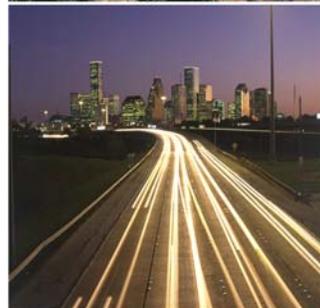


# Texas Workforce Commission

# Texas Workforce



**Workforce Investment Act:  
Program Year 2000 Annual Report  
An Investment in Texas' Economy  
December 1, 2001**



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*Select photos are courtesy of the Texas Department of Transportation.*

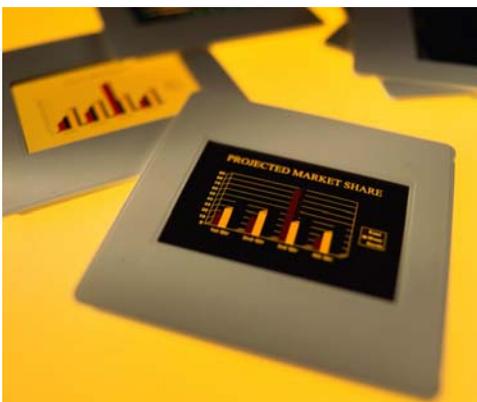
7.

Part II: Workforce Investment Act Title I-B Annual Report

Equal Opportunity Employer/Programs.

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36. ● Local Workforce Board Performance

## Texas Workforce Workforce Investment Act Annual Report Program Year 2000

In Texas, the Workforce Investment Act of 1998 (WIA) has reinforced an already active employer focused, locally directed workforce system that prepares workers with the skills necessary to meet the current and emerging demands of local businesses. It is a system that relies on a representative group, chaired by an employer and predominantly comprised of business representatives, to set the strategic vision of area workforce development and empowers this group to dedicate block granted funds toward meeting that vision. It is a system that relies on local labor market information to make sound decisions about the use of training dollars to ensure that a labor pool skilled in demand occupations is available when business is ready to grow. It is a collaborative approach to workforce solutions involving private and public sectors working together in a network of one-stop service centers, training providers, community organizations and other government agencies toward the common goal of a skilled workforce. And, it is a system held accountable for delivering on the vision. WIA is not a replacement for the Job Training Partnership Act; it is a totally different way of doing business.

In the mid-1990's Texas took part in the national discussion on workforce reform centered on creating a workforce system that was truly responsive to the needs of business. State legislation enacted in 1995 made sweeping changes in the Texas delivery system, prior to Congress finalizing its reform in the Workforce Investment Act of 1998. The similar vision of Congress resulted in the enactment of WIA, reinforcing the tremendous progress made in re-vamping the workforce system in Texas.

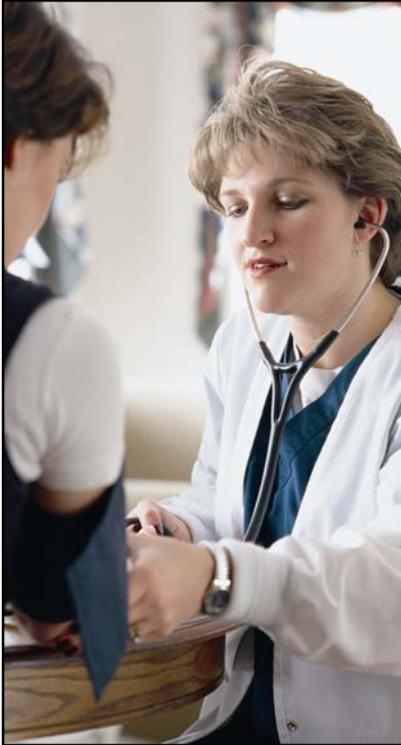
Changes to the workforce development system in Texas came in the midst of the longest period of economic expansion and fastest growth in job creation

### Investment Profile



*Finding workers to fill the 3,000 plus jobs needed by the retailers at Katy Mills shopping center was a daunting prospect until mall developers joined forces with the Gulf Coast Workforce Board. A career development pilot – the Mills MATCH program – that included training, transportation, child care, and mentoring has developed a labor pool of 300 workers ready to assist shoppers. The model is providing a competitive advantage throughout the Mills Corp. portfolio.*

### Investment Profile



*The shortage of healthcare workers in Austin brought two competitors together with the Capital Area Board to increase the number of trained nurses. Through joint activities enrollment is already up at area nursing schools, thousands of high school students have learned about healthcare careers, and student nurses are learning skills through internships in both hospital systems.*

in the state's history. One of the factors fueling economic growth has been a revolution in technology that has resulted in systemic changes in the business environment. Economic expansion has come from a diverse industry base. The ranches and oil rigs that have characterized Texas business in the minds of many have been joined by a myriad of other industries to diversify the economic base of the state. And the face of Texas business has changed dramatically.

Today, small businesses (those employing less than 100) account for over 97 percent of the more than 400,000 employers in Texas. These are entrepreneurial, fast growing, rapidly changing and flexible companies that compete in the global economy. The business environment is 24/7/365 with customers as close as the nearest computer modem.

It was within this environment that the locally controlled and employer driven workforce development system in Texas was born and within this business environment that the system was reaffirmed in WIA. The disparity between the fast paced and ever growing business environment and the traditional client focused view of workforce development demanded a shift to an employer focus if the system was to be relevant.

Texas businesses, community leaders and public sector entities have joined forces in 28 local workforce development areas to provide services through a network of 240 Texas Workforce Centers with the common goal of understanding the skills needed by local industry and training a labor pool to meet those needs.

The strength of the system has recently been tested with rapidly changing economic conditions. Widespread labor shortages have been replaced with significant layoffs in some industry sectors. Basing decisions on local labor market information and having an understanding of the skills needed in a variety of industry sectors allows local boards to adjust the service strategy quickly to meet today's challenges.

## Why WIA Works in Texas

WIA works because it applies a systemic business model rather than a social service model to the delivery of workforce services. It is a customer driven rather than client driven system – a diametric change from the Job Training Partnership Act that focused on the worker and failed to make the link between industry needs and worker training.

Local planning and control by a Board predominantly from the private sector is key to ensuring unwavering dedication to the customer focus. And in a state as large as Texas, the customers' workforce needs vary greatly among areas. The Dallas metropolitan area with its telecom corridor demands different skill sets in the workforce than those needed in the shipbuilding industry in Corpus Christi or oil production in the Permian Basin. In large cities to rural communities, local control ensures available funds are used to train workers for jobs that exist in business today and provides them with portable skills for tomorrow.

The series of programmatic silos that once dominated the landscape of workforce development in Texas have been integrated within the one-stop centers. Here public sector employees from a variety of agencies work hand-in-hand with community organizations and faith-based organizations to provide the services needed to clients to prepare them to contribute to local industry. Employers no longer have to navigate between programs to get the services desired – instead the concept of seamless delivery prevails. A robust web presence provides 24/7 access to workforce solutions for Texas employers and assists in matching the available workforce to job openings.

WIA goes to great lengths to ensure the training provided to individuals gives them the skills needed to succeed in the local economy. Within the scope of targeted occupations, individuals are given the choice and are empowered to choose the training provider

## Investment Profile



*In Abilene, Ron-Bar, Inc. runs ten fast food restaurants. The company has joined forces with a local manufacturing plant and the West Central Texas Board to create career ladders that span from fast food to manufacturing. In return, plant managers refer entry-level applicants to Ron-Bar, Inc. By showing workers a clear career progression, turnover has been cut in half at Ron-Bar, Inc. and the manufacturing plant has a steady stream of applicants with soft skills.*

## Investment Profile



*Warden Kerry Dixon, who oversees a correctional facility in Overton, Texas, knows labor shortages. He has joined with the local board to mentor youth and in doing so is striking deals, one at a time, with youth served by WIA to guarantee the training needed to obtain General Certification at the local college once the youth gets his GED. It is a win-win for all involved.*

best suited to their particular set of circumstances. To assist with these decisions, the law establishes a certification process that requires training providers to track and publish information on how well graduates are prepared to do the job.

And WIA demands results from the individuals receiving services, from the training provider community, from every local board and the state as a whole. It is a system that provides flexibility and personal choice and ensures results by requiring all measures be met, that provides incentive awards for success, provides technical assistance when needed, and allows for sanctions when problems occur.

## Texas Adds Value to WIA Model

While the Workforce Investment Act of 1998 challenged states to develop a locally driven workforce system and administer a single program, Texas had already taken the concept further.

Business driven local boards were block granted over \$675.2 million in state fiscal year 2001 funds, including \$199.9 million in WIA funds to plan and implement a workforce development system responsive to area industry. The 28 local boards in Texas have direct responsibility for planning, monitoring and evaluating service strategy and delivery for WIA, Temporary Assistance for Needy Family (TANF) Choices employment services, subsidized Child Care, Welfare-to-Work, and Food Stamp Employment and Training. In addition, Boards set the strategic direction for the Wagner-Peyser Employment Services function and work closely with the Texas Workforce Commission to integrate state-run programs at workforce centers. The resulting system is a bottom-up planning and implementation process that cuts across available program lines to deliver on the promise of being locally controlled and employer driven with no wrong door to access services.

By broadening the scope of services beyond WIA, local boards are able to eliminate duplication and streamline services, cut service delivery costs and augment funding, and enhance performance outcomes. And that means more services to the employers and workers of Texas.

Supporting the integration of workforce services and the employer driven workforce development system is the Texas Council on Workforce and Economic Competitiveness, a 20 member board that is charged with certain workforce strategic planning and evaluation functions. The Council serves as the state's WIA Workforce Investment Board and fosters partnerships between state agencies. One of the key responsibilities of the Council is the development of a single strategic plan that establishes the framework for the budgeting and operation of the workforce development system. Another key responsibility is one of monitoring the system to ensure effectiveness in achieving state and local goals.

### WIA Keeps Texas Working

The numbers tell the story of our success:

- Texas exceeded 16 of 17 statewide WIA performance standards for Program Year 2000.
- The core services received by almost 400,000 participants better prepared them to meet the need of local businesses.
- Almost three-quarters of the employers surveyed are consistently satisfied with the level of service they are receiving.
- Over 5,000 training programs are certified across the state to provide the skills needed by local employers.
- Texas has received a WIA incentive bonus based on our success.

### Investment Profile



*The lack of instructors was contributing to the shortage of nurses in the fast growing healthcare industry in Houston, Texas. Working with the local Board, industry leaders approached hospitals and asked them to provide professionals from their staffs to teach. Within one month 14 of the original 29 vacant teaching positions were filled with qualified "on loan" instructors and 19 additional staff members have committed to the program in the future.*

## Next Steps

Texas looks forward to the maturing and continued refinement of its workforce development system. Significant changes in the state's economic outlook will continue to prove the validity of the principles of local control and business driven.

Born in a period of extensive economic prosperity, the economic realities of today will require diligence to ensure the rapidly changing needs of Texas employers are met by this relatively new workforce system. This will require continued innovation led by those who understand best the challenges of business – those who represent that community on local workforce boards. It will also require the system to broaden partnerships at the state and local level and increase the involvement of the economic development and education communities. The Texas Council on Workforce and Economic Competitiveness will be an excellent resource for this expansion as member agencies include Texas Education Agency, Texas Higher Education Coordinating Board, Texas Department of Economic Development, Texas Workforce Commission, and the Texas Department of Human Services, and WIA partner agencies Texas Rehabilitation Commission and Texas Commission for the Blind and Visually Impaired.

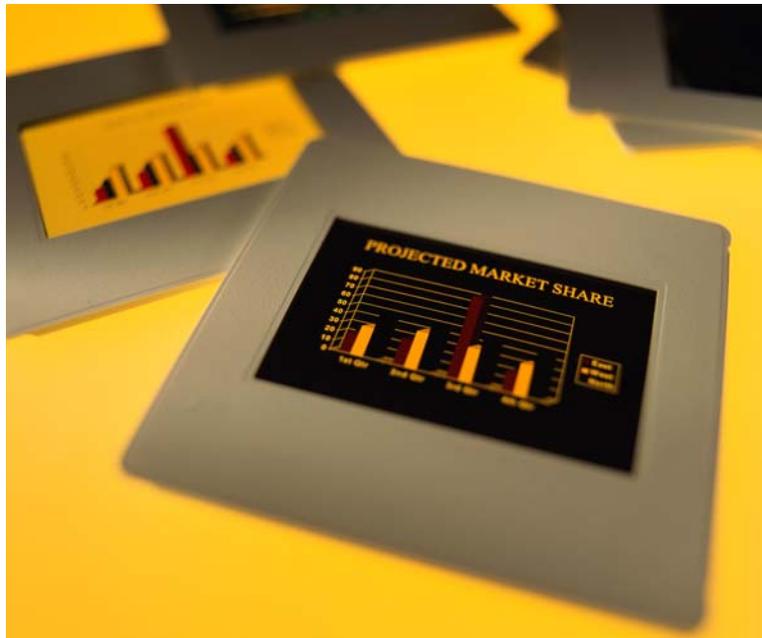
A testament to the success of the Texas workforce system is the recent \$3 million Workforce Investment Act Incentive Award for high performance. These funds are targeted for:

- A curriculum pilot to train residents of the Colonias and dislocated workers along the Texas-Mexico border to meet the needs of the local retail industry.
- The development of a Spanish version of a successful automated in-home learning system to expand skills of a valuable and growing segment of the Texas workforce.
- Workplace literacy projects that will focus on developing adult basic skills including computer literacy for incumbent workers to increase value their to employers.

Texas has made progress in meeting the needs of the employers of this state and there are great opportunities for improvements in the future. The value-added system that Texas operates under with the current grandfather clause affords the opportunity to integrate services beyond WIA, and the desire among Texas employers is to explore additional ways to make workforce services more efficient. We hope Congress looks for ways to more fully integrate funding streams to further develop a system that offers employers workforce solutions.

Texas believes the challenges of the future can be met with strong partnerships, with the customer driven business model of workforce development inherent in WIA and with the continued support of state and federal leaders. We are proud of our accomplishments and look forward to the opportunities yet to come.

**Part 2**  
**Texas Workforce Performance**  
**Workforce Investment Act**  
**Program Year 2000**



## Texas Workforce

### WIA Performance Accomplishments Program Year 2000

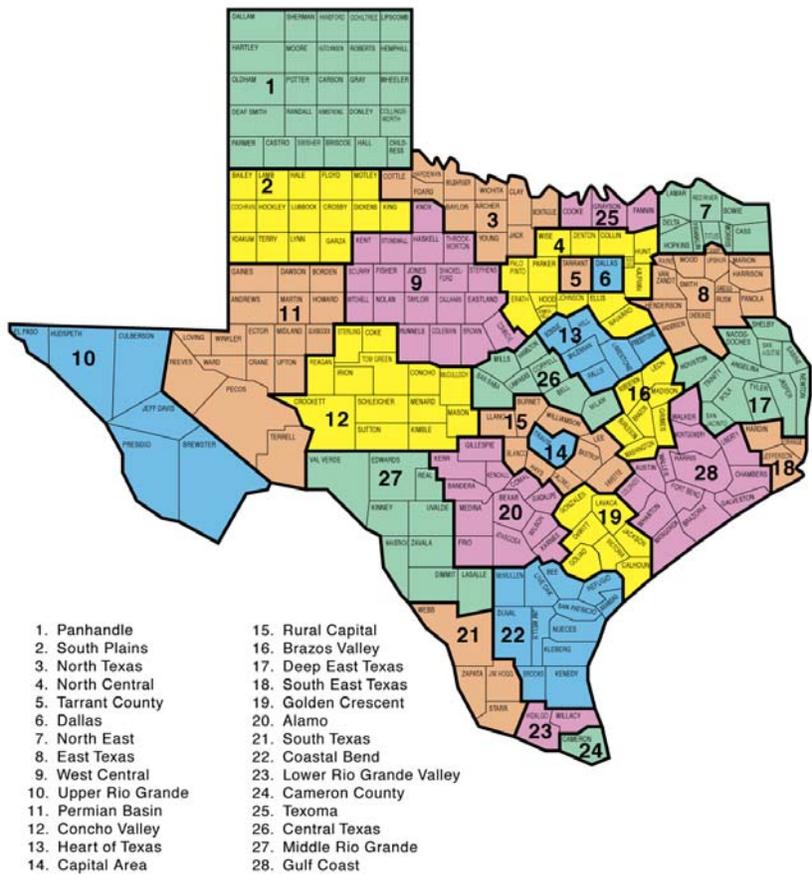
The Workforce Investment Act of 1998 (WIA) provides for a locally driven employer focused workforce development system that meets the workforce needs of local business by preparing workers with the skills needed to succeed in targeted occupations. Now in the second year of operation under WIA, Texas can report a significant number of performance related achievements. In addition to the outstanding performance on sixteen of the seventeen required core performance indicators, many enhancements to the performance management, evaluation and reporting system have been completed. These enhancements provide local and statewide leaders with the management tools necessary for short and long-term success.

The WIA core indicators measure success in the process of preparing workers to meet the demand of local business. Embedded in the performance indicators are outcomes that support the business driven workforce system. High entered employment figures indicate that workers receiving WIA services are prepared with the skills local employers require. High employment retention figures support employers by reducing the cost of employee turnover. Higher earnings by employees indicate both the tight job market as well as the value the WIA trained employees have for their employers. Finally, WIA allows local boards to establish credentials for certain jobs to ensure a consistent skill level adding a valuable assurance to employers hiring workers with these credentials.

WIA performance is measured on negotiated statewide rates. These performance rates are then divided among the 28 local workforce boards that, along with the Texas Workforce Commission, make up the Texas Workforce Network. This Network provides services at 240 one-stop centers throughout the state.

What follows is the required performance reporting for the WIA program. Federally directed performance measures concentrate on the process of preparing workers and on overall satisfaction by both employers and participants. Texas is proud of our accomplishments and we recognize the only truly meaningful measurement is our ability to produce outcomes that satisfy the needs of employers.

Figure 1. Local Workforce Development Areas in Texas



### Data Collection and Reporting

A comprehensive data collection and reporting system provides management with the tools to evaluate progress both on a statewide and local board basis. The three major elements of the evaluation system are:

- A fully implemented performance reporting system including performance information, performance rankings and graphical presentations of longitudinal state and local board WIA performance.
- An institutionalized incentive and sanction system for local boards established in Commission rules.
- A focused research and evaluation effort that supports specific research projects and disseminates a wide range of information to local boards and statewide decision-makers.

**TWIST**  
**(The Workforce Information System of Texas)**

Services offered to WIA participants in Texas are recorded and reported through the case management and performance data collection system, TWIST. Prior to the implementation of TWIST, programs each used a different automated system, and customers were required to repeatedly supply the same personal information when applying for services. Without a central place for customer information, program staff also had difficulty devising a holistic service plan for each customer, frequently duplicating efforts and missing opportunities to access funding. The new workforce development system, founded on the principle of local control, required an integrated data collection system that would accommodate a high degree of flexibility and diversity across local areas while still satisfying federal and state reporting requirements.

TWIST was designed to address the need for a centralized database for all of the Board administered services. Texas Workforce Centers across the state now utilize TWIST to track customer information for services such as the Workforce Investment Act, Welfare to Work, Temporary Assistance for Needy Families (TANF) Choices employment services, and Food Stamp Employment and Training. TWIST has consistently received recognition for achievements in information technology and government innovation. TWIST was honored by the Smithsonian Institution where it is now a part of the permanent research collection of information technology innovation at the National Museum of American History. TWIST won first place in the *Application Development Trends* Innovator contest (April 1998) and received special recognition from the Department of Labor's Joint Employment and Training Technology Conference (JETTCO) in 1997. Finally, TWIST was awarded the Showcase Award at the 2001 JETTCO this year for its reporting system.

The TWIST system has continued to evolve and improve during the two years of WIA operation in Texas. The impact of TWIST technology on the Texas Workforce Network has been dramatic. Local boards now have fully automated reporting on performance measures and other management information on most programs they administer. In addition, the TWIST reports have become the basis for the state's reporting system concerning both state and local performance.

The system allows case managers easy access to information on most of the program services that have been provided to a particular client. This allows them to provide services for a client that are appropriate in the context of the universe of services the one-stop has provided that client. In this manner, TWIST has given one-stop managers a powerful tool to provide integrated and coordinated services to both employers and clients. Many local boards have initiated special business service units in the one-stops that are designed to make a wide range of services available to local employers. TWIST provides valuable information to members of these units as they work to meet the needs of local employers.

TWIST has provided the Texas Workforce Network the means to achieve integration of services at one-stop centers and the tools necessary to implement effective performance management systems.

As a result of TWIST, the local boards have the following capabilities:

- Obtain WIA performance reports on a 24/7/365 basis.
- Obtain WIA performance reports requiring unemployment insurance (UI) benefit claimant wage record data on a 24/7/365 basis with automatic updates of UI wage data on a weekly basis.
- Obtain detailed client level information on management and performance measure reports. This data can be exported into other software such as Microsoft Excel for further analysis.
- Obtain help in using the system from a staff of highly trained and knowledgeable professionals.

As a result of TWIST, state office staff have the following resources:

- An automated and highly reliable source for performance reports and client level information on a wide range of Board administered programs.
- A highly flexible system that allows state staff to revise and improve reports on an ongoing basis.
- The reports necessary to implement a performance management system that allows for outcome based accountability.

## Performance Reporting

The Texas Workforce Commission reports Board performance every month and publishes local and statewide performance data in the *Monthly Program Report (MPR)*.

The variety and complexity of funding sources, funding cycles, program years, and administrative designs for the multiple programs presents a formidable data reporting challenge. The *MPRs* provide performance data on all programs administered at the local level.

The *Monthly Program Report* presents Unemployment Insurance Wage Records (UI Wages) WIA performance data for the performance year (October - September) and for non-UI wage based performance measures for the non-UI measure program year (July - June).

The scorecard on the following page (**Figure 2**) is provided to local boards in the *Monthly Program Report*. WIA performance is ranked by calculating the percentage of each goal achieved by the Boards and averaging the results. Large and small Boards are then separated and ranked. A similar table is provided to the Boards for each program they administer.

**Figure 2. Scorecard for Local Workforce Board Performance  
WIA Program (10/1/99 - 9/30/00)**

QUARTILE	ALL BOARDS	RANK	SMALL BOARDS	RANK	*LARGE BOARDS
1	Central Texas	1	South East Texas	1	North Central
1	Deep East Texas	2	Central Texas	2	Coastal Bend
1	Golden Crescent	3	Golden Crescent	3	Cameron
1	Heart of Texas	4	Texoma	4	Dallas County
1	North Texas	5	Deep East Texas	5	Lower Rio Grande
1	South East Texas	6	Heart of Texas	6	Tarrant County
1	Texoma	7	North Texas	7	Gulf Coast
2	Cameron	8	East Texas	8	Alamo
2	Coastal Bend	9	Middle Rio Grande	9	Upper Rio Grande
2	Middle Rio Grande	11	Rural Capital		
2	North Central	12	Permian Basin		
2	Rural Capital	13	Panhandle		
2	South Texas	14	Concho Valley		
3	Concho Valley	15	Brazos Valley		
3	Dallas County	16	South Plains		
3	Gulf Coast	17	Capital Area		
3	Lower Rio Grande	18	North East Texas		
3	Permian Basin	19	West Central		
3	Tarrant County				
4	Alamo				
4	Brazos Valley				
4	Capital Area				
4	North East Texas				
4	South Plains				
4	Upper Rio Grande				
4	West Central				

\* Large Board: Total funding > \$20,000,000

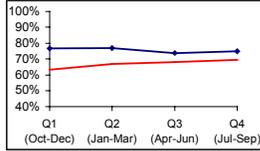
The Boards are ranked according to their composite performance and divided into four quartiles. The first table presents the four quartiles with the Boards listed alphabetically for each quartile.

TWC also charts WIA performance for the Boards in the *Monthly Program Report*. These charts (examples of the Entered Employment Rate **Figure 3** and Statewide Performance Rate **Figure 4** charts are reproduced in the following two pages), provide a useful device for Board staff and the Commission to track and compare WIA and other programs' performance throughout the year.

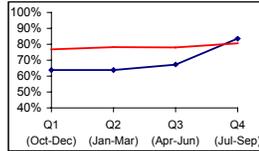
Figure 3 - Adult Entered Employment

**WIA Performance Measures**  
**Adult Entered Employment Rate**  
**Quarterly, October 1999 - September 2000**  
 - Current Year Goal - Current Performance

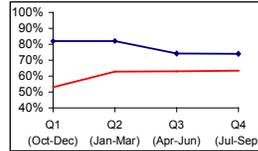
Alamo



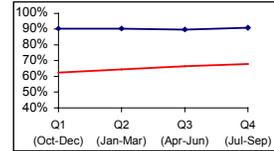
Dallas County



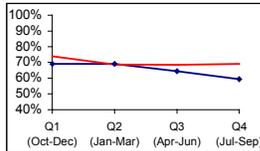
Middle Rio Grande



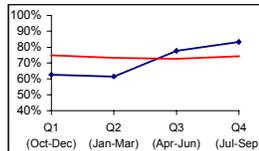
South East Texas



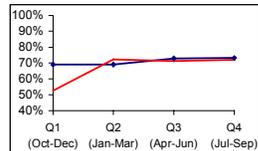
Brazos Valley



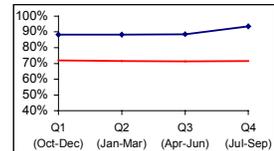
Deep East Texas



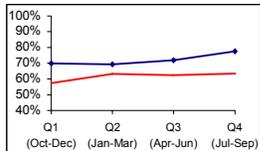
North Central



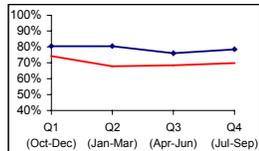
South Plains



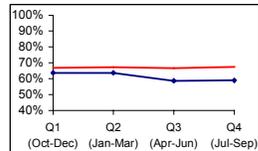
Cameron County



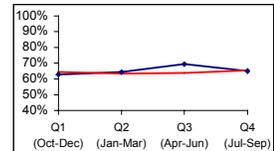
East Texas



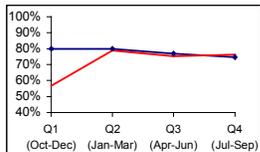
North East Texas



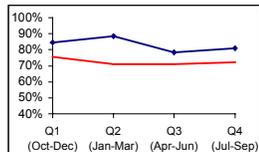
South Texas



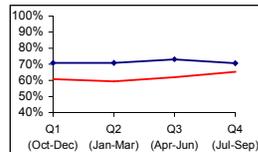
Capital Area



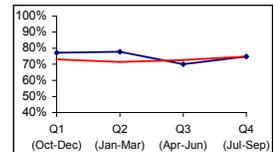
Golden Crescent



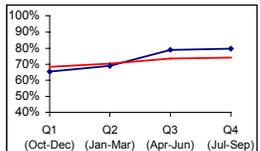
North Texas



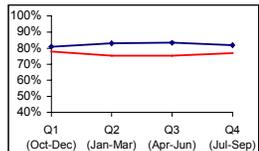
Tarrant County



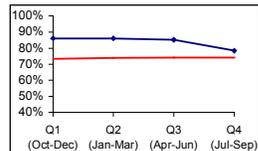
Central Texas



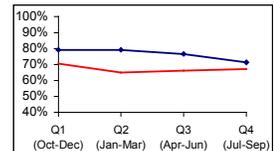
Gulf Coast



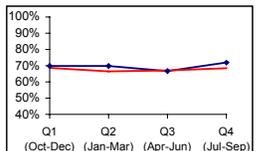
Panhandle



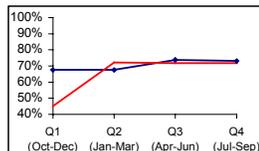
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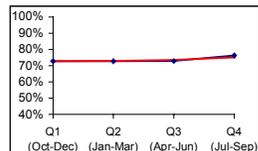
Coastal Bend



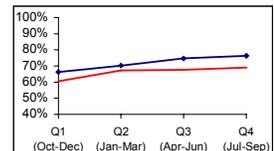
Heart of Texas



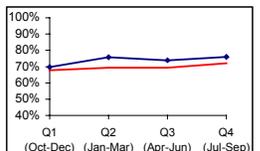
Permian Basin



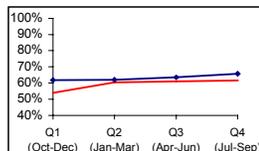
Upper Rio Grande



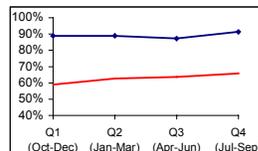
Concho Valley



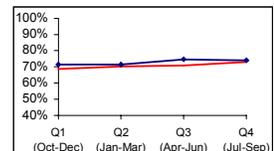
Lower Rio Grande



Rural Capital



West Central





**The Texas Workforce Commission  
Incentive and Sanctions System**

TWC has promulgated rules that establish an incentive and sanction system for local boards based on performance. Commission rules establish an incentive policy that provides the means to award high performing Boards annually with incentive payments. WIA statewide funds were used to provide WIA incentive awards in 2001 for Program Year 1999. The WIA incentive awards were based on the methodology established by USDOL in Training and Employment Guidance Letter (TEGL) 8-99. Three awards totaling \$225,000 were awarded to the top three Boards for WIA performance achievement. Similar awards will be issued for PY 2000 during the current fiscal year.

The Sanctions committee consists of representatives from various sections of the agency and meets every month to formally review local board performance on all programs administered by the Boards including the WIA. When performance begins to deteriorate, technical assistance is provided to improve operations.

**Research and Evaluation**

The Workforce Investment Act of 1998, Title I, Workforce Investment Systems, Section 136(e)(1), requires that each state, in coordination with local boards conduct ongoing evaluation studies of workforce investment activities. These are activities carried out within the state to promote, establish, implement, and utilize methods for continuously improving activities and to achieve high-level performance within, and high-level outcomes from, the statewide workforce investment system.

Responding to this challenge, the Texas Workforce Commission performs research, conducts evaluations, and provides quality and timely information to its customers. Agency staff collaborate in diverse projects, including federal demonstration research projects, state-sponsored initiatives, legislatively assigned research projects, and informational research. The duration of the projects ranges from one-time requests and weekly routine research to multi-year research projects. During the past year, staff have been active members of several research teams that have responded to Texas's unique needs by examining the effectiveness of programs and activities, Texas Workforce Center accessibility, and equity (i.e., rural and border access) issues. Examples of such collaborative efforts are provided below.

- ***Youth Services Evaluation*** – This project investigates the impact of service elements on youth program outcomes in Texas. Its focuses are on lessons learned from a review of the relevant literature and Texas’s program implementation, and the development of process models that describe the dynamics of youth service activities in relation to youth program outcomes.
- ***Work Incentive Grant Evaluation*** – TWC is evaluating outcomes associated with projects in five local workforce areas designed to promote seamless service delivery within the Texas Workforce Center system for people with a wide range of disabilities. The grant has an evaluation component designed in conjunction with the five Boards, and includes outcome-oriented and process-related components and a customer satisfaction requirement to highlight effective methods to increase services to Texans with disabilities.
- ***Rural Expansion Initiative Evaluation*** – This project evaluates the collaboration between TWC and Boards in projects that extend employment services into rural counties. TWC has issued grants under its Rural Expansion Initiative to promote employment opportunities in rural areas. This effort helps rural counties improve and develop services in areas such as child care and transportation. The initiative also benefits community-driven efforts to promote and expand job search and retention services for welfare recipients.
- ***Border Issues*** – Research efforts focused on identifying occupations related to the area’s infrastructure needs and to jobs in demand in nine border-region Boards. The purpose of this project was to provide a stronger linkage between economic development, workforce training, and employment activities to help develop the infrastructure in the Rio Grande border region.
- ***Jobline Survey*** – The Jobline will provide access via the telephone keypad to job information primarily for people who are blind or have other disabilities. This initiative will provide a valuable tool for Texans in many other contexts: people living in rural areas, individuals without access to the Internet, and persons for whom transportation to their local Texas Workforce Center is difficult. The evaluation component, done in advance of widespread implementation, estimates the potential utilization and cost of implementing the system statewide and investigates any other issues that might impact statewide implementation.

### **Other Research and Evaluation Activities**

In Section 136(e)(3), the Workforce Investment Act states that, “the State shall periodically prepare and submit to the State board, and to local boards in the State, reports on the results of evaluation studies conducted, to promote the efficiency and effectiveness of the state-wide workforce investment system in improving employability for job seekers and competitiveness for employers.” Texas launched the practice of compiling grant notifications and transmitting information to local partners in 1998. The information dissemination activities include the following:

- The regular electronic dissemination of a wide range of information selected to assist local boards in their operations. The information includes the product of on-going searches of grant notices, grants awarded in Texas, proposed or final rules, upcoming conferences, and other updates to policy or program information.
- Extensive Internet searches using criteria for information relevant to a wide range of workforce development-related topics.
- Topic specific analyses of findings in workforce development activities nationally in order to provide useful best practice information to Boards. The purpose of these reviews is to provide timely information to Texas Workforce Network partners on issues that may assist in improving workforce outcomes and performance.

The Workforce Investment Act, Section 172, requires the continuing evaluation of programs and activities carried out under Title I and further states “that evaluations shall use appropriate methodology and research designs, including the use of control groups chosen by random assignment.” The Act also directs the State, to the maximum extent practicable, to coordinate the evaluations with the evaluations provided for by the Secretary under Section 172. Research staff has kept informed on the development of federal research efforts and has provided feedback as requested. For example, Training and Employment Information Notice No. 11-00 invited States to submit ideas for the random assignment evaluation required by WIA. Texas suggested many topics covering the following areas: structure of services, outreach, assessment, training, post-program services, and employer services.

The Texas Workforce Commission has also broadened the scope of its research to encompass a comprehensive perspective by collaborating with other state agencies. During the last year, efforts have focused on a broader perspective of health and human services and workforce issues related to workers with disabilities, re-entry programs for young offenders, and youth workforce development; and on

collaboration and research on supported employment. Research and program staff has collaborated in the design of projects and in the development of evaluation activities. Examples of such interagency coordination are the Young Offender Re-entry Program Initiative and the Texas Medicaid Buy-in Evaluation.

### Texas WIA Performance

For Program Year 2000 Texas exceeded sixteen of the required performance standards described in Section 136 of the WIA, and the performance on the one measure below target was within 3% of the goal. The state's performance for PY 2000 exceeded the PY 1999 performance and continued the state's outstanding progress in workforce development programs. The discussion provided below presents the Texas PY 2000 performance for each of the performance measures and for each of the major funding streams under WIA, adults, youth, and dislocated workers.

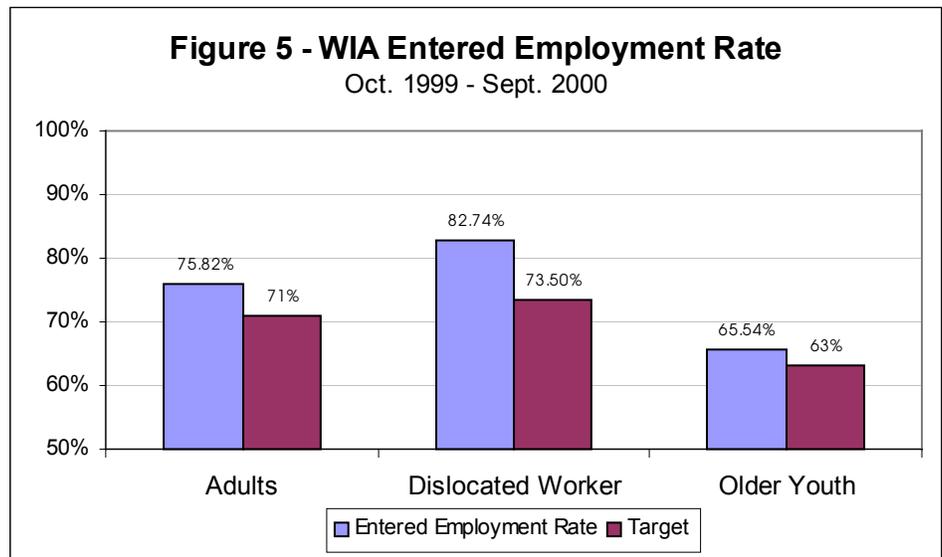
**Table 1** below presents the state's performance for the seventeen required WIA performance measures. Additional tables and discussion present more detailed information on each group of WIA performance measures.

**Table 1. Summary of Performance for Texas**

Performance Measure	Negotiated Performance Level	Actual Performance Level		
Adult Entered Employment	71.00%	75.82%	Numerator	5,710
			Denominator	7,531
Adult Employment Retention	78.00%	82.26%	Numerator	6,782
			Denominator	8,245
Adult Earnings Change	\$3,700.00	\$4,321.95	Numerator	\$34,891,106.59
			Denominator	8,073
Adult Employment And Credential Rate	45.00%	77.84%	Numerator	4,985
			Denominator	6,404
Dislocated Worker Entered Employment	73.50%	82.74%	Numerator	7,249
			Denominator	8,761
Dislocated Worker Employment Retention	85.00%	90.20%	Numerator	6,543
			Denominator	7,254
Dislocated Worker Earnings Replacement	92.00%	105.28%	Numerator	\$85,096,580.41
			Denominator	\$80,826,230.24
Dislocated Worker Employment And Credential Rate	45.00%	79.74%	Numerator	3,424
			Denominator	4,294
Older Youth Entered Employment	63.00%	65.54%	Numerator	991
			Denominator	1,512
Older Youth Retention	77.00%	81.03%	Numerator	1,132
			Denominator	1,397
Older Youth Earnings Change	\$3,150.00	\$4,648.65	Numerator	\$6,345,405.87
			Denominator	1,365
Older Youth Credential Rate	45.00%	71.14%	Numerator	880
			Denominator	1,237
Younger Youth Retention Rate	51.00%	48.79%	Numerator	484
			Denominator	992
Younger Youth Diploma or Equivalent Rate	40.00%	48.03%	Numerator	597
			Denominator	1,243
Younger Youth Skill Attainment Rate	70.00%	94.90%	Numerator	25,151
			Denominator	26,503
Participant Customer Satisfaction	68.00	76.02	Numerator	
			Denominator	
Employer Customer Satisfaction	66.00	71.03	Numerator	
			Denominator	

### Entered Employment Rate

The actual entered employment rate for adults was 75.82%, approximately 5% above the target of 71%. A similar pattern appears in the entered employment rate for older youth with actual performance of 65.54% and a target of 63%. The state also exceeded the target for dislocated workers (73.50%) with an actual rate of 82.74%. Performance for dislocated workers is more than 9% above the negotiated target for that group. **Figure 5** below presents a comparison of the entered employment rate targets for the three populations to actual performance for PY 2000.



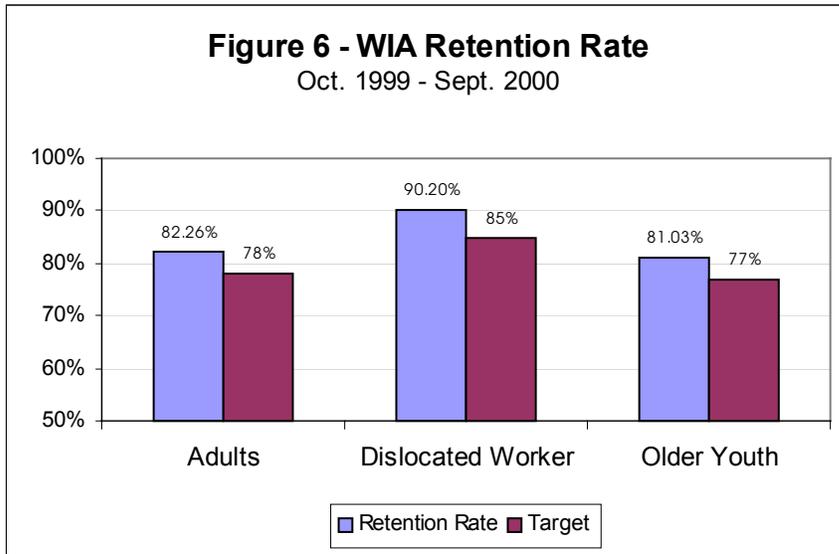
Adult Numerator: 5,710; Adult Denominator: 7,531.

Youth Numerator: 991; Youth Denominator: 1,512.

Dislocated Worker Numerator: 7,249; Dislocated Worker Denominator: 8,761.

**Retention Rate**

The WIA program in Texas surpassed goals set for Adult, Youth and Dislocated Worker Retention Rates. **Figure 6** compares actual performance to Retention Rate targets. Texas WIA performance exceeded retention targets for all three groups by 4% or greater.



Adult Numerator: 6,782; Adult Denominator: 8,245.

Youth Numerator: 1,132; Youth Denominator: 1,397.

Dislocated Worker Numerator: 6,543; Dislocated Worker Denominator: 7,254.

### Earnings Gains

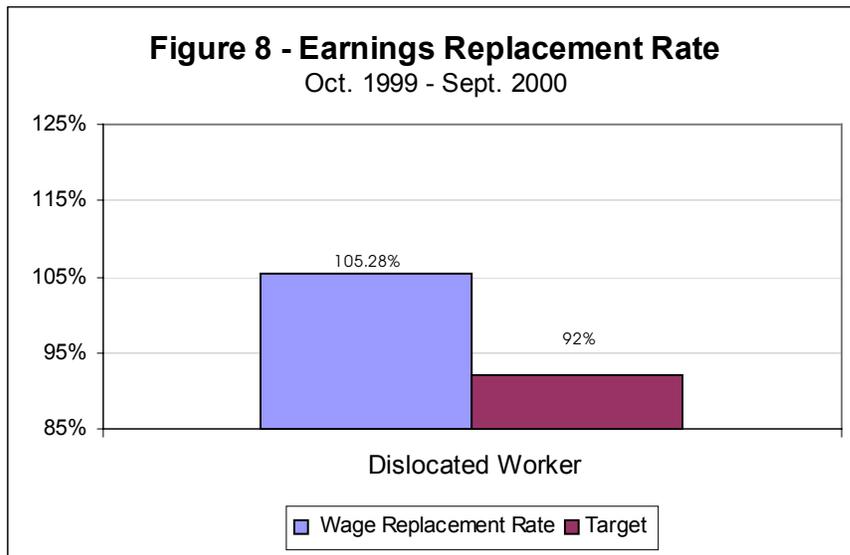
The state's WIA program is currently exceeding the Adult and Youth Earnings Gain targets by 16.81% and 47.58% respectively. **Figure 7** compares actual Earnings Gains to the appropriate targets. Earnings gains are calculated with UI wage record data for wages earned six months after program exit.



Adult Numerator: \$34,891,106.59; Adult Denominator: 8,073.  
Youth Numerator: \$6,345,405.87; Youth Denominator: 1,365.

### Earnings Replacement Rate

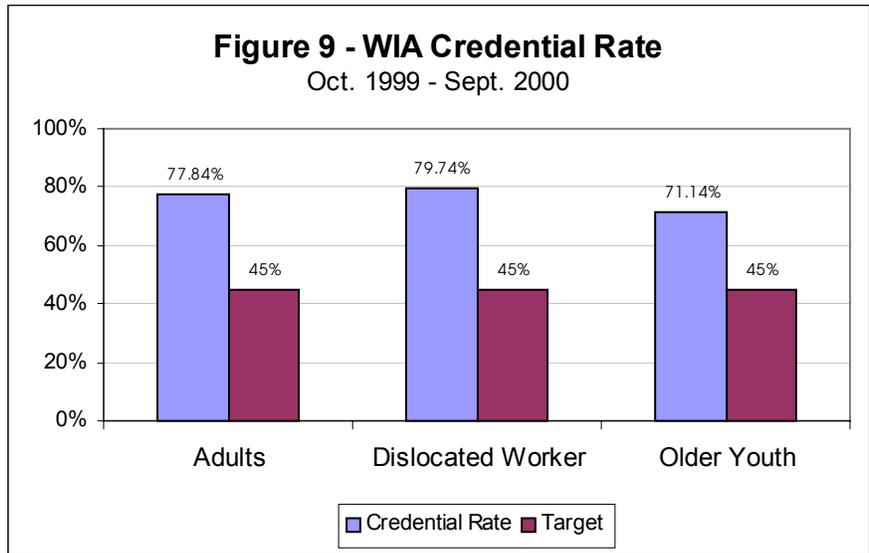
Statewide the WIA program is currently exceeding the goal set for the Dislocated Worker Earnings Replacement Rate by approximately 13%. This represents a remarkable achievement, as it means that Dislocated Workers who enter the WIA program in Texas and complete their training are finding employment that pays an average of 13% more than the jobs they lost prior to entering the program. **Figure 8** below compares actual Wage Replacement performance to established targets.



Wage Replacement Numerator: \$85,096,580.41  
 Wage Replacement Denominator: \$80,826,230.24

### Credential Rates

The credential rates for the three WIA populations demonstrate the state's performance for these three measures. **Figure 9** shows the adult credential rate was 77.84% which was substantially above the target of 45%. Dislocated workers demonstrate similar performance for the credential measure with a rate of 79.74% and a target of 45%. Older youth exceeded their 45% target with a rate of 71.14%.



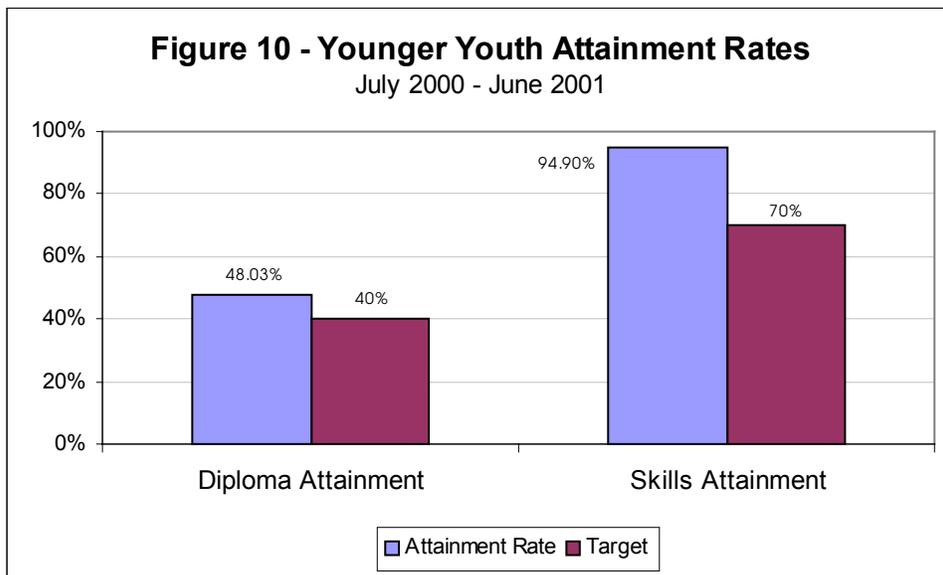
Adult Credential Rate: Numerator 4,985; Denominator 6,404.

Dislocated Worker Credential Rate: Numerator 3,424; Denominator 4,294.

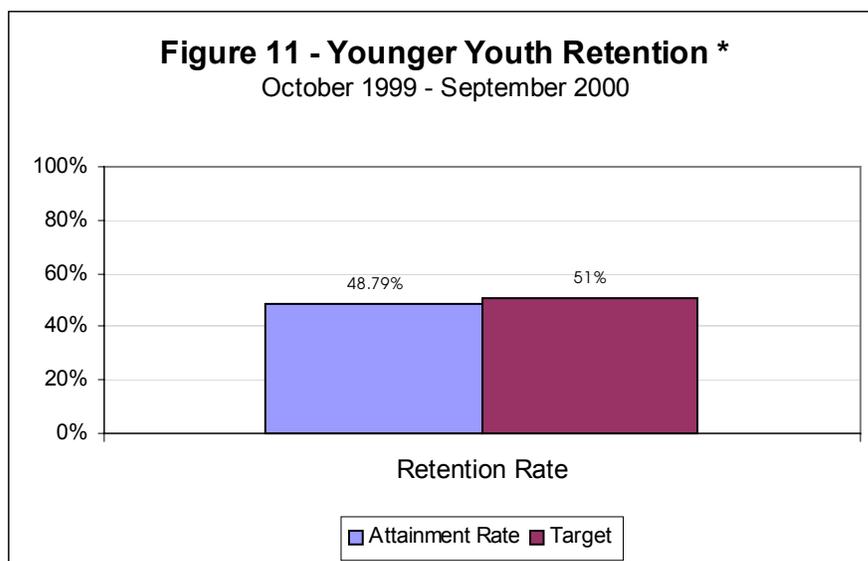
Older Youth Credential Rate: Numerator 880; Denominator 1,237.

### Younger Youth Performance

The high level of service provided to the younger youth in the Texas WIA program is demonstrated in the performance levels for the three measures shown in **Figures 10, and 11**. For the skill attainment measure, the state's performance was 94.90% which is almost 25% above the 70% target. Texas' younger youth providers exceeded the state's target for the diploma or equivalent attainment rate (40%) by achieving a rate of 48.03%. Finally, the retention rate for younger youth of 48.79% was less than 3% below the target of 51%.



Diploma Attainment Numerator: 597. Denominator: 1,243  
 Skills Attainment Numerator: 25,151. Denominator: 26,503



\* Missing values are excluded from the calculation  
 Youth Retention Rate Numerator: 484.  
 Youth Retention Rate Denominator: 992.

### WIA Customer Satisfaction Survey

Texas began implementation of the WIA customer satisfaction survey in January 2001. A contract was completed with the Public Policy Research Institute of Texas A&M University (PPRI) to conduct surveys valid at the local level for all 28 Boards. Customer Satisfaction Index Scores are computed for each Workforce area and those scores are then aggregated to produce the state's scores. Each Board's score is reflected in a contracted performance measure as part of the Board's master contract with TWC. The targets are the same for all Boards: 68 for participants and 66 for employers.

Surveying for PY 2000 Quarter 2 (October, November, December 2000) began on January 18, 2001 with WIA participants who had exited the program in November 2000. A few days later PPRI began surveying employers who had either placed a level 2 or 3 job order in the Employment Services/Job Services Matching System (ES/JSMS), or who had received substantial services through one-stop center staff.

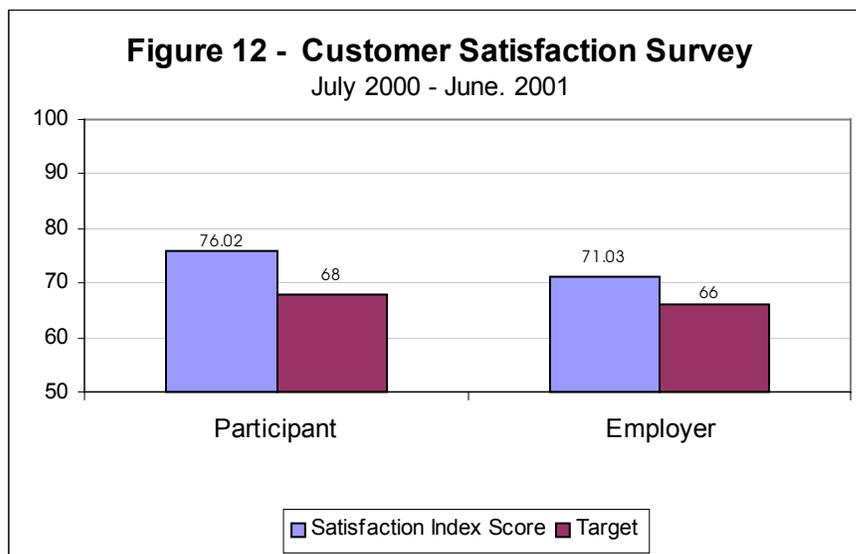
At the time of implementation, it was determined that very few non-ES/JSMS employer services were being tracked in a way that would allow for production of contact lists for PPRI. A voluntary "supplemental employer services" methodology was quickly implemented to define and capture those services. Responding to the lack of local data, a project was undertaken with TWIST to begin capturing local employer services information. Through extensive discussions with Board, center contractor, and ES personnel, staff developed a list of substantial employer services and worked with TWIST developers to create a relatively simple system capturing the information in real time at the local level. This function was included in the November 2001 update of TWIST.

Results for PY 2000, Quarter 2, were forwarded to TWC on February 10, 2001. **Table 2**, below shows YTD data for each of the three quarterly surveys conducted for PY 2000. By June 30, 2001, PPRI had successfully interviewed 4,387 participants and 10,940 employers with 54.7% and 51.4% completion ratios, respectively.

**TABLE 2 - Survey results by quarter for PY 2000**

		Non-Dupe Total	Bad #	Good Contact	# Complete	% Complete/good	Quarterly Index Score	YTD Index Score
<b>PARTICIPANTS</b>	Q1	-	-	-	-	-	-	-
	Q2	2,518	901	1,617	856	52.9%	74.20	<b>74.20</b>
	Q3	4,359	1,269	3,005	1,534	51.0%	76.21	<b>75.49</b>
	Q4	5,372	1,970	3,402	1,997	58.7%	76.78	<b>76.02</b>
	<b>YTD</b>	<b>12,249</b>	<b>4,140</b>	<b>8,024</b>	<b>4,387</b>	<b>54.7%</b>		
<b>EMPLOYERS</b>	Q1	-	-	-	-	-	-	-
	Q2	6,888	931	5,957	2,270	38.1%	71.46	<b>71.46</b>
	Q3	10,214	979	8,737	5,259	60.2%	71.23	<b>71.30</b>
	Q4	10,337	626	6,579	3,411	51.8%	70.45	<b>71.03</b>
	<b>YTD</b>	<b>27,439</b>	<b>2,536</b>	<b>21,273</b>	<b>10,940</b>	<b>51.4%</b>		

Figure 12 shows satisfaction scores of 76.02 for participants and 71.03 for employers.



In addition to the WIA survey's three required questions, local boards were allowed to add two optional questions to the survey. Twelve Boards took advantage of this option. Local results are shared directly with the Boards.

**Program Cost**

The funding/expenditures data provided in **Table 3** below indicates that the WIA program has been executed efficiently in Texas with an average cost per participant of \$2,766. As shown in **Table 4**, the state expended \$212,269,060 in PY 2000 for the three WIA population groups including administrative costs. The divergence in the period included in the WIA performance year and the WIA program year limits the accuracy of the WIA cost efficiency data.

**Table 3.**

<b>Cost-Efficiency Analysis</b>	
	<b>C-E Ratio</b>
<b>Overall, All Program Strategies *</b>	<b>\$2,766</b>
Adult Program	\$2,877
Dislocated Worker Program	\$1,879
Youth Program	\$1,710
* Overall Includes Administration Expenses	

**Table 4.**

<b>Operating Results</b>				
	<b>Available</b>	<b>Expended</b>	<b>Pct.</b>	<b>Balance Remaining</b>
<b>Total All Funds Sources</b>	<b>\$320,288,017</b>	<b>\$212,269,060</b>	<b>66.27%</b>	<b>\$108,018,957</b>
Adult Program Funds	\$65,095,305	\$52,044,440	79.95%	\$13,050,865
<i>Carry in Monies</i>	\$15,417,085	\$15,366,118	99.67%	\$50,967
Dislocated Worker Program Funds	\$43,058,157	\$30,057,107	69.81%	\$13,001,050
<i>Carry in Monies</i>	\$9,992,080	\$9,107,098	91.14%	\$884,982
Youth Program Funds	\$71,782,404	\$48,487,472	67.55%	\$23,294,932
<i>Carry in Monies</i>	\$11,802,206	\$7,000,621	59.32%	\$4,801,585
Local Administration Funds	\$19,992,874	\$12,573,102	62.89%	\$7,419,772
<i>Carry in Monies</i>	\$4,461,149	\$3,531,701	79.17%	\$929,448
Rapid Response Funds	\$13,456,201	\$5,464,480	40.61%	\$7,991,721
<i>Carry in Monies</i>	\$7,820,970	\$7,448,224	95.23%	\$372,746
Statewide Funds	\$32,443,210	\$6,233,658	19.21%	\$26,209,552
<i>Carry in Monies</i>	\$24,966,376	\$14,955,039	59.90%	\$10,011,337



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	78.77%	Numerator	75.01%	Numerator
		3,521		1,693
		Denominator		Denominator
4,470	2,257			
Employment Retention Rate	82.98%	Numerator	81.58%	Numerator
		4,344		1,812
		Denominator		Denominator
5,235	2,221			
Earnings Change in Six Months	\$5,686.64	Numerator	\$4,035.93	Numerator
		\$28,939,332.23		\$8,761,994.66
		Denominator		Denominator
5,089	2,171			

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.50%	82.80%	Numerator
			7254
			Denominator
8761			
Employment Retention Rate	85.00%	90.20%	Numerator
			6543
			Denominator
7254			
Earnings Replacement in Six Months	92.00%	105.28%	Numerator
			\$85,096,580.41
			Denominator
\$80,826,230.24			
Employment And Credential Rate	45.00%	79.74%	Numerator
			3424
			Denominator
4294			

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	77.13%	Numerator	68.60%	Numerator	71.82%	Numerator	75.56%	Numerator
		607		166		571		68
		Denominator		Denominator		Denominator		Denominator
		787		242		795		90
Employment Retention Rate	88.80%	Numerator	84.94%	Numerator	88.09%	Numerator	92.65%	Numerator
		539		141		503		63
		Denominator		Denominator		Denominator		Denominator
		607		166		571		68
Earnings Replacement Rate	96.2%	Numerator	105.1%	Numerator	82.0%	Numerator	282.6%	Numerator
		8,148,596.66		1,536,660.50		7,594,012.43		669,133.32
		Denominator		Denominator		Denominator		Denominator
		8,467,923.18		1,462,662.30		9,260,359.17		236,818.40
Employment And Credential Rate	76.06%	Numerator	71.88%	Numerator	70.70%	Numerator	-	Numerator
		305		92		181		0
		Denominator		Denominator		Denominator		Denominator
		401		128		256		0

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	82.03%	Numerator	84.37%	Numerator
		3447		3520
		Denominator		Denominator
		4202		4172
Employment Retention Rate	90.06%	Numerator	90.45%	Numerator
		3098		3184
		Denominator		Denominator
		3440		3520
Earnings Replacement Rate	98.88%	Numerator	93.07%	Numerator
		\$36,330,372.43		\$38,469,770.64
		Denominator		Denominator
		\$36,741,520.58		\$41,335,546.52



Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate (Count of Goals)	70.00%	94.90%	Numerator
			25151
			Denominator
26503			
Diploma or Equivalent Attainment Rate	40.00%	48.03%	Numerator
			597
			Denominator
1243			
Retention Rate	51.00%	48.79%	Numerator
			484
			Denominator
992			

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	96.31%	Numerator	98.07%	Numerator	100.00%	Numerator
		1774		1222		1612
		Denominator		Denominator		Denominator
1842	1246	1612				
Diploma or Equivalent Attainment Rate	38.24%	Numerator	68.25%	Numerator	46.25%	Numerator
		39		43		247
		Denominator		Denominator		Denominator
102	63	534				
Retention rate	41.50%	Numerator	43.90%	Numerator	50.11%	Numerator
		105		36		220
		Denominator		Denominator		Denominator
253	82	439				

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change Or Replacement		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	N/A	Num	N/A	Num	79.57%	Num	\$3,601.45	Num	75.31%	Num
						1071		\$20,564,290.56		2651
		Den		Den		1346		Den		3520
Dislocated Workers	N/A	Num	N/A	Num	86.49%	Num	\$5,871.34	Num	73.54%	Num
						1312		\$42,561,367.68		2535
		Den		Den		1517		Den		3447
Older Youth	N/A	Num	N/A	Num	84.00%	Num	\$2,652.84	Num		Num
						84		\$2,628,963.27		
		Den		Den		100		Den		991

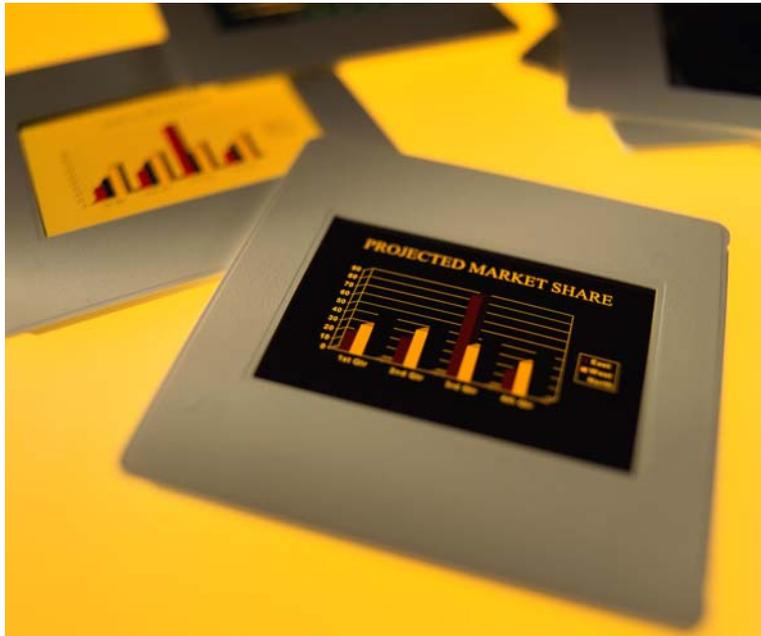
Table M - Participants Levels

	Total Participants Served	Total Exiters
Adults	23,429	11,244
Dislocated Workers	20,848	10,104
Older Youth	3,971	1,328
Younger Youth	28,481	12,442

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$ 52,044,440
Local Dislocated Workers		\$ 30,057,107
Local Youth		\$ 44,014,875
Rapid Response (up to 25%) 134 (a) (2) (A)		\$ 5,464,480
* Statewide Required Activities (up to 15%) 134 (a) (2) (b)		\$ 6,176,864
* Statewide Allowable Activities 134 (a) (3)	Program Activity Description Local Co-op (Rural Expansion)	\$ 56,794
<b>Total of All Federal Spending Listed Above</b>		<b>\$ 137,814,560</b>

## Local Workforce Board Performance



### Local Workforce Board Performance

The performance of the twenty-eight local boards is exhibited in **Tables 5 & 6**, below. Table 5 presents results for the first nine measures, and Table 6 presents the remaining eight measures. With blue-shaded cells highlighting outcomes not meeting their targets, the tables provide visual evidence of the high level of performance reported by most of the Boards. Twenty-three Boards (82%) met at least 15 of the 17 measures. Seventeen Boards (60%) met all but one measure. Local performance was particularly good for the adult and dislocated worker measures and was somewhat weaker for the older youth measures. The weakness concerning the older youth measures is largely the result of definitional issues associated with the WIA performance year that were established in TEGL 7-99 on March 3, 2000.

The *Monthly Program Report* presents Unemployment Insurance Wage Records (UI Wages) WIA performance data for the performance year (October - September) and for non-UI wage based performance measures for the non-UI measure program year (July - June). The Texas Workforce Commission recognizes that each of the twenty-eight Workforce Development Areas is unique. Each local board serves a different population and experiences different economic conditions. Therefore, the nine UI-wage based WIA performance targets for each Board are dynamically adjusted each month based on a regression formula that takes into account the characteristics of the clients being served as well as local economic conditions. Tables 5 & 6 record each Board's actual performance. The final section of this report (Tables O), shows individual tables for each Board with additional details.

Table 5

WIA PY 2000 Performance by Board  
 Blue shaded cells indicate "Not Meeting" the contracted target\*

MEASURES 1-9	Adult Entered Employment Rate	Youth (19 +) Entered Employment Rate	Dislocated Workers Entered Employment Rate	Adult Earnings Gains	Youth (19 +) Earnings Gains	Dislocated Workers Earnings Replacement Rate	Adult Employment Retention Rate	Youth (19 +) Employment Retention Rate	Dislocated Workers Employment Retention Rate
Alamo	74.93%	80.00%	80.06%	\$3,677.74	\$3,888.79	101.37%	83.19%	86.84%	89.89%
Brazos Valley	59.26%	50.00%	81.18%	\$4,489.50	\$1,559.01	106.67%	78.72%	75.00%	91.30%
Cameron County	77.46%	60.80%	73.02%	\$5,371.25	\$4,745.12	246.41%	83.22%	72.53%	95.65%
Capital Area	74.67%	61.11%	79.57%	\$3,966.53	\$1,549.18	109.68%	78.38%	83.33%	92.51%
Central Texas	79.63%	94.44%	79.39%	\$7,467.62	\$6,282.62	175.16%	90.77%	100.00%	85.58%
Coastal Bend	71.90%	71.43%	77.17%	\$5,674.79	\$4,672.04	122.00%	80.89%	73.08%	92.49%
Concho Valley	75.93%	66.67%	89.84%	\$3,369.26	\$3,770.50	81.70%	90.74%	100.00%	92.17%
Dallas	83.65%	79.17%	78.91%	\$4,394.76	\$2,305.41	112.53%	85.19%	80.95%	88.57%
Deep East Texas	83.33%	100.00%	78.82%	\$5,446.22	\$9,814.63	90.99%	81.75%	87.50%	94.03%
East Texas	78.57%	75.00%	84.62%	\$6,679.81	\$4,512.04	154.09%	87.13%	86.36%	89.77%
Golden Crescent	80.85%	100.00%	83.33%	\$6,025.96	\$5,235.17	108.23%	85.92%	100.00%	90.67%
Gulf Coast	81.78%	68.77%	84.06%	\$4,229.47	\$5,101.18	97.33%	82.78%	81.97%	90.68%
Heart Of Texas	73.08%	83.33%	88.71%	\$6,676.40	\$7,024.77	122.14%	87.06%	100.00%	97.27%
Lower Rio Grande Valley	65.73%	56.51%	72.87%	\$3,045.36	\$3,324.57	168.66%	77.41%	76.47%	82.78%
Middle Rio Grande	74.10%	63.64%	78.32%	\$3,669.86	\$2,994.78	97.40%	80.64%	74.19%	81.25%
North Central	73.17%	81.82%	79.13%	\$5,803.63	\$6,997.74	97.53%	81.00%	93.33%	89.01%
North East Texas	59.04%	52.63%	69.73%	\$4,138.35	\$4,973.03	106.51%	81.42%	83.67%	90.39%
North Texas	70.69%	50.00%	80.69%	\$6,407.77	\$9,846.86	113.55%	84.13%	75.00%	88.34%
Panhandle	78.41%	80.00%	86.92%	\$6,126.48	\$6,121.75	116.88%	85.71%	88.89%	92.47%
Permian Basin	76.32%	70.59%	80.00%	\$5,409.25	\$8,015.17	108.18%	86.24%	90.91%	90.38%
Rural Capital	91.30%	100.00%	90.00%	\$3,919.61	\$4,632.20	104.43%	82.14%	100.00%	93.43%
South East Texas	90.91%	100.00%	90.38%	\$5,184.18	\$5,172.19	120.68%	90.48%	87.50%	93.62%
South Plains	93.44%	94.12%	94.00%	\$5,503.28	\$6,863.20	101.75%	84.44%	88.00%	90.07%
South Texas	65.03%	66.32%	70.06%	\$5,229.91	\$8,496.08	220.36%	78.98%	90.82%	85.47%
Tarrant County	74.83%	66.67%	83.98%	\$5,758.71	\$4,183.48	97.64%	86.98%	89.19%	92.77%
Texoma	71.43%	100.00%	87.84%	\$4,664.98	\$4,538.56	109.08%	82.93%	87.50%	93.85%
Upper Rio Grande	76.44%	74.44%	89.00%	\$3,362.92	\$4,017.28	110.73%	83.11%	76.71%	89.14%
West Central	74.16%	100.00%	82.86%	\$3,591.51	-\$1,808.83	104.17%	75.73%	100.00%	79.31%
# Meeting the measure	26	25	28	26	22	26	26	24	27
% Meeting the measure	92.9%	89.3%	100.0%	92.9%	78.6%	92.9%	92.9%	85.7%	96.4%
Texas Statewide	75.82%	65.54%	82.74%	\$4,321.95	\$4,648.65	105.28%	82.26%	81.03%	90.20%

\* Note - Boards are given a 3% variance in the determination of meeting status.

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**Table 6**

**WIA PY 2000 Performance by Board**  
 Blue shaded cells indicate "Not Meeting" the contracted target\*

<b>MEASURES 10-17</b>	<b>Adult Employment and Credential Rate</b>	<b>Youth (19+) Credential Rate</b>	<b>Dislocated Worker Employment and Credential Rate</b>	<b>Younger Youth (14-18) Retention Rate</b>	<b>Younger Youth (14-18) Diplomas or Equivalent Attainment Rate</b>	<b>Younger Youth (14-18) Skill Attainment Rate</b>	<b>Participant Customer Satisfaction</b>	<b>Employer Customer Satisfaction</b>
Alamo	78.80%	70.60%	75.90%	34.50%	57.58%	98.61%	73.66	67.27
Brazos Valley	64.80%	60.00%	84.60%	80.00%	47.37%	78.43%	75.23	71.59
Cameron County	81.10%	62.50%	69.00%	60.00%	20.00%	97.65%	78.73	71.26
Capital Area	81.80%	55.60%	82.70%	77.80%	42.86%	98.48%	68.78	69.82
Central Texas	76.20%	83.30%	72.60%	85.20%	76.74%	99.04%	82.81	73.66
Coastal Bend	75.20%	77.80%	72.50%	55.00%	57.14%	98.37%	77.21	70.06
Concho Valley	77.80%	54.50%	88.00%	71.40%	47.62%	95.67%	69.49	74.29
Dallas	78.60%	70.50%	77.20%	43.10%	54.17%	98.52%	68.56	67.66
Deep East Texas	78.00%	91.70%	78.20%	100.00%	71.43%	98.79%	78.16	73.95
East Texas	83.60%	77.30%	86.50%	62.50%	51.52%	94.96%	73.42	70.32
Golden Crescent	89.80%	100.00%	83.30%	100.00%	80.00%	99.35%	69.62	72.20
Gulf Coast	82.50%	70.90%	81.70%	40.80%	47.94%	99.25%	74.63	71.07
Heart Of Texas	83.30%	90.00%	86.10%	50.00%	25.00%	98.82%	72.47	74.48
Lower Rio Grande Valley	75.90%	70.60%	75.50%	56.30%	44.44%	93.04%	80.95	69.25
Middle Rio Grande	76.70%	60.30%	73.30%	65.00%	52.90%	98.43%	78.51	73.83
North Central	77.90%	100.00%	80.50%	88.90%	58.82%	95.77%	74.82	73.20
North East Texas	60.60%	65.60%	73.40%	43.50%	60.00%	99.49%	78.12	70.53
North Texas	79.20%	66.70%	78.40%	42.90%	68.57%	99.05%	79.38	71.36
Panhandle	79.60%	86.70%	87.50%	100.00%	0.00%	70.00%	81.44	74.11
Permian Basin	76.00%	77.80%	82.90%	100.00%	44.00%	94.71%	83.89	71.45
Rural Capital	78.60%	100.00%	86.00%	25.00%	40.00%	93.29%	77.59	69.33
South East Texas	90.60%	88.90%	89.70%	44.44%	75.00%	88.84%	77.79	72.66
South Plains	88.70%	85.70%	88.80%	0.00%	52.63%	83.49%	80.04	72.16
South Texas	74.00%	76.70%	69.20%	75.00%	13.39%	56.02%	78.28	72.84
Tarrant County	77.60%	83.30%	87.60%	37.80%	50.00%	99.76%	75.62	68.77
Texoma	75.90%	87.50%	93.20%	60.00%	100.00%	100.00%	73.59	73.96
Upper Rio Grande	66.90%	69.90%	77.50%	34.80%	26.83%	75.61%	68.15	68.52
West Central	80.40%	50.00%	84.80%	27.30%	0.00%	20.00%	86.20	71.23
# Meeting the measure	28	28	28	17	22	26	28	28
% Meeting the measure	100.0%	100.0%	100.0%	60.7%	78.6%	92.9%	100.0%	100.0%
<b>Texas Statewide</b>	<b>77.84%</b>	<b>71.17%</b>	<b>79.74%</b>	<b>48.79%</b>	<b>48.03%</b>	<b>94.90%</b>	<b>76.02</b>	<b>71.03</b>

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Alamo

Local Area Name  Alamo	Total Participants Served  5597	Adults	1622	
		Dislocated Workers	1513	
		Older Youth	304	
		Younger Youth	2157	
WDA Assigned #  20	Total Exiters  1862	Adults	562	
		Dislocated Workers	636	
		Older Youth	29	
		Younger Youth	634	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	73.66	
	Employer	66	67.27	
Entered Employment Rate	Adults	69.46%	74.93%	
	Dislocated Worker	78.64%	80.06%	
	Older Youth	66.12%	80.00%	
Retention Rate	Adults	77.60%	83.19%	
	Dislocated Worker	88.15%	89.89%	
	Older Youth	71.26%	86.84%	
	Younger Youth	51.00%	34.50%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,918	\$3,678	
	Dislocated Worker	88.19%	101.37%	
	Older Youth	\$3,941	\$3,889	
Credential/Diploma Rate	Adults	45.00%	78.80%	
	Dislocated Worker	45.00%	75.90%	
	Older Youth	45.00%	70.60%	
	Younger Youth	40.00%	57.58%	
Skill Attainment Rate	Younger Youth	70.00%	98.61%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		2	15	15

\* Note - Boards are given a 3% variance in the determination of meeting status.

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**Table O - Local Performance - Brazos Valley**

Local Area Name  Brazos Valley	Total Participants Served  625	Adults	249	
		Dislocated Workers	187	
		Older Youth	32	
		Younger Youth	157	
WDA Assigned #  16	Total Exiters  197	Adults	101	
		Dislocated Workers	67	
		Older Youth	4	
		Younger Youth	25	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	75.23	
	Employer	66	71.59	
Entered Employment Rate	Adults	69.01%	59.26%	
	Dislocated Worker	71.48%	81.18%	
	Older Youth	49.86%	50.00%	
Retention Rate	Adults	74.06%	78.72%	
	Dislocated Worker	84.79%	91.30%	
	Older Youth	70.99%	75.00%	
	Younger Youth	51.00%	80.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,093	\$4,490	
	Dislocated Worker	92.56%	106.67%	
	Older Youth	\$2,276	\$1,559	
Credential/Diploma Rate	Adults	45.00%	64.80%	
	Dislocated Worker	45.00%	84.60%	
	Older Youth	45.00%	60.00%	
	Younger Youth	40.00%	47.37%	
Skill Attainment Rate	Younger Youth	70.00%	78.43%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		2	15	15

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Cameron County

Local Area Name	Total Participants Served	Adults	818	
		Cameron	2650	Dislocated Workers
Older Youth	138			
Younger Youth	1298			
WDA Assigned #	Total Exitters			Adults
24	1655	Dislocated Workers	235	
		Older Youth	88	
		Younger Youth	961	
				Negotiated Performance Level
Customer Satisfaction	Program Participants	68	78.73	
	Employer	66	71.26	
Entered Employment Rate	Adults	63.49%	77.46%	
	Dislocated Worker	67.34%	73.02%	
	Older Youth	53.18%	60.80%	
Retention Rate	Adults	69.18%	83.22%	
	Dislocated Worker	81.86%	95.65%	
	Older Youth	57.69%	72.53%	
	Younger Youth	51.00%	60.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,063	\$5,371	
	Dislocated Worker	90.63%	246.41%	
	Older Youth	\$4,318	\$4,745	
Credential/Diploma Rate	Adults	45.00%	81.10%	
	Dislocated Worker	45.00%	69.00%	
	Older Youth	45.00%	62.50%	
	Younger Youth	40.00%	20.00%	
Skill Attainment Rate	Younger Youth	70.00%	97.65%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Capital Area

Local Area Name  Capital Area	Total Participants Served  1293	Adults	558	
		Dislocated Workers	395	
		Older Youth	44	
		Younger Youth	296	
WDA Assigned #  14	Total Exiters  610	Adults	298	
		Dislocated Workers	166	
		Older Youth	16	
		Younger Youth	130	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	68.78	
	Employer	66	69.82	
Entered Employment Rate	Adults	76.43%	74.67%	
	Dislocated Worker	79.18%	79.57%	
	Older Youth	63.82%	61.11%	
Retention Rate	Adults	82.75%	78.38%	
	Dislocated Worker	89.11%	92.51%	
	Older Youth	67.59%	83.33%	
	Younger Youth	51.00	77.80%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,433	\$3,967	
	Dislocated Worker	91.79%	109.68%	
	Older Youth	\$4,458	\$1,549	
Credential/Diploma Rate	Adults	45.00%	81.80%	
	Dislocated Worker	45.00%	82.70%	
	Older Youth	45.00%	55.60%	
	Younger Youth	40.00%	42.86%	
Skill Attainment Rate	Younger Youth	70.00%	98.48%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		4	13	13

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Central Texas

Local Area Name  Central Texas	Total Participants Served  781	Adults	159	
		Dislocated Workers	153	
		Older Youth	54	
		Younger Youth	415	
WDA Assigned #  26	Total Exiters  362	Adults	65	
		Dislocated Workers	82	
		Older Youth	16	
		Younger Youth	199	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	82.81	
	Employer	66	73.66	
Entered Employment Rate	Adults	74.19%	79.63%	
	Dislocated Worker	70.31%	79.39%	
	Older Youth	65.94%	94.44%	
Retention Rate	Adults	82.36%	90.77%	
	Dislocated Worker	84.21%	85.58%	
	Older Youth	84.52%	100.00%	
	Younger Youth	51.00%	85.20%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,461	\$7,468	
	Dislocated Worker	87.04%	175.16%	
	Older Youth	\$5,060	\$6,283	
Credential/Diploma Rate	Adults	45.00%	76.20%	
	Dislocated Worker	45.00%	72.60%	
	Older Youth	45.00%	83.30%	
	Younger Youth	40.00%	76.74%	
Skill Attainment Rate	Younger Youth	70.00%	99.04%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		0	17	17

\* Note - Boards are given a 3% variance in the determination of meeting status.

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**Table O - Local Performance - Coastal Bend**

Local Area Name  Coastal Bend	Total Participants Served  2413	Adults	892	
		Dislocated Workers	614	
		Older Youth	214	
		Younger Youth	691	
WDA Assigned #  22	Total Exiters  539	Adults	248	
		Dislocated Workers	241	
		Older Youth	12	
		Younger Youth	37	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	77.21	
	Employer	66	70.06	
Entered Employment Rate	Adults	68.40%	71.90%	
	Dislocated Worker	73.65%	77.17%	
	Older Youth	57.38%	71.43%	
Retention Rate	Adults	74.08%	80.89%	
	Dislocated Worker	82.68%	92.49%	
	Older Youth	63.60%	73.08%	
	Younger Youth	51.00%	55.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,216	\$5,675	
	Dislocated Worker	93.08%	122.00%	
	Older Youth	\$3,469	\$4,672	
Credential/Diploma Rate	Adults	45.00%	75.20%	
	Dislocated Worker	45.00%	72.50%	
	Older Youth	45.00%	77.80%	
	Younger Youth	40.00%	57.14%	
Skill Attainment Rate	Younger Youth	70.00%	98.37%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		0	17	17

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Concho Valley

Local Area Name  Concho Valley	Total Participants Served  598	Adults	201	
		Dislocated Workers	228	
		Older Youth	27	
		Younger Youth	142	
WDA Assigned #  12	Total Exiters  409	Adults	171	
		Dislocated Workers	178	
		Older Youth	19	
		Younger Youth	41	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	69.49	
	Employer	66	74.29	
Entered Employment Rate	Adults	72.07%	75.93%	
	Dislocated Worker	79.77%	89.84%	
	Older Youth	65.06%	66.67%	
Retention Rate	Adults	75.43%	90.74%	
	Dislocated Worker	86.06%	92.17%	
	Older Youth	87.36%	100.00%	
	Younger Youth	51.00%	71.40%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,308	\$3,369	
	Dislocated Worker	91.23%	81.70%	
	Older Youth	\$3,204	\$3,771	
Credential/Diploma Rate	Adults	45.00%	77.80%	
	Dislocated Worker	45.00%	88.00%	
	Older Youth	45.00%	54.50%	
	Younger Youth	40.00%	47.62%	
Skill Attainment Rate	Younger Youth	70.00%	95.29%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

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**Table O - Local Performance - Dallas County**

Local Area Name  Dallas County	Total Participants Served  4122	Adults	848	
		Dislocated Workers	947	
		Older Youth	151	
		Younger Youth	2175	
WDA Assigned #  6	Total Exiters  2127	Adults	595	
		Dislocated Workers	466	
		Older Youth	59	
		Younger Youth	1007	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	68.56	
	Employer	66	67.66	
Entered Employment Rate	Adults	80.55%	83.65%	
	Dislocated Worker	73.53%	78.91%	
	Older Youth	45.59%	79.17%	
Retention Rate	Adults	87.88%	85.19%	
	Dislocated Worker	86.05%	88.57%	
	Older Youth	49.00%	80.95%	
	Younger Youth	51.00%	43.10%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,437	\$4,395	
	Dislocated Worker	92.92%	112.53%	
	Older Youth	\$1,889	\$2,305	
Credential/Diploma Rate	Adults	45.00%	78.60%	
	Dislocated Worker	45.00%	77.20%	
	Older Youth	45.00%	70.50%	
	Younger Youth	40.00%	54.17%	
Skill Attainment Rate	Younger Youth	70.00%	98.52%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Deep East Texas

Local Area Name  Deep East Texas	Total Participants Served  1133	Adults	359	
		Dislocated Workers	173	
		Older Youth	76	
		Younger Youth	522	
WDA Assigned #  17	Total Exiters  281	Adults	180	
		Dislocated Workers	74	
		Older Youth	7	
		Younger Youth	18	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	78.16	
	Employer	66	73.95	
Entered Employment Rate	Adults	74.25%	83.33%	
	Dislocated Worker	71.94%	78.82%	
	Older Youth	52.89%	100.00%	
Retention Rate	Adults	78.41%	81.75%	
	Dislocated Worker	87.45%	94.03%	
	Older Youth	100.00%	87.50%	
	Younger Youth	51.00%	100.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,509	\$5,446	
	Dislocated Worker	95.02%	90.99%	
	Older Youth	\$9,633	\$9,815	
Credential/Diploma Rate	Adults	45.00%	78.00%	
	Dislocated Worker	45.00%	78.20%	
	Older Youth	45.00%	91.70%	
	Younger Youth	40.00%	71.43%	
Skill Attainment Rate	Younger Youth	70.00%	98.79%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		2	15	15

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - East Texas

Local Area Name  East Texas	Total Participants Served  1767	Adults	547	
		Dislocated Workers	221	
		Older Youth	99	
		Younger Youth	900	
WDA Assigned #  8	Total Exiters  707	Adults	195	
		Dislocated Workers	99	
		Older Youth	24	
		Younger Youth	389	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	73.42	
	Employer	66	70.32	
Entered Employment Rate	Adults	69.99%	78.57%	
	Dislocated Worker	70.30%	84.62%	
	Older Youth	68.36%	75.00%	
Retention Rate	Adults	76.91%	87.13%	
	Dislocated Worker	83.14%	89.77%	
	Older Youth	84.04%	86.36%	
	Younger Youth	51.00%	62.50%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,373	\$6,680	
	Dislocated Worker	93.30%	154.09%	
	Older Youth	\$4,381	\$4,512	
Credential/Diploma Rate	Adults	45.00%	83.60%	
	Dislocated Worker	45.00%	86.50%	
	Older Youth	45.00%	77.30%	
	Younger Youth	40.00%	51.52%	
Skill Attainment Rate	Younger Youth	70.00%	94.96%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		0	17	17

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Golden Crescent

Local Area Name  Golden Crescent	Total Participants Served  843	Adults	257	
		Dislocated Workers	189	
		Older Youth	21	
		Younger Youth	374	
WDA Assigned #  19	Total Exiters  234	Adults	64	
		Dislocated Workers	75	
		Older Youth	4	
		Younger Youth	91	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	69.62	
	Employer	66	72.20	
Entered Employment Rate	Adults	72.22%	80.85%	
	Dislocated Worker	76.51%	83.33%	
	Older Youth	74.88%	100.00%	
Retention Rate	Adults	74.36%	85.92%	
	Dislocated Worker	78.38%	90.67%	
	Older Youth	79.40%	100.00%	
	Younger Youth	51.00%	100.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,292	\$6,026	
	Dislocated Worker	90.31%	108.23%	
	Older Youth	\$3,099	\$5,235	
Credential/Diploma Rate	Adults	45.00%	89.80%	
	Dislocated Worker	45.00%	83.30%	
	Older Youth	45.00%	100.00%	
	Younger Youth	40.00%	80.00%	
Skill Attainment Rate	Younger Youth	70.00%	99.35%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		0	17	17

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Gulf Coast

Local Area Name  Gulf Coast	Total Participants Served  17625	Adults	5621	
		Dislocated Workers	4487	
		Older Youth	724	
		Younger Youth	6777	
WDA Assigned #  28	Total Exiters  10831	Adults	3378	
		Dislocated Workers	2713	
		Older Youth	322	
		Younger Youth	4411	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	74.63	
	Employer	66	71.07	
Entered Employment Rate	Adults	76.87%	81.78%	
	Dislocated Worker	76.39%	84.06%	
	Older Youth	56.99%	68.77%	
Retention Rate	Adults	80.51%	82.78%	
	Dislocated Worker	86.49%	90.68%	
	Older Youth	66.71%	81.97%	
	Younger Youth	51.00%	40.80%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,719	\$4,229	
	Dislocated Worker	91.75%	97.33%	
	Older Youth	\$4,368	\$5,101	
Credential/Diploma Rate	Adults	45.00%	82.50%	
	Dislocated Worker	45.00%	81.70%	
	Older Youth	45.00%	70.90%	
	Younger Youth	40.00%	47.94%	
Skill Attainment Rate	Younger Youth	70.00%	99.25%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Heart of Texas

Local Area Name  Heart of Texas	Total Participants Served  676	Adults	171	
		Dislocated Workers	307	
		Older Youth	58	
		Younger Youth	140	
WDA Assigned #  13	Total Exiters  229	Adults	69	
		Dislocated Workers	135	
		Older Youth	13	
		Younger Youth	12	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	72.47	
	Employer	66	74.48	
Entered Employment Rate	Adults	71.90%	73.08%	
	Dislocated Worker	74.31%	88.71%	
	Older Youth	58.69%	83.33%	
Retention Rate	Adults	76.39%	87.06%	
	Dislocated Worker	83.62%	97.27%	
	Older Youth	63.18%	100.00%	
	Younger Youth	51.00%	50.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,641	\$6,676	
	Dislocated Worker	89.68%	122.14%	
	Older Youth	\$2,835	\$7,025	
Credential/Diploma Rate	Adults	45.00%	83.30%	
	Dislocated Worker	45.00%	86.10%	
	Older Youth	45.00%	90.00%	
	Younger Youth	40.00%	25.00%	
Skill Attainment Rate	Younger Youth	70.00%	98.82%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Lower Rio Grande Valley

Local Area Name  Lower Rio Grande	Total Participants Served  6644	Adults	2226	
		Dislocated Workers	409	
		Older Youth	460	
		Younger Youth	3525	
WDA Assigned #  23	Total Exiters  3355	Adults	1038	
		Dislocated Workers	152	
		Older Youth	296	
		Younger Youth	1855	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	80.95	
	Employer	66	69.25	
Entered Employment Rate	Adults	61.63%	65.73%	
	Dislocated Worker	64.93%	72.87%	
	Older Youth	45.65%	56.51%	
Retention Rate	Adults	69.22%	77.41%	
	Dislocated Worker	79.03%	82.78%	
	Older Youth	59.08%	76.47%	
	Younger Youth	51.00%	56.30%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,299	\$3,045	
	Dislocated Worker	96.41%	168.66%	
	Older Youth	\$4,800	\$3,325	
Credential/Diploma Rate	Adults	45.00%	75.90%	
	Dislocated Worker	45.00%	75.50%	
	Older Youth	45.00%	70.60%	
	Younger Youth	40.00%	44.44%	
Skill Attainment Rate	Younger Youth	70.00%	93.04%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Middle Rio Grande Valley

Local Area Name  Middle Rio Grande	Total Participants Served  2437	Adults	896	
		Dislocated Workers	268	
		Older Youth	147	
		Younger Youth	1125	
WDA Assigned #  27	Total Exiters  1448	Adults	576	
		Dislocated Workers	191	
		Older Youth	87	
		Younger Youth	594	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	78.51	
	Employer	66	73.83	
Entered Employment Rate	Adults	63.51%	74.10%	
	Dislocated Worker	70.93%	78.32%	
	Older Youth	32.39%	63.64%	
Retention Rate	Adults	69.41%	80.64%	
	Dislocated Worker	78.85%	81.25%	
	Older Youth	33.97%	74.19%	
	Younger Youth	51.00%	65.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,299	\$3,670	
	Dislocated Worker	94.40%	97.40%	
	Older Youth	\$3,228	\$2,995	
Credential/Diploma Rate	Adults	45.00%	76.70%	
	Dislocated Worker	45.00%	73.30%	
	Older Youth	45.00%	60.30%	
	Younger Youth	40.00%	52.90%	
Skill Attainment Rate	Younger Youth	70.00%	98.43%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - North Central Texas

Local Area Name  North Central	Total Participants Served  1493	Adults	399	
		Dislocated Workers	547	
		Older Youth	64	
		Younger Youth	481	
WDA Assigned #  4	Total Exiters  509	Adults	137	
		Dislocated Workers	196	
		Older Youth	7	
		Younger Youth	167	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	74.82	
	Employer	66	73.20	
Entered Employment Rate	Adults	72.03%	73.17%	
	Dislocated Worker	77.66%	79.13%	
	Older Youth	64.76%	81.82%	
Retention Rate	Adults	78.37%	81.00%	
	Dislocated Worker	88.85%	89.01%	
	Older Youth	71.33%	93.33%	
	Younger Youth	51.00%	88.90%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,370	\$5,804	
	Dislocated Worker	89.95%	97.53%	
	Older Youth	\$4,240	\$6,998	
Credential/Diploma Rate	Adults	45.00%	77.90%	
	Dislocated Worker	45.00%	80.50%	
	Older Youth	45.00%	100.00%	
	Younger Youth	40.00%	58.82%	
Skill Attainment Rate	Younger Youth	70.00%	95.77%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		0	17	17

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - North East Texas

Local Area Name  North East Texas	Total Participants Served  2148	Adults	655	
		Dislocated Workers	824	
		Older Youth	89	
		Younger Youth	575	
WDA Assigned #  7	Total Exiters  901	Adults	317	
		Dislocated Workers	267	
		Older Youth	42	
		Younger Youth	270	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	78.12	
	Employer	66	70.53	
Entered Employment Rate	Adults	67.55%	59.04%	
	Dislocated Worker	68.62%	69.73%	
	Older Youth	65.31%	52.63%	
Retention Rate	Adults	75.09%	81.42%	
	Dislocated Worker	81.14%	90.39%	
	Older Youth	78.84%	83.67%	
	Younger Youth	51.00%	43.50%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,363	\$4,138	
	Dislocated Worker	95.63%	106.51%	
	Older Youth	\$6,046	\$4,973	
Credential/Diploma Rate	Adults	45.00%	60.60%	
	Dislocated Worker	45.00%	73.40%	
	Older Youth	45.00%	65.60%	
	Younger Youth	40.00%	60.00%	
Skill Attainment Rate	Younger Youth	70.00%	99.49%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		4	13	13

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - North Texas

Local Area Name  North Texas	Total Participants Served  768	Adults	178	
		Dislocated Workers	290	
		Older Youth	61	
		Younger Youth	239	
WDA Assigned #  3	Total Exiters  390	Adults	100	
		Dislocated Workers	185	
		Older Youth	16	
		Younger Youth	89	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	79.38	
	Employer	66	71.36	
Entered Employment Rate	Adults	65.29%	70.69%	
	Dislocated Worker	69.07%	80.69%	
	Older Youth	47.83%	50.00%	
Retention Rate	Adults	70.56%	84.13%	
	Dislocated Worker	80.18%	88.34%	
	Older Youth	64.11%	75.00%	
	Younger Youth	51.00%	42.90%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,558	\$6,408	
	Dislocated Worker	85.25%	113.55%	
	Older Youth	\$2,552	\$9,847	
Credential/Diploma Rate	Adults	45.00%	79.20%	
	Dislocated Worker	45.00%	78.40%	
	Older Youth	45.00%	66.70%	
	Younger Youth	40.00%	66.67%	
Skill Attainment Rate	Younger Youth	70.00%	99.05%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Panhandle

Local Area Name	Total Participants Served	Adults		
Panhandle	1006		393	
		Dislocated Workers	335	
		Older Youth	126	
		Younger Youth	143	
WDA Assigned #	Total Exitters	Adults		
1	434		222	
		Dislocated Workers	181	
		Older Youth	19	
		Younger Youth	3	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	81.44	
	Employer	66	74.11	
Entered Employment Rate	Adults	74.14%	78.41%	
	Dislocated Worker	69.68%	86.92%	
	Older Youth	92.95%	80.00%	
Retention Rate	Adults	76.24%	85.71%	
	Dislocated Worker	80.76%	92.47%	
	Older Youth	94.14%	88.89%	
	Younger Youth	51.00%	100.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,051	\$6,126	
	Dislocated Worker	93.69%	116.88%	
	Older Youth	\$4,919	\$6,122	
Credential/Diploma Rate	Adults	45.00%	79.60%	
	Dislocated Worker	45.00%	87.50%	
	Older Youth	45.00%	86.70%	
	Younger Youth	40.00%	0.00%	
Skill Attainment Rate	Younger Youth	70.00%	70.00%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		3	14	13

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Permian Basin

Local Area Name  Permian Basin	Total Participants Served  1367	Adults	354	
		Dislocated Workers	360	
		Older Youth	107	
		Younger Youth	543	
WDA Assigned #  11	Total Exiters  443	Adults	164	
		Dislocated Workers	132	
		Older Youth	34	
		Younger Youth	111	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	83.89	
	Employer	66	71.45	
Entered Employment Rate	Adults	75.06%	76.32%	
	Dislocated Worker	75.14%	80.00%	
	Older Youth	82.37%	70.59%	
Retention Rate	Adults	77.06%	86.24%	
	Dislocated Worker	82.99%	90.38%	
	Older Youth	100.00%	90.91%	
	Younger Youth	51.00%	100.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,800	\$5,409	
	Dislocated Worker	95.75%	108.18%	
	Older Youth	\$5,463	\$8,015	
Credential/Diploma Rate	Adults	45.00%	76.00%	
	Dislocated Worker	45.00%	82.90%	
	Older Youth	45.00%	77.80%	
	Younger Youth	40.00%	44.00%	
Skill Attainment Rate	Younger Youth	70.00%	94.71%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		2	15	15

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Rural Capital

Local Area Name  Rural Capital	Total Participants Served  862	Adults	155	
		Dislocated Workers	526	
		Older Youth	30	
		Younger Youth	151	
WDA Assigned #  15	Total Exiters  432	Adults	88	
		Dislocated Workers	309	
		Older Youth	8	
		Younger Youth	27	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	77.59	
	Employer	66	69.33	
Entered Employment Rate	Adults	65.71%	91.30%	
	Dislocated Worker	75.17%	90.00%	
	Older Youth	59.97%	100.00%	
Retention Rate	Adults	77.60%	82.14%	
	Dislocated Worker	89.33%	93.43%	
	Older Youth	61.32%	100.00%	
	Younger Youth	51.00%	25.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,907	\$3,920	
	Dislocated Worker	89.50%	104.43%	
	Older Youth	\$3,058	\$4,632	
Credential/Diploma Rate	Adults	45.00%	78.60%	
	Dislocated Worker	45.00%	86.00%	
	Older Youth	45.00%	100.00%	
	Younger Youth	40.00%	40.00%	
Skill Attainment Rate	Younger Youth	70.00%	93.29%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

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**Table O - Local Performance - South East Texas**

Local Area Name  South East Texas	Total Participants Served  1947	Adults	492	
		Dislocated Workers	456	
		Older Youth	114	
		Younger Youth	882	
WDA Assigned #  18	Total Exiters  660	Adults	145	
		Dislocated Workers	140	
		Older Youth	25	
		Younger Youth	348	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	77.79	
	Employer	66	72.66	
Entered Employment Rate	Adults	67.80%	90.91%	
	Dislocated Worker	72.09%	90.38%	
	Older Youth	51.74%	100.00%	
Retention Rate	Adults	76.67%	90.48%	
	Dislocated Worker	86.47%	93.62%	
	Older Youth	61.47%	87.50%	
	Younger Youth	51.00%	44.44%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,159	\$5,184	
	Dislocated Worker	93.91%	120.68%	
	Older Youth	\$2,600	\$5,172	
Credential/Diploma Rate	Adults	45.00%	90.60%	
	Dislocated Worker	45.00%	89.70%	
	Older Youth	45.00%	88.90%	
	Younger Youth	40.00%	75.00%	
Skill Attainment Rate	Younger Youth	70.00%	88.84%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - South Plains

Local Area Name  South Plains	Total Participants Served  1148	Adults	333	
		Dislocated Workers	239	
		Older Youth	62	
		Younger Youth	513	
WDA Assigned #  2	Total Exitters  532	Adults	172	
		Dislocated Workers	151	
		Older Youth	33	
		Younger Youth	175	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	80.04	
	Employer	66	72.16	
Entered Employment Rate	Adults	71.48%	93.44%	
	Dislocated Worker	73.90%	94.00%	
	Older Youth	90.25%	94.12%	
Retention Rate	Adults	74.36%	84.44%	
	Dislocated Worker	83.44%	90.07%	
	Older Youth	100.00%	88.00%	
	Younger Youth	51.00%	0.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,287	\$5,503	
	Dislocated Worker	93.65%	101.75%	
	Older Youth	\$6,172	\$6,863	
Credential/Diploma Rate	Adults	45.00%	88.70%	
	Dislocated Worker	45.00%	88.80%	
	Older Youth	45.00%	85.70%	
	Younger Youth	40.00%	52.63%	
Skill Attainment Rate	Younger Youth	70.00%	83.49%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		2	15	15

\* Note - Boards are given a 3% variance in the determination of meeting status.

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Table O - Local Performance - South Texas

Local Area Name  South Texas	Total Participants Served  2597	Adults	1183	
		Dislocated Workers	231	
		Older Youth	96	
		Younger Youth	1082	
WDA Assigned #  21	Total Exiters  1102	Adults	632	
		Dislocated Workers	143	
		Older Youth	47	
		Younger Youth	275	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	78.28	
	Employer	66	72.84	
Entered Employment Rate	Adults	65.49%	65.03%	
	Dislocated Worker	69.92%	70.06%	
	Older Youth	53.33%	66.32%	
Retention Rate	Adults	67.96%	78.98%	
	Dislocated Worker	84.25%	85.47%	
	Older Youth	63.21%	90.82%	
	Younger Youth	51.00%	75.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,150	\$5,230	
	Dislocated Worker	93.47%	220.36%	
	Older Youth	\$4,585	\$8,496	
Credential/Diploma Rate	Adults	45.00%	74.00%	
	Dislocated Worker	45.00%	69.20%	
	Older Youth	45.00%	76.70%	
	Younger Youth	40.00%	13.39%	
Skill Attainment Rate	Younger Youth	70.00%	56.02%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		2	15	15

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Tarrant County

Local Area Name	Total Participants Served	Adults	1012	
Tarrant County	2874	Dislocated Workers	988	
		Older Youth	86	
		Younger Youth	787	
WDA Assigned #	Total Exiters	Adults	329	
5	1228	Dislocated Workers	430	
		Older Youth	29	
		Younger Youth	440	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	75.62	
	Employer	66	68.77	
Entered Employment Rate	Adults	74.79%	74.83%	
	Dislocated Worker	75.97%	83.98%	
	Older Youth	59.01%	66.67%	
Retention Rate	Adults	77.59%	86.98%	
	Dislocated Worker	86.00%	92.77%	
	Older Youth	68.12%	89.19%	
	Younger Youth	51.00%	37.80%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,435	\$5,759	
	Dislocated Worker	91.16%	97.64%	
	Older Youth	\$3,771	\$4,183	
Credential/Diploma Rate	Adults	45.00%	77.60%	
	Dislocated Worker	45.00%	87.60%	
	Older Youth	45.00%	83.30%	
	Younger Youth	40.00%	50.00%	
Skill Attainment Rate	Younger Youth	70.00%	99.76%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		1	16	16

\* Note - Boards are given a 3% variance in the determination of meeting status.

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**Table O - Local Performance - Texoma**

Local Area Name  Texoma	Total Participants Served  476	Adults	160	
		Dislocated Workers	189	
		Older Youth	10	
		Younger Youth	116	
WDA Assigned #  25	Total Exiters  189	Adults	76	
		Dislocated Workers	81	
		Older Youth	2	
		Younger Youth	30	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	73.59	
	Employer	66	73.96	
Entered Employment Rate	Adults	67.26%	71.43%	
	Dislocated Worker	75.49%	87.84%	
	Older Youth	65.30%	100.00%	
Retention Rate	Adults	75.85%	82.93%	
	Dislocated Worker	85.09%	93.85%	
	Older Youth	72.81%	87.50%	
	Younger Youth	51.00%	60.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,663	\$4,665	
	Dislocated Worker	95.07%	109.08%	
	Older Youth	\$3,457	\$4,539	
Credential/Diploma Rate	Adults	45.00%	75.90%	
	Dislocated Worker	45.00%	93.20%	
	Older Youth	45.00%	87.50%	
	Younger Youth	40.00%	100.00%	
Skill Attainment Rate	Younger Youth	70.00%	100.00%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		0	17	17

\* Note - Boards are given a 3% variance in the determination of meeting status.

Table O - Local Performance - Upper Rio Grande Valley

Local Area Name  Upper Rio Grande	Total Participants Served  10546	Adults	2532	
		Dislocated Workers	5340	
		Older Youth	563	
		Younger Youth	2097	
WDA Assigned #  10	Total Exiters  3363	Adults	854	
		Dislocated Workers	2360	
		Older Youth	67	
		Younger Youth	78	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	68.15	
	Employer	66	68.52	
Entered Employment Rate	Adults	69.03%	76.44%	
	Dislocated Worker	72.94%	89.00%	
	Older Youth	56.37%	74.44%	
Retention Rate	Adults	73.32%	83.11%	
	Dislocated Worker	83.56%	89.14%	
	Older Youth	68.38%	76.71%	
	Younger Youth	51.00%	34.80%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,602	\$3,363	
	Dislocated Worker	91.87%	110.73%	
	Older Youth	\$3,339	\$4,017	
Credential/Diploma Rate	Adults	45.00%	66.90%	
	Dislocated Worker	45.00%	77.50%	
	Older Youth	45.00%	69.90%	
	Younger Youth	40.00%	26.83%	
Skill Attainment Rate	Younger Youth	70.00%	75.61%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		2	15	15

\* Note - Boards are given a 3% variance in the determination of meeting status.

**Texas Workforce Commission**

**Table O - Local Performance - West Central**

Local Area Name  West Central	Total Participants Served  392	Adults	159	
		Dislocated Workers	41	
		Older Youth	14	
		Younger Youth	178	
WDA Assigned #  9	Total Exiters  147	Adults	100	
		Dislocated Workers	19	
		Older Youth	3	
		Younger Youth	25	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	86.20	
	Employer	66	71.23	
Entered Employment Rate	Adults	73.02%	74.16%	
	Dislocated Worker	74.97%	82.86%	
	Older Youth	74.70%	100.00%	
Retention Rate	Adults	79.94%	75.73%	
	Dislocated Worker	83.45%	79.31%	
	Older Youth	87.36%	100.00%	
	Younger Youth	51.00%	27.30%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,930	\$3,592	
	Dislocated Worker	99.31%	104.17%	
	Older Youth	\$3,293	-\$1,809	
Credential/Diploma Rate	Adults	45.00%	80.40%	
	Dislocated Worker	45.00%	84.80%	
	Older Youth	45.00%	50.00%	
	Younger Youth	40.00%	0.00%	
Skill Attainment Rate	Younger Youth	70.00%	20.00%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Meet	Met	Exceeded
		6	11	11

\* Note - Boards are given a 3% variance in the determination of meeting status.

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