



Workforce Investment Act

ANNUAL REPORT

PROGRAM YEAR 2000

Kansas Department of Human Resources

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Workforce Investment Act Title I-B

Annual Report

Program Year 2000

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EXECUTIVE SUMMARY

The state of Kansas has successfully completed the implementation of the Workforce Investment Act (WIA) during program year 2000. The necessary foundation for the implementation of WIA existed in Kansas because of the coordinated efforts of the Kansas Workforce Investment Partnership Council, the Department of Human Resources, the administrative entities for our five local areas and numerous partner agencies at the state, county and local level. Our foundation was further strengthened by the system of One-Stop Centers established under our One-Stop implementation grant.

While the state failed to meet all of the targets established in negotiation with the United States Department of Labor (USDOL), the service delivery system established during implementation is strong and exceeding projected capacity. The state has implemented a statewide automated data collection system for WIA and One-Stop partner agencies. In addition, we have implemented a consumer report system for state and local labor market information and training provider certification.

Because Kansas has not joined the Wage Record Interchange System, the local areas have been forced to use the supplemental wage collection process to determine outcomes for numerous program exiters. This process has been burdensome and staff intensive and has not produced the desired results. Kansas will join WRIS during PY2001.

The information reported concerning special populations indicates the Adult and Dislocated Worker populations were well served during the performance year 2000. The designated groups achieved the negotiated levels of performance for 88% of the measures.

State Service Delivery Analysis

During the first two quarters of the PY2000, new participant registration levels were 35% lower than the previous year across all Title I-B programs. The cause of the lower than expected rate of enrollment was rooted in three factors.

- Through the One-Stop system, Kansans were able to find employment prior to the point where program registration was required;
- Our local area efforts directed their initial effort towards long term system building; and
- The end of traditional summer youth program activities.

Customer Satisfaction

While the state met or exceeded the negotiated performance standards, we failed to meet the required contact rate for participant customer satisfaction and failed to achieve the sample size necessary for a valid statistical measure of employer customer satisfaction. The causative factors for these failures have been addressed

Adult Program

The state met all negotiated performance standards for the Adult program. The Adult entered employment rate, earnings change rate and employment and credential rate exceeded the negotiated levels. For Adult special populations, 88% of the standards were met or exceeded. All standards were met or exceeded for Adults who received training services.

Dislocated Worker Program

The state met all negotiated performance standards for the Dislocated Worker program. The Dislocated Worker credential rate exceeded the negotiated levels. For Dislocated Worker special populations, 88% of the standards were met or exceeded. All standards were met or exceeded for Dislocated Workers who received training services, as were the standards for Dislocated Workers who did not receive training services.

Youth Program

The State failed to meet the negotiated levels for four of the seven youth core measures, Older Youth earnings change, Younger Youth skill attainment, Younger Youth diploma or equivalent attainment, and Younger Youth retention. The State did exceed the negotiated levels for Older Youth entered employment and credential rate and met the level for Older Youth retention. The pattern continued in the results for both Older and Younger Youth special populations with only 29% of the target levels being achieved.

Cost of Activities

For the Adult program, the average cost per participant was \$2,283. Using the wage gain rate for Adult exiters as a measure of effectiveness, the return on investment was \$1.13 per dollar expended.

Better results were achieved in the Dislocated Worker program where the average cost per participant was \$2,227 and the return on investment based on exiter wage replacement was \$4.87 per dollar expended.

For Youth Programs, the cost per participant was \$1,809 with nearly 65% of that being expended in the delivery of the ten youth elements. While it is significantly harder to determine a return on investment methodology for youth exiters because of the low percentage of Younger Youth who enter employment, nearly a dollar to dollar ratio was achieved using the wage gain earning from Older Youth exiters as compared to all youth program expenditures.

State Evaluations of Workforce Investment Activities

The Kansas Workforce Investment Partnership Council has adopted the Kansas Award for Excellence criteria as the basis for the measurement of continuous improvement of the Workforce Network of Kansas. The KAE criteria is based on the Malcolm Baldrige National Quality Award Criteria for Performance Excellence, but provides a simplified and less complex approach to meeting the national award Criteria. Initial efforts have begun across the Network to address the key requirements of KAE to achieve quality excellence in service delivery. Use of the KAE will allow the Network to measure its achievements compared to both private and public sector Kansas businesses and organizations.

The Department of Human Resources and the Division of Employment and Training have taken a leading role by establishing strategic and tactical plans with specific system goals and metrics designed to insure value added services are provided by all levels of the organization.

The Division of Employment and Training conducted on-site evaluations of each Local Area's implementation of the Workforce Investment Act. These evaluations will serve as a base line to measure system improvement.

General Comments

While Kansas met all the negotiated standards for Adult, Dislocated Worker and Older Youth core measures of performance save one, the requirement to report four quarters of exiter data for the retained employment rate and the earnings change/earnings replacement rate seventy-five days before they are due to be report during quarterly reporting created an excessive burden on the system in general and is directly responsible for the failure to meet the target for the Older Youth earnings change measure. While we applaud the use of wage records in determining program outcomes, those wages must be available to develop the outcomes. While the majority of employers had filed quarterly reports by the end of October, only thirty days remained to access wage records in other states or to find supplemental wages. The State will not hold its Local Areas accountable for failure to meet any of these measures until the February reporting date.

The change in method for reporting youth skill attainment that was announced in change 1 to TEGL 14-00 was directly related to our failure to meet that negotiated standard. Initial guidance indicated that attainment of youth goals were not tied to the date of exit. When we are notified unofficially 45 days prior to the due date of the annual report and officially 12 days before and 5 months after the report period closure for this measure of the change, it is impossible to recover. Numerous goals that were attained during mandatory youth follow-up services now are being show as not being attained. We recommend that all future changes to reporting requirements be specified before the start of the program year. No program or organization can effectively operate or be accurately assessed if the rules are changed or clarified at or near the end of the measurement period.

State Level Performance

Program Year 2000

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	64%	82%	268	2,060	2,060	13%
Employers	62%	61%	189	196	196	96%

Table B - Adult Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	71%	74%	Numerator	362
			Denominator	489
Employment Retention Rate	78%	68%	Numerator	303
			Denominator	447
Earnings Change in Six Months	\$2,500	\$2,641	Numerator	1,008,774
			Denominator	382
Employment and Credential Rate	45%	60%	Numerator	389
			Denominator	648

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		NUM 119		NUM 19		NUM 41		NUM 9
	80%	DEN 149	83%	DEN 23	75%	DEN 55	50%	DEN 18
Employment Retention Rate		NUM 101		NUM 17		NUM 34		NUM 8
	69%	DEN 146	63%	DEN 27	69%	DEN 49	73%	DEN 11
Earnings Change in Six Months		NUM 453,968		NUM 36,069		NUM 197,706		NUM 36,489
	\$3,413	DEN 133	\$1,568	DEN 23	\$4,598	DEN 43	\$3,649	DEN 10
Employment and Credential Rate		NUM 125		NUM 28		NUM 39		NUM 11
	60%	DEN 207	76%	DEN 37	59%	DEN 66	58%	DEN 19

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	74%	NUM 343	73%	NUM 19
		DEN 463		DEN 26
Employment Retention Rate	68%	NUM 285	67%	NUM 18
		DEN 420		DEN 27
Earnings Change in Six Months	\$2,716	NUM 991,184	\$1,035	NUM 17,590
		DEN 365		DEN 17
Employment and Credential Rate	60%	NUM 389		
		DEN 648		

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76%	71%	Numerator 634
			Denominator 888
Employment Retention Rate	85%	74%	Numerator 466
			Denominator 634
Earnings Replacement in Six Months	82%	76%	Numerator 4,991,265
			Denominator 6,599,437
Employment and Credential Rate	45%	58%	Numerator 480
			Denominator 830

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate		NUM 46		NUM 32		NUM 61		NUM 5
	78%	DEN 59	82%	DEN 39	70%	DEN 87	83%	DEN 6
Employment Retention Rate		NUM 36		NUM 27		NUM 45		NUM 4
	78%	DEN 46	84%	DEN 32	74%	DEN 61	80%	DEN 5
Earnings Replacement Rate		NUM 473,434		NUM 218,289		NUM 428,192		NUM 25,122
	72%	DEN 659,485	67%	DEN 325,499	56%	DEN 771,331	125%	DEN 20,045
Employment and Credential Rate		NUM 23		NUM 22		NUM 52		NUM 2
	38%	DEN 60	52%	DEN 42	63%	DEN 83	33%	DEN 6

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	71%	NUM 587	78%	NUM 47
		DEN 828		DEN 60
Employment Retention Rate	74%	NUM 433	70%	NUM 33
		DEN 587		DEN 47
Earnings Replacement Rate	76%	NUM 4,620,562	72%	NUM 370,703
		DEN 6,081,322		DEN 518,115
Employment and CredentialRate	58%	NUM 480		
		DEN 830		

Table H - Older Youth Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	63%	66%	Numerator	99
			Denominator	149
Employment Retention Rate	77%	64%	Numerator	80
			Denominator	125
Earnings Change in Six Months	\$2,800	\$1,623	Numerator	188,224
			Denominator	116
Credential Rate	35%	38%	Numerator	73
			Denominator	193

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		NUM 14		NUM 1		NUM 21		NUM 67
	54%	DEN 26	100%	DEN 1	44%	DEN 48	70%	DEN 96
Employment Retention Rate		NUM 12		NUM 1		NUM 15		NUM 48
	55%	DEN 22	100%	DEN 1	60%	DEN 25	61%	DEN 79
Earnings Change in Six Months		NUM 17,596		NUM 88		NUM 10,087		NUM 93,122
	\$838	DEN 21	\$88	DEN 1	\$459	DEN 22	\$1,258	DEN 74
Credential Rate		NUM 13		NUM 1		NUM 10		NUM 48
	59%	DEN 22	100%	DEN 1	83%	DEN 12	42%	DEN 113

Table J - Younger Youth Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	72%	42%	Numerator 472
			Denominator 1,133
Diploma or Equivalent Attainment Rate	55%	19%	Numerator 51
			Denominator 265
Retention Rate	55%	14%	Numerator 32
			Denominator 228

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	40%	NUM 446	53%	NUM 56	42%	NUM 121
		DEN 1,103		DEN 105		DEN 289
Diploma or Equivalent Attainment Rate	18%	NUM 47	25%	NUM 39	10%	NUM 5
		DEN 255		DEN 158		DEN 48
Retention Rate	13%	NUM 30	17%	NUM 20	16%	NUM 12
		DEN 224		DEN 116		DEN 73

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate	12 Mo. Earnings Change (Adult and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Worker)	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			5% NUM 23 DEN 446	\$3,786 NUM 1,442,285 DEN 381	47% NUM 213 DEN 455
Dislocated Workers			0% NUM 3 DEN 709	\$5,015 NUM 2,808,197 DEN 560	41% NUM 291 DEN 709
Older Youth			2% NUM 2 DEN 133	\$2,200 NUM 244,163 DEN 111	17% NUM 22 DEN 128

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	965	644
Dislocated Workers	970	549
Older Youth	293	180
Younger Youth	865	687

Table N - Cost of Program Activities

Program Activity		Total Federal Funding
Local Adults		2,203,680.00
Local Dislocated Workers		2,149,907.00
Local Youth		2,101,044.00
Rapid Response (up to 25%) §134(a)(2)(A)		345,746.00
Statewide Required Activities (Up to 15%) §134(a)(2)(B)		356,828.00
Statewide Allowable Activities §134(a)(3)	Program Activity Description	
	Activities specified in §134(b)(3)(i), (ii), (iv), (v) & (vii)	613,015.00
	Miscellaneous	153,871.00
Total of All Federal Spending Listed Above		7,924,091.00

Local Area Performance

Program Year 2000

Table O - Local Area I Performance

Local Area Name		Adults	62
		Dislocated Workers	181
		Older Youth	6
Local Area I	Total Participants Served	Younger Youth	30
ETA Assigned #		Adults	32
		Dislocated Workers	60
		Older Youth	2
20005	Total Exiters	Younger Youth	4
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	64%	78%
	Employers	62%	0%
Entered Employment Rate	Adults	69%	78%
	Dislocated Workers	82%	78%
	Older Youth	56%	83%
Retention Rate	Adults	80%	82%
	Dislocated Workers	89%	86%
	Older Youth	77%	67%
Earnings Change/Earnings Replacement in Six Months	Younger Youth	63%	50%
	Adults	\$1,217	\$3,368
	Dislocated Workers	72%	78%
Credential/Diploma Rate	Older Youth	\$1,260	(\$252)
	Adults	45%	34%
	Dislocated Workers	45%	38%
Skill Attainment Rate	Older Youth	35%	10%
	Younger Youth	55%	0%
	Younger Youth	49%	83%
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	5	5	7

Table O - Local Area II Performance

Local Area Name		Adults	291
		Dislocated Workers	200
		Older Youth	78
Local Area II	Total Participants Served	Younger Youth	191
ETA Assigned #		Adults	238
		Dislocated Workers	120
		Older Youth	56
20010	Total Exiters	Younger Youth	103
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	64%	85%
	Employers	62%	82%
Entered Employment Rate	Adults	66%	75%
	Dislocated Workers	76%	85%
	Older Youth	63%	72%
Retention Rate	Adults	78%	63%
	Dislocated Workers	85%	74%
	Older Youth	77%	62%
Earnings Change/Earnings Replacement in Six Months	Younger Youth	55%	13%
	Adults	\$2,697	\$2,391
	Dislocated Workers	81%	72%
Credential/Diploma Rate	Older Youth	\$2,425	\$1,973
	Adults	45%	77%
	Dislocated Workers	45%	77%
Skill Attainment Rate	Older Youth	35%	34%
	Younger Youth	55%	67%
	Younger Youth	76%	51%
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	7	8

Table O - Local Area III Performance

Local Area Name		Adults	279
		Dislocated Workers	262
		Older Youth	66
Local Area III	Total Participants Served	Younger Youth	416
ETA Assigned #		Adults	190
		Dislocated Workers	169
		Older Youth	52
20015	Total Exiters	Younger Youth	412
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	64%	72%
	Employers	62%	74%
Entered Employment Rate	Adults	66%	76%
	Dislocated Workers	70%	59%
	Older Youth	52%	52%
Retention Rate	Adults	75%	62%
	Dislocated Workers	80%	73%
	Older Youth	64%	67%
Earnings Change/Earnings Replacement in Six Months	Younger Youth	35%	15%
	Adults	\$2,349	\$2,382
	Dislocated Workers	72%	90%
Credential/Diploma Rate	Older Youth	\$2,425	\$1,560
	Adults	45%	61%
	Dislocated Workers	45%	68%
Skill Attainment Rate	Older Youth	35%	10%
	Younger Youth	55%	1%
	Younger Youth	79%	44%
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	5	8

Table O - Local Area IV Performance

Local Area Name		Adults	181
		Dislocated Workers	243
		Older Youth	43
Local Area IV	Total Participants Served	Younger Youth	44
ETA Assigned #		Adults	98
		Dislocated Workers	151
		Older Youth	14
20020	Total Exiters	Younger Youth	30
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	64%	93%
	Employers	62%	60%
Entered Employment Rate	Adults	71%	85%
	Dislocated Workers	76%	84%
	Older Youth	63%	80%
Retention Rate	Adults	78%	84%
	Dislocated Workers	85%	66%
	Older Youth	77%	75%
Earnings Change/Earnings Replacement in Six Months	Younger Youth	55%	75%
	Adults	\$2,693	\$2,802
	Dislocated Workers	85%	65%
Credential/Diploma Rate	Older Youth	\$3,500	\$3,449
	Adults	45%	57%
	Dislocated Workers	45%	53%
Skill Attainment Rate	Older Youth	35%	53%
	Younger Youth	55%	45%
	Younger Youth	76%	77%
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	4	11

Table O - Local Area V Performance

Local Area Name		Adults	152
		Dislocated Workers	84
		Older Youth	101
Local Area V	Total Participants Served	Younger Youth	183
ETA Assigned #		Adults	86
		Dislocated Workers	50
		Older Youth	56
20025	Total Exiters	Younger Youth	137
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	64%	91%
	Employers	62%	87%
Entered Employment Rate	Adults	74%	55%
	Dislocated Workers	70%	76%
	Older Youth	73%	75%
Retention Rate	Adults	77%	64%
	Dislocated Workers	83%	73%
	Older Youth	74%	65%
Earnings Change/Earnings Replacement in Six Months	Younger Youth	54%	11%
	Adults	\$1,465	\$2,945
	Dislocated Workers	80%	171%
Credential/Diploma Rate	Older Youth	\$1,708	\$1,232
	Adults	45%	67%
	Dislocated Workers	45%	45%
Skill Attainment Rate	Older Youth	35%	68%
	Younger Youth	55%	0%
	Younger Youth	30%	21%
Description of Other State Indicators of Performance (WIA 136(d)(1)(Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	5	6	7