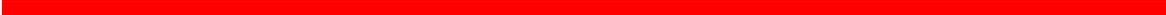


# **STATE OF VERMONT**



**ANNUAL REPORT  
WORKFORCE INVESTMENT ACT  
TITLE 1-B  
JULY 1, 2003—JUNE 30, 2004**



**SUBMITTED BY:**

**ANNE V. GINEVAN  
COMMISSIONER  
VERMONT DEPARTMENT OF EMPLOYMENT AND TRAINING**

**October 1, 2004**

# VERMONT DEPARTMENT OF EMPLOYMENT AND TRAINING

October 1, 2004

U.S. Department of Labor  
Employment and Training Administration  
Attn: Esther Johnson, Performance and Results Office  
Room S-5206  
Washington, DC 20210

Dear Ms. Johnson:

I am pleased to present you with Vermont's PY 2003 Annual Report for WIA Title I-B.

Vermont is proud to announce that it met or exceeded all of its adult, youth and dislocated worker goals for program year 2003. We are also proud to announce that our new web-based operating and information system was unveiled and has received very positive reviews. The new system will provide much improved access to information, services and programs for Vermont's 1-stop partners and customers. On the other hand it was a year characterized by a reduction in staff, a subsequent redesign of DET's service delivery strategy and a continuing high volume of dislocations statewide.

From a workforce system perspective, PY2003 was a dynamic year for establishing partnerships around new and innovative federal grant projects. Two juvenile justice grants targeting young offenders established partnerships between the WIB, departments of Corrections and Employment and Training, Vocational Rehabilitation, the Newport correctional facility, local restorative justice centers, and the Vermont Student Assistance Corporation. The Youth Innovative Alignment (Career Start) grant, targeted to disabled youth, created a partnership between Vocational Rehabilitation, the departments of Employment and Training and Education, local school systems and supervisory unions, employers, and the higher education community. Combined, these multi-year grants will create a sustainable infrastructure and provide intensive services to help move inmates and disabled individuals into jobs or higher education. For this annual report, we will articulate additional "system" accomplishments, both statewide and regional in hopes of underscoring the growing importance of cooperative and collaborative relationships throughout the workforce education and training infrastructure.

I would like to recognize and express my appreciation to the staff at the ETA Regional Office in Boston for their technical assistance and general support through the year.

Sincerely,

**SIGNED**

Anne V. Ginevan, Ph.D.  
Commissioner

## **I. One-Stop Effectiveness: State WIB Begins Evaluation of Vermont's One-Stop System**

Over the past year, the Human Resources Investment Council (HRIC), Vermont's State WIB, began surveying one-stop partners to determine the effectiveness of the one-stop centers and the one-stop system. This past program year, four of twelve areas where one-stop centers are located were surveyed: Rutland, Bennington, St. Albans, and Brattleboro. The survey categories were:

1. program awareness,
2. quality of core services,
3. staffing,
4. staff development,
5. program coordination,
6. technology,
7. outreach and marketing,
8. one-stop center decision making and facility utilization, and
9. non-located partner relationships.

Overall, responses were very positive. According to the four survey reports issued by the HRIC, the one-stops seem to have made a successful transition to the collocation philosophy and there seems to be a good understanding of partner roles and responsibilities. In an effort to instill the concept of continuous improvement, each report provides several suggestions to improve the local one-stop center and system.

The HRIC plans four more area surveys this year.

## **II. Connecting Vermont's Businesses to the Workforce Investment System**

The Human Resources Investment Council, through its regularly updated annual plan, has implemented a comprehensive, long-term approach to ensuring that public workforce strategies and investments are responsive to the needs of businesses, especially small and emerging businesses. Vermont is a small "single workforce investment area" state and to that end enjoys a positive environment of collaboration and coordination among business leaders and the programs and services offered through the one-stop system. Even though Vermont is only required to have one WIB, the HRIC has established 11 sub-wibs, which keep their pulse on local economic conditions. In addition, this structure ensures that workforce system programs and services are in alignment with business needs. Two examples:

1. **Strategic Planning:** the HRIC has instituted a strategic planning process that establishes goals, identifies action steps and activities to be taken by specific organizations, and provides measures and indicators for accountability. The plan is updated each year in a collaborative effort among agency and business leaders.
2. **Ongoing Analysis of the Labor Market:** Within the Department of Employment and Training, the Labor Market Information division, with input from the HRIC and its sub-

wibs, has established an improved web-based labor market information center (<http://www.vtلمي.info/oic.cfm>). And, when it was observed that the needs of small and emerging businesses were difficult to determine, HRIC and sub-wib staff conducted a number of local focus groups. The result was a better understanding of this business sector and improved decision making related to planning and developing workforce programs.

### III. 2003 System Accomplishments

The HRIC's annual report to the legislature recorded the following workforce system accomplishments:

- **Workforce Education and Training Fund** - Training of over 2600 Vermonters since 1999 for high skill/high wage jobs through Workforce Education and Training (WET) Fund grants. Using a streamlined application process developed by the Department of Employment and Training, the program funded six new public/private training partnerships in 2003. (See V. below)
- **Health Care Workforce Development Committee** - The shortage of healthcare workers is a critical challenge for a wide range of healthcare providers. This HRIC committee's mission is to identify ways in which schools, colleges, and health care providers can collaborate to address skill shortages. The committee recently accepted responsibility for addressing the healthcare human resource requirements contained in Act 53.
- **Information Technology Skills Taskforce** - Employers consistently report a shortage of workers who can manage IT networks, develop customized software, and utilize standard software to solve daily workplace challenges. This taskforce produced a comprehensive plan in the spring of 2004 that outlined strategies to maximize training opportunities and help meet business needs.
- **Regional Technical Education Center Governance** - Utilizing legislation initiated by the HRIC and Department of Education, Bennington County is now implementing the State's first truly regional Tech Ed governance model that includes employers and representatives of all communities in the region. Voters in Chittenden and Addison Counties passed similar proposals in the spring of this year.
- **Technical Education System Reform** - Years of reform efforts at the regional technical centers are producing very positive results including a 50% increase in enrollments, improved performance on academic assessments, increased numbers of students meeting industry skill standards, and an increased rate of entry into postsecondary programs.
- **Innovative Training Programs** - Continued implementation of two multi-year Federal competitive grants totaling three million dollars by the Department of Employment and Training to prepare Vermont workers for high skill information technology and healthcare jobs.
- **National Science Foundation Grant** - Award of \$600,000 to a partnership that includes the HRIC, Vermont State Colleges, and the Department of Education to plan and implement a comprehensive new curriculum in Information Technology that will lead to increased enrollments and added program flexibility for students.

- **Disabled Youth Career Start Grant** – Award of \$2.5 million dollars over five years to a partnership between the HRIC and the departments of Vocational Rehabilitation, and Employment and Training to build local school/community/employer collaboratives and to address the poor academic performance and low rates of college entry of youth with disabilities.
- **Expanded Business Training** - Successful expansion of the Workforce Education and Training Initiative, a Vermont State Colleges/Regional Technical Center/Department of Employment and Training partnership that brought job training to 10,000 workers statewide, including 250 workers enrolled in Science, Math, CAD, and other technical areas, and 650 workers in Registered electrical and plumbing apprenticeship programs.
- **Supporting Regional Workforce Leaders** - Convening over 200 participants at the seventh annual Regional Workforce Investment Board conference, where regional teams identified key strategies for workforce development, and were provided with technical assistance workshops on a broad range of workforce issues.

#### **IV. At Risk Youth & a Business/Local Workforce System Partnership**

Adolescent Students and Adults for Progress or ASAP is a new community partnership that includes area high schools from two Lamoille County Supervisory Unions, Central Vermont Adult Basic Education, the Department of Employment and Training, the Lamoille Valley Mentor Network, and Stowe Mountain Resort. The partnership is designed to provide young adults without a high school diploma access to job placements, training, adult mentoring, and a chance to complete diploma requirements outside of the traditional school setting. Through ASAP, participants become paid employees of Stowe Mountain Resort, which has collaborated with the Lamoille Valley Mentor Network and conducted mentor training with over a dozen full time employees. Central Vermont Adult Basic Education provides tutoring for one to two hours twice a week in space provided by the Resort. Area high schools develop in-depth, individual education plans that include community based learning plans, and award diplomas as appropriate. DET and the local one-stop center are active in recruitment, placement and coordination of this community project.

#### **V. Workforce System Collaboration: The Workforce Education and Training Fund**

While the Workforce Education and Training Fund (WETF) is a state funded incumbent worker training program, it exemplifies the collaborative characteristics envisioned by Congress in the federal Workforce Investment Act. The Request for Proposals and the awarding of WETF grants is accomplished through a collaborative process that includes a number of “system” partners. These include the state WIB, organized labor, the departments of Employment and Training and Economic Development, TANF, and the Vermont Student Assistance Corporation. Grants are only awarded to local partnerships that include at least one employer and at least one authorized training provider, to which the grant is awarded. Each grant is reviewed by a local WIB affiliate, which in turn recommends acceptance or rejection to the state review committee.



Finally, the cost per participant was up even though overall expenditures were reduced by over \$1M. A major contributing factor was state personnel's near universal upward position reclassification, which resulted not only in higher salary rates but also retroactive pay adjustments of nearly a year in some cases.

### **B. Evaluations of workforce investment activities**

A central tenet of the Workforce Investment Act (WIA) is continuous improvement. In an effort to enhance the one-stop system by improving customer service, DET contracted with the Center for Social Science Research at Saint Michael's College. The goal is to conduct program year follow-up interviews with former WIA participants across all programs in order to gain a better understanding of the client perspective and the general impact of the program. Since the report is developed on a program year basis, it will not be ready for publication until after the October 1 deadline for the annual report. This year's report will be completed in the fall and contain an evaluation of program year 2003 as well as longitudinal information related to previous years, which should provide valuable planning and policy information.

## **VII. Performance Measures**

For the first time in three years, Vermont has met or exceeded all WIA goals. Slow to modest job growth in Vermont this past year has contributed to improved WIA performance. One of the most stubborn measures to improve upon has been adult earning gains, which is now well within the 80% acceptability range. The difficulty was due in part with recessionary pressures on wages and having to serve high-wage dislocated workers in the adult program when dislocated worker money was prematurely depleted in each of the previous two program years. Another area of concern has been the younger youth skill attainment rate. We owe improvement in this measure specifically to improved tracking and record keeping and generally to a redesign of the WIA service delivery strategy.

## Tables

**TABLE A - Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level-ACSI	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	80	75.7	501	851	694	72.2
Employers	80	72.5	703	2847	1000	70.3

**TABLE B - Adult Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	Numerator/ Denominator
Entered Employment Rate	71%	81.2%	N=177 D=218
Employment Retention Rate	83%	83.7%	N=190 D=227
Earnings Change in Six Months	\$3500	\$2933	N=\$672,535 D=227
Employment & Credential Rate	55%	74.5%	N=123 D=165

**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	71.42%	N=45 D=63	83.3%	N=15 D=18	75.0%	N=12 D=16	64.3%	N=9 D=14
Employment Retention Rate	76.8%	N=43 D=56	89.5%	N=17 D=19	87.5%	N=14 D=16	75.0%	N=9 D=12
Earnings Change in Six Months	\$3061	N=\$171,431 D=56	\$6,268	N=\$119,085 D=19	\$1,101	N=\$17,619 D=16	\$3,776	N=45,306 D=12
Employment & Credential Rate	53.3%	N=16 D=30	72.2%	N=13 D=18	62.5%	N=5 D=8	57.1%	N=4 D=7

**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	83.3%	N=100 D=120	78.6%	N=77 D=98
Employment Retention Rate	85.2%	N=121 D=142	81.2%	N=69 D=85
Earnings Change in Six Months	\$3,725	\$528,982 142	\$1,689	\$143,553 85

**TABLE E - Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	Numerator/Denominator
Entered Employment Rate	78%	80.9%	N=144 D=178
Employment Retention Rate	87%	88.8%	N=175 D=197
Earnings Replacement in Six Months	87.3%	74.4%	N=\$2,398,457 D=\$3,223,989
Employment & Credential Rate	55%	64.3%	N=81 D=126

**TABLE F - Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	87.5%	N=21 D=24	0%	N=0 D=0	71.4%	N=15 D=21	100%	N=1 D=1
Employment Retention Rate	88.2%	N=30 D=34	100%	N=3 D=3	92%	N=23 D=25	100%	N=1 D=1
Earnings Replacement Rate	79.0%	N=\$479,380 D=\$606,571	90%	N=\$29,524 D=\$32,985	63.1%	N=\$281,140 D=\$445,800	81.1%	N=\$8,589 D=\$10,593
Employment & Credential Rate	73.3%	N=11 D=15	0%	N=0 D=0	77.8%	N=7 D=9	0.0%	N=0 D=1

**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	82.5%	N=104 D=126	76.9%	N=40 D=52
Employment Retention Rate	85.9%	N=110 D=128	94.2%	N=65 D=69
Earnings Replacement Rate	75.3%	N=\$1,619,345 D=\$2,150,113	72.6%	N=\$779,112 D=\$1,073,876

**TABLE H - Older Youth Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	Numerator/Denominator
Entered Employment Rate	72%	69.1%	N=47 D=68
Employment Retention Rate	83%	77.4%	N=41 D=53
Earnings Change in Six Months	\$1,950	\$2,605	N=\$138,045 D=53
Employment & Credential Rate	35.5%	52.4%	N=43 D=82

**TABLE I - Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	61.1%	N=11 D=18	100.0%	N=1 D=1	71.8%	N=28 D=39	73.9%	N=34 D=46
Employment Retention Rate	60.0%	N=9 D=15	100.0%	N=1 D=1	72.2%	N=13 D=18	78.3%	N=36 D=46
Earnings Change in Six Months	\$1,547	N=\$23,199 D=15	\$6,137	N=-6,137 D=1	\$604	N=\$10,863 D=18	\$2,941	N=\$135,265 D=46
Employment & Credential Rate	27.8%	N=5 D=18	100.0%	N=1 D=1	48.7%	N=19 D=39	55%	N=33 D=60

**TABLE J - Younger Youth Results At-A-Glance**

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator/Denominator
Skill Attainment Rate	80%	79.7%	N=248 D=311
Diploma or Equivalent Attainment Rate	51%	55.6%	N=40 D=72
Retention Rate	62%	60.9%	N=56 D=92

**TABLE K - Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	89.1%	N=49 D=55	80.1%	N=173 D=216	61.5%	N=24 D=39
Diploma or Equivalent Attainment Rate	58.8%	N=10 D=17	64.3%	N=27 D=42	13.8%	N=4 D=29
Retention Rate	70.6%	N=12 D=17	59.6%	N=28 D=47	65.4%	N=34 D=52

**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 Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	80.5%	N=157 D=195	\$3534	N=\$689,058 D=195	7.34%	N=13 D=177	\$3,852	N=681,842 D=177	100%	N=67 D=67
Dislocated Workers	88.0%	N=176 D=200	79.5%	N=\$2,434,330 D=\$3,063,445	11.1%	N=16 D=144	\$5,941	N=855,542 D=144	100%	N=68 D=68
Older Youth	76.9%	N=40 D=52	\$1,728	N=\$132,702 D=52	2.13%	N=1 D=47	\$2,208	N=103,776 D=47	N/A	N/A

**TABLE M - Participation Levels**

	Total Participants Served	Total Exiters
Adults	283	229
Dislocated Workers	215	122
Older Youth	98	87
Younger Youth	638	356

**TABLE N - Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		\$1,722,322
Local Dislocated Workers		\$1,068,311
Local Youth		\$2,194,725
Rapid Response (up to 25%) 134 (a) (2) (A)		\$ 80,173
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$ 1,186,108
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$6,251,639

## WIA Annual Report Data

State Name: VT

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	80	75.7	501	794	694	72.2
Employers	80	72.5	703	2,847	1,000	70.3

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71	81.2	177
			218
Employment Retention Rate	83	83.7	190
			227
Earnings Change in Six Month	3,500	2,963	672,535
			227
Employment and Credential Rate	55	74.5	123
			165

**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	71.4	45	83.3	15	75	12	64.3	9
		63		18		16		14
Employment Retention Rate	76.8	43	89.5	17	87.5	14	75	9
		56		19		16		12
Earnings Change in Six Months	3,061	171,431	6,268	119,085	1,101	17,619	3,776	45,306
		56		19		16		12
Employment and Credential Rate	53.3	16	72.2	13	62.5	5	57.1	4
		30		18		8		7

**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	83.3	100	78.6	77
		120		98
Employment Retention Rate	85.2	121	81.2	69
		142		85
Earnings Change in Six Months	3,725	528,982	1,689	143,553
		142		85

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	80.9	144
			178
Employment Retention Rate	87	88.8	175
			197
Earnings Replacement in Six Months	87.3	74.4	2,398,457
			3,223,989
Employment and Credential Rate	55	64.3	81
			126

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	87.5	21	0	0	71.4	15	100	1
		24		1		21		1
Employment Retention Rate	88.2	30	100	3	92	23	100	1
		34		3		25		1
Earnings Replacement Rate	79	479,380	89.5	29,524	63.1	281,140	81.1	8,589
		606,571		32,985		445,800		10,593
Employment And Credential Rate	73.3	11	0	0	77.8	7	0	0
		15		1		9		1

**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	82.5	104	76.9
126			52	
Employment Retention Rate	85.9	110	94.2	65
		128		69
Earnings Replacement Rate	75.3	1,619,345	72.6	779,112
		2,150,113		1,073,876

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	72
Employment Retention Rate	83	77.4	68
			41
Earnings Change in Six Months	1,950	2,605	53
			138,045
Credential Rate	35.5	52.4	43
			82

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	61.1	11	100	1	71.8	28	73.9
	18		1		39		46	
Employment Retention Rate	60	9	100	1	72.2	13	78.3	36
		15		1		18		46
Earnings Change in Six Months	1,547	23,199	6,137	6,137	604	10,863	2,941	135,265
		15		1		18		46
Credential Rate	27.8	5	100	1	48.7	19	55	33
		18		1		39		60

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	80		79.7
				311
Diploma or Equivalent Attainment Rate	51		55.6	40
				72
Retention Rate	62		60.9	56
				92

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	89.1	49	80.1	173	61.5	24
		55		216		39
Diploma or Equivalent Attainment Rate	58.8	10	64.3	27	13.8	4
		17		42		29
Retention Rate	70.6	12	59.6	28	65.4	34
		17		47		52

**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	80.5	157	3,534	689,058	7.3	13	3,852	681,842	67	67
		195		195		177		177		100
Dislocated Workers	88	176	79.5	2,434,330	11.1	16	5,941	855,542	65.4	68
		200		3,063,445		144		144		104
Older Youth	76.9	40	2,552	132,702	2.1	1	2,208	103,776		
		52		52		47		47		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>283</b>	<b>229</b>
<b>Dislocated Workers</b>	<b>215</b>	<b>122</b>
<b>Older Youth</b>	<b>98</b>	<b>87</b>
<b>Younger Youth</b>	<b>638</b>	<b>356</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$1,722,322.00</b>
<b>Local Dislocated Workers</b>		<b>\$1,068,311.00</b>
<b>Local Youth</b>		<b>\$2,194,725.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$80,173.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$1,186,108.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	
<b>Total of All Federal Spending Listed Above</b>		<b>\$6,251,639.00</b>

# WIA Annual Report Data

State Name: VT

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Vermont Human Resources Investment Council	<b>Total Participants Served</b>	Adults	283
		Dislocated Workers	215
		Older Youth	98
		Younger Youth	638
	<b>Total Exiters</b>	Adults	229
		Dislocated Workers	122
		Older Youth	87
		Younger Youth	356

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	75.7
	Employers	80	72.5
Entered Employment Rate	Adults	71	81.2
	Dislocated Workers	78	80.9
	Older Youth	72	69.1
Retention Rate	Adults	83	83.7
	Dislocated Workers	87	88.8
	Older Youth	83	77.4
	Younger Youth	62	60.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	2,963
	Dislocated Workers	87.3	74.4
	Older Youth (\$)	1,950	2,605
Credential / Diploma Rate	Adults	55	74.5
	Dislocated Workers	55	64.3
	Older Youth	35.5	52.4
	Younger Youth	51	55.6
Skill Attainment Rate	Younger Youth	80	79.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded