Total Participants Served	Adults	377
		Dislocated Workers	586
		Older Youth	49
		Younger Youth	197
	Total Exiters	Adults	143
		Dislocated Workers	327
		Older Youth	13
		Younger Youth	36

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	77	77
	Dislocated Workers	75	90
	Older Youth	67	84
Retention Rate	Adults	85	93
	Dislocated Workers	85	96
	Older Youth	82	100
	Younger Youth	60	69
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,882	5,501
	Dislocated Workers	96	82
	Older Youth (\$)	2,484	7,860
Credential / Diploma Rate	Adults	52	56
	Dislocated Workers	64	69
	Older Youth	40	58
	Younger Youth	57	81
Skill Attainment Rate	Younger Youth	85	83
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Ozark	Total Participants Served	Adults	305
		Dislocated Workers	437
		Older Youth	37
		Younger Youth	332
	Total Exiters	Adults	155
		Dislocated Workers	161
		Older Youth	28
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	77	90
	Dislocated Workers	83	89
	Older Youth	60	86
Retention Rate	Adults	85	91
	Dislocated Workers	92	92
	Older Youth	82	83
	Younger Youth	60	75
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,970	3,596
	Dislocated Workers	97	95
	Older Youth (\$)	2,340	1,872
Credential / Diploma Rate	Adults	65	69
	Dislocated Workers	62	67
	Older Youth	41	76
	Younger Youth	57	62
Skill Attainment Rate	Younger Youth	90	89
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: South Central Region	Total Participants Served	Adults	591
		Dislocated Workers	254
		Older Youth	80
		Younger Youth	385
	Total Exiters	Adults	300
		Dislocated Workers	102
		Older Youth	32
		Younger Youth	112

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	80	84
	Dislocated Workers	81	89
	Older Youth	65	74
Retention Rate	Adults	85	85
	Dislocated Workers	85	89
	Older Youth	70	82
	Younger Youth	60	77
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	3,827
	Dislocated Workers	96	112
	Older Youth (\$)	2,340	3,615
Credential / Diploma Rate	Adults	68	80
	Dislocated Workers	65	75
	Older Youth	40	39
	Younger Youth	67	87
Skill Attainment Rate	Younger Youth	89	88
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Southeast	Total Participants Served	Adults	782
		Dislocated Workers	695
		Older Youth	53
		Younger Youth	506
	Total Exiters	Adults	299
		Dislocated Workers	259
		Older Youth	153
		Younger Youth	583

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	77	73
	Dislocated Workers	83	85
	Older Youth	68	67
Retention Rate	Adults	87	85
	Dislocated Workers	92	91
	Older Youth	85	91
	Younger Youth	66	72
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	2,913
	Dislocated Workers	96	107
	Older Youth (\$)	2,417	3,791
Credential / Diploma Rate	Adults	62	65
	Dislocated Workers	66	69
	Older Youth	41	35
	Younger Youth	58	54
Skill Attainment Rate	Younger Youth	90	73
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

WIA Annual Report Data

State Name: MO

Program Year: 2003

Table O: Summary of Participants

Local Area Name: St. Charles County Workforce Development Board of Directors	Total Participants Served	Adults	18
		Dislocated Workers	1,323
		Older Youth	13
		Younger Youth	9
	Total Exiters	Adults	20
		Dislocated Workers	415
		Older Youth	13
		Younger Youth	9

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75
	Employers	69	92
Entered Employment Rate	Adults	70	86
	Dislocated Workers	82	88
	Older Youth	69	75
Retention Rate	Adults	85	91
	Dislocated Workers	92	95
	Older Youth	67	71
	Younger Youth	64	89
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,854	1,786
	Dislocated Workers	80	84
	Older Youth (\$)	2,340	3,282
Credential / Diploma Rate	Adults	50	33
	Dislocated Workers	66	56
	Older Youth	41	68
	Younger Youth	57	71
Skill Attainment Rate	Younger Youth	80	63
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		