

STATE OF OHIO
WORKFORCE INVESTMENT ACT
PROGRAM YEAR 2003 ANNUAL REPORT

July 1, 2003—June 30, 2004



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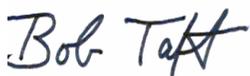
A message from the Governor of the State of Ohio

It is my pleasure to present Ohio's fourth Workforce Investment Act (WIA) Annual Report. Like previous reports, this publication describes our WIA job training activities and details required financial and performance information for the reporting period, July 1, 2003 through June 30, 2004.

I am proud of the progress our State and Local Workforce Investment Boards have made in meeting challenges to build this state's workforce investment system into a model of efficiency and effectiveness. Working together, state leaders in business, government, and education along with our many local One-Stop partners have once again confirmed that partnership is the key to better education, better job opportunities, and economic prosperity for Ohio citizens.

As we look to the future, our greatest challenge will be to create good jobs for every Ohioan who wants to work. We will accomplish this task by building an even stronger employment and training delivery system, by creating more economic development opportunities, and by increasing support from our business partners. Collectively, I am confident that we will succeed in addressing the needs of our current and emerging workforce and keep Ohio competitive in the 21st Century.

Sincerely,



Bob Taft
Governor



Ohio's Economy

Ohio is located in the Great Lakes area of the Midwestern United States, strategically situated on the great inland waterways and in the heart of the nation's industrial region. Ranked seventh in the nation in total population — with 11,435,798 people spread over 16 metropolitan areas and 29 micropolitan areas — Ohio's largest metropolitan area is the Cleveland-Akron-Elyria Combined Statistical Area with 2,950,604 people.

Ohio continues to experience a slight growth in its population as indicated by an increase of about 27,099 people from July 2002 to July 2003 or 0.1 percent. Population projections, given by the Ohio Department of Development, show an expected increase of more than 310,000 people over the 2000 to 2010 period.

The unemployment rate for June 2004 was 5.8 percent, which is just above the national rate of 5.6 percent and down from 6.2 percent in June 2003. Although Ohio's unemployment rate reflects the nation's slow economic recovery from the 2001 recession, labor market indicators, including population trends, wage trends, and unemployment rates show early signs of Ohio rebounding.

Over the year from June 2003 to June 2004, Ohio's total employment declined by 42,000. Even though manufacturing remains Ohio's largest employment sector and manufacturers contributed more than \$80 billion to Ohio's gross state product, employment in this industry fell by 21,100 from June 2003 to June 2004. Other Ohio job losses occurred in government; information; leisure

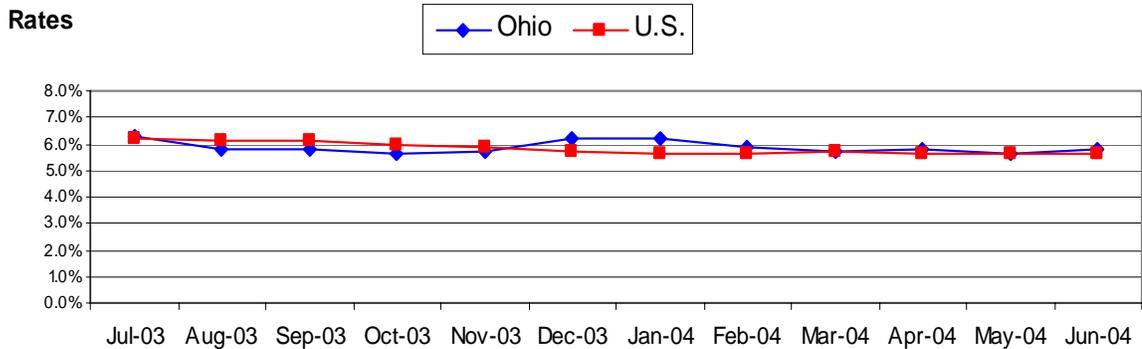
and hospitality; and trade, transportation, and utilities.

Ohio's gross state product rose from \$374 billion in 2001 to \$381 billion in 2002. This made Ohio the seventh largest state economy. Personal income for Ohio grew 2.8 percent in 2003, while per capita income rose from \$29,195 to \$29,944 during the same period.

Sources:

- Northeast-Midwest Institute.
- Ohio Department of Development.
- Bureau of Labor Market Information, Ohio Department of Job and Family Services.
- U.S. Bureau of the Census.
- U.S. Bureau of Economic Analysis.

Figure 1: PY 03 Unemployment Rates for Ohio and the U.S.



	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
Ohio	6.3%	5.8%	5.8%	5.6%	5.7%	6.2%	6.2%	5.9%	5.7%	5.8%	5.6%	5.8%
U.S.	6.2%	6.1%	6.1%	6.0%	5.9%	5.7%	5.6%	5.6%	5.7%	5.6%	5.6%	5.6%

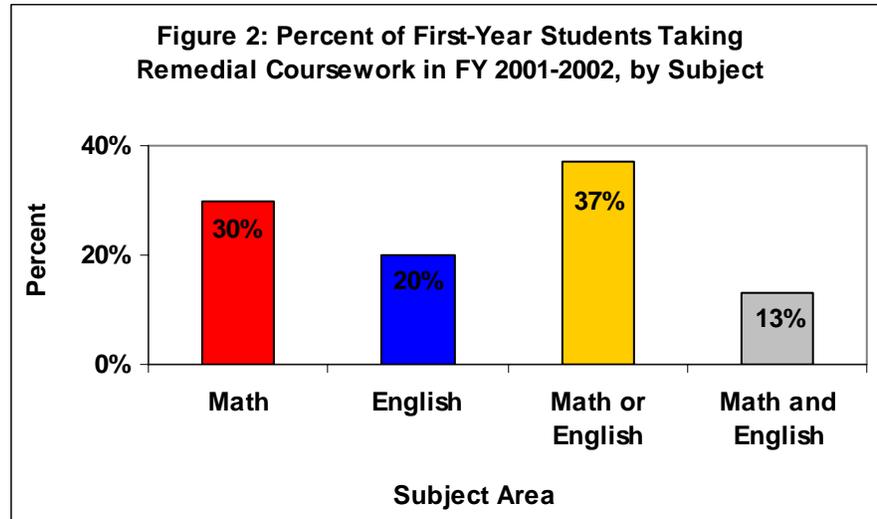
Higher Education in Ohio

Nearly 600,000 students were enrolled in Ohio's higher education system in the fall of 2002 according to a performance report prepared by the Ohio Board of Regents. The *Performance Report for Ohio's Colleges and Universities - 2003 Edition* contains comprehensive information on enrollment trends, characteristics of enrolled students, the preparation levels of incoming students, typical class sizes, student retention and graduation rates, degree production, employment outcomes, expenditures, and workforce development activities.

When compared to the United States, which has 24.4% of its adult population (25 and older) having a bachelor's degree or higher, Ohio lags the nation. Only 21.1% of Ohio's adult population has a bachelor's or higher degree. This gap is serious because individuals with bachelor's degrees typically earn \$18,000 more annually than high school graduates.

The demographic composition of Ohio's higher education institutions mirrors Ohio's population. According to the 2000 Census, 14% of the Ohio population in the age group from 18 to 49 was Asian/Pacific Islander, Black, or Hispanic. In 2002, 15% of Ohio's undergraduate enrollment was from these same demographic groups. Additional statistics at a glance from this report include:

- Students aged 25 and older make up almost one-third of public undergraduate enrollment in Ohio.
- An 8.3% enrollment increase occurred over a time when the overall population of Ohio increased by only 1.6%.
- Thirty-seven percent of first-time freshmen took at least one



remedial course in their first year of college. (See Figure 2).

- Thirty-nine percent of students age 20 years and older took either remedial math or remedial English, compared to 35% for students under age 20.
- Ohio lags the nation in higher education attainment at all levels. Outcomes that would contribute to closing this gap include producing more higher education graduates, keeping a high proportion of them in Ohio following graduation, and encouraging highly educated people to migrate to Ohio.
- Graduates at the doctoral and professional levels are more likely to leave Ohio after graduation than are graduates with associate, bachelor's, or master's degrees.
- Tuition and fees at Ohio public higher education institutions are high compared to national averages.
- A total of 94,972 degrees were awarded at the associate,

bachelor's master's, doctoral, and professional degree levels at Ohio's higher education institutions in 2001-2002.

The Ohio Board of Regents is the coordinating body for higher education in the state. Formed in 1963 by the General Assembly, the 11-member public board has a direct, non-governing relationship with all of Ohio's colleges and universities. It created this performance report to increase accountability and communication in higher education, assist students in determining college or university choices, and create benchmarks to assist colleges and universities in identifying their strengths and weaknesses. The full report is available on the Internet at www.regents.state.oh.us/perfrpt/2003/index.html.

Sources: Ohio Board of Regents and U.S. Census Bureau.

WIA Award Programs and Partnerships

Governor Awards Third Frontier Grant to PolymerOhio

Governor Bob Taft and Ohio Development Director Bruce Johnson awarded \$279,300 in Third Frontier Internship Program grants to PolymerOhio of Westerville, Ohio. When coupled with matching funds from participating organizations, the grant will provide at least \$560,000 to support 88 internships for college students and one externship for an educator. The announcement was made during a visit to Rowmark, Inc. of Findlay, one of 58 participating businesses and 12 participating educational institutions.

“The Third Frontier Internship Program will keep our children and grandchildren close to home by creating good job opportunities here in Ohio,” Johnson said. “I am pleased

that so many businesses like Findlay's Rowmark, Inc. have partnered with PolymerOhio on this important program.”

The Third Frontier Internship Program, part of Governor Taft’s overall Third Frontier Project, aims to develop a pool of talented workers for Ohio businesses; create student work experiences for Ohio residents; enrich the educational experience of college students; and expose educators to the strategies and processes of today’s business environment.

The three-year, \$15 million initiative is administered by the Ohio Department of Development and is funded using federal monies from Governor Taft’s allocation of Workforce Investment Act funds.



Governor Bob Taft looks at the internal components of a turbine engine while touring the Ohio State University's Gas Turbine Laboratory in Columbus, Ohio. OSU is one of 12 participating Third Frontier educational institutions.

Allen County Receives 2003 Workforce Development Award of Excellence



Representatives of Allen County receiving the award.

Allen County Department of Job and Family Services (ACDJFS) WIA youth provider, Lima City Schools’ Opportunity for Parenting Teens (OPT) Program, was awarded the National Association of Counties (NACO) 2003 Workforce Development Award of Excellence. The award was presented in early Program Year 2004 at NACO’s 32nd Annual Health, Human Services and Workforce Conference. This award is given annually to only six

recipients nationwide. ACDJFS-WIA youth providers assist youth between the ages of 14 and 21 who require additional assistance to succeed in education or employment. Programs include opportunities for assistance in academic or occupational learning; development of leadership skills; and preparation for further education, additional training, and employment.

Partners Share Employment Opportunities

A working partnership is vital to agency representatives at the Clark County WORK-PLUS Center. Every Friday morning partners from the Ohio Department of Job and Family Services, Clark County Department of Job and Family Services, Jobs & More, Job Link, Springfield OIC, Express Personnel Services, Goodwill, and the Bureau of Vocational Rehabilitation

meet to share employment opportunities and information.

These meetings provide partners with a forum for communicating available employment opportunities for their agencies' job seekers. During these meetings, group members match qualified job seeker information to employer job openings and then forward those referrals to employers.

What makes this unique arrangement successful is that the partners trust and respect each other. The partners have established working relationships with each other and Clark County employers. The end result is that it's a win-win situation.

WIB 1 and Shawnee State University “A Long Standing Partnership”

Workforce Investment Area 1, along with its Workforce Investment Board for Adams, Brown, Pike and Scioto Counties, has enjoyed a very successful partnership with the Shawnee State University. This partnership dates back to the 1980s when it was formed under the Comprehensive Employment and Training Act

(CETA). As a result, this collaboration has continued through the 1990s with the Job Training Partnership Act (JTPA) and into the 2000s with the implementation of the Workforce Investment Act.

In short, this win-win partnership has proven beneficial for the entire region

as it has made it easier for local residents to explore work preparation and career development services.

Workforce Investment Act in Ohio

State Structure

Governor Taft and the Legislature created the Governor's Workforce Policy Board in 1999 to improve Ohio's employment and training services through systemic workforce development change. The Governor's Workforce Policy Board regularly assesses Ohio's employment needs, develops and approves the State Strategic Workforce Development Plan, helps the Governor set performance goals and priorities, facilitates the coordination of workforce development programs, and assists local leaders shape workforce development policy. This board is supported by an executive director, a staff member from the Ohio Department of Development.

The Ohio Department of Job and Family Services is the agency designated within Ohio to implement the Workforce Investment Act statewide program. Within ODJFS, the Office of Workforce Development (OWD) has

administrative responsibility for Title I-B funds and programmatic oversight. OWI's administrative responsibility and oversight include stewardship of funds, allocation of funds, labor market information, One-Stop System integration and support, Rapid Response services, policy development, and performance management. The Office of Research, Assessment and Accountability (ORAA) also shares performance management responsibility with OWI. ORAA has responsibility for the WIA Title I-B Annual Report, data validation, audits, and monitoring activities. In addition, the Offices of Management Information Services (MIS) and Fiscal Services provide technical services in support of workforce development administrative operations and MIS systems. Moreover, the Office of Local Operations is involved with One-Stop implementation and operations.

Local Structure

In PY 2003, Ohio had eight local Workforce Investment Areas (Areas 1-8), governed by Workforce Investment Boards (WIBs). Area 7 (Ohio Option) was comprised of 55 sub-areas with Workforce Policy Boards (WPBs) to assist with oversight. Please see the map on page 9.

The WIBs, in consultation with chief elected officials, administrative entities, and a variety of partners, oversee local WIA activities.

Ohio's One-Stop System

One-Stops, designed to help employers find qualified workers and jobseekers obtain employment and training services, are at the heart of Ohio's workforce investment system. Statewide, there are 31 full service, comprehensive One-Stops and 67 satellite offices. Although the names of these facilities within the state may differ (e.g., One-Stop Employment and Training Centers, Workforce Development Centers, or Employment Service Centers), these One-Stops and their staff share a common goal — a commitment to providing prompt, courteous, and customer-focused services. These services include assessment of skills, abilities, aptitudes, and needs; labor market information; job search and job placement assistance; information on training, education, and related support services; career counseling; and assistance with unemployment compensation.

Within the state, One-Stops are overseen by local Workforce Investment Boards. These boards, in partnership with local elected officials and in accordance with the Workforce Investment Act, ensure compliance with federal and state laws within the One-Stop system.

To further demonstrate Ohio's commitment to its One-Stop System, the Workforce Development Executive Leadership Council (ELC), with

membership from the County Commissioners Association of Ohio (CCAO), the Ohio Job and Family Services Directors Association (OJFSDA), the Ohio Department of Job and Family Services (ODFJS), and local stakeholders and partners have developed a One-Stop System Certification Guide. This document outlines critical steps in the state's certification process, provides a framework for the One-Stop implementation, and identifies the three levels for which a One-Stop System may receive certification. The levels are defined by the following parameters:

- **Level 1 One-Stop**—A One-Stop which possesses a minimum of three required partners, and allows for regular customer access to on-site services and a fully functioning Resource Room. The remaining required partners' services are available either electronically or via some type of agreement with a nearby Level 2 or Level 3 One-Stop.
- **Level 2 One-Stop**—A One-Stop which fully satisfies the requirements of the Workforce Investment Act for a One-Stop System in a single physical location. This facility has all the required partners and services available on-site. The most common phrase used to describe a Level 2 One-Stop is: "Full service, comprehensive One-Stop Center."
- **Level 3 One-Stop**—A One-Stop which fully satisfies the requirements of WIA for a One-Stop System in a single physical location. In addition, this One-Stop System also incorporates activities inclusive of: integrated services, continuous improvement initiatives (Baldrige Criteria), and achieved levels of best practices, enhanced services, or additional partners above the required WIA partners. **Note:** In PY 2003, Ohio had no Level 3 One-Stops.

Additional information regarding Ohio's One-Stops may be found on the following website:

<http://www.ohioworkforce.org>

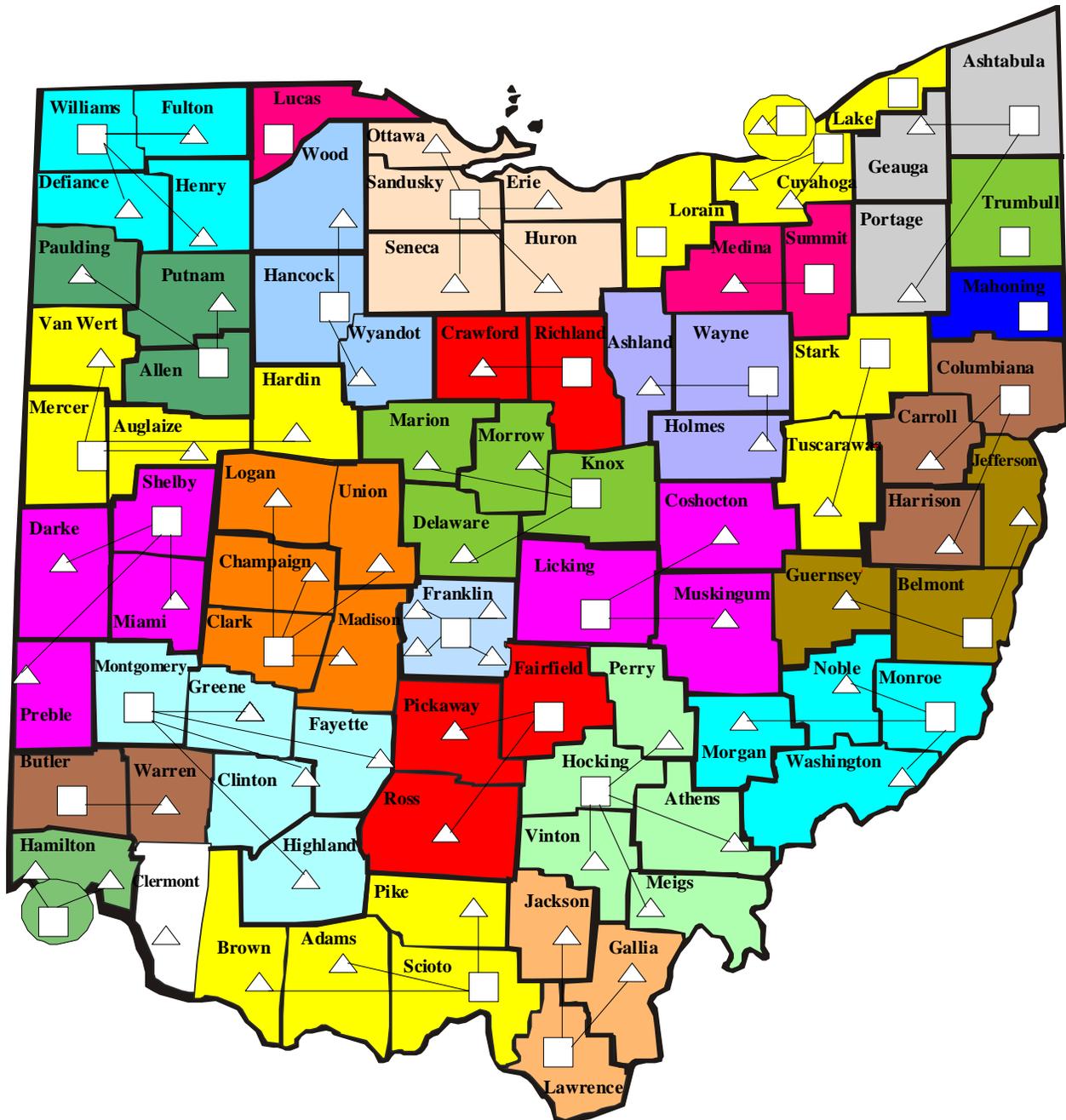
Cuyahoga County First Fully Certified One-Stop



Representatives from the Area 2 One-Stop receive a certification plaque from the State Board Chair

Cuyahoga County, Workforce Investment Area 2, recently became Ohio's first "fully certified" One-Stop. The certification process was completed in May 2004.

One-Stop Access Points



Note: During Program Year 2003, Ohio had 98 One-Stop Access Points. Conventional WIA Areas are shown in yellow; Ohio Option Areas are shown as multi-color.

□ Denotes 31 Full Service Comprehensive One-Stop Access Points (Level 2).

△ Denotes 67 Satellite/Access Points (Level 1).

Key Governor's Workforce Policy Board Initiatives

Ohio Manufacturing Profile

In July 2004, the Center for Human Resource Research, Ohio State University, released a major report—*Ohio Manufacturing Profile*—to the Manufacturing Workforce Advisory Council of the Governor's Workforce Policy Board. The Council's purpose is to assess the current and future needs of Ohio's manufacturers with the goal of reducing workforce barriers and aligning state funds to support workforce needs of manufacturers. The report, written by Dixie Sommers, takes a step in this direction by presenting a comprehensive analysis of Ohio's manufacturing industry. It also provides in-depth manufacturing facts and trends and examines workforce policy issues as they relate to manufacturing.

According to the report, although the state has had a gradual decline in manufacturing employment over the past two decades, manufacturing continues to play an important role in Ohio's economy as demonstrated by the following:

- Manufacturing accounted for 21.3% of Ohio's gross state product in 2001.
- Manufacturing accounted for 844,200 jobs or over 15% of Ohio's nonfarm employment in 2003.
- Ohio has a larger concentration of manufacturing jobs than the nation.
- Manufacturing is Ohio's largest single employment sector.
- Manufacturing paid total wages of \$38.8 billion in 2003. This represents 20.9% of the total for nonfarm industries.
- Manufacturing is found in all 88 of Ohio's counties, although the larger numbers of jobs are located in populous urban counties. In 46 Ohio counties, manufacturing accounts for more than 20% of total nonfarm employment.

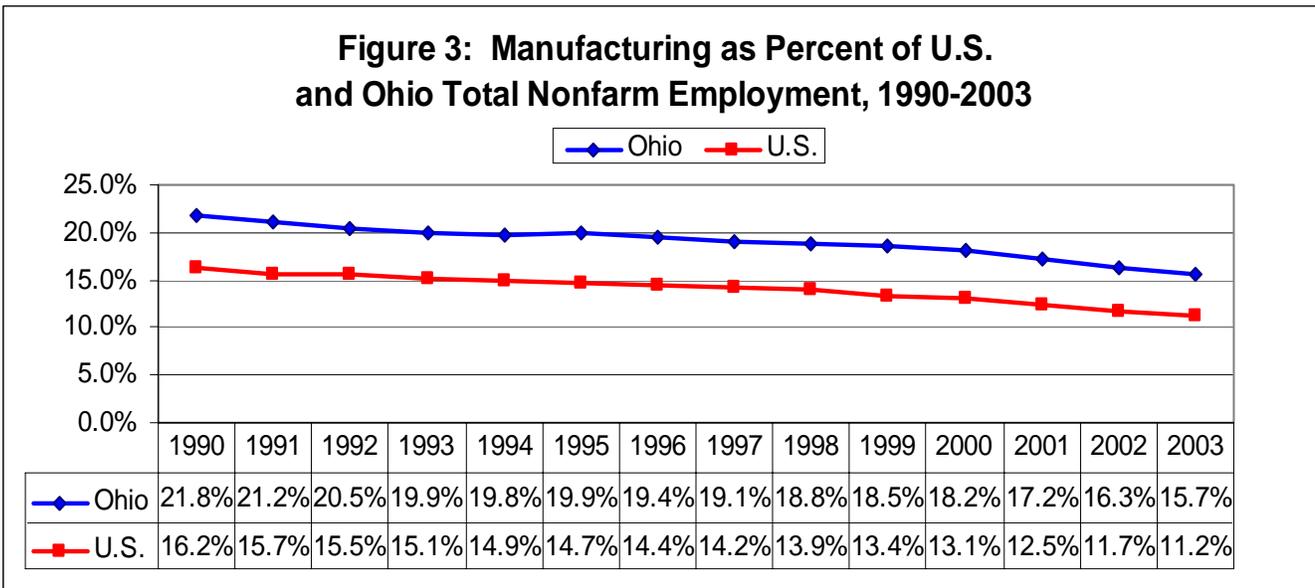
Additional highlights from the report show that:

- In the U.S. between 1990 and 2003, manufacturing's share of nonfarm employment declined from 16.2% to 11.2%. Ohio was found to have the same trend as the nation. (See Figure 3).
- The demographic composition of the manufacturing labor force in Ohio is made up of 70.1% men, considerably older and with lower levels of education than the state's overall workforce.
- Manufacturing in Ohio is expected to maintain its share of total output, but increased productivity will likely result in fewer total jobs.

This profile suggests that Ohio's Manufacturing Workforce Advisory Council needs to address four key manufacturing workforce policy issues on how to:

1. Help dislocated workers make the transition to new jobs;
2. Develop and upgrade the skills of manufacturing workers to support innovation and productivity growth;
3. Ensure training and recruitment of workers to fill job openings; and
4. Develop the skills/interest of Ohio's labor force to meet the needs of Ohio's economy.

Figure 3: Manufacturing as Percent of U.S. and Ohio Total Nonfarm Employment, 1990-2003



Health Care Initiatives

Ohio is facing growing workforce shortages in nearly all health professions. This shortage threatens the quality and accessibility of adequate and comprehensive health care and the economic stability of Ohio. In 2002, realizing an emerging need, the Governor’s Workforce Policy Board, with the support of the Governor, formed the Ohio Health Care Workforce Advisory Council. The Advisory Council’s purpose is to recommend strategies to alleviate shortages of health care workers and to strengthen

the state’s overall workforce policy and plans. In June 2004, the Advisory Council published health care recommendations in its *Progress Report to the Governor’s Workforce Policy Board on the Health Care Workforce Shortages in Ohio*.

Recommendations from the report include the following:

- Establish and support a health care workforce center;
- Establish and maintain a health care workforce data collection and analysis system;
- Recruit and prepare populations for health

- care occupations;
- Sustain statewide efforts to recruit new workers in health care professions;
- Retain current health care workers;
- Fund pilot demonstration projects to promote the infusion of creativity and new technology into health care workforce initiatives; and
- Support local and regional efforts.

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Al Longstreth

Human Resources Manager
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Performance Accountability

Performance Center, a Highly Effective Management Tool

In March 2002, the Ohio Department of Job and Family Services (ODJFS) debuted the Performance Center, a highly successful and effective management tool for improving productivity and ensuring accountability. Created under the leadership of Director Tom Hayes and Deputy Director Neva Terry, this performance assessment system, now in its third year, has become an integral decision-making guide for performance management in everyday operations within ODJFS. Specifically, the Workforce Investment Act (WIA) and other program areas within ODJFS have come to rely on the Performance Center as an effective tool for meeting and exceeding mandated state and federal standards.

The Performance Center has been extremely effective in improving accountability by directly aligning agency-wide performance with the five agency goals. These ODJFS goals are:

- Goal 1: Children will grow up safe and healthy.
- Goal 2: Youth will become responsible adults.
- Goal 3: Individuals and businesses will realize their greatest degree of economic well-being.
- Goal 4: Seniors and individuals with a disability or a chronic illness will receive health care and supportive services that maximize their quality of life.
- Goal 5: ODJFS will achieve and maintain excellence in our workforce, organization, services and products, and relationships through adherence to the quality principles.

ODJFS is a cabinet level department with an annual budget of more than \$15 billion dollars and responsibility for the administration of various human and employment service programs. These include Child Care, Child Support, Food Stamps, Medicaid, Temporary Assistance to Needy Families (TANF), Unemployment Compensation, and the Workforce Investment Act. The Performance Center team— comprised of business analysts, programmers, and communication



Deputy Director John Trott fields questions about Local Operations.



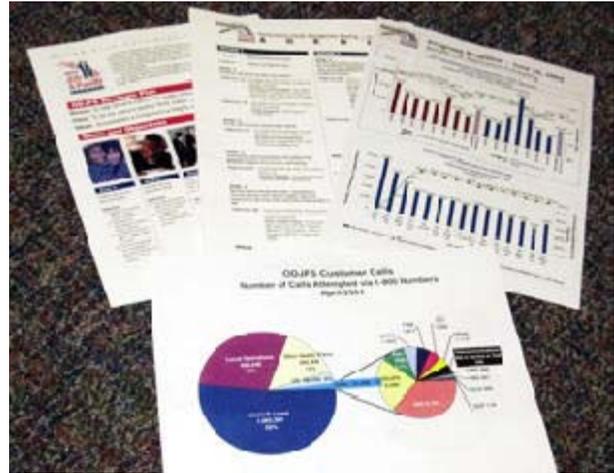
Director Tom Hayes and Assistant Director China Widener listen to a Performance Center presentation.

Performance Center; continued

specialists — works in cooperation with program and support staff to enhance communications, establish priorities, facilitate strategic planning, evaluate program outcomes, and manage resources at the state and local level. This is accomplished through the creation of detailed analysis reports for a variety of performance measures. ODJFS staff use these reports to identify areas in need of improvement, to measure improvement and processes, and to recognize and communicate best practices and accomplishments.

The Performance Center is modeled after the City of Baltimore's CitiStat program and the New York City Police Department's CompStat program, which is credited with reducing the city's murder rate by 67 percent. Like those models, the Performance Center uses regularly scheduled meetings to draw on the expertise of agency deputies and assistant deputies to develop strategies for achieving specific performance goals. During these management meetings, ODJFS deputy directors are given the opportunity to present their particular areas' successes relative to the agency measures, discuss problems and solutions, and receive feedback and direction from Director Hayes and ODJFS staff.

The Center also makes extensive use of technology



Examples of reports and data used by the Performance Center.

to assist in information exchange. Through the Performance Center's website, customers have access to analysis reports that provide detailed information about each performance measure and how the measures are used to monitor and improve operations. As a result, chief decision-makers are able to tap into and use the information from the entire agency. For additional information about the ODJFS Performance Center, please visit its website located at: <http://www.PerformanceOhio.com>



Performance data is displayed on two large screens for the audience to view.

Reporting and Data Collection

SCOTI

*Sharing Career Opportunities
& Training Information*

Last program year, the Sharing Career Opportunities and Training Information (SCOTI) — a statewide reporting and performance accountability system — was successfully launched. The web-based system, which is fully developed and functional, accurately tracks and reports services and outcomes for WIA Title I-B participants and matches Ohio Labor Exchange (LE) employers with job seekers.

SCOTI, which replaced Ohio's previous management information system, has substantially improved the validity and completeness of WIA participant and performance information collected and reported to the Department of Labor (DOL). The WIA component of SCOTI has the ability to:

- Standardize tracking and reporting of local WIA participants, activities, and performance information;
- Generate federally mandated reports;
- Provide real-time access to accurate enrollment and outcome data; and
- Provide pop-up reminders of performance information needed on a customer file.

The LE component of SCOTI allows employers to list job

openings and view information about job seekers and other business-related resources from any computer with Internet service. What's more, SCOTI offers many additional benefits to employers and job seekers. For instance, both employers and job seekers have 24-hour access to labor market information, such as average wages, by occupation and location. Moreover, there are no fees for SCOTI usage. Staff are available to take job orders, run job matches, screen and test applicants, make referrals, and schedule interviews. Additionally, SCOTI provides employers with the largest database of job seekers in Ohio, and provides nationwide exposure to job orders through its web-link to America's Job Bank.

SCOTI is supported by the Office of Workforce Development, Bureau of Workforce Services Systems staff. Staff conduct training, troubleshoot, assist local staff on SCOTI operation and use, operate a hotline, and contribute to a website which highlights important information.

This year, the Office of Workforce Development concentrated its resources on SCOTI enhancements, data validation, accountability, continuous improvement,

How Can We Help You?



training, and the provision of technical assistance for WIA and partner programs. In order to increase capacity building on SCOTI, statewide and local area trainings were provided on a regular basis. In addition, the Office of Workforce Development developed an expert group of local SCOTI users, called Power Users, to facilitate communication between ODJFS and local SCOTI users and to assist with the planning of future enhancements. Power Users received extensive training in all details of SCOTI operation, participant tracking, and performance calculation.

Ohio's reporting and performance accountability system has come a long way in a very short time. SCOTI consistently provides reliable, valid performance data and meets regulatory and reporting requirements for tracking participants. The performance data identified in the Tables Section of this report were provided through this system and will again be verified with the data validation software provided by DOL.

Program Year 2003 Participation Summary

Ohio is proud to report that the state met the negotiated performance levels for all 17 WIA measures and exceeded 9. Additionally, in PY 2003, Ohio served a total of 41,122 WIA participants and placed 9,251 program participants into

jobs. Achieving these excellent outcomes during difficult economic conditions demonstrates the state's commitment to excellence and service quality for its customers.

This year, as shown in Figure 4, the average cost per participant (calculated by dividing the total Adult, Dislocated Worker, and Youth program expenditures and obligations by the number of individuals served) was \$2,457. Ohio expended an average of \$2,396 per adult, an average of \$2,077 per dislocated worker, and an average of \$2,763 per youth.

The Adult program served the highest percentage of participants with 36%. This was followed by the Younger Youth, Dislocated Workers, and Older Youth programs, respectively. (See Figure 5).

In Program Year 2003, Ohio spent \$101 million in workforce development funds on Adult, Dislocated Worker, and Youth program activities.

Figure 4: Cost Per WIA Participant

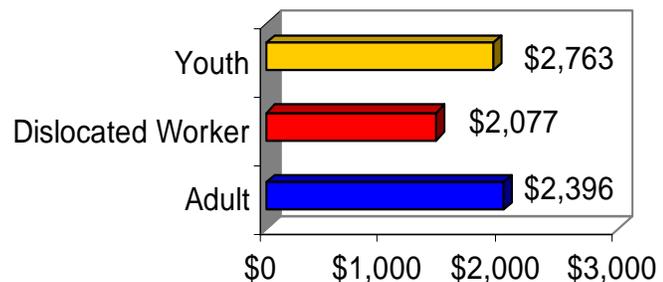
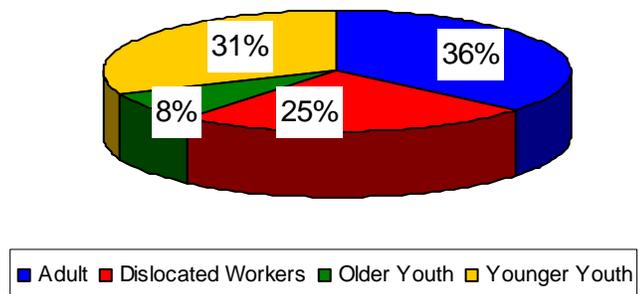
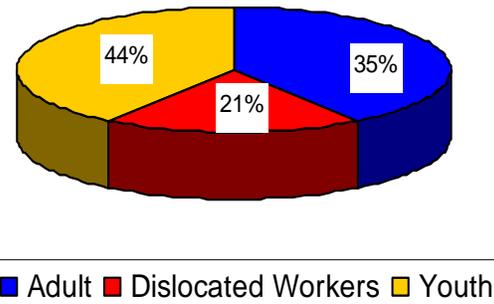


Figure 5: Total Participants Served



As noted in Figure 6, the largest portion of WIA spending occurred in the Youth program. This program had an approximate expenditure ratio of 2:1 when compared to the Dislocated Worker program. The Youth program expended \$43.9 million, the Adult program \$35.3 million, and the Dislocated Worker program expended \$21.8 million.

Figure 6: Program Expenditure Ratios



Negotiated Performance Levels

Ohio's negotiated performance levels for the first three years of WIA (PY 2000 — 2002) were among the highest in the nation. These levels were derived using the historical data and the high performance results of the state's Job Training Partnership Act (JTPA) program. Unfortunately, the economic situation in Ohio has significantly changed since the JTPA era. The state's slow economic conditions, slower wage growth, increased unemployment, and loss of higher paying manufacturing jobs have made it difficult to reach the desired levels of adult, dislocated worker, and youth performance.

For PY 2003, Ohio requested and received permission from DOL to adjust

its negotiated performance levels for PY 2003 and 2004 for 8 of the 17 WIA Title I-B performance and customer satisfaction measures. The new negotiated levels for the 8 measures (adult earnings change; adult employment and credential rate; dislocated worker earnings replacement rate; older youth entered employment rate; older youth earnings change; older youth employment and credential rate; younger youth skill attainment rate; and younger youth retention rate) are included in *Table 1: Summary of Ohio's WIA Performance* and in the Table Section of this report.

WIA Performance Measures

In Program Year 2003, Ohio met all and exceeded 9 of the 17 WIA performance measures. Additionally, Ohio improved its performance results in 11 of 17 measures, further demonstrating the state's effort to continuously improve the quality of services being provided to customers. Table 1 presents a summary of the state's performance for the 17 mandatory performance measures.

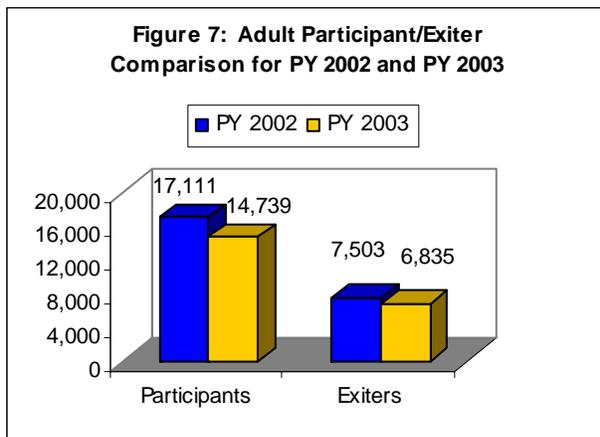
Table 1: Summary of Ohio's WIA Performance

WIA Core Measure	Negotiated Goal	80% of Negotiated Goal	Actual Performance	Difference Compared to 80% of Goal	Performance Status
Adults					
Entered Employment Rate	71.0 %	56.8%	73.5%	+16.7	Exceeded
Employment Retention Rate	82.0%	65.6%	88.0%	+22.4	Exceeded
Earnings Gain (6 months)	\$2,825	\$2,260	\$2,272	+\$12	Met
Credential Attainment Rate	62.0%	49.6%	59.8%	+10.2	Met
Dislocated Workers					
Entered Employment Rate	78.0%	62.4%	84.8%	+22.4	Exceeded
Employment Retention Rate	88.0%	70.4%	93.0%	+22.6	Exceeded
Earnings Replacement Rate	88.0%	70.4%	81.3%	+10.9	Met
Credential Attainment Rate	66.3%	53.0%	63.8%	+10.8	Met
Older Youth (19-21)					
Entered Employment Rate	61.0%	48.8%	64.1%	+15.3	Exceeded
Employment Retention Rate	78.0%	62.4%	79.8%	+17.4	Exceeded
Earnings Gain (6 months)	\$2,761	\$2,209	\$5,985	+\$3776	Exceeded
Credential Attainment Rate	42.0%	33.6%	38.4%	+4.8%	Met
Younger Youth (14-18)					
Skill Attainment Rate	60.0	48.0	74.8%	+26.8	Exceeded
Diploma Attainment Rate	52.0	41.6	59.9%	+18.3	Exceeded
Retention Rate	50.0	40.0	47.0%	+7.0	Met
Customer Satisfaction					
Participant Satisfaction	76.5	61.2	75.1	+13.9	Met
Employer Satisfaction	71.4	57.1	68.0	+10.9	Met

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

WIA Adult Program

Ohio's Title I-B WIA Adult program served 14,739 participants in Program Year 2003. Moreover, 6,835 adults exited the program between July 1, 2003 and June 30, 2004. The state met all four of the negotiated performance standards for the adult program and exceeded two.

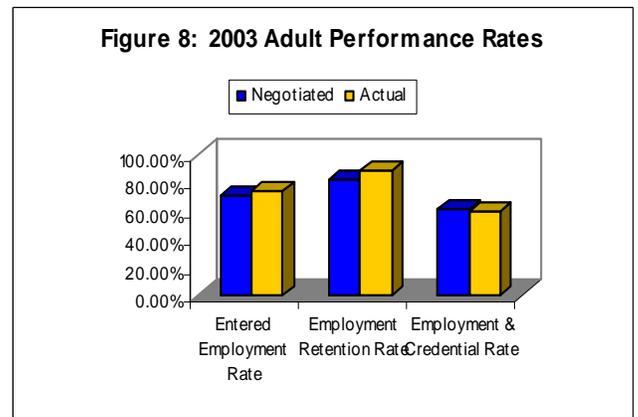


A total of 4,635 adults were placed in unsubsidized employment during the performance reporting period, exceeding the entered employment rate performance goal of 71.0% with an actual performance level of 73.5%. The state succeeded in placing 1,190 more participants into unsubsidized employment than in Program Year 2002. Ohio's success in achieving this goal during tough economic times can most likely be attributed to the local level partnerships that have effectively worked together to improve service delivery and to meet local customer needs.

The state exceeded the employment retention rate performance goal established by the Department of Labor

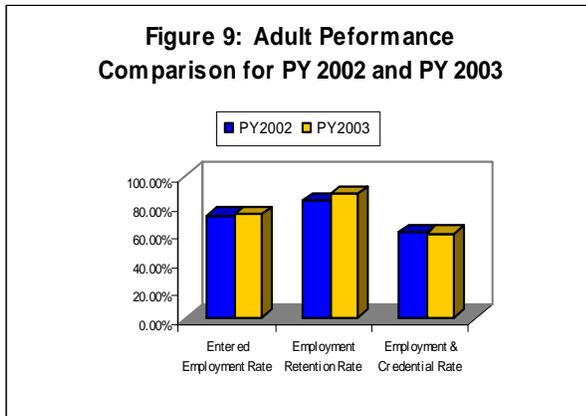
with 88.0% of all employed exiters still employed six months or more after entering employment. This surpassed last year's performance level by 5.1%.

Additionally, the state met the established goal for the adult earnings change in six months measure, which provides a pre-program and post-program look at the earnings changes of participants, with an actual performance level of \$2,272. In general, although Ohio's economy showed some signs of recovery in PY 02, the increased job loss coupled with an unemployment rate above the national average made it extremely difficult to place adults into jobs earning higher wages. As a result, the average earnings gain for PY 2003 WIA adults is down from the level of \$2,769 attained in the previous year.



This program year, the state also successfully met its employment and credential rate measure with an actual performance level of 59.8%. Ohio improved its overall performance results from PY 2002 for adults served through

employment and training programs in two of the four DOL measures.



Adult Special Populations

As for the Adult Special Populations identified by DOL, results show that public assistance recipients who received intensive or training services exceeded the employment retention and earnings change measures, with actual performance levels of 84.1% and \$5,183, respectively. The state also succeeded in meeting the entered employment rate and employment and credential rate measures for the adult public assistance recipients who received intensive or training services. Veterans, individuals with disabilities, and older individuals also had excellent results. The veterans special population exceeded two of the four measures — entered employment rate and employment retention rate — while meeting the employment and credential rate measure. The individuals with disabilities population also exceeded two of the adult negotiated performance levels, with an employment retention rate of 90.7% and a six-month earnings change of \$6,784. Older

individuals were found to have outcomes that were slightly lower than the average for adults. A breakout of the Adult Special Populations is included in the Table Section as Table C.

Individuals who received training services had slightly better employment and retention outcomes than those who received only core and intensive services.

WIB Performance Goals and Outcomes

As in PY 2002, the results for the adult program were extremely good across all WIBs, with the exception of the earnings change measure, where 4 of the 8 WIBs were below 80% of the state negotiated level of \$2,825. WIB 1 (Adams, Brown, Pike, and Scioto Counties), WIB 2 (Cuyahoga County), and WIB 6 (Stark and Tuscarawas Counties) performed extremely well, exceeding all four adult state negotiated performance levels.

- All 8 WIBs exceeded the retention rate.
- 7 of 8 WIBs exceeded and 1 WIB met the entered employment rate.
- 6 of 8 WIBs exceeded and 2 WIBs met the employment credential rate.
- 3 of 8 WIBs exceeded, 1 WIB met, and 4 WIBs did not meet the negotiated level for the earnings change measure.

WIA

Dislocated Worker Program



As in Program Year 2002, Ohio's workforce again fell victim to downsizing, layoffs, and plant closures. The state continued to experience job losses in manufacturing, government, information, construction, trade, transportation and utilities.

The ODJFS Rapid Response Unit received 130 Worker Adjustment and Retraining Notification Act (WARN) notices from companies experiencing plant closures and layoffs, which involved nearly 23,000 workers. WARN notices provide protection to workers, their families and communities by requiring employers to provide notification 60 calendar days in advance of plant closings and mass layoffs. Advance notices provide workers and their families some transition time to adjust to the prospective loss of employment, to seek and obtain alternative jobs and, if necessary, to enter skill training or retraining that will allow these workers to successfully compete in the job market.

total of 10,478 participants in the Title I-B WIA Dislocated Worker program. A total of 3,890 dislocated workers exited the program between July 1, 2003 and June 30, 2004.

The state met all four and exceeded two of the negotiated performance standards for the dislocated worker program. When compared to PY 2002, Ohio performed better on two of the four dislocated worker performance measures.

During Program Year 2003, Ohio served a

Figure 10: Dislocated Worker Participant/Exiter Comparison for PY 2002 and PY 2003

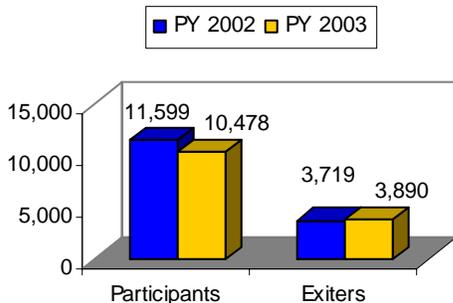
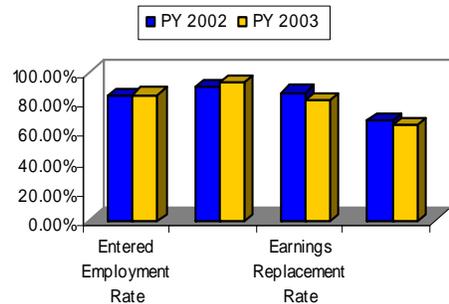
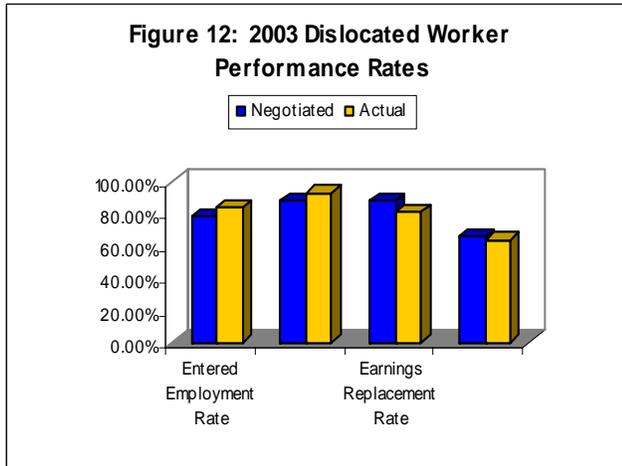


Figure 11: Dislocated Worker Performance Comparison for PY 2002 and PY 2003



Statewide, 3,830 dislocated workers were placed in unsubsidized employment during the reporting period, and Ohio exceeded its entered employment rate performance goal of 78.0% with an actual performance level of 84.8%. Ohio's dislocated worker program also exceeded its employment retention rate negotiated performance level of 88.0%, with an actual performance level of 93.0% for dislocated workers employed six months or more after entering employment. The state met the dislocated worker earnings replacement standard for Program Year

2003 with an actual performance level of 81.3%. As with the Adult program, results show that Ohio met the employment and credential rate for dislocated workers with an actual performance level of 63.8%.



Dislocated Worker Special Populations

A look at Special Populations for dislocated workers shows that displaced homemakers were found to have a much higher earnings replacement percentage than other dislocated workers. The actual earnings change percentage of 183.9% for displaced homemakers was found to be more than double the negotiated performance level of 88.0%.

All four Dislocated Worker Special Populations exceeded the entered employment rate, and three of the four exceeded the employment retention rate measure. Additionally, displaced homemakers, older individuals, and individuals with disabilities exceeded two of the four dislocated worker measures while veterans exceeded three of the four measures. Older individuals outcomes were found to be higher than in PY 2002, while displaced homemakers outcomes

were lower. Individuals with disabilities were found to have outcomes that were similar to those of the entire dislocated worker population. A breakout of the Dislocated Worker Special Populations is included in the Table Section as Table F.

Additionally, individuals who received training services had a slightly higher performance on the entered employment and the employment retention rate measures than those who received only core and intensive services. This information is included in Table G.

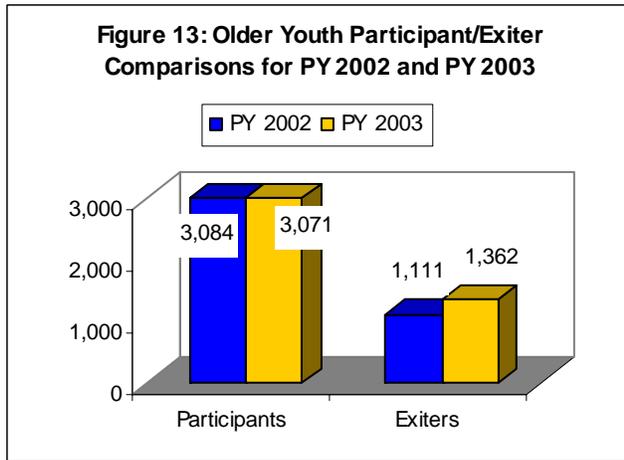
WIB Performance Goals and Outcomes

Overall, in terms of performance, the dislocated worker population performed very well in PY 2003. Their performance outcomes ranged from excellent for the entered employment rate measure and the employment retention rate to good for the employment and credential measure and the earnings change measure. One local area, WIB 6 (Stark and Tuscarawas Counties), exceeded all four dislocated worker state negotiated performance levels.

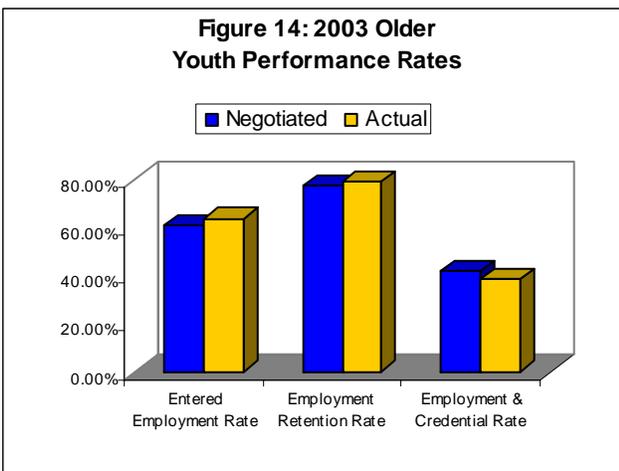
- All 8 WIBs exceeded the entered employment rate.
- All 8 WIBs exceeded the retention rate.
- 5 of 8 WIBs exceeded, 2 WIBs met, and 1 WIB did not meet the negotiated level for the employment and credential rate measure.
- 1 of 8 WIBs exceeded, 6 WIBs met, and 1 WIB did not meet the negotiated level for the earnings change measure.

WIA Older Youth Program

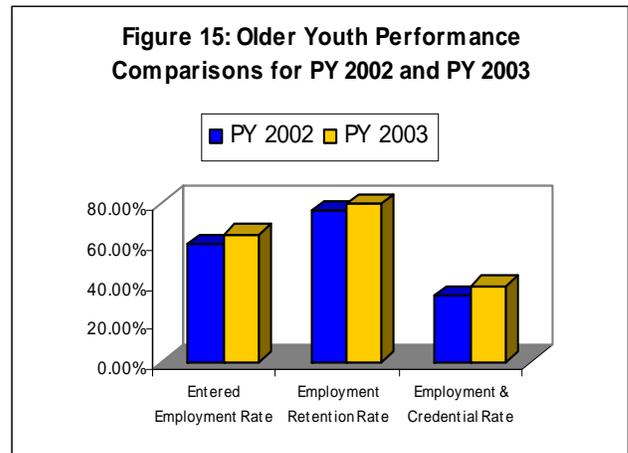
For Program Year 2003, Ohio served 3,071 WIA participants in the Older Youth program. There were 1,362 individuals who exited the program between July 1, 2003 and June 30, 2004.



Ohio met four and exceeded three of the four negotiated measures — entered employment rate, employment retention rate, and the earnings change in six months — for older youths (ages 19 to 21) in Program Year 2003. The state showed considerable improvement in all four measures, and for the first time since WIA inception, Ohio met negotiated performance levels for the older youth credential rate.



Relative to program performance, Ohio's older youth entered employment rate was up from the level attained in the previous year (64.1% compared to 59.4%). The state also exceeded this measure and placed 786 older youths in unsubsidized employment (almost double the amount placed in PY 2002). Statewide, Ohio exceeded the older youth employment retention rate performance goal of 78.0% with an actual level of 79.8%. Retention for older youths was slightly better than in PY 2002 (79.8% compared to 76.1%).



Additionally, the state obtained a performance rate of \$5,985 for the earnings change in six months measure. This was substantially higher and exceeded the required performance level of \$2,761 for the older youth earnings change measure. As with the Adult and Dislocated Worker Programs, Ohio met its older youth employment and credential rate with an actual performance of 38.4%. This is below the negotiated level of 42.0%, but is above the minimum requirement of 33.6% to meet this measure.

Older Youth Special Populations

A look at the Special Populations identified by DOL for older youth shows that public assistance recipients and out-of-school youth were found to have results similar to those for older youth. In terms of the employment retention rate measure, veterans, individuals with disabilities and out-of school youth exceeded the negotiated performance level established for the statewide older youth program. Although the public assistance recipients Special Population exceeded the earnings change in six months measure with an actual performance level of \$3,776, this figure was \$2,209 less than the statewide average for the older youth measure. Again, as in PY 2002, results for the veteran population's measures for older youth were not significant because the number of total veterans for all four measures were particularly low. Out-of-school youth and individuals with disabilities also exceeded the earnings change in six months measure. individuals with disabilities' employment and credential rate results were somewhat lower than the outcomes for the statewide older youth program (26.6% compared to 38.4%). In most instances, the special populations improved their employment and credential rate performance from PY 2002. A breakout of the Older Youth Special Populations is included in the Table Section as Table I.

WIB Performance Goals and Outcomes

Performance levels for older youth during PY 2003 improved substantially from PY 2002, and local results were overall very good. Two WIBs, WIB 1 (Adams, Brown, Pike, and Scioto Counties) and WIB 6 (Stark and Tuscarawas Counties), achieved results in the Older Youth program that exceeded all four state negotiated performance levels established by DOL. Additionally, WIB 7 (Ohio Option) and WIB 3 (City of Cleveland) met four and exceeded three of the older youth measures.

- All 8 WIBs exceeded the earnings change measure.
- 6 of 8 WIBs exceeded , 1 WIB met, and 1 WIB did not meet the negotiated level for the employment retention rate measure.
- 4 of 8 WIBs exceeded and 3 WIBs met the negotiated level for the entered employment rate measure.
- 4 of 8 WIBs exceeded, 2 WIBs met, and 2 WIBs did not meet the negotiated level for the employment and credential rate measure.

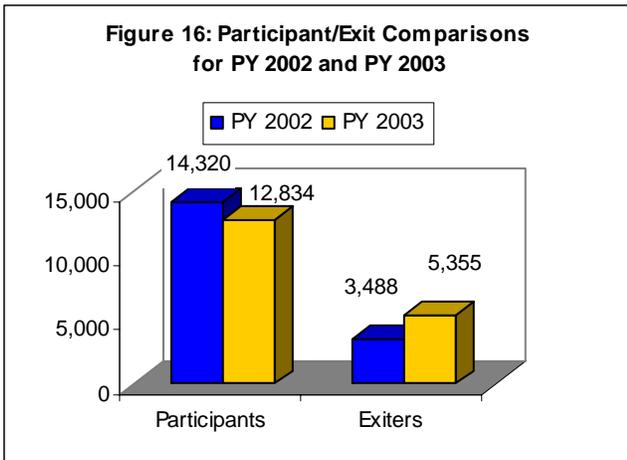
WIA Younger Youth Program

Ohio's WIA Younger Youth (ages 14 to 18) program served 12,834 participants during Program Year 2003. The program exited a total of 5,355 participants from younger youth WIA services/activities. This exceeded last year's exit number by 1,867.

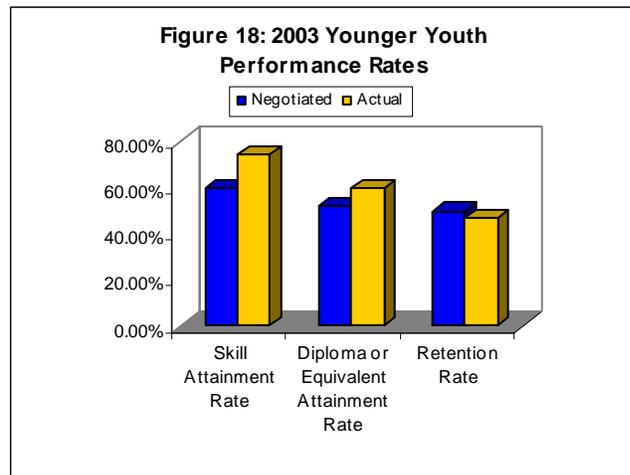
than the actual performance of 47.7% for Program Year 2002. (See Figure 17).

The state also exceeded the diploma or equivalent attainment rate goal with an outcome of 59.9%. Additionally, Ohio improved its overall performance for the employment retention rate and succeeded in meeting this measure with an actual level of 47.0%.

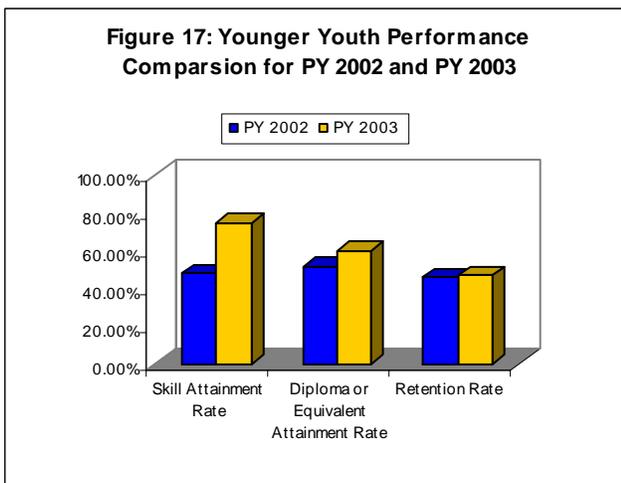
As demonstrated by this higher performance, Ohio's state and local staff



The state is pleased to report that it met all three and exceeded two of the negotiated younger youth measures. For the first time, Ohio exceeded its negotiated performance level of 60.0% for the skill attainment rate with an actual outcome of 74.8%. This performance outcome is 27.1% higher



have made great strides to correct noted weaknesses with the Younger Youth program. These coordinated efforts have been the results of better policies, trainings, and technical assistance for workforce professionals.



Younger Youth Special Populations

A look at Special Populations for younger youth shows that public assistance recipients had results that were similar to those for the younger youth general population. Again, as in PY 2002, individuals with disabilities fared better than the statewide younger youth population, exceeding the skill attainment and the diploma or equivalent attainment rates with actual performance levels of 81.4% and 77.5%, respectively. The diploma or equivalent attainment rate for individuals with disabilities was 17.6% higher than the statewide younger youth population. However, the out-of-school population was found to have results that were somewhat lower than the average for the state. In fact, the Out-of-School Youth Special Population is the only younger youth populace that was below 80% on any of the negotiated levels. A breakout of the Younger Youth Special Populations is included in the Table Section as Table K.

WIB Performance Goals and Outcomes

Performance outcomes for the younger youth populations were generally very good for the eight WIBs. In comparing Ohio's WIB performance for PY 03 with PY 02, all eight WIBs showed substantial improvement. Of special note, all eight WIBs exceeded the skill attainment negotiated performance rate. Additionally, three areas — WIB 1 (Adams, Brown, Pike, and Scioto Counties), WIB 4 (Lorain County), and WIB 6 (Stark and Tuscarawas) — exceeded all three of their negotiated younger youth performance levels.

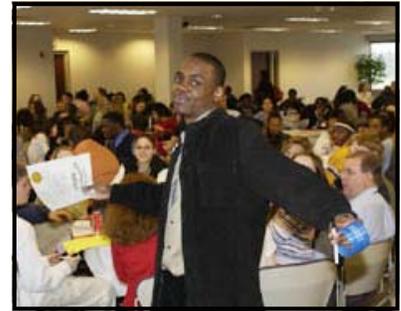
- All 8 WIBs exceeded the skill attainment rate measure.
- 6 of 8 WIBs exceeded and 2 WIBs met the credential/diploma rate measure.
- 5 of 8 WIBs exceeded, 1 WIB met, and 2 WIBs did not meet the negotiated level for the retention rate measure.

All-Ohio Youth Leadership Summit

In February 2004, the Ohio Learning-Work Connection hosted the All-Ohio Youth Leadership Summit in Columbus at the Ohio State University. Sponsored by the Ohio Department of Job and Family Services, Bureau of Workforce Services, the Summit attracted more than 300 at-risk WIA eligible youth from 30 Ohio counties. The Summit focused on developing leadership skills through community service and leadership activities. The event included, a keynote presentation by Donte Shackelford, a former at-risk youth from Dayton, Ohio, titled "School is My Job." Shackelford is the author of two books and was recently named a "Millennium Dreamer" by McDonalds and Disney to honor students who are making a difference in their communities.

The daylong event also featured a panel discussion from six Ohio youth who discussed their

community leadership and service experiences. It also incorporated a series of workshops designed to help young people identify leadership opportunities in their communities and ways to create strategies to implement their ideas upon returning home. Panel members included Angela Lariviere, a former homeless youth who founded the Youth Empowerment Program of the Coalition on Homelessness and Housing in Ohio; Jacqueline Bartels, a high school senior named an Outstanding Philanthropist of Appalachian Ohio; Keisa Carroll, 15-year-old president of the NAACP Youth Council; Jason Hecker, executive director of Literacy Center West in Cincinnati; David G. Allen, Jr., chair of the Columbus Youth Commission; and Julius Jefferson, a VISTA volunteer. At the end of the Summit, participants signed commitment cards that detailed their service pledges.



Building Better Opportunities for Ohio's Youth

"Building Better Opportunities for Ohio's Youth" was the theme of the third annual WIA Youth Conference of the Governor's Workforce Policy Board, State Youth Council. Held in April 2004 at the Marriott North in Columbus and co-sponsored by the Ohio Department of Job and Family Services and the Department of Labor, this three-day conference brought together youth, community

leaders, youth professionals, mentors, volunteers, educators, policy makers, and business leaders dedicated to building opportunities for youth.

This year, the conference showcased unique contributions by youth who are committed to making a difference in their communities. In addition, the meeting gave youth and adults the opportunity to participate in

workshops, roundtables, special evening events, and to network with young people and their colleagues.

The conference featured keynote presentations by the Honorable Deborah Martin, Delaware County Commissioner and State Youth Chair; the Honorable Pat Tiberi, U.S. Congressman; and by Donte Shackelford, author of *School is My Job*.

SmartLab Prepares Disabled Students for World of Work

Disabled students who participate in the Cincinnati High School/High Tech (HS/HT) program gain practical work experience in the Work Resource Center's SmartLab. The HS/HT program is a statewide learning enrichment program for high school students with disabilities who are interested in science, math, engineering or technology careers.

SmartLab provides a high-tech learning environment and hands-on opportunities for youth with special learning needs. This program encourages participants to help each other while exploring technology through customized projects. Students experiment with pneumatics, aerodynamics and hydroponics and gain insight on technology careers through guest speaker presentations and visits to local companies.



SmartLab provides students with access to hands-on technology.



Cincinnati students study the aerodynamics of a rollercoaster.

According to Lucille Walls, executive director of the Ohio Governor's Council on People with Disabilities, disabled persons are an enormous untapped resource for employers. Nationally the unemployment rate for individuals with disabilities is about 70 percent; however, that number drops to 22 percent for disabled individuals with degrees or certificates in mathematics, science, engineering, or technology.

High School/High Tech is a nationwide initiative that started almost two decades ago in Los Angeles, California to address concerns that not enough disabled students were being prepared for careers in technology-focused industries. The programs operate year-round in a variety of settings: schools, community organizations, businesses, and other locations. Statewide, Ohio has HS/HT programs in Cincinnati, Cleveland, Columbus and Toledo. Cincinnati's HS/HT

program is in its seventh year. Services are provided through the Work Resource Center, an organization that provides employment training for people with mental retardation and other developmental disabilities.

To be eligible for HS/HT, participants must be in the ninth through twelfth grades and be interested in high-tech careers. HS/HT is funded, in part, by the Department of Labor, which helps states working in partnership with State Workforce Investment Boards to integrate HS/HT programs into youth services funded under the Workforce Investment Act.



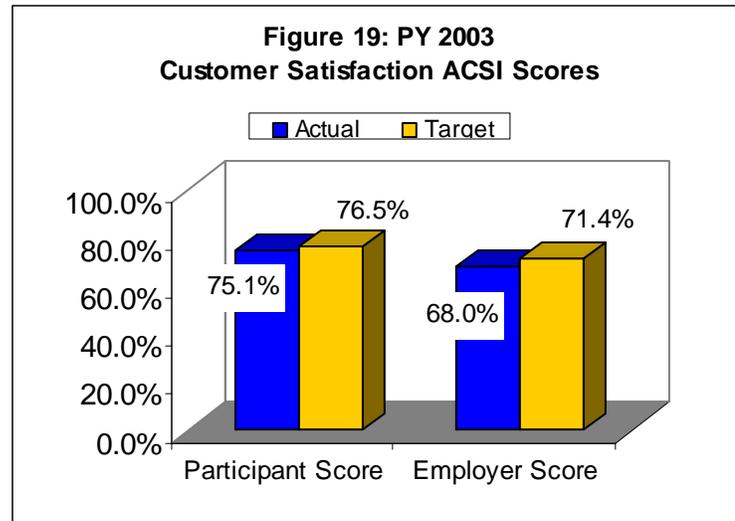
HS/HT youth experiment with learning tools in SmartLab.

PY 2003 State Customer Satisfaction Outcomes

The Department of Labor mandates that each state collect and report customer satisfaction data on participants in WIA Title I-B funded programs and on employers who received substantial services. In Ohio, results from the three required American Customer Satisfaction Index (ACSI) questions are collected on a statewide and WIB basis from randomly sampled participants and employers.

For Program Year 2003, Ohio:

- Met the negotiated performance measure for participant customer satisfaction with a score of 75.1.
- Met the negotiated performance measure for employer customer satisfaction with a score of 68.0.
- Exceeded the response rate for participants with a rate of 70.2%.
- Exceeded the response rate for employers with a rate of 72.0%.
- Attained 1,000 completed DOL mandated surveys for



both the participant and employer groups, up from 500 each in PY 2002.

In PY 2003, Ohio again contracted with Strategic Research Group (SRG) to conduct the sampling of customers, to administer the ACSI questions and the expanded satisfaction survey, and to produce quarterly and annual customer satisfaction reports. The reports present Ohio's and DOL's customer satisfaction methodology; state, WIB, and sub-area results for the three ACSI questions; response rates; and aggregate findings from the expanded survey. Final

results are used to assist the state in developing strategies for improving performance, customer service, and satisfaction. Copies of the WIA Customer Satisfaction and the WIA Employers Customer Satisfaction Reports for PY 2003 can be found on Ohio's Workforce Development website at www.ohioworkforce.org.

State Evaluation Activities

The State of Ohio, through the Department of Job and Family Services, Bureau of Research and Evaluation, is currently in the process of implementing a multi-phase evaluation study of its overall WIA program activities and operations, which encompasses the following three components:

- A Process Evaluation;
- An Outcome Evaluation;
- An Impact Evaluation.

The evaluator for Ohio's study is Strategic Research Group (SRG).

Outcome Evaluation

An Outcome Evaluation of Ohio's PY 2000 WIA program is nearing completion and is scheduled to be released by no later than December 2004. The evaluation seeks to determine the effectiveness of Ohio's WIA program in meeting its stated objectives of increased employment, retention, and earnings for its citizens. In preparation for this report, SRG researchers reviewed existing demographic, program, service, training, and

performance information obtained from the state's performance data collection system. The data was gathered for the purpose of guiding this study and for identifying variables associated with favorable outcomes for program participants. The outcomes addressed in the evaluation include:

- PY 2000 WIA Annual Report performance results;
- Entered employment rates for the sample of PY 2000 exiters;
- Wage information for the sample;
- Earnings change for the sample;
- Credential rates and skill attainment rates.

Process Evaluation

The primary objective of the process evaluation is to develop an in-depth understanding of WIA program activities and operations in order to assess the effectiveness and efficiency of programs and to determine if the programs are

reaching their target populations. The process evaluation utilizes a multi-method case study approach to facilitate the review of Ohio's complex workforce development program. It looks at 20 case study sites across the state and incorporates research results from a variety of sources including:

- In-depth personal interviews with staff;
- Focus groups;
- On-site observations of program operations;
- Labor market information;
- Surveys.

It is anticipated that the process evaluation will be completed in early spring of 2005.

Impact Evaluation

The implementation of the impact study will be initiated upon completion of the process evaluation. Its design will complement the process evaluation and build upon the findings and/or results compiled from the final process evaluation report.

Program Year 2003 WIA Financial Statement

Operating Results	Available	Expended	Obligations	Pct.	Balance
Total All Funding Sources	\$179,856,782.00	\$111,995,749.00	\$ 23,649,720.00	75.42%	\$ 44,211,313.00
PY 2003 Adult Funds	\$ 28,540,278.00	\$ 14,696,170.00	\$ 3,758,777.00	64.66%	\$ 10,085,331.00
PY 2002 Adult Funds	\$ 14,585,767.00	\$ 13,250,555.00	\$ 0.00	90.85%	\$ 1,335,212.00
PY 2001 Adult Funds	\$ 3,609,266.00	\$ 3,609,266.00	\$ 0.00	100.00%	\$ 0.00
Total	\$ 46,735,311.00	\$ 31,555,991.00	\$ 3,758,777.00	75.56%	\$ 11,420,543.00
PY 2003 Dislocated Funds	\$ 21,518,470.00	\$ 8,720,590.00	\$ 3,712,690.00	57.78%	\$ 9,085,190.00
PY 2002 Dislocated Funds	\$ 9,679,440.00	\$ 8,905,168.00	\$ 0.00	92.00%	\$ 774,272.00
PY 2001 Dislocated Funds	\$ 427,849.00	\$ 427,849.00	\$ 0.00	100.00%	\$ 0.00
Total	\$ 31,625,759.00	\$ 18,053,607.00	\$ 3,712,690.00	68.82%	\$ 9,859,462.00
PY 2003 Youth Funds	\$ 31,312,685.00	\$ 15,344,101.00	\$ 5,559,925.00	66.76%	\$ 10,408,659.00
PY 2002 Youth Funds	\$ 20,028,115.00	\$ 19,221,792.00	\$ 0.00	95.97%	\$ 806,323.00
PY 2001 Youth Funds	\$ 3,821,571.00	\$ 3,821,571.00	\$ 0.00	100.00%	\$ 0.00
Total	\$ 55,162,371.00	\$ 38,387,464.00	\$ 5,559,925.00	79.67%	\$ 11,214,982.00
PY 2003 Local Administration	\$ 7,871,950.00	\$ 3,844,810.00	\$ 898,063.00	60.25%	\$ 3,129,077.00
PY 2002 Local Administration	\$ 2,596,582.00	\$ 2,210,511.00	\$ 0.00	85.13%	\$ 386,071.00
PY 2001 Local Administration	\$ 1,037,594.00	\$ 1,037,594.00	\$ 0.00	100.00%	\$ 0.00
Total	\$ 11,506,126.00	\$ 7,092,915.00	\$ 898,063.00	69.45%	\$ 3,515,148.00
PY 2003 Rapid Response	\$ 9,773,622.00	\$ 7,192,093.00	\$ 2,581,529.00	100.00%	\$ 0.00
PY 2002 Rapid Response	\$ 240,637.00	\$ (401,684.00)	\$ 642,321.00	100.00%	\$ 0.00
PY 2001 Rapid Response	\$ 0.00	\$ 0.00	\$ 0.00	0.00%	\$ 0.00
Total	\$ 10,014,259.00	\$ 6,790,409.00	\$ 3,223,850.00	100.00%	\$ 0.00
PY 2003 Statewide Activity	\$ 17,294,153.00	\$ 6,667,369.00	\$ 4,701,581.00	65.74%	\$ 5,925,203.00
PY 2002 Statewide Activity	\$ 6,521,864.00	\$ 2,451,055.00	\$ 1,794,834.00	65.10%	\$ 2,275,975.00
PY 2001 Statewide Activity	\$ 996,939.00	\$ 996,939.00	\$ 0.00	100.00%	\$ 0.00
Total	\$ 24,812,956.00	\$ 10,115,363.00	\$ 6,496,415.00	66.95%	\$ 8,201,178.00

NOTE: Financial information was derived from ODJFS's WIA Financial Status Report for Program Year 2003 (July 1, 2003 – June 30, 2004).

Cost of Workforce Investment Activities

Program Cost

In Program Year 2003, Ohio served 41,122 participants at an average cost of \$2,457. As shown below, the state expended \$101,028,454 on core, intensive, and training services for the three WIA population groups. This amount includes obligatory expenses for participants in WIA programs, but does not include local administration funds.

Program Year 2003 Cost Effectiveness Analysis

	PY 2003 Expenditures	WIA Participants	C-E Ratio
Overall All Program Strategies	\$101,028,454	41,122	\$ 2,457
Adult Program	\$ 35,314,768	14,739	\$ 2,396
Dislocated Worker Program	\$ 21,766,297	10,478	\$ 2,077
Youth Program	\$ 43,947,389	15,905	\$ 2,763

Table Section

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	Performance Status
Participants	76.5	75.1	1,000	6,275	1,425	70.2	Met
Employers	71.4	68.0	1,000	3,097	1,389	72.0	Met

Table B– Adult Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Performance Status
Entered Employment Rate	71.0%	73.5%	Exceeded
		4,635 6,307	
Employment Retention Rate	82.0%	88.0%	Exceeded
		6,437 7,319	
Earnings Change in Six Months	\$2,825	\$2,272	Met
		\$6,488,218 2,856	
Employment and Credential Rate	62.0%	59.8%	Met
		3,262 5,453	

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	69.9%	960	73.8%	350	65.1%	198	66.7%	295
		1,374		474		304		442
Employment Retention Rate	84.1%	1,240	85.6%	405	90.7%	253	86.0%	381
		1,475		473		279		443
Earnings Change in Six Months	\$5,183	\$1,803,697	\$1,587	\$368,131	\$6,784	\$1,024,349	-\$36	-\$7,348
		348		232		151		206
Employment and Credential Rate	55.6%	769	61.9%	205	44.1%	60	58.9%	89
		1,382		331		136		151

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	75.1%	2,866	71.0%	1,769
		3,815		2,492
Employment Retention Rate	88.7%	4,217	86.6%	2,220
		4,754		2,565
Earnings Change in Six Months	\$2,540	\$4,703,636	\$1,777	\$1,784,582
		1,852		1,004

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

Reported Information	Negotiated Performance Level	Actual Performance Level	Performance Status
Entered Employment Rate	78.0%	84.8%	3,830
			4,519
Employment Retention Rate	88.0%	93.0%	3,685
			3,962
Earnings Replacement in Six Months	88.0%	81.3%	\$42,690,295
			\$52,499,597
Employment and Credential Rate	66.3%	63.8%	1,726
			2,704

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	84.8%	445	86.5%	520	81.0%	431	78.4%	69
		525		601		532		88
Employment Retention Rate	91.3%	441	92.1%	573	92.8%	376	88.0%	44
		483		622		405		50
Earnings Replacement in Six Months	73.0%	\$5,287,160	86.1%	\$9,342,006	74.4%	\$3,761,243	183.9%	\$360,280
		\$7,246,391		\$10,851,996		\$5,058,426		\$195,957
Employment and Credential Rate	66.4%	207	66.3%	65	62.5%	135	62.2%	23
		312		98		216		37

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	86.0%	2,324	83.0%	1,506
		2,704		1,815
Employment Retention Rate	93.6%	2,165	92.2%	1,520
		2,314		1,648
Earnings Replacement Rate	79.2%	\$22,870,145	84.0%	\$19,820,150
		\$28,890,629		\$23,608,968

Table H – Older Youth At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level		Performance Status
Entered Employment Rate	61.0%	64.1%	786	Exceeded
			1,226	
Employment Retention Rate	78.0%	79.8%	667	Exceeded
			836	
Earnings Change in Six Months	\$2,761	\$5,985	\$472,846	Exceeded
			79	
Employment and Credential Rate	42.0%	38.4%	552	Met
			1,438	

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	59.8%	299	69.2%	9	47.5%	75	58.6%
	500		13		158		973	
Employment Retention Rate	77.4%	216	100.0%	3	80.9%	76	80.0%	539
		279		3		94		674
Earnings Change in Six Months	\$3,776	\$90,624	\$0	\$0	\$5,420	\$59,623	\$4,816	\$293,772
		24		0		11		61
Employment and Credential Rate	35.9%	196	35.7%	5	26.6%	53	37.6%	417
		546		14		199		1,110

Table J – Younger Youth Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level		Performance Status
		Skill Attainment Rate	60.0%	
Diploma or Equivalent Attainment Rate	52.0%	59.9%	1,252 2,091	Exceeded
Retention Rate	50.0%	47.0%	928 1,974	Met

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	74.9%	4,700	81.4%	2,910	62.9%
	6,272		3,577		1,502	
Diploma or Equivalent Attainment Rate	53.3%	408	77.5%	433	28.8%	120
		766		559		417
Retention Rate	43.9%	346	49.3%	165	46.0%	382
		789		335		830

Table L – Other Reported Information

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 Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	83.0%	4,625	\$1,858	3,603,152	1.0%	48	\$6,126	\$17,545,693	27.1%	431
		5,573		1,939		4,635		2,864		1,593
Dislocated Workers	89.6%	2,789	79.2%	32,692,984	2.3%	33	\$7,730	\$24,171,756	37.1%	405
		3,113		41,296,895		1,457		3,127		1,093
Older Youth	75.7%	497	\$6,146	331,875	0.6%	5	\$4,567	\$1,173,827		
		657		54		786		257		

Table M – Participation Levels

Participant Populations	Total Participants Served	Total Exiters
Adults	14,739	6,835
Dislocated Workers	10,478	3,890
Older Youth	3,071	1,362
Younger Youth	12,834	5,355

Table N – Cost of Program Activities (PY 2003)

Program Activity		Total Federal Spending
Local Adult		\$35,314,768
Local Dislocated Workers		\$21,766,297
Local Youth		\$43,947,389
Rapid Response 134 (a) (2) (A)		\$10,014,259
Local Administration		\$7,990,978
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)		\$16,611,778
Statewide Allowable Activities 134 (a) (3)		
Total of All Federal Spending Listed Above		\$135,645,469

Table O – Local Performance Area 1 (Adams, Brown, Pike, and Scioto)

Local Area Name		Adults	576
WIB 1 – Adams, Brown, Pike, & Scioto	Total Participants	Dislocated Workers	207
		Older Youth	68
		Younger Youth	492
		ETA Assigned #	
39175	Total Exitters	Adults	286
		Dislocated Workers	126
		Older Youth	28
		Younger Youth	188
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.5	88.2
	Employers	71.4	73.2
Entered Employment Rate	Adults	71.0	94.1
	Dislocated Workers	78.0	87.0
	Older Youth	61.0	88.9
Retention Rate	Adults	82.0	91.3
	Dislocated Workers	88.0	92.4
	Older Youth	78.0	90.6
	Younger Youth	50.0	68.8
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,825	\$5,237
	Dislocated Workers	88.0	86.5
	Older Youth	\$2,761	\$8,203
Credential/Diploma Rate	Adults	62.0	71.3
	Dislocated Workers	66.3	73.5
	Older Youth	42.0	46.7
	Younger Youth	52.0	91.2
Skill Attainment Rate	Younger Youth	60.0	97.9
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	1
		Exceeded	16

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table O – Local Performance Area 2 (Cuyahoga County)

Local Area Name WIB 2 – Cuyahoga	Total Participants	Adults	697	
		Dislocated Workers	1,789	
		Older Youth	126	
		Younger Youth	270	
ETA Assigned # 39075	Total Exiters	Adults	373	
		Dislocated Workers	476	
		Older Youth	80	
		Younger Youth	234	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76.5	72.7	
	Employers	71.4	52.8	
Entered Employment Rate	Adults	71.0	85.6	
	Dislocated Workers	78.0	88.3	
	Older Youth	61.0	59.0	
Retention Rate	Adults	82.0	92.6	
	Dislocated Workers	88.0	93.2	
	Older Youth	78.0	69.1	
	Younger Youth	50.0	38.2	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,825	\$3,286	
	Dislocated Workers	88.0	86.9	
	Older Youth	\$2,761	\$9,194	
Credential/Diploma Rate	Adults	62.0	70.7	
	Dislocated Workers	66.3	73.4	
	Older Youth	42.0	35.2	
	Younger Youth	52.0	45.0	
Skill Attainment Rate	Younger Youth	60.0	84.2	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table O – Local Performance Area 3 (City of Cleveland)

Local Area Name WIB 3 – City of Cleveland	Total Participants	Adults	961	
		Dislocated Workers	915	
		Older Youth	511	
		Younger Youth	2,854	
ETA Assigned # 39010	Total Exiters	Adults	353	
		Dislocated Workers	171	
		Older Youth	102	
		Younger Youth	973	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76.5	74.0	
	Employers	71.4	59.0	
Entered Employment Rate	Adults	71.0	60.2	
	Dislocated Workers	78.0	91.1	
	Older Youth	61.0	53.6	
Retention Rate	Adults	82.0	84.6	
	Dislocated Workers	88.0	91.5	
	Older Youth	78.0	82.1	
	Younger Youth	50.0	56.2	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,825	\$1,624	
	Dislocated Workers	88.0	76.6	
	Older Youth	\$2,761	\$4,842	
Credential/Diploma Rate	Adults	62.0	53.3	
	Dislocated Workers	66.3	79.5	
	Older Youth	42.0	43.9	
	Younger Youth	52.0	50.5	
Skill Attainment Rate	Younger Youth	60.0	65.3	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	7	9

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table O – Local Performance Area 4 (Lorain County)

Local Area Name WIB 4 – Lorain	Total Participants	Adults	381	
		Dislocated Workers	277	
		Older Youth	121	
		Younger Youth	222	
ETA Assigned # 39090	Total Exiters	Adults	45	
		Dislocated Workers	55	
		Older Youth	45	
		Younger Youth	143	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76.5	74.9	
	Employers	71.4	64.5	
Entered Employment Rate	Adults	71.0	92.7	
	Dislocated Workers	78.0	93.9	
	Older Youth	61.0	73.9	
Retention Rate	Adults	82.0	97.5	
	Dislocated Workers	88.0	99.0	
	Older Youth	78.0	60.0	
	Younger Youth	50.0	58.1	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,825	-\$3,717	
	Dislocated Workers	88.0	73.0	
	Older Youth	\$2,761	\$6,617	
Credential/Diploma Rate	Adults	62.0	80.9	
	Dislocated Workers	66.3	86.5	
	Older Youth	42.0	42.9	
	Younger Youth	52.0	91.4	
Skill Attainment Rate	Younger Youth	60.0	81.8	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	3	12

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table O – Local Performance Area 5 (Lake County)

Local Area Name WIB 5 – Lake	Total Participants	Adults	153	
		Dislocated Workers	39	
		Older Youth	18	
		Younger Youth	117	
ETA Assigned # 39085	Total Exiters	Adults	46	
		Dislocated Workers	32	
		Older Youth	6	
		Younger Youth	35	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76.5	76.6	
	Employers	71.4	67.3	
Entered Employment Rate	Adults	71.0	81.5	
	Dislocated Workers	78.0	78.6	
	Older Youth	61.0	N/A	
Retention Rate	Adults	82.0	93.5	
	Dislocated Workers	88.0	91.7	
	Older Youth	78.0	100.0	
	Younger Youth	50.0	83.3	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,825	-\$2,965	
	Dislocated Workers	88.0	80.4	
	Older Youth	\$2,761	\$7,619	
Credential/Diploma Rate	Adults	62.0	69.1	
	Dislocated Workers	66.3	64.9	
	Older Youth	42.0	0.0	
	Younger Youth	52.0	83.3	
Skill Attainment Rate	Younger Youth	60.0	77.7	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	3	11

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

NOTE: "Not Met" does not include Not Applicable (N/A).

Table O – Local Performance Area 6 (Stark and Tuscarawas Counties)

Local Area Name WIB 6 – Stark and Tuscarawas	Total Participants	Adults	276	
		Dislocated Workers	248	
		Older Youth	33	
		Younger Youth	202	
ETA Assigned # 39165	Total Exiters	Adults	211	
		Dislocated Workers	166	
		Older Youth	23	
		Younger Youth	85	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76.5	75.4	
	Employers	66.0*	68.5	
Entered Employment Rate	Adults	71.0	89.9	
	Dislocated Workers	78.0	91.9	
	Older Youth	61.0	85.7	
Retention Rate	Adults	82.0	90.2	
	Dislocated Workers	88.0	95.5	
	Older Youth	78.0	79.0	
	Younger Youth	50.0	66.7	
Earnings Change/Earnings Replacement in Six	Adults	\$2,825	\$7,064	
	Dislocated Workers	85.0*	86.6	
	Older Youth	\$2,761	\$11,510	
Credential/Diploma Rate	Adults	62.0	77.8	
	Dislocated Workers	66.3	75.0	
	Older Youth	42.0	52.2	
	Younger Youth	52.0	80.0	
Skill Attainment Rate	Younger Youth	60.0	81.2	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure.

"Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

* WIB 6 (Stark and Tuscarawas Counties) requested and received adjustments to 85.0% for the dislocated worker earnings replacement rate and to 66.0 points for the employer customer satisfaction measure.

Table O – Local Performance Area 7 (Ohio Option)

Local Area Name WIB 7 – Ohio Option	Total Participants	Adults	11,488
		Dislocated Workers	6,899
		Older Youth	2,154
		Younger Youth	8,569
ETA Assigned # 39170	Total Exiters	Adults	5,436
		Dislocated Workers	2,822
		Older Youth	1,070
		Younger Youth	3,639
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.5	76.0
	Employers	71.4	67.1
Entered Employment Rate	Adults	71.0	73.6
	Dislocated Workers	78.0	83.0
	Older Youth	61.0	66.1
Retention Rate	Adults	82.0	88.0
	Dislocated Workers	88.0	92.8
	Older Youth	78.0	80.6
	Younger Youth	50.0	44.1
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,825	\$2,302
	Dislocated Workers	88.0	80.0
	Older Youth	\$2,761	\$5,480
Credential/Diploma Rate	Adults	62.0	59.3
	Dislocated Workers	66.3	61.0
	Older Youth	42.0	37.3
	Younger Youth	52.0	59.4
Skill Attainment Rate	Younger Youth	60.0	76.8
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	8
		Exceeded	9

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

Table O – Local Performance Area 8 (Auglaize, Hardin, Mercer, Van Wert)

Local Area Name WIB 8 – Auglaize, Hardin, Mercer & Van Wert	Total Participants	Adults	207	
		Dislocated Workers	103	
		Older Youth	40	
		Younger Youth	108	
ETA Assigned # 39180	Total Exiters	Adults	85	
		Dislocated Workers	41	
		Older Youth	8	
		Younger Youth	58	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76.5	80.3	
	Employers	71.4	60.6	
Entered Employment Rate	Adults	71.0	87.9	
	Dislocated Workers	78.0	83.9	
	Older Youth	61.0	57.1	
Retention Rate	Adults	82.0	90.9	
	Dislocated Workers	88.0	92.9	
	Older Youth	78.0	84.6	
	Younger Youth	50.0	36.4	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,825	\$516	
	Dislocated Workers	88.0	62.7	
	Older Youth	\$2,761	\$7,361	
Credential/Diploma Rate	Adults	62.0	76.6	
	Dislocated Workers	66.3	40.0	
	Older Youth	42.0	7.1	
	Younger Youth	52.0	77.8	
Skill Attainment Rate	Younger Youth	60.0	72.6	
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A	
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	2	10

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

State of Ohio Performance Summary – Chart 1

Total Participants		Adults	14,739
		Dislocated Workers	10,478
		Older Youth	3,071
		Younger Youth	12,834
Total Exiters		Adults	6,835
		Dislocated Workers	3,890
		Older Youth	1,362
		Younger Youth	5,355
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.5	75.1
	Employers	71.4	68.0
Entered Employment Rate	Adults	71.0	73.5
	Dislocated Workers	78.0	84.8
	Older Youth	61.0	64.1
Retention Rate	Adults	82.0	88.0
	Dislocated Workers	88.0	93.0
	Older Youth	78.0	79.8
	Younger Youth	50.0	47.0
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,825	\$2,272
	Dislocated Workers	88.0	81.3
	Older Youth	\$2,761	\$5,985
Credential/Diploma Rate	Adults	62.0	59.8
	Dislocated Workers	66.3	63.8
	Older Youth	42.0	38.4
	Younger Youth	52.0	59.9
Skill Attainment Rate	Younger Youth	60.0	74.8
Description of Other State Indicators of Performance (WIA 136(d)(1))		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	8
		Exceeded	9

In terms of performance status, "Not Met" is defined as performance that falls below 80% of the negotiated level for each measure. "Met" is defined as performance that is equal to or below the negotiated level, but at or above 80% of the negotiated level. "Exceeded" is defined as performance that is above the negotiated level.

State of Ohio Performance Summary – Chart 2

Program	State/Local Indicators of Performance	State Negotiated Performance Level	80% of State Negotiated Level	State Actual Performance Level	Local Workforce Investment Areas (Actual Performance Level)							
					Scioto Co. WIB 1	Cuyahoga Co. WIB 2	City of Cleveland WIB 3	Lorain Co. WIB 4	Lake Co. WIB 5	Stark Co. WIB 6	Ohio Option Area WIB 7	Mercer Co. WIB 8
Adult	Entered Employment Rate	71.0%	56.8%	73.5%	94.1%	85.6%	60.2%	92.7%	81.5%	89.9%	73.6%	87.9%
	Employment Retention Rate	82.0%	65.6%	88.0%	91.3%	92.6%	84.6%	97.5%	93.5%	90.2%	88.0%	90.9%
	Earnings Change in 6 Months	\$2,825	\$2,260	\$2,272	\$5,237	\$3,286	\$1,624	-\$3,717	-\$2,965	\$7,064	\$2,302	\$516
	Employment and Credential Rate	62.0%	49.6%	59.8%	71.3%	70.7%	53.3%	80.9%	69.1%	77.8%	59.3%	76.6%
Dislocated Worker	Entered Employment Rate	78.0%	62.4%	84.8%	87.0%	88.3%	91.1%	93.9%	78.6%	91.9%	83.0%	83.9%
	Employment Retention Rate	88.0%	70.4%	93.0%	92.4%	93.2%	91.5%	99.0%	91.7%	95.5%	92.8%	92.9%
	Earnings Replacement Rate in 6 Months	88.0%	70.4%	81.3%	86.5%	86.9%	76.6%	73.0%	80.4%	86.6%*	80.0%	62.7%
	Employment and Credential Rate	66.3%	53.0%	63.8%	73.5%	73.4%	79.5%	86.5%	64.9%	75.0%	61.0%	40.0%
Youth	Older Youth Entered Employment Rate	61.0%	48.8%	64.1%	88.9%	59.0%	53.6%	73.9%	N/A	85.7%	66.1%	57.1%
	Older Youth Employment Retention Rate	78.0%	62.4%	79.8%	90.6%	69.1%	82.1%	60.0%	100.0%	79.0%	80.6%	84.6%
	Older Youth Earnings Change in 6 Months	\$2,761	\$2,209	\$5,985	\$8,203	\$9,194	\$4,842	\$6,617	\$7,619	\$11,510	\$5,480	\$7,361
	Older Youth Employment and Credential Rate	42.0%	33.6%	38.4%	46.7%	35.2%	43.9%	42.9%	0.0%	52.2%	37.3%	7.1%
	Younger Youth Skill Attainment Rate	60.0%	48.0%	74.8%	97.9%	84.2%	65.3%	81.8%	77.7%	81.2%	76.8%	72.6%
	Younger Youth Diploma or Equivalent Attainment Rate	52.0%	41.6%	59.9%	91.2%	45.0%	50.5%	91.4%	83.3%	80.0%	59.4%	77.8%
	Younger Youth Retention Rate	50.0%	40.0%	47.0%	68.8%	38.2%	56.2%	58.1%	83.3%	66.7%	44.1%	36.4%
Customer Satisfaction	Participants	76.5	61.2	75.1	88.2	72.7	74.0	74.9	76.6	75.4	76.0	80.3
	Employers	71.4	57.1	68.0	73.2	52.8	59.0	64.5	67.3	68.5*	67.1	60.6
Total Number Exceeded, Met or Not Met												
Exceeded	> "State Negotiated Performance Level"			9	16	9	9	12	11	16	9	10
Met	= > "80 % of State Negotiated Level" but <= "State Negotiated Performance Level"			8	1	6	7	3	3	1	8	2
Not Met	< "80 % of State Negotiated Level" (Does not include Not Applicable "N/A" designations)			0	0	2	1	2	2	0	0	5

* WIB 6 (Stark and Tuscarawas Counties) requested and received adjustments to the dislocated worker earnings replacement rate of 85.0% and to the employer customer satisfaction measure of 66.0 points.

The Ohio Department of Job and Family Services

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Tom Hayes, Director

Presented by

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