

## **FY02 (PY01) Annual Report**

# **Adult, Dislocated Worker and Youth Activities Workforce Investment Act of 1998, Title I-B**

submitted by the  
Commonwealth of Massachusetts

to the  
United States Department of Labor  
Employment and Training Administration

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Commonwealth of Massachusetts  
Jane Swift, Governor

Department of Labor and Workforce Development  
Angelo Buonopane, Director

Commonwealth Corporation  
Jonathan Raymond, President

## **WIA Title I-B Annual Report Form (ETA 9091)**

### **A. Cost of workforce investment activities and effects on the performance of participants.**

For state Fiscal Year 2002 (Program Year 2001), the Commonwealth of Massachusetts received a WIA Title I-B allotment of \$41,910,887. In addition, carry-in funds in the amount of \$9,944,323 were available for WIA Title I-B activities. Of the combined total of over \$51.8 million, approximately 80%, or \$41.7 million, had been expended by June 30, 2002. Of the remaining balance of \$10.1 million, \$4.7 million was already obligated as of June 30, 2002. The Commonwealth's end-of-year total of expenditures and obligations was, therefore, \$46.4 million, representing 90% of total availability, meeting and exceeding the WIA goal of 80%. Chart 1 on the following page shows availability and expenditure detail by program reporting categories.

With the end-of-year rescission, and the increased demand for services, Dislocated Worker local funds were almost entirely spent out (93% of availability). Adult funds were also spent at a faster rate than the previous program year at 88% of availability. Local Youth funds, due to more longer term contracts that cross the program years, were only expended at the 73% level, although 90% of all funding was either spent or obligated.

A review of program strategies and expenditures (see again Chart 1) shows that the majority of WIA Title I adult and dislocated worker participants are receiving education and/or occupational training, although at lower rates than JTPA. The overall cost per participant in the adult program (\$2,915) is much higher than that of the dislocated worker program (\$1,950). Title I adults are more likely to have significant barriers to employment, to have less work experience and to have lower levels of basic skills. About 70% of adult participants received some type of training and/or education service whereas about 55% of dislocated workers received training and education.

Based on WIA Plans, it is estimated that the cost per participant for adult individuals who received training services is \$3,575, about \$2,275 more on average than the cost for an individual receiving only core and intensive career center services (\$1,300). The investment in training services does result in these customers obtaining and retaining employment at a higher rate than that of customers receiving only core services. They also have a much higher rate of post-program earnings gain.

In calculating the cost for dislocated worker programs, it is possible to include with the WIA allocation estimates for some partner programs. In addition to Rapid Response additional assistance distributed to local areas, the majority of TAA/NAFTA training participants are co-enrolled in WIA Title I. An estimate of \$2.4 million from these programs was added to the \$9.3 million in Dislocated Worker expenditures to calculate the cost per participant on Chart 1. The cost for training participants is \$2,875, about \$1,925 more than the average for customers of core and intensive services only (\$950). As with adults, employment and earnings for training customers exceeds that of core services customers.

The average cost per youth participant increased to \$2,500. The difference in the costs for out-of-school (\$2,950) and in-school youth (\$2,275) actually narrowed from the previous program year. It appears that more in-school youth are being served in longer-term program sequences and less in short term programs such as summer employment.

**Chart 1: WIA Title I-B Expenditures and Cost per Participant Ratios**

<b>Title I Expenditures (PY01 Allocation and Carry-In)</b>					
Total All Fund Sources	Available	Expended	Pct	Balance Remaining	Balance Obligated
Adult Local Program	\$10,336,666	\$9,137,723	88%	\$1,198,943	\$508,377
<i>Carry in Monies (non add)</i>	\$2,332,688	\$2,332,688	100%	\$0	\$0
Dislocated Worker Local Program	\$10,093,196	\$9,338,995	93%	\$754,201	\$240,314
<i>Carry in Monies (non add)</i>	\$1,526,574	\$1,526,574	100%	\$0	\$0
Youth Local Program	\$15,196,096	\$11,162,223	73%	\$4,033,873	\$2,687,462
<i>Carry in Monies (non add)</i>	\$2,952,201	\$2,952,201	100%	\$0	\$0
Out-of-School Youth	NA	\$4,074,362	(37% of youth expenditures)		
In-School Youth	NA	\$7,087,861	(63% of youth expenditures)		
Summer Employment Opportunities	NA	\$3,324,555	(30% of youth expenditures)		
Local Administration Funds	\$3,887,739	\$2,940,218	76%	\$947,521	\$52,357
<i>Carry in Monies (non add)</i>	\$686,130	\$686,130	100%	\$0	\$0
Statewide Rapid Response Funds	\$4,503,482	\$3,457,799	77%	\$1,045,683	\$569,873
<i>Carry in Monies (non add)</i>	\$849,894	\$689,947	81%	\$159,947	\$131,821
Statewide 15% Activity Funds	\$7,838,031	\$5,670,352	72%	\$2,167,679	\$663,232
<i>Carry in Monies (non add)</i>	\$1,596,834	\$1,195,896	75%	\$400,938	\$23,259
Combined Totals	\$51,855,210	\$41,707,310	80%	\$10,147,900	\$4,721,615
<i>Carry in Monies (non add)</i>	\$9,944,323	\$9,383,436	94%	\$560,887	\$155,080

  

<b>Costs per Participant</b>					
Program Strategies	Total Participants	Cost per Participant	Entered Employment Rate	Retention at Six Months	Post-Pgm Earnings Gain
Adult Program	3,136	\$2,915	74.1%	80.0%	\$3,852
<i>Training/Education Services</i>	2,224	\$3,575	75.8%	80.5%	\$4,416
<i>Core/Intensive Services Only</i>	912	\$1,300	71.7%	79.2%	\$2,992
Dislocated Worker Program	5,916	\$1,950	78.8%	85.7%	88%
<i>Training/Education Services</i>	3,236	\$2,875	81.7%	86.6%	90%
<i>Core/Intensive Services Only</i>	2,680	\$950	76.8%	85.1%	86%
Youth Program	4,470	\$2,500	60.5%	63.1%	NA
<i>Out-of-School Youth</i>	1,380	\$2,950	63.0%	64.5%	NA
<i>In-School Youth</i>	3,090	\$2,275	56.6%	62.6%	NA

## **B. Description of State evaluations of workforce investment activities.**

As planned, the Commonwealth of Massachusetts initiated during state FY02 (PY01) a series of initiatives to research and evaluate workforce investment activities. These initiatives were designed and implemented to explore and promote the efficiency and effectiveness of the statewide workforce investment system in improving the employability for job seekers and competitiveness for employers. This report will briefly summarize the results of FY02 evaluation studies and update progress regarding ongoing evaluation studies.

### Questions Addressed by Evaluations

The Commonwealth Corporation placed great emphasis on designing outcome evaluation studies that would be able to provide -- over time -- answers to the following key questions of interest to customers and state, regional, and local policymakers and practitioners:

- What is the nature of the earnings growth trajectories of low-income adults, displaced workers, and welfare recipients? Do these earnings growth trajectories vary by selected individual background, workforce investment activity, vendor, and labor market characteristics?
- Does participation in (different types of) workforce investment activities explain the variation in earnings growth, controlling for selected individual background, service, vendor, and labor market characteristics?
- Do changes in earnings over time indicate that adults who participated in workforce investment activities move closer to economic self-sufficiency?

In FY02, a subset of these questions was chosen to design and test an exploratory study. Since Massachusetts UI earnings data were available for this type of evaluation work for the first time in FY02, a small-scale, exploratory or pilot study seemed sensible. This small study focused on displaced workers with special emphasis on immigrant laid off workers and what happened to their earnings pre-layoff, at layoff, and post-layoff and post-program. Through this study, as the results below indicate, it became possible to see if there were any associations between participation in workforce investment activities and labor market outcomes. It further allowed the Commonwealth Corporation to learn several important lessons regarding data management, cleaning, and analyses that have been incorporated into the design of larger FY03 studies currently underway.

### Description of Evaluation Methodology

*Data Sources:* Outcome evaluations in FY02 consisted of secondary analyses that combined programmatic data on the JTPA and WIA Title I workforce investment activities of dislocated workers with quarterly UI earnings data – available through an agreement with the Division of Employment and Training - for pre-program and post-program periods. These data sources were used to create a person-period data set. It is this latter data set that was used to describe and explain earnings growth trajectories of laid off workers.

*Analytic Sample:* From the above data set, an analytic sample for the first study was created from JTPA Title III (dislocated worker) data for state program years 1998, 1999, and 2000 and WIA Title I data for program year 2001. Earnings data were used covering calendar quarters in the January 1, 1995-December 2001 period. Workers age 50+ were excluded from the sample because older workers tend to make different decisions about labor market participation than younger workers do. After data cleaning and after imposing the aforementioned constraints on the sample, approximately 1,100 immigrant, limited English proficient dislocated workers were included in the analysis. Almost 60% were women. Thirty percent received basic readjustment services (i.e., job search assistance) only. The remainder received training and/or education in addition to basic readjustment services.

*Measures:* Multi-wave, inflation adjusted quarterly earnings data (transformed into their natural logarithm) made up the outcome variable. Predictors included time, cohort, worker and family background, participation, vendor, and labor market/business cycle characteristics thought to be related to earnings.

*Methods/Analytic Strategies:* To describe earnings trajectories and explain variation in earnings within and between individuals over time, Generalized Least Squares Regressions was used to fit to the data a series of random effects earnings models and logit models to predict the probability of employment. Based on the FY02 pilot study, this analytic strategy has proven effective in explaining the variation in earnings growth – and employment - using multiple predictors thought to be related to employment and earnings. All analyses were conducted separately for men and women due to known gender-based differences in labor market participation decisions and patterns. Several sensitivity analyses (including, for instance, the fitting of fixed effects models) are being conducted to determine whether estimates of participation effects on employment and earnings are sensitive to outcome variable specifications and selection bias.

## Findings

As planned, i.e., by the end of state FY2002 (PY01), the Commonwealth Corporation is hereby issuing a brief study summary highlighting the preliminary results of the first evaluation study. A full report including detailed final results will be prepared and released in state FY2003 (PY02).

The preliminary findings from the state FY02 (PY01) exploratory study are:

- UI quarterly earnings appear to be a viable outcome measure for studies that examine the earnings profiles of displaced workers. Matching rates (i.e., positive earnings in quarters for which an earnings record matching request was submitted based on Social Security Numbers) appeared high, particularly in the 4-6 quarters preceding and 4-6 quarters following lay off. This suggests that, at least for displaced workers, this outcome variable may be appropriate in determining the effects of participation in workforce investment activities on subsequent earnings. It is less clear whether this finding would hold for youth and low-income adults.
- The earnings trajectories of displaced workers reflect growth in the early pre-layoff period, begin to “dip” or gradually decline in the quarters leading up to layoff, drop drastically at layoff, recover slowly in the first few quarters following layoff, and seem to gradually increase after

approximately 18 months. It may be that laid off workers – both those who received training and/or education services and those who didn't - experience earnings growth after layoff that is not large enough to make up for earnings losses experienced at and immediately following layoff. These findings are consistent with previous studies of laid off workers.

- There appears to be a positive effect of both basic readjustment services and training on the likelihood of subsequent employment. In addition, it appears that the likelihood of employment of trainees is initially lower – due mostly to the fact that workers are in training – than the employment probability of workers who received basic readjustment services only. However, the likelihood of employment of those who received training seems to catch up with and eventually appears to exceed the likelihood of employment of those receiving basic readjustment services only.
- The effect of training and basic readjustment services on earnings is less clear at this stage of the study. While all workers certainly see their earnings grow in the post-layoff era, further sensitivity analyses are required to arrive at estimates of the effect of training on earnings. Some of the issues being examined are whether training effects:
  - are due to self-selection by workers and/or program/vendor selection bias,
  - are influenced by missing earnings data (e.g., currently there are no out-of-state data, tax-based earnings and self-employment income data, or household income possibly leading to underreporting) and how those data are treated (e.g., setting earnings in quarters with missing earnings data to zero); and
  - are influenced by the choice of comparison group(s),

#### Looking Ahead: Directions for Future Evaluation Studies

Looking ahead at next program year, the most immediate next step is to complete the sensitivity analyses and the final report of the pilot study and incorporate lessons learned in the analyses of broader samples of low-income adults, displaced workers, and welfare recipients. Simultaneously, obtaining access to UI earnings records from other states, as well as other sources of earnings data and associated data on hours worked would be advantageous, particularly if the interest of policymakers includes questions about whether training moves individuals closer to economic self-sufficiency. Also, assessing whether UI earnings records are workable outcome measures for youth, low-income adults, and welfare recipients needs to take place.

In addition, Massachusetts' SWIB will set additional research and evaluation priorities based on the *Core Performance Measures initially developed by a workgroup of the Governor's Task Force to Reform Adult Education and Worker Training*. This workgroup was responsible for identifying common outcome and process measures across workforce investment programs. These measures have now been accepted by all agencies and will become the foundation for the development of a system-wide accountability framework, report card, and research and evaluation agenda during the next year.

## **PY01 Title I Performance – Statewide Tables**

The following section includes the required statewide tables on PY01 performance. This data has been entered into the USDOL on-line reporting system. Here is a brief overview of the results.

Customer Satisfaction (Table A): Results for both participants and employers increased as compared to PY00. While participant scores far exceed goal (78 vs. 71), results for employers continue to trail the participant scores and are slightly below goal (69 vs. 71).

Overall Adult (Table B): The entered employment and retention rates increased slightly over PY00 performance, although retention is below goal (80 vs. 81). These results could be improved by access to other states' wage records and by more consistent recording of supplemental employment data on the MOSES MIS. Both earnings change and credential rate had significant decreases from PY00. Earnings change appears to have been affected by the following. As the economy declined during the time period of these performance outcomes, post-program earnings have remained steady or slightly decreased; at the same time, more individuals are being served in Title I that have some level of pre-program earnings than was the situation under JTPA (underemployed, working poor, etc.). The result is that there is less improvement in earnings during the initial six-month retention period. Credential rate seems to have been impacted by both inconsistent MIS data entry and the lack of formal credentials for some ITA training courses. Finally, the processes for the use of wage record data are still being refined and enhanced and this may have impacted some results.

Overall Dislocated Workers (Table E): The results are similar to adults. While the entered employment and retention rates increased slightly over last year, retention is below goal. Earnings replacement and credential rates also decreased from PY00, and are below goal. Many, if not all, of the comments above seem to also apply to dislocated worker performance.

Overall Older Youth (Table H): Only the retention rate increased from PY01, although the entered employment rate still is above goal. As with adults and dislocated workers, both earnings change and credential rate had significant decreases and are both below goal. One unavoidable issue potentially affecting Older Youth results is the low number of exiters. There is great variation across WIBs, with some having only a few such exiters in a program year. It is reasonable to expect great volatility in these performance results, as has been pointed out by many other states as well.

Overall Younger Youth (Table J): The skill attainment and retention rates exceed their standards, with only the diploma attainment rate slightly below goal. While there was some decrease in the skill attainment rate (83% vs. 91%), this was an expected leveling off as goals set during the initial program year came due during PY01. There does also appear to be some room for improvement in the collection of youth performance information and its data entry into MOSES.

Summary: It does not appear that the statewide performance exceeded a significant number of the negotiated goals and most likely will not be eligible for a performance incentive award. In addition to reviewing service strategies as well as the data collection procedures mentioned above, the Commonwealth may need to review the basis of the current negotiated levels of performance. The earnings and credential standards may be set at too high a level given the current economic conditions.

Commonwealth of Massachusetts  
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**Table A - Workforce Investment Act Customer Satisfaction Results**

<b>Customer Satisfaction</b>	<b>Negotiated Performance Level</b>	<b>Actual Performance Level - American Customer Satisfaction Index</b>	<b>Number of Completed Surveys</b>	<b>Number of Customers Eligible for the Survey</b>	<b>Number of Customers Included in the Sample</b>	<b>Response Rate</b>
<b>Participants</b>	71	78.0	1736	6893	2577	67.4%
<b>Employers</b>	71	68.6	1545	5831	2390	64.6%

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	72%	74.1%	880
			1188
<b>Employment Retention Rate</b>	81%	80.0%	919
			1149
<b>Earnings Change in Six Months</b>	\$3,800	\$3,852	\$3,959,938
			1028
<b>Employment And Credential Rate</b>	60%	55.3%	499
			902

**Table C - Outcomes for Adult Special Populations**

<b>Reported Information</b>	<b>Public Assistance Recipients Receiving Intensive or Training Services</b>		<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Older Individuals</b>	
	<b>Entered Employment Rate</b>	72.4%	352 486	73.3%	33 45	57.3%	63 110	65.1%
<b>Employment Retention Rate</b>	77.5%	323 417	80.6%	29 36	78.9%	56 71	89.1%	49 55
<b>Earnings Change in Six Months</b>	\$4,701	\$1,673,570 356	\$5,855	\$193,203 33	\$3,391	\$210,264 62	\$1,247	\$64,833 52
<b>Employment And Credential Rate</b>	56.6%	206 364	66.7%	20 30	51.4%	36 70	36.2%	17 47

**Table D - Other Outcome Information for the Adult Program**

<b>Reported Information</b>	<b>Individuals Who Received Training Services</b>		<b>Individuals Who Received Only Core and Intensive Services</b>	
<b>Entered Employment Rate</b>	75.8%	528	71.7%	352
		697		491
<b>Employment Retention Rate</b>	80.5%	568	79.2%	351
		706		443
<b>Earnings Change in Six Months</b>	\$4,416	\$2,742,238	\$2,992	\$1,217,700
		621		407

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

	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	78%	78.8%	2258
			2865
<b>Employment Retention Rate</b>	88%	85.7%	1936
			2258
<b>Earnings Replacement in Six Months</b>	93%	87.6%	\$25,232,641
			\$28,791,039
<b>Employment And Credential Rate</b>	60%	55.7%	653
			1173

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	<b>Entered Employment Rate</b>	71.9%	166 231	75.3%	61 81	70.0%	289 413	75.0%
<b>Employment Retention Rate</b>	83.7%	139 166	73.8%	45 61	83.4%	241 289	77.8%	7 9
<b>Earnings Replacement Rate</b>	83.1%	\$2,124,382 \$2,557,480	77.9%	\$511,693 \$657,138	76.3%	\$3,030,637 \$3,971,341	182.9%	\$59,419 \$32,484
<b>Employment And Credential Rate</b>	60.0%	51 85	69.6%	16 23	53.5%	76 142	30.0%	3 10

**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	
	<b>Entered Employment Rate</b>	81.7%	958	76.8%
	1173		1692	
<b>Employment Retention Rate</b>	86.6%	830	85.1%	1106
		958		1300
<b>Earnings Replacement Rate</b>	89.5%	\$10,638,994	86.4%	\$14,593,647
		\$11,893,453		\$16,897,586

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	64%	65.8%	125
			190
<b>Employment Retention Rate</b>	78%	77.6%	114
			147
<b>Earnings Change in Six Months</b>	\$3,250	\$2,630	\$328,877
			125
<b>Credential Rate</b>	50%	41.9%	93
			222

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

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Entered Employment</b>	63.7%	58	0.0%	0	63.2%	24	68.7%	92
		91		0		38		134
<b>Employment Retention Rate</b>	74.2%	49	0.0%	0	92.3%	17	75.5%	83
		665		0		23		110
<b>Earnings Change in Six</b>	\$3,763	\$206,965	\$0	\$0	\$1,523	\$38,067	\$2,867	\$260,880
		55		0		25		91
<b>Credential Rate</b>	45.5%	45	0.0%	0	27.5%	11	42.8%	68
		99		0		40		159

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Skill Attainment Rate</b>	73%	83.4%	4123
			4942
<b>Diploma or Equivalent Attainment Rate</b>	56%	54.2%	306
			565
<b>Retention Rate</b>	55%	61.8%	338
			547

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

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Skill Attainment Rate</b>	70.4%	374	80.0%	437	67.9%	317
		531		546		467
<b>Diploma or Equivalent Attainment Rate</b>	52.9%	64	60.4%	64	40.8%	104
		121		106		255
<b>Retention Rate</b>	54.9%	78	66.7%	50	48.6%	138
		142		75		284

**Table L - Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth)		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		
			or							
			12 Mo. Earnings Replacement (Dislocated Workers)							
<b>Adults</b>	76.6%	881	\$3,215	\$3,442,910	62.5%	550	\$4,133	\$3,306,237	29.5%	207
		1150		1071		880		800		701
<b>Dislocated Workers</b>	78.2%	1638	86.4%	\$24,652,225	37.8%	853	\$6,441	\$13,829,726	15.1%	145
		2095		\$28,521,569		2258		2147		958
<b>Older Youth</b>	64.5%	151	\$1,639	\$354,030	24.8%	31	\$2,476	\$274,878	NA	NA
		234		216		125		111		NA

**Table M - Participation Levels**

	Total Participants Served	Total Exiters
<b>Adults</b>	3,136	1,814
<b>Dislocated Workers</b>	5,916	3,346
<b>Older Youth</b>	590	249
<b>Younger Youth</b>	3,880	1,606

**Table N - Cost of Program Activities**

<b>Program Activity (PY01 &amp; Carry-Over)</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		\$9,137,723
<b>Local Dislocated Workers</b>		\$9,338,995
<b>Local Youth</b>		\$11,162,223
<b>Rapid Response</b> (up to 25%) §134 (a) (2) (A)		\$3,457,799
<b>Statewide Required Activities</b> (Up to 15%) §134 (a) (2) (B)		\$3,501,292
<b>Statewide Allowable Activities</b> §134 (a) (3)	<b>Program Activity Description</b>	
	Providing capacity building to local areas.	\$506,031
	Conducting research and/or demonstration projects.	\$211,416
	Support for identification of eligible training providers.	\$112,201
<b>Total of All Federal Spending Listed Above</b>		\$37,427,680















# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Berkshire County Regional Employment Board, Inc.	<b>Total Participants Served</b>	Adults	69
		Dislocated Workers	299
		Older Youth	29
		Younger Youth	101
	<b>Total Exiters</b>	Adults	45
		Dislocated Workers	183
		Older Youth	14
		Younger Youth	93

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	77
	Employers	71	65.1
Entered Employment Rate	Adults	72	66.7
	Dislocated Workers	78	71.9
	Older Youth	64	61.5
Retention Rate	Adults	81	80
	Dislocated Workers	88	87.3
	Older Youth	78	88.9
	Younger Youth	55	56.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	4,158
	Dislocated Workers	93	96.5
	Older Youth (\$)	3,250	3,402
Credential / Diploma Rate	Adults	60	53.8
	Dislocated Workers	60	57.9
	Older Youth	50	35.7
	Younger Youth	56	55.6
Skill Attainment Rate	Younger Youth	73	96.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	9	7

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Boston Workforce Investment Board	Total Participants Served	Adults	385
		Dislocated Workers	264
		Older Youth	85
		Younger Youth	328
	Total Exiters	Adults	172
		Dislocated Workers	122
		Older Youth	43
		Younger Youth	206

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	74.8
	Employers	71	64.2
Entered Employment Rate	Adults	70	64
	Dislocated Workers	74	78.7
	Older Youth	61	56.7
Retention Rate	Adults	79	78
	Dislocated Workers	84	83.8
	Older Youth	75	88
	Younger Youth	48	50.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	4,173
	Dislocated Workers	87	105.4
	Older Youth (\$)	3,100	2,505
Credential / Diploma Rate	Adults	58	50.5
	Dislocated Workers	56	54.7
	Older Youth	47	48.7
	Younger Youth	49	52.8
Skill Attainment Rate	Younger Youth	66	95.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	8	9

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Metro NorthRegional Employment Board	Total Participants Served	Adults	169
		Dislocated Workers	421
		Older Youth	29
		Younger Youth	328
	Total Exiters	Adults	108
		Dislocated Workers	250
		Older Youth	12
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	81
	Employers	71	64.4
Entered Employment Rate	Adults	68	85.4
	Dislocated Workers	76	85.7
	Older Youth	63	64.7
Retention Rate	Adults	77	76.7
	Dislocated Workers	86	80.5
	Older Youth	77	69.2
	Younger Youth	53	59.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	4,735
	Dislocated Workers	91	105.5
	Older Youth (\$)	3,225	3,333
Credential / Diploma Rate	Adults	56	59.8
	Dislocated Workers	58	51.2
	Older Youth	49	42.1
	Younger Youth	54	54.4
Skill Attainment Rate	Younger Youth	71	79.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	6	11

# WIA Annual Report Data

State Name: MA

Program Year: 2001

Table O: Summary of Participants

Local Area Name: North Central Mass. REB	Total Participants Served	Adults	65
		Dislocated Workers	167
		Older Youth	30
		Younger Youth	92
	Total Exiters	Adults	55
		Dislocated Workers	112
		Older Youth	20
		Younger Youth	65

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	78.2
	Employers	71	69.8
Entered Employment Rate	Adults	72	75.8
	Dislocated Workers	78	93.5
	Older Youth	64	60
Retention Rate	Adults	81	83.3
	Dislocated Workers	88	88.9
	Older Youth	78	66.7
	Younger Youth	55	68.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	3,769
	Dislocated Workers	93	78.9
	Older Youth (\$)	3,250	1,200
Credential / Diploma Rate	Adults	60	66.7
	Dislocated Workers	60	80.8
	Older Youth	50	40
	Younger Youth	56	54.8
Skill Attainment Rate	Younger Youth	73	81.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	9	9

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Central Massachusetts Regional Employment Board	<b>Total Participants                  Served</b>	Adults	112
		Dislocated Workers	325
		Older Youth	35
		Younger Youth	430
	<b>Total Exiters</b>	Adults	87
		Dislocated Workers	224
		Older Youth	22
		Younger Youth	379

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	75.3
	Employers	71	67.2
Entered Employment Rate	Adults	72	76.2
	Dislocated Workers	78	86.6
	Older Youth	64	54.5
Retention Rate	Adults	81	75.6
	Dislocated Workers	88	85.1
	Older Youth	78	62.5
	Younger Youth	55	56.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	4,069
	Dislocated Workers	93	80.2
	Older Youth (\$)	3,250	1,679
Credential / Diploma Rate	Adults	60	61.8
	Dislocated Workers	60	69.2
	Older Youth	50	61.5
	Younger Youth	56	47.5
Skill Attainment Rate	Younger Youth	73	91.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	7	9

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Metro South/West Regional Employment Board	<b>Total Participants Served</b>	Adults	81
		Dislocated Workers	476
		Older Youth	13
		Younger Youth	102
	<b>Total Exiters</b>	Adults	48
		Dislocated Workers	286
		Older Youth	0
		Younger Youth	1

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	78.6	
	Employers	71	65.5	
Entered Employment Rate	Adults	72	92.3	
	Dislocated Workers	78	72.2	
	Older Youth	64	66.7	
Retention Rate	Adults	81	84.6	
	Dislocated Workers	88	81.4	
	Older Youth	78	100	
	Younger Youth	55	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	8,167	
	Dislocated Workers	93	76.1	
	Older Youth (\$)	3,250	5,024	
Credential / Diploma Rate	Adults	60	54.2	
	Dislocated Workers	60	51	
	Older Youth	50	66.7	
	Younger Youth	0	0	
Skill Attainment Rate	Younger Youth	73	90.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	8	9

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Merrimack Valley Workforce Investment Board	<b>Total Participants Served</b>	Adults	331
		Dislocated Workers	181
		Older Youth	93
		Younger Youth	274
	<b>Total Exiters</b>	Adults	202
		Dislocated Workers	83
		Older Youth	42
		Younger Youth	106

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	78.5
	Employers	71	63.3
Entered Employment Rate	Adults	71	68.3
	Dislocated Workers	76	69.6
	Older Youth	61	52.6
Retention Rate	Adults	80	73.3
	Dislocated Workers	86	78.2
	Older Youth	75	58.3
	Younger Youth	53	68.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	3,105
	Dislocated Workers	93	84.8
	Older Youth (\$)	3,100	1,270
Credential / Diploma Rate	Adults	59	60.9
	Dislocated Workers	58	57.6
	Older Youth	47	38.1
	Younger Youth	54	44.4
Skill Attainment Rate	Younger Youth	71	79.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	11	4

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Greater Lowell Regional Employment Board	<b>Total Participants Served</b>	Adults	86
		Dislocated Workers	215
		Older Youth	17
		Younger Youth	217
	<b>Total Exiters</b>	Adults	50
		Dislocated Workers	130
		Older Youth	9
		Younger Youth	93

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	81.6	
	Employers	71	70	
Entered Employment Rate	Adults	72	64.3	
	Dislocated Workers	78	63.9	
	Older Youth	64	76.9	
Retention Rate	Adults	81	73.1	
	Dislocated Workers	88	89.4	
	Older Youth	78	90.9	
	Younger Youth	55	79.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	2,243	
	Dislocated Workers	93	89.8	
	Older Youth (\$)	3,250	1,515	
Credential / Diploma Rate	Adults	60	66.7	
	Dislocated Workers	60	60.5	
	Older Youth	50	35.7	
	Younger Youth	56	75	
Skill Attainment Rate	Younger Youth	73	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	5	9

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southern Essex Regional Employment Board	<b>Total Participants Served</b>	Adults	256
		Dislocated Workers	330
		Older Youth	28
		Younger Youth	196
	<b>Total Exiters</b>	Adults	113
		Dislocated Workers	97
		Older Youth	6
		Younger Youth	103

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	82.4	
	Employers	71	62.7	
Entered Employment Rate	Adults	71	75	
	Dislocated Workers	78	75.5	
	Older Youth	0	0	
Retention Rate	Adults	80	80	
	Dislocated Workers	88	85	
	Older Youth	0	0	
	Younger Youth	55	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,550	1,047	
	Dislocated Workers	91	90.3	
	Older Youth (\$)	0	0	
Credential / Diploma Rate	Adults	59	100	
	Dislocated Workers	60	56.5	
	Older Youth	50	0	
	Younger Youth	56	60	
Skill Attainment Rate	Younger Youth	73	69.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	11	5

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Brockton Workforce Investment Board	Total Participants Served	Adults	72
		Dislocated Workers	340
		Older Youth	50
		Younger Youth	262
	Total Exiters	Adults	52
		Dislocated Workers	144
		Older Youth	20
		Younger Youth	34

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	81.5	
	Employers	71	70.3	
Entered Employment Rate	Adults	72	83.3	
	Dislocated Workers	78	71.3	
	Older Youth	64	75	
Retention Rate	Adults	81	87.5	
	Dislocated Workers	88	86.1	
	Older Youth	78	66.7	
	Younger Youth	55	73.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	4,203	
	Dislocated Workers	93	90.4	
	Older Youth (\$)	3,250	1,289	
Credential / Diploma Rate	Adults	60	56	
	Dislocated Workers	60	54	
	Older Youth	50	44.4	
	Younger Youth	56	61.9	
Skill Attainment Rate	Younger Youth	73	88.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	8	8

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Bristol Workforce Investment Board	<b>Total Participants Served</b>	Adults	179
		Dislocated Workers	839
		Older Youth	37
		Younger Youth	403
	<b>Total Exiters</b>	Adults	127
		Dislocated Workers	599
		Older Youth	11
		Younger Youth	150

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	77.1	
	Employers	71	68.6	
Entered Employment Rate	Adults	70	79.7	
	Dislocated Workers	76	76.1	
	Older Youth	61	90.5	
Retention Rate	Adults	79	85.7	
	Dislocated Workers	86	87.7	
	Older Youth	75	80	
	Younger Youth	50	81.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	2,718	
	Dislocated Workers	93	80.9	
	Older Youth (\$)	2,825	2,530	
Credential / Diploma Rate	Adults	58	50.8	
	Dislocated Workers	58	51.9	
	Older Youth	47	54.5	
	Younger Youth	51	57.1	
Skill Attainment Rate	Younger Youth	68	65.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	7	10

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Greater New Bedford Workforce Investment Board, Inc	<b>Total Participants                  Served</b>	Adults	452
		Dislocated Workers	803
		Older Youth	31
		Younger Youth	459
	<b>Total Exitters</b>	Adults	298
		Dislocated Workers	467
		Older Youth	7
		Younger Youth	46

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	77	
	Employers	71	65.7	
Entered Employment Rate	Adults	68	70.4	
	Dislocated Workers	75	81.1	
	Older Youth	59	63	
Retention Rate	Adults	77	77.4	
	Dislocated Workers	85	88.5	
	Older Youth	73	76.2	
	Younger Youth	53	64.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	3,084	
	Dislocated Workers	88	97.7	
	Older Youth (\$)	2,700	5,884	
Credential / Diploma Rate	Adults	56	51.9	
	Dislocated Workers	57	55.7	
	Older Youth	45	53.1	
	Younger Youth	54	56.3	
Skill Attainment Rate	Younger Youth	71	81.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Cape & Islands Workforce Investment Board	<b>Total Participants Served</b>	Adults	161
		Dislocated Workers	206
		Older Youth	40
		Younger Youth	199
	<b>Total Exiters</b>	Adults	57
		Dislocated Workers	94
		Older Youth	21
		Younger Youth	104

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	77.4	
	Employers	71	64.7	
Entered Employment Rate	Adults	68	61.5	
	Dislocated Workers	78	75	
	Older Youth	55	75	
Retention Rate	Adults	77	75.5	
	Dislocated Workers	88	86.7	
	Older Youth	69	71.4	
	Younger Youth	47	63	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	2,246	
	Dislocated Workers	89	97.2	
	Older Youth (\$)	2,500	3,288	
Credential / Diploma Rate	Adults	56	51.4	
	Dislocated Workers	60	60	
	Older Youth	41	44.4	
	Younger Youth	48	59.5	
Skill Attainment Rate	Younger Youth	65	75.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	7	9

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> South Coastal Workforce Investment Board	<b>Total Participants Served</b>	Adults	79
		Dislocated Workers	155
		Older Youth	13
		Younger Youth	84
	<b>Total Exiters</b>	Adults	40
		Dislocated Workers	84
		Older Youth	2
		Younger Youth	7

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	76.3	
	Employers	71	63.1	
Entered Employment Rate	Adults	72	68.2	
	Dislocated Workers	78	84	
	Older Youth	64	0	
Retention Rate	Adults	81	88.6	
	Dislocated Workers	88	92.1	
	Older Youth	78	0	
	Younger Youth	55	60	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	5,792	
	Dislocated Workers	93	94.2	
	Older Youth (\$)	3,250	0	
Credential / Diploma Rate	Adults	60	54.9	
	Dislocated Workers	60	50	
	Older Youth	50	100	
	Younger Youth	56	66.7	
Skill Attainment Rate	Younger Youth	73	84.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	4	10

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Regional Employment Board of Hampden County, Inc.	Total Participants Served	Adults	582
		Dislocated Workers	664
		Older Youth	56
		Younger Youth	494
	Total Exitters	Adults	344
		Dislocated Workers	364
		Older Youth	20
		Younger Youth	125

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	79.7	
	Employers	71	70.3	
Entered Employment Rate	Adults	71	78.8	
	Dislocated Workers	78	92.3	
	Older Youth	58	69.2	
Retention Rate	Adults	80	87.7	
	Dislocated Workers	88	85.9	
	Older Youth	72	77.8	
	Younger Youth	55	40	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	5,097	
	Dislocated Workers	89	80.9	
	Older Youth (\$)	3,000	1,129	
Credential / Diploma Rate	Adults	59	54.7	
	Dislocated Workers	60	58.2	
	Older Youth	44	38.5	
	Younger Youth	56	75.9	
Skill Attainment Rate	Younger Youth	73	92	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

# WIA Annual Report Data

State Name: MA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Franklin/Hampshire Regional Employment Board, Inc.	<b>Total Participants                  Served</b>	Adults	57
		Dislocated Workers	231
		Older Youth	4
		Younger Youth	39
	<b>Total Exiters</b>	Adults	16
		Dislocated Workers	107
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	81.2	
	Employers	71	67.7	
Entered Employment Rate	Adults	70	87.5	
	Dislocated Workers	76	84	
	Older Youth	60	50	
Retention Rate	Adults	79	75	
	Dislocated Workers	86	86.8	
	Older Youth	74	100	
	Younger Youth	52	90	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,350	5,255	
	Dislocated Workers	89	81.6	
	Older Youth (\$)	2,675	1,439	
Credential / Diploma Rate	Adults	58	75	
	Dislocated Workers	58	66.7	
	Older Youth	46	50	
	Younger Youth	0	0	
Skill Attainment Rate	Younger Youth	70	79.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	6	10