Bob Taft, Governor

State of Ohio

Workforce Investment Act Title I-B Annual Report

PROGRAM YEAR 2001
July 1, 2001 – June 30, 2002

Presented by

The Ohio Department of Job and Family Services
Office of Research, Assessment & Accountability
Bureau of Research and Evaluation

A Message from the Governor of the State of Ohio

It is with great pleasure that I submit Ohio's Workforce Investment Act Annual Report for Program Year 2001. I am gratified with the progress that Ohio's Workforce Policy Board has made and excited about our plans to prepare today's workforce for the challenges of the 21st Century.

The mission of the Board was established in an Executive Order.

"The Ohio Workforce Policy Board shall assist the Governor in building the nation's premier workforce development system, ensuring Ohio employers' and workers' economic competitiveness."

Given the State's current financial constraints and the recent impacts of corporate downsizing on Ohio citizens, it is imperative that State government make the best use of the funds available for workforce and training programs while continuing to provide the best services possible to business, individuals and local government. Ohio's workforce and the workforce development system must be recognized as one of Ohio's greatest economic development assets.

As the nature of employment continues to change, Ohio has a real opportunity through the Workforce Investment Act to develop and train a pool of skilled and talented employees who can deliver in a highly competitive global market. Our goal is to build that world-class, workforce delivery system which meets the demands of the future. We will accomplish this by unceasingly investing in our strengths – education, business, government , and the workforce community.

We look forward to continually improving our workforce investment system and making it more responsive to the needs of Ohioans and Ohio's business community. With on-going support from our private-sector and public partners, I know we can make a difference.

Sincerely,

Bob Taft

Bob Taft

Governor

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One-Stop System Meets Needs of Employers

The Employment Source is one of the region's premier workforce development and training One-Stop centers in addressing the needs of both job seekers and employers. The state-of-the-art One-Stop provides job seekers and employers with numerous resources in a single location. Its goal is to connect individuals seeking employment with businesses and organizations needing qualified job candidates. This service is made possible through funds provided by the U.S. Department of Labor (DOL) and operated locally by Workforce Investment Area 6 – the Workforce Investment Board (WIB), the Stark and Tuscarawas County Commissioners, and the Mayor of the city of Canton, Ohio.

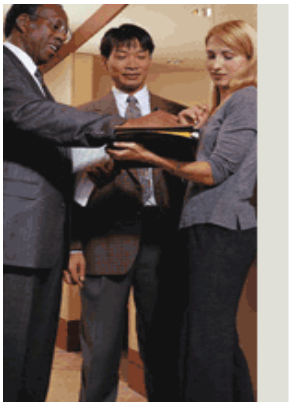
According to Secretary of Labor Elaine Chao who recently toured the facility, the Employment Source is "one of the best" One-Stops. "We want other One-Stops to come here and learn from them," she said. Additionally, as a result of its business-first strategy, DOL has nominated the Employment Source for a Best Practices Award.

In July 2000, the Commissioners of the counties of Stark and Tuscarawas, along with the Canton Mayor created the WIB with a mandate to design an appropriate employment and training system for the area. The Commissioners and the Mayor carefully chose business leaders from the region as the majority membership and also included leaders from education, labor, economic development, and community services to round out this Board of workforce experts.

When developing its workforce service strategy, the WIB decided to emphasize business as its primary customer. The WIB believed that since businesses drive the workforce system, they should be the principal focus.

Therefore, over the next 18 months, the WIB enlisted the aid of the Chambers of Commerce of the Cities of Canton, Massillon, Alliance, Jackson Township and New Philadelphia and held numerous discussion groups with area employers from the manufacturing, service, and retail industries. These businesses provided the WIB with a solid understanding of the employer services required from a One-Stop system.

As a direct result of the information gathered from these focus groups, the WIB realized that it needed to (1)



give its workforce system a marketable name, (2) move the One-Stop from its current location to provide better access to business, and (3) re-align its services to meet employer needs.

First, the WIB decided to name the system The Employment Source. This name was selected because it quickly identifies the One-Stop as providing employment services to businesses. Additionally, the WIB selected 433-WORK and eswork.com for its easily marketable phone number and website, respectively.

Secondly, the WIB established a new One-Stop in Canton and selected a site in New Philadelphia for an additional location. Both sites are centrally located in each county, providing convenient access for area employers.

In designing The Employment Source facilities, the WIB selected a business-look for the interior. Instead of the institutional grays and greens found in most governmental agencies, they selected warm and inviting colors such as burgundy, navy, and dark green, and used cherry wood tones throughout the building.

Perhaps the most innovative aspect of the facility is that it possesses a Conference Center that can be utilized by employers for business meetings, mass recruiting, testing activities, and training seminars. Since the WIB designed the Conference Center as a stand-alone unit, it can also be utilized on a fee-for-service basis after normal working hours and on weekends, thus providing additional financial resources for the One-Stop.

Finally, the WIB included a specific Business Unit within The Employment Source. This unit provides a single point of contact for employer services. With one simple telephone call to the Business Unit or click on The Employment Source website, an employer can quickly post job openings to all One-Stop partners and access a pool of qualified, job-ready candidates. Additionally, in times of an economic downswing, the Business Unit also provides Rapid Response assistance to employers. Therefore, by carefully selecting its name, location, lay-out, and service mix, the Workforce Investment Board of Stark/Tuscarawas Counties has specifically designed its One-Stop system to meet the needs of the region's employers and job seekers.

Ohio to Transition Local Employment Offices into One-Stops

Developments in technology, rising customer expectations and reductions in funding demand that government continuously review and improve the service provided to its customers – Ohio's citizens and taxpayers. To better meet these demands, Ohio has begun to transition some of it local employment offices into six One-Stop pilots.

This One-Stop Pilot initiative is an ambitious undertaking and involves a redesign of local delivery systems through which unemployment compensation, employment services, veterans services and Workforce Investment Act (WIA) services are currently delivered through sixty local facilities and sixty-four One-Stop systems located around the state. The redesigned system is intended to provide a better and more efficient system of services, reduce operating costs, and comply with the requirements of WIA.

The Ohio Department of Job and Family Services (ODJFS), which has responsibility for planning, oversight, and implementation of the One-Stop Pilot Transition initiative within the state, published the Local Operations Transition Plan in October 2001. It outlines ODJFS's plan to transition Ohio's unemployment system from it's current sixty facilities to a One-Stop system and functional centers where one-hundred percent of unemployment claims filing will be completed by phone. The plan also includes a blueprint for partnering with Ohio's local One-Stops to consolidate resources, streamline processes, and improve services to customers and discusses the start-up of the agency's six pilot transition sites. The six One-Stop pilot offices are Bryan, Columbus, Ironton, Parma, Ravenna, and Springfield.

To date, ODJFS has successfully transferred unemployment insurance claims processing to call centers and processing centers. The transition to a new state-of-the-art telecommunications system allows calls from anywhere within the state to be routed to the first available customer service representative and thereby improves efficiency and reduces costs.

Currently, ODJFS is in the process of evaluating the One-Stop transition initiative as outlined in the Local Operations Transition Plan. This includes an evaluation strategy designed to assess the effectiveness of operational and project management activities of the agency, to survey customers concerning their satisfaction with services and operations, and to determine performance measurement approaches that can be utilized by the agency in evaluating the transition initiative.

Governor's Workforce Policy Board Membership

Name	Designation	Organization
Donna Maria Alvarado	President	Aguila International
Richard H. Brown	President & CEO	Jones Metal Products Company
Dr. Deborah Bingham Catri	Senior Research Specialist	The Ohio State University's CETE
Roderick G. W. Chu	Chancellor	Ohio Board of Regents
John M. Connelly	Executive Director	Rehabilitation Services Commission
The Honorable Martha H. Dorsey	County Commissioner	Clermont County Board of Commissioners
The Honorable Linda J. Furney	State Senator	Ohio Senate
Linda L. Gentile	Vice President for Subsidiary Companies	Children's Hospital Medical Center of Akron
Donna Grimm	CEO	Community Health Professionals
Patricia A. Grischow	Sr. Government Affairs Specialist	The Timken Company
Thomas J. Hayes	Director	Ohio Department of Job and Family Services
Ann B. Higdon	Founder & President	ISUS Trade & Technology Prep Charter School
Robert A. Hill, Jr.	President & CEO	Industrial Machining & Design Services, Inc.
The Honorable James Hoops	State Representative	Ohio House of Representatives
Bruce E. Johnson	Director	Ohio Department of Development
David W. Johnson	President, CEO & Chairman	Summitville Tiles, Inc.
Joan W. Lawrence	Director	Ohio Department of Aging
Douglas Lay	Chairman	Ohio Veterans Employment & Training Council, Disabled American Veterans
The Honorable Deborah B. Martin	County Commissioner	Delaware County Board of Commissioners
Alan A. Mayne	Plant Manager	Kenworth Truck Company

Governor's Workforce Policy Board Membership

Name	Designation	Organization
J. Luke McCormick	Senior Vice President	The Frank Gates Companies
Larry G. McDougle	President	Northwest State Community College
James B. McGregor, Sr.	Executive Vice President	Rose City Manufacturing, Inc.
The Honorable George M. McKelvey	Mayor	City of Youngstown
Kyle McKnight	Owner & Operator	Champion Cleaners
The Honorable Darrell W. Miller	County Commissioner	Defiance County Board of Commissioners
Keith Franklin Molihan	Executive Director	Ironton-Lawrence County Community Action Organization
Curtis E. Moll	Chairman of the Board, President and CEO	MTD Products, Inc.
Patricia R. Nowak	Director of Public Relations & Consumer Affairs	Seaway Food Town, Inc.
Bradley R. Ohlemacher	Executive Vice President	Elyria Manufacturing Corp.
John W. Partridge, Jr.	Senior Vice President	Columbia Gas of Ohio
David C. Phillips	CEO	Downtown Cincinnati, Inc.
Debra Plousha-Moore	Vice President of Human Resources	Ohio Health
Robert F. Reichert	President & CEO	Reichert Stamping Company
Myron F. Robinson	President & Chief Executive Officer	Urban League of Greater Cleveland
William E. Ruse	President Emeritus	Blanchard Valley Health Association
John W. Ryan	Executive Secretary	Cleveland AFL-CIO Federation of Labor
Gary L. Schaeffer	Secretary-Treasurer	Ohio State Building & Construction Trades Council
Jodie L. Stearns	Attorney	High Stakes Farms, Inc.
Ernest L. Sullivan	National Staffing Manager	BANK ONE Corporation

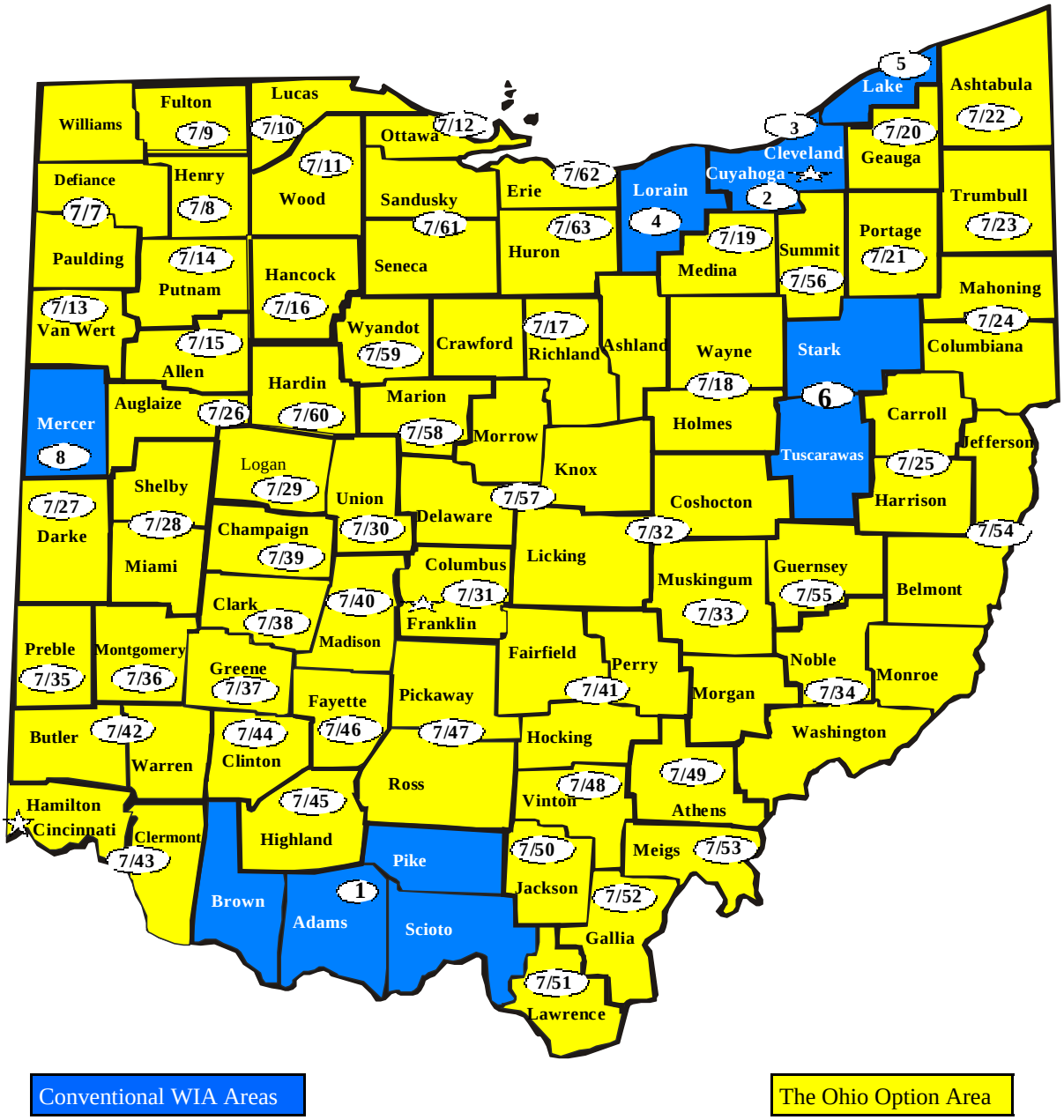
Governor's Workforce Policy Board Membership

Name	Designation	Organization
John F. Sullivan	CEO	Gold Star Chili
Michael P. Summers	President & Owner	Summers Rubber, Inc.
Rebecca S. Tracey	Vice President, Human Resources	Mutual Tool & Die, Inc.
Stuart J. Vosler	Director, Corporate Affairs	Lucent Technologies, Inc.
John C. Wallace	Executive Director	Springfield-Clark County Chamber of Commerce
Lee Arlin Wilkins	Director, Human Resources	Gorman-Rupp Company
Robert C. Winzeler, Jr.	Chairman of the Board	Winzeler Stamping Company
Dr. Ron D. Wright	President	Cincinnati State Technical & Community College
Bruce A. Wyngaard	Operations Director	OCSEA/AFSCME, Local 11
The Honorable Ron Young	State Representative	Ohio House of Representatives
Dr. Susan Tave Zelman	Superintendent of Public Instruction	Ohio Department of Education

Recognizing the importance of a highly skilled, well-prepared workforce, Governor Bob Taft established the Governor's Workforce Policy Board (GWPB). The Governor's Workforce Policy Board is a key partner in Ohio's efforts to build a world-class, trained workforce, provide assistance to Ohioans in locating higher paying jobs, and assist employers to obtain qualified workers. The Board accomplishes these tasks by helping the Governor set performance goals and priorities, continuously improving the State's workforce development system, and providing assistance to local leaders who will shape workforce development policy at the local level. The GWPB receives assistance from Workforce Investment Boards (WIBs) and Workforce Policy Boards (WPBs), which are entities responsible for the planning and distribution of funds and resources at the local level. Under WIA, local boards have similar responsibilities to the Governor's Workforce Policy Board.

Members represent a range of groups including business, organized labor, legislators, education, social service agencies and others who have a stake in employment and training issues.

Ohio's Workforce Investment Areas



Ohio has eight Workforce Investment Areas composed of seven conventional local areas (Areas 1-6 and 8) and one Ohio Workforce Option Area (Area 7). The Ohio Workforce Option Area, is made up of 57 sub-areas. The 7/prefix on the map denotes the Ohio Option sub-areas, which are numbered 7/7 through 7/63.

Performance Accountability

Reporting and Data Collection

During Program Year 2001, Ohio used the ServiceLink/QuickLink System as the primary data collection system. Recognizing the need for increased accountability, Ohio implemented a detailed review and evaluation of several states' workforce and labor exchange systems and chose the Oracle Works application that Washington State currently uses for its PY'2002 reporting and data collection system.

The Ohio version is named Sharing Career Opportunities and Training Information (SCOTI) and will be rolled out in two separate modules in 2003. The first module will focus on the WIA reporting requirements for the state, replacing the ServiceLink/QuickLink applications. The second module will be for the job matching/labor exchange and will replace the Ohio Job Net statewide skills matching system. Ohio has conducted focus groups and joint application design sessions around the state to obtain input from Ohio employers, One-Stop operators and partners, and county and state workforce development staff.

Ohio Mandatory WIA Measures

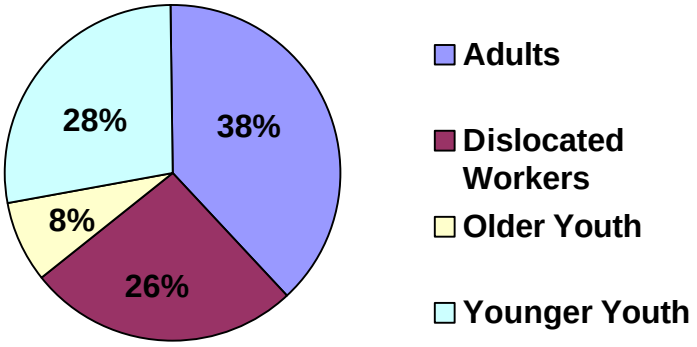
The DOL has established minimal negotiated performance levels for all mandatory WIA measures for PY'01 for Ohio. These levels appear in the table below:

Ohio Mandatory WIA Measures				
Measure	**Adult, Dislocated Workers, and Youth**			
Participant Satisfaction Index	72.0			
Employer Satisfaction Index	68.0			
	Adult	**Dislocated**	**Youth 19-21**	**Youth 14-18**
Entered Employment Rate	68.0	78.0	65.0	
Employment Retention Rate	79.0	86.0	74.0	
Earnings Gain (6 months)	$3,600		$3,000	
Wage Replacement Rate		90.0		
Employment and Credential Rate	62.0	62.0	52.0	
Skill Attainment Rate				74.0
Diploma Attainment Rate				57.0
Retention Rate				52.0

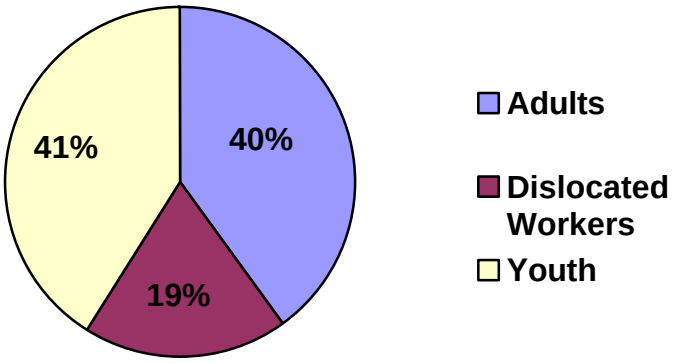
Program Year 2001

Ohio served a total of 34,692 participants during Program Year 2001. The average expended per Youth was $3,131.64 versus an Adult average of $2,944.89, and a Dislocated Worker average of $2,000.08.

The Adult program served the highest percentage of participants with 38%. This was followed by the Younger Youth, Dislocated Workers, and Older Youth programs, respectively.



Total Participants Served



Program Federal Expenditures

In Program Year 2001, Ohio spent almost $96 million in workforce development funds on Adult, Dislocated Worker, and Youth program activities. Higher spending occurred in the Adult and Youth programs, which both had a expenditure ratio of 2:1 when compared to the Dislocated Worker program. The Adult program expended $38.4 million, the Youth program $39 million, and the Dislocated Worker program expended $18.3 million. (Note: This does not include administrative costs, Rapid Response set-asides, or statewide activities).

State Customer Satisfaction Outcomes

For Program Year 2001, Ohio contracted with the Strategic Research Group (SRG) to implement Ohio's expanded survey system and to conduct the DOL mandated customer satisfaction surveys of participants in the WIA programs and employers who received substantial services. The findings of their survey results show that Ohio's customer satisfaction rating of 79.5 points for participant satisfaction exceeded Ohio's negotiated WIA performance measures of 72.0 points on the three American Customer Satisfaction Index (ACSI) questions. Results also show that Ohio met the employer satisfaction rating with a ACSI score of 65.3. The overall response rate for the participant and employer surveys for Program Year 2001 were, respectively, 70.0 and 70.2 percent. All eight WIBs exceeded the participant customer satisfaction measure.

DOL Mandated Computations for Participants

As required by the Department of Labor, 500 participants from the WIA program were randomly selected to compute the state level results. Based on these 500 exiters, the mean values for the three ACSI scores for Ohio participants are:

ACSI Question	Mean value on 1-10 scale	Mean value on 0-100 scale
1. Overall Satisfaction	8.55	83.9
2. Met Expectations	7.85	76.1
3. Close to Ideal	7.91	76.7

Applying the weights for Ohio provided through Training and Employment Guidance Letter #6-00, Change 1 (as mandated by DOL for deriving statewide scores), the current overall ACSI score for Ohio is as follows:

$$(0.4217 \times 83.9) + (0.3251 \times 76.1) + (0.2532 \times 76.7) = \mathbf{79.5}$$

Additionally, under Ohio's expanded survey, 2,293 participants at the WIB level who exited from Program Year 2001 were surveyed on the following items:

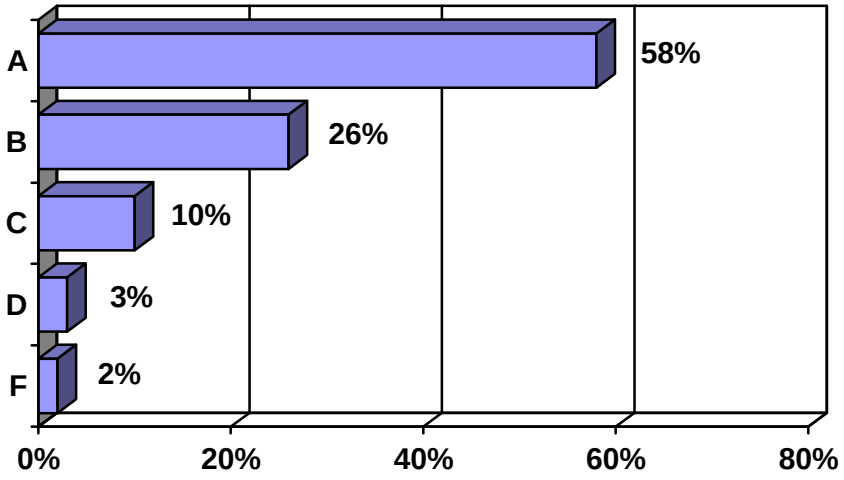
- Overall evaluation of the WIA service organization;
- Evaluation of case managers;
- Satisfaction with specific training types, such as occupational skills training, basic skills and literacy, alternative secondary school offerings, and on-the-job training;
- Satisfaction with specific services, such as assessment of job skills, staff-assisted job search and placement, transportation, needs-related payments, counseling/career planning, housing and childcare; and
- Outcome variables, including measures of participants' economic well-being since they exited from the WIA program.

Statewide Participant Customer Satisfaction Ratings

Overall Evaluation of Organization

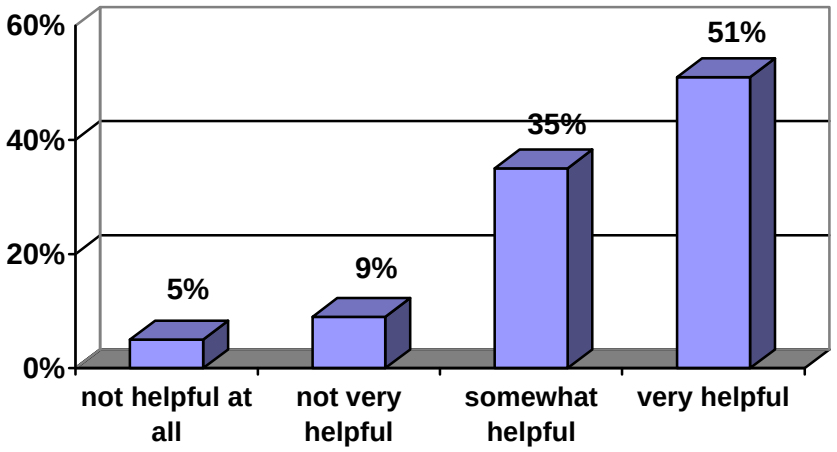
When participants were asked what grade they would give their service organization on its ability to provide the type of assistance they needed, most participants gave A's and B's. The distribution of responses is shown below.

FIGURE 1: EVALUATION OF ORGANIZATION'S ABILITY TO PROVIDE SPECIFIC ASSISTANCE



About 67% of participants said the organization provided them with information about available jobs in their local areas. Most participants found this information helpful. The distribution of responses is shown below.

FIGURE 2: EVALUATION OF JOB INFORMATION PROVIDED BY ORGANIZATION



Participants were asked a set of questions regarding their experiences after they exited from the WIA program. Two questions were used to measure participants' relative improvement in economic well-being. Participants were asked if they were better or worse off in terms of their job situation and their household income.

FIGURE 3: RELATIVE IMPROVEMENT IN EMPLOYMENT OR JOB SITUATION

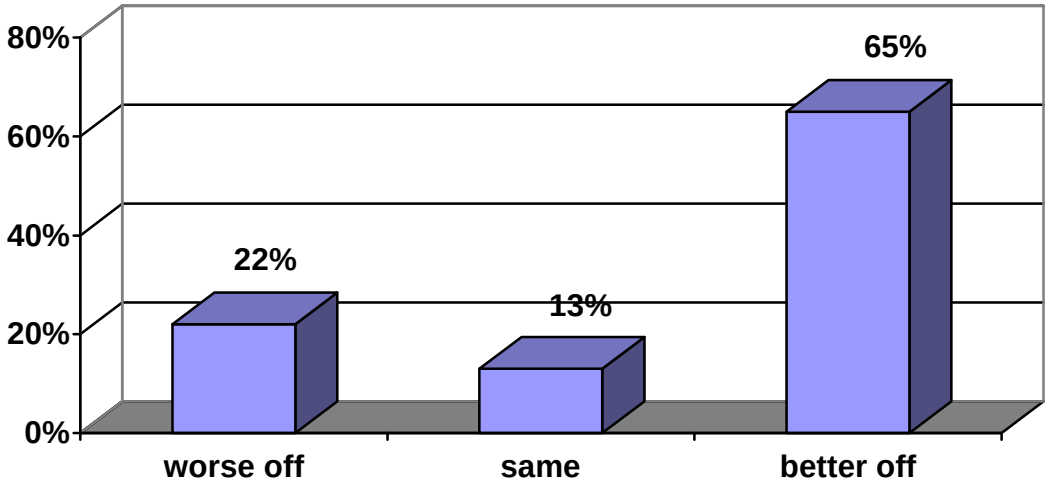
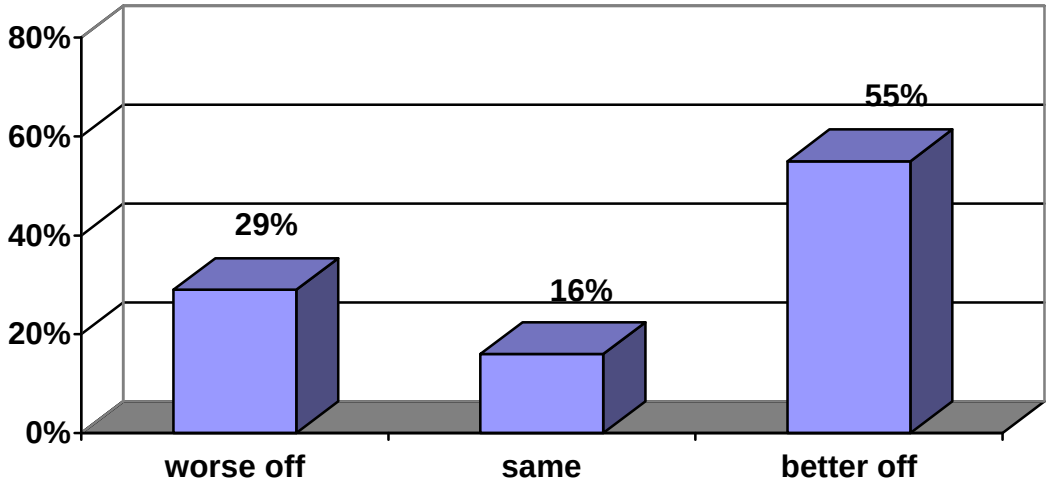


FIGURE 4: RELATIVE IMPROVEMENT IN HOUSEHOLD INCOME



Summary

WIA participants' ratings of customer satisfaction met and exceeded the performance standards specified by the Governor's Workforce Policy Board for Program Year 2001. Evaluations of local WIA organizations and case managers were generally positive, as were ratings of specific training programs and services. Most participants reported that they were better off in terms of their job situation and household income, compared to their economic situation before they participated in WIA programs.

DOL Mandated Computations for Employers

As required by the Department of Labor, 500 employers from the WIA program were randomly selected to compute the state level results. Based on the results of the 500 completed interviews, the mean values for the three ACSI scores for Ohio employers are:

ACSI Question	Mean value on 1-10 scale	Mean value on 0-100 scale
1. Overall Satisfaction	7.31	70.2
2. Met Expectations	6.60	62.3
3. Close to Ideal	6.51	61.2

Applying the weights for Ohio from the attachment to TEGL #6-00, Change 1 (as mandated by DOL for deriving statewide scores), the current overall ACSI score for Ohio is as follows:

$$(0.4217 \times 70.2) + (0.3251 \times 62.3) + (0.2532 \times 61.2) = \mathbf{65.3}$$

Under Ohio's expanded survey, 5,773 employers at the local WIB level, who received a substantial service involving personal contact with One-Stop staff during Program Year 2001, were surveyed on the following items:

- The three American Customer Satisfaction Index (ACSI) questions mandated by the U.S. Department of Labor (DOL):
  - (a) Employers' overall satisfaction with the services provided to them;
  - (b) Extent to which the services met their expectations;
  - (c) Extent to which the services met their ideal set of services;
- Quality of facilitative job order services;
- Quality of job placement services;
- Quality of rapid response services;
- Quality of on-the-job training services;
- Quality of employee training services; and
- Quality of other services (e.g., jobfairs, support services, referrals).

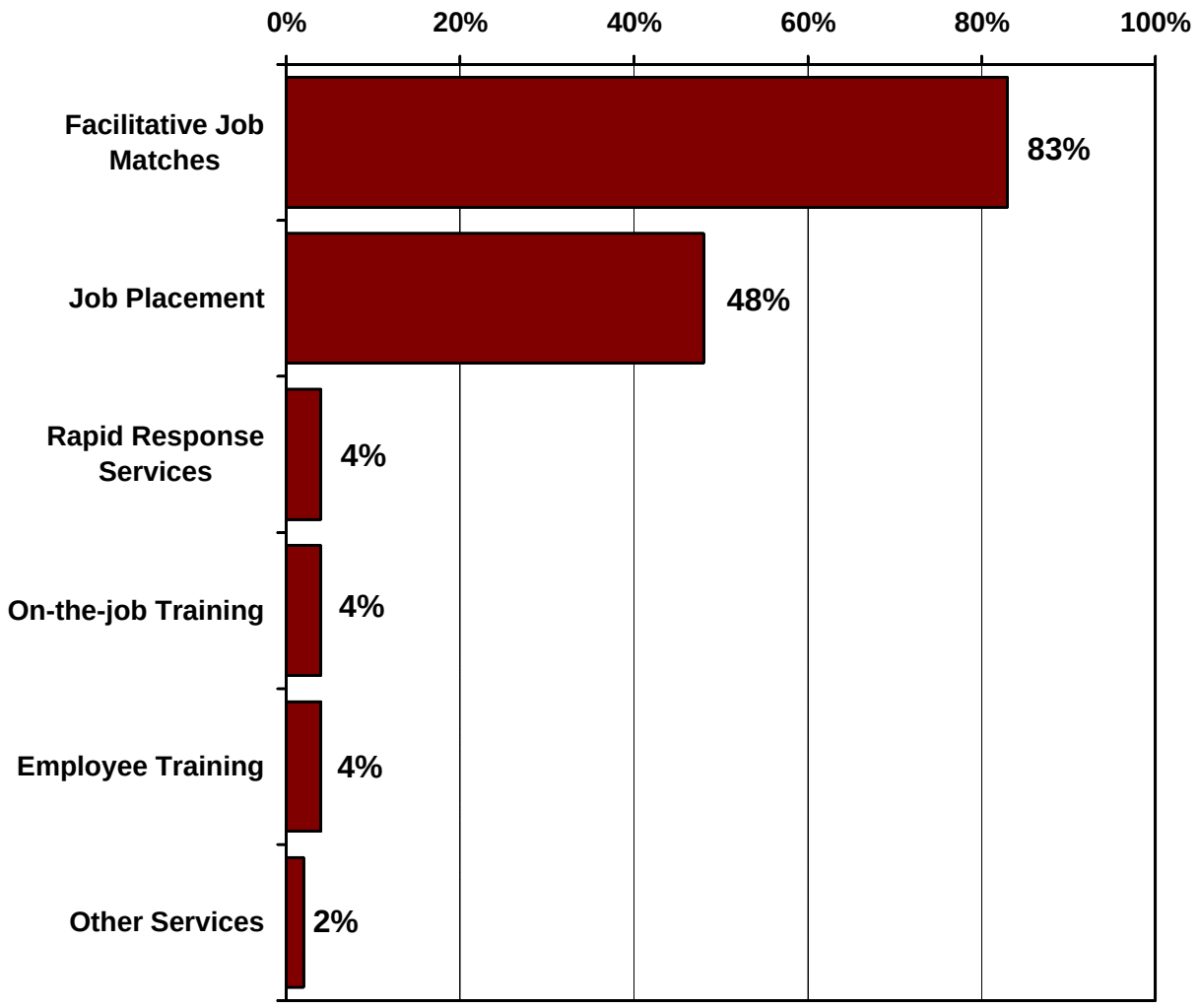
Statewide Employer Customer Satisfaction Ratings

During Program Year 2001, a wide array of services were available to employers. Listed below are just a few of the customer satisfaction results that Ohio received on the expanded survey from employers who received substantial services.

Distribution of Services Received

As shown in Figure 1, the majority of employers received services involving facilitative job matches while about half of employers received services on job placements. Less common services included rapid response services in times of mass layoffs, on-the-job training, employee training, and a variety of other miscellaneous services (e.g., job fairs, unemployment services, support services, referrals).

FIGURE 1: PERCENTAGE OF EMPLOYERS WHO RECEIVED THE DIFFERENT TYPES OF SERVICES



Evaluation of Services Received

Each of the services were evaluated on the following dimensions:

a) Extent to which the services met the needs of employers.
b) Extent to which the available services were clearly explained to employers.
c) Extent to which employers were provided with enough information to make choices about the services.
d) Extent to which employers were satisfied with the professionalism of the staff.
e) Extent to which employers were satisfied with cooperation received from the staff.
f) Extent to which employers were satisfied with staff knowledge about available resources.
g) Extent to which employers were satisfied with the length of time between request for service and time of service.
h) Whether the service was delivered at a time that was convenient for the employer.
i) Likelihood that employer will recommend this service to other employers.

On items (a) through (g), evaluative ratings were provided on a scale of 1 to 5, such that 1 implied "not at all satisfied" and 5 implied "completely satisfied." The average ratings of each of the services are displayed in the following figures. It is clear that most ratings were positive.

FIGURE 2: EXTENT TO WHICH THE SERVICES MET THE NEEDS OF EMPLOYERS

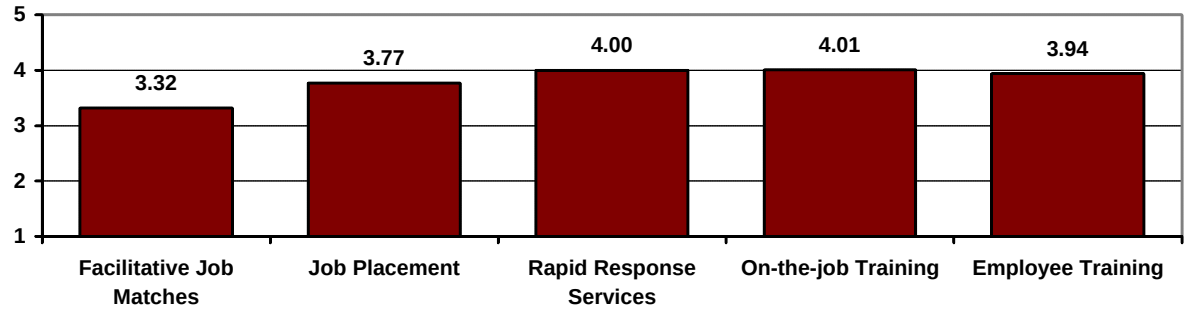
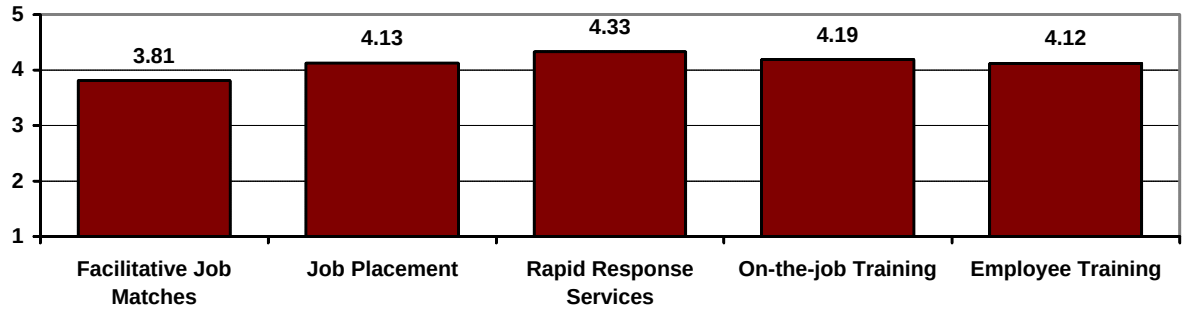
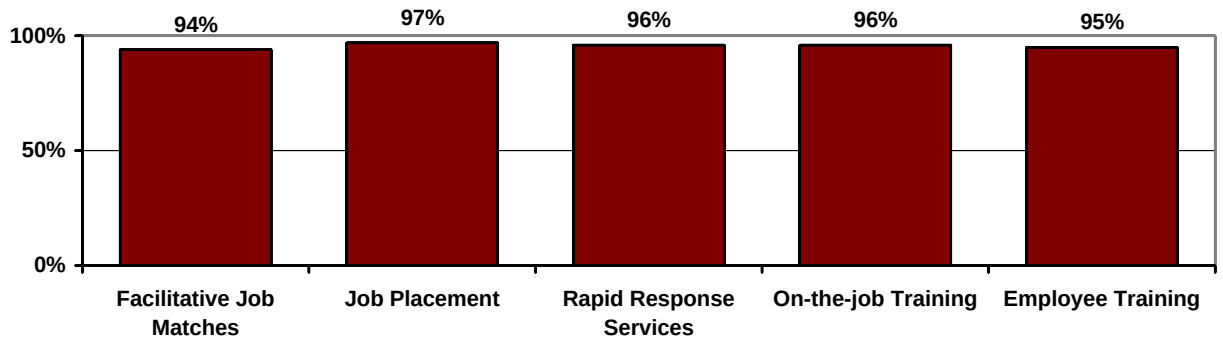


FIGURE 3: EXTENT TO WHICH EMPLOYERS WERE SATISFIED WITH LENGTH OF TIME BETWEEN REQUEST FOR SERVICE AND TIME OF SERVICE



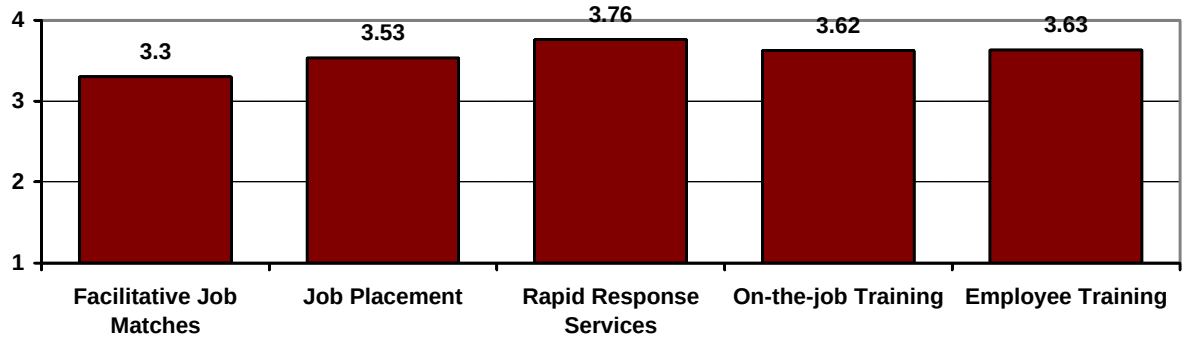
WIA employers were asked whether the services they requested were delivered to them at a convenient time. As shown in Figure 4, the vast majority of employers gave a positive response.

FIGURE 4: PERCENTAGE OF EMPLOYERS WHOSE SERVICES WERE DELIVERED AT A CONVENIENT TIME



Additionally, employers were asked whether they would recommend the WIA program to other employers who needed similar training or services. Ratings were provided on a scale of 1 to 4, such that 1 implied “not at all likely” and 4 implied “very likely.” The average ratings of each of the services are displayed in the Figure 5. Responses to this item are generally positive, with the vast majority of employers saying that it was likely they would recommend WIA services to other employers.

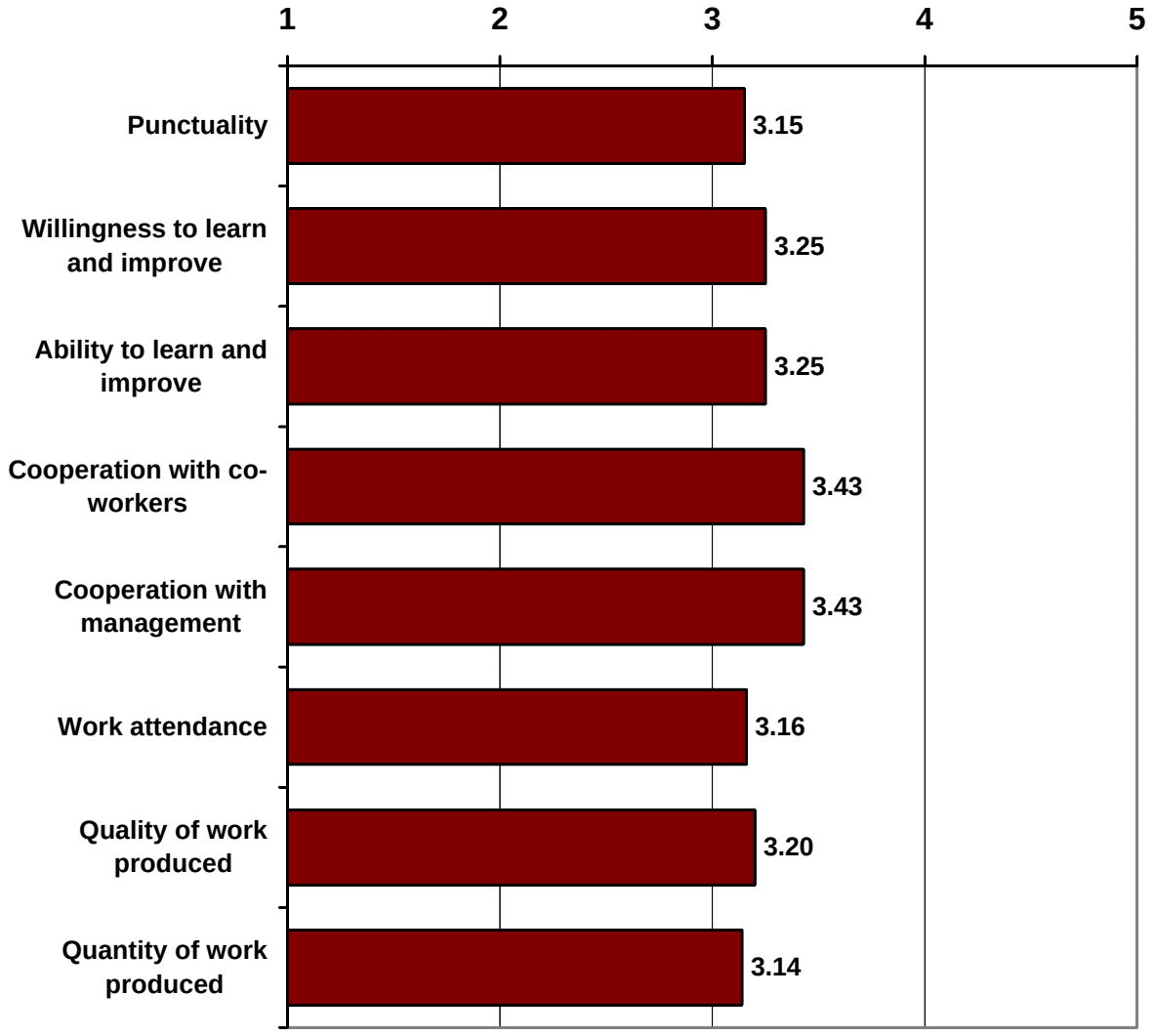
FIGURE 5: LIKELIHOOD THAT EMPLOYER WILL RECOMMEND THIS SERVICE TO OTHER EMPLOYERS.



Job Placement Supplement

One set of questions was asked only of employers who had received WIA job placement services. Specifically, they were asked to compare the employees received from WIA job placement services with other employees doing similar work. Ratings were provided on a scale of 1 to 5, where 1 implied “way below average”, 2 implied “slightly below average”, 3 implied “average”, 4 implied “slightly above average”, and 5 implied “way above average.” The average ratings on each dimension are displayed in Figure 6 below. It is clear that the employees sent to employers received ratings between 3 to 4 on all dimensions, indicating that their performance ranged between “average” and “slightly above average.”

FIGURE 6: AVERAGE RATINGS OF EMPLOYEES RECEIVED FROM JOB PLACEMENT SERVICES

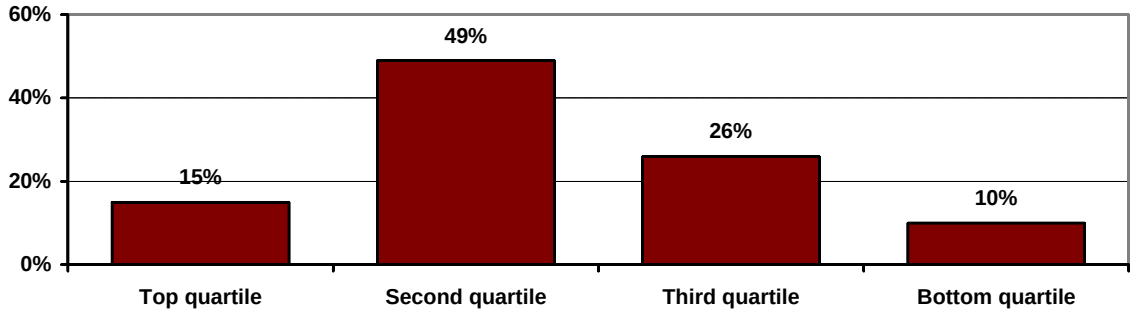


Employers were also asked to place the employees referred through job placement services in one of four quartiles. In comparison with other workers in similar positions, employers placed employees received through job placement in terms of their overall competency, effectiveness, proficiency, overall work attitude, and other elements of good job performance into one of the following four categories:

- Top ¼.
- Top half but not among the top ¼.
- Lower half but not the lowest ¼.
- Lowest ¼.

The distribution of employers' ratings is displayed in Figure 7 below. As shown, 15% of employees were classified as outstanding performers in the top quartile, while 49% were classified as top half though not in the top quartile. Less than 40% of employees were classified in the two lower quartiles, with a minority of 10% classified in the bottom quartile.

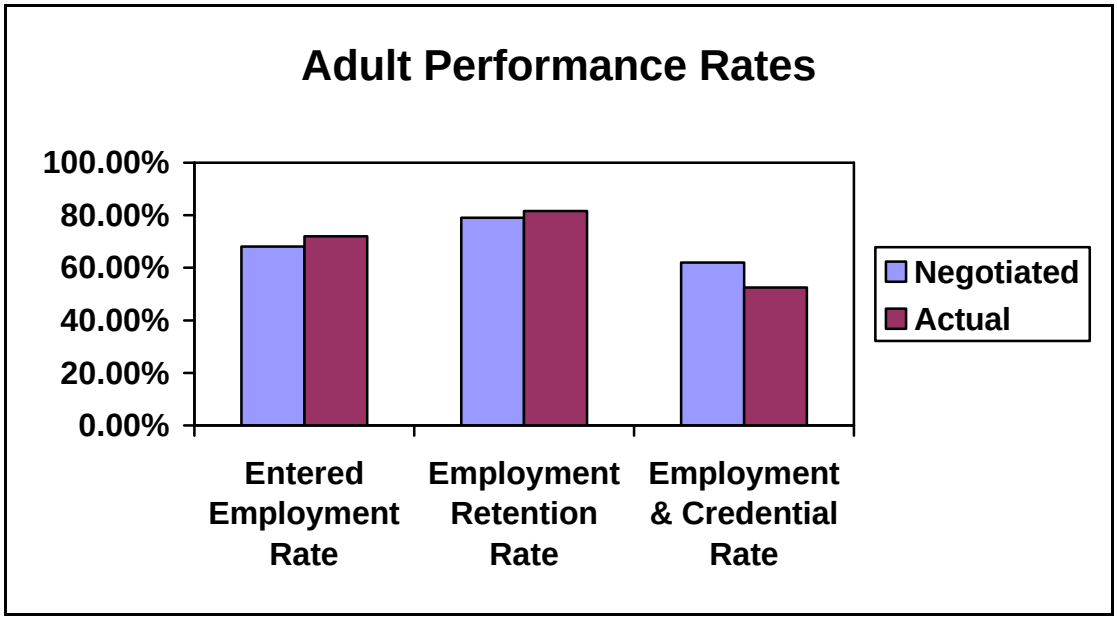
FIGURE 7: PERFORMANCE EVALUATION OF EMPLOYEES RECEIVED FROM JOB PLACEMENT SERVICES



WIA Adult Program

During Program Year 2001, 13,055 participants were served in Ohio's Title I-B WIA Adult program and a total of 3,606 adults exited the program between July 1, 2001 and June 30, 2002.

In terms of the adult program performance results, Ohio placed 1,407 adults in unsubsidized employment during the reporting period, exceeding its entered employment rate performance goal with an actual performance level of 71.97%. This surpassed last year's performance level for adult entered employment by 8.35%. The State exceeded the employment retention rate performance goal established by the Department of Labor with 81.64% of all employed exiters still employed six months or more after entering employment. The State also exceeded the adult earnings change in six months performance goal, which provides a pre-program and post-program look at the earnings changes of participants with an actual performance of $5,991.18. Additionally, Ohio's results show that the state met the established goal for the employment and credential rate measure. Overall, Ohio's performance results reflect a successful second year for adults served through employment and training programs.



As for the Special Populations identified by DOL, results show that the Adult Public Assistance Recipients who received intensive or training services exceeded the earnings change measure with an actual performance level of $6,374.90. Veterans also had excellent results exceeding three of the four measures - entered employment rate, employment retention rate, and earnings change in six months and meeting the employment and credential rate. The Individuals with Disabilities population results also exceeded two of the adult negotiated performance levels with a six-month earnings change

of $6,951.91 and an employment retention rate of 80.61%. Older Individuals were found to have outcomes that were slightly lower than the average for adults, with the exception of their entered employment rate of 73.26% which was the highest percentage employment rate for the adult population. A breakout of the Adult Special Populations is included in the Table Section as Table C.

Individuals who received only core and intensive services recorded a 9.87% higher entered employment rate than those who received training services. On the other hand, the employment retention rate was 2.06% higher for those who received training services as opposed to those who did not. Even more significant in this population group was the six-month earnings change. Those who received training services had a $6,693.03 earnings gain, more than double the $3,281.48 achieved by those who received only core and intensive services.

WIB Performance Goals and Outcomes

Generally, the results for the adult program were good across all WIBs, with the exception of the credential rate measure where performance levels dropped somewhat.

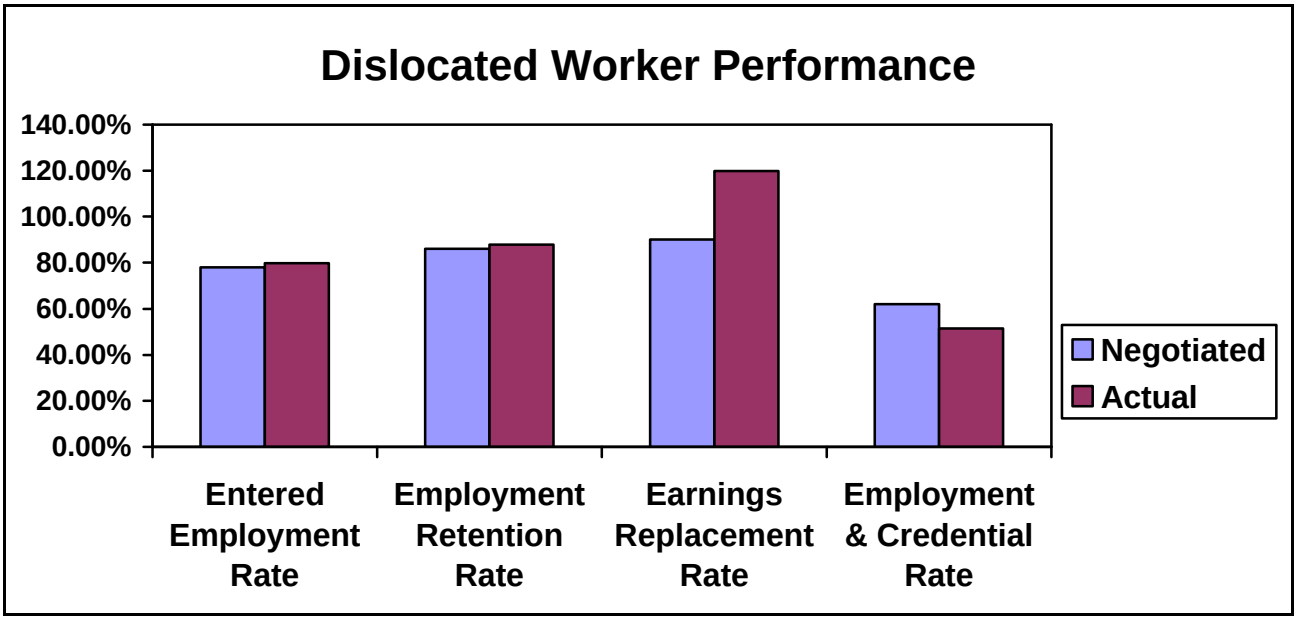
- 4 of 8 WIBs exceeded, 3 WIBs met, and 1 failed to meet the entered employment rate.
- 4 of 8 WIBs exceeded and 4 WIBs met the retention rate.
- 5 of 8 WIBs exceeded, 1 WIB met, and 2 WIBs failed to meet the earnings change.
- 4 of 8 WIBs exceeded, 2 WIBs met, and 2 WIBs failed to meet the employment credential rate.

WIA Dislocated Worker Program

Over the past year, Ohio has experienced declines in total employment and increased levels of unemployment. During this period, substantial job losses were reported in manufacturing (transportation, equipment, primary metal industries, industrial machinery and equipment, and printing and publishing), with other significant declines noted in construction, retail trade, services, transportation and public utilities, and wholesale trade.

The Rapid Response Unit, which offers immediate assistance to workers and employers when layoffs or downsizing is anticipated, received 155 Worker Adjustment and Retraining Notification Act (WARN) notices of facility closures or layoffs affecting 31,377 employees. The Rapid Response team has been instrumental in providing information and services about job placement, job training or retraining, counseling, unemployment insurance, on-the-job training, job fairs, and other services available through the One-Stops.

In Program Year 2001, a total of 9,170 participants were served in Ohio's Title I-B WIA Dislocated Worker program, with a total of 2,278 dislocated workers exiting the program between July 1, 2001 and June 30, 2002. Results for dislocated worker program performance indicate that Ohio placed 1,782 dislocated workers in unsubsidized employment during the reporting period, exceeding its entered employment rate performance goal of 78.00% with an actual performance level of 79.70%.



The State substantially exceeded the dislocated worker earnings replacement in six months performance goal of 90% established by the Department of Labor for Program Year 2001 with an actual performance level of 119.85%. As with the adult program, results show that Ohio exceeded its employment retention rate negotiated performance

level of 86.00% with an actual performance level of 87.77% for dislocated workers employed six months or more after entering employment. Ohio met the employment and credential rate for dislocated workers with an actual performance level of 51.48%.

Looking at Special Populations identified for dislocated workers, Individuals with Disabilities were found to have a much higher earnings replacement percentage than other dislocated workers. The actual earnings change percentage of 198.46% for Individuals with Disabilities was found to be more than double the negotiated performance level of 90.0%. Veterans results were very similar to those of the entire dislocated worker population. Older Individuals and Displaced Homemakers were found to have outcomes that were lower than the average for dislocated workers. A breakout of the Dislocated Worker Special Populations is included in the Table Section as Table F.

Individuals who received training services in the dislocated worker program had outcomes that exceeded the employment retention rate and the earnings replacement rate negotiated levels. Significantly, individuals who received training services had a higher outcome percentage – 126.22% compared to 106.74% – for the earnings replacement rate measure than did individuals who received only core and intensive services. On the other hand, individuals who received only core and intensive services exceeded all their dislocated worker performance measures. In fact, individuals who received only core and intensive services had a 5.77% higher entered employment rate than for those who received training services.

WIB Performance Goals and Outcomes

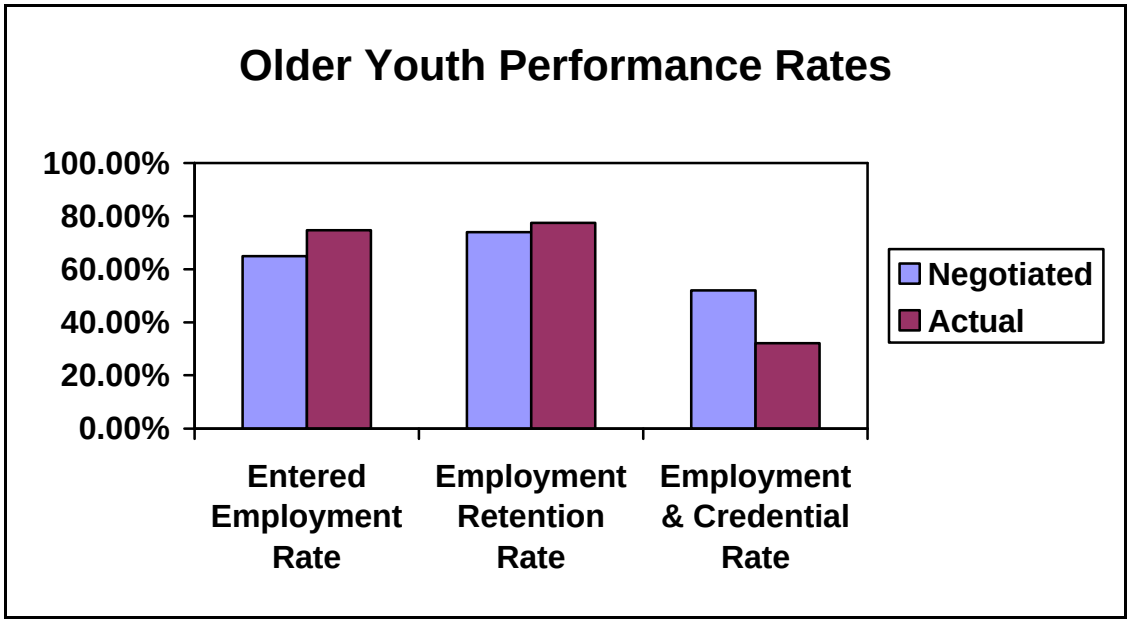
Overall, dislocated workers' performance outcomes ranged from excellent for the entered employment rate measure, to good for the retention rate measure, to fair as is the case of the earnings change and employment credential rate measures where two WIBs failed to meet these performance goals.

- 5 of 8 WIBs exceeded and 3 WIBs met the entered employment rate.
- 4 of 8 WIBs exceeded and 4 WIBs met the retention rate measure.
- 5 of 8 WIBs exceeded, 1 WIB met, and 2 WIBs failed to meet the earnings change.
- 5 of 8 WIBs exceeded, 1 WIB met, and 2 WIBs failed to meet the employment and credential rate.

WIA Older Youth Program

During Program Year 2001, Ohio served 2,736 WIA participants in the older youth program. There were 591 individuals who exited from the program between July 1, 2001 and June 30, 2002.

In terms of program performance, Ohio exceeded three of the four older youth standards established by DOL. Statewide, 182 older youths (age 19 to 21) were placed in unsubsidized employment during the reporting period, resulting in an entered employment rate of 74.59%. This was significantly higher than the goal of 65.00% established for this measure. Ohio also exceeded the older youth employment retention rate performance goal of 74.00% by 3.41%. Additionally, Ohio exceeded the earnings change in six months measure, which provides a comparison of pre- and post-program earnings changes for participants. For the 182 older youth who entered employment, the six month earning change was $5,618.87 versus the negotiated performance level of $3,000. As in Program Year 2000 and consistent with the results for the adult program, Ohio's older youth program participants appear to have realized a substantial earnings gain following participation in Program Year 2001 workforce development programs. Again, as in Program Year 2000, outcomes for the fourth older youth measure – employment and credential rate – fell below the goal established for this measure. However, performance levels for PY'2001 did exceed the PY'2000 levels and it is anticipated that outcomes for this measure will continue to improve as Ohio implements a new reporting and data collection system that better captures performance information.



In looking at the Special Populations identified by DOL for older youth, Public Assistance Recipients were found to have results very similar to the older youth, in general, and in terms of their entered employment rate of 75.81%, even exceeded the outcomes for the statewide older youth program. Of the 47 public assistance recipients who entered employment, their actual six-month earnings change was $5,518.93 vs. the negotiated performance level of $3,000. Out-of-School Youth also had performance results that were similar to the statewide outcomes for older youth and had the highest entered employment rate with 78.79%. Individuals with Disabilities' performance results were lower than the outcomes for the statewide older youth program. A breakout of the Older Youth Special Populations is included in the Table Section as Table I.

WIB Performance Goals and Outcomes

Performance levels for older youth during PY'2001 were generally good. Seven of the eight WIBs exceeded the earnings change measure. Additionally, six of the eight WIBs exceeded the entered employment rate and the retention rate measures established for Ohio.

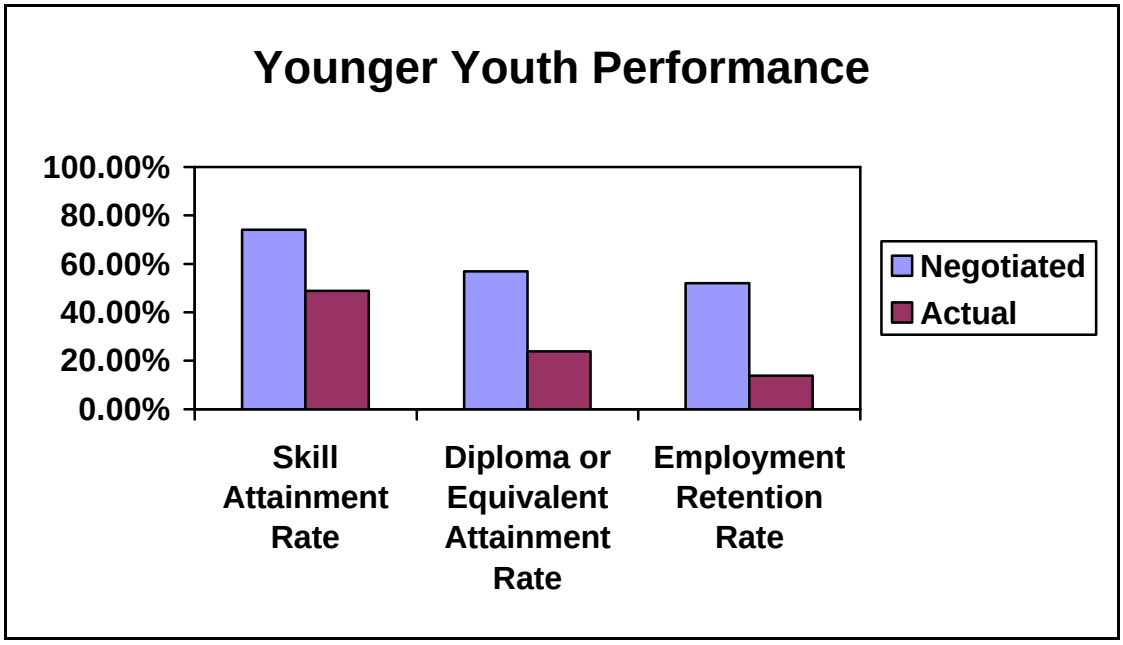
Again, as in Program Year 2000, the one real area in need of improvement is the Credential Rate. During PY'2001, there was a wide range of outcomes reported across WIBs with 0.00% levels reported by one WIB and an 88.89% outcome reported by another.

- 6 of 8 WIBs exceeded and 2 WIBs failed to meet the entered employment rate.
- 6 of 8 WIBs exceeded, 1 WIB met, and 1 WIB failed to meet the retention rate measure.
- 7 of 8 WIBs exceeded and 1 WIB failed to meet the earnings change measure.
- 4 of 8 WIBs failed to meet, 2 WIBs met, and 2 WIBs exceeded the employment and credential rate.

WIA Younger Youth Program

Ohio's WIA Younger Youth (age 14 to 18) program served 9,731 participants during Program Year 2001. The program exited a total of 1,361 participants from younger youth WIA services/activities.

Of the three performance measures established by the Department of Labor for the younger youth program — skill attainment rate, diploma or equivalent attainment rate, and employment retention rate — Ohio did not meet any of its performance goals for these measures. Ohio achieved a skill attainment rate of 48.84% vs. the negotiated performance level of 74.00%. Additionally, the actual performance level for the diploma or equivalent attainment rate measure was 23.83% vs. 57.00% and the actual employment retention rate was 13.75% and significantly lower than the negotiated performance level of 52.00%.



In terms of other outcomes for the three Younger Youth Special Populations, similar results, as compared to the general population, are reported for Public Assistance Recipients. Additionally, as a whole, Individuals with Disabilities fared better than the statewide younger youth population and met the skill attainment rate measure with an actual performance level of 61.27%. However, unlike the Out-of-School population for the older youth programs which exceeded three out of four performance measures, the younger youth, Out-of-School population was found to have results that were lower than the average for the state and other Younger Youth Special Populations. A breakout of the Younger Youth Special Populations is included in the Table Section as Table K.

WIB Performance Goals and Outcomes

Ohio's performance results in younger youth programs did not match those of the older youth programs. In general, performance outcomes for the eight WIBs were significantly lower than the negotiated state levels of performance and the majority of Ohio's WIBs did not meet the established performance goals for the younger youth measures. Levels of exemplary performance were achieved as two WIBs exceeded the skill attainment rate measure of 74.00%, two WIBs exceeded the retention rate measure of 52.00%, and two WIBs exceeded the negotiated credential and diploma rate measure of 57.00%. Of special note, WIB 4 (Lorain County) exceeded all three of the younger youth performance goals.

Although the performance outcomes for younger youth programs fell short of the results recorded by other programs, there were some notable successes that merit attention. Following are just two examples of innovative and successful programs that have enriched the lives of Ohio youth.

Younger Youth Success Stories

Job Store for Teens Offers Non-Traditional Learning

The Job Store for Teens in Huron County, WIA Sub-area 7/63, was developed for teens by teens. It offers onsite resources for teens to help develop resumes and obtain job leads. The need for the store became apparent in 1999 when the Jobs First for Teens Program began working with teens to reduce the county's high school dropout rate and to help these youth build a career path. The youth were uncomfortable in the traditional Job Store as there were many adults in the store and the material in the store was not patterned for the needs of teens. The teens in Huron County decided to develop a store design for teens.

The Teen Job Store monitor and the Job First for Teens counselors chose to utilize the Quantum Learning teaching methods. These methods have proven very effective in working with youth so they can gain insight into how they learn, set goals, and remain in school. This non-traditional learning method is a fast-paced, self-directed means for youth to achieve their highest potential.

The program is operated with WIA, TANF, and local funds. This coordination of funds allows a diverse group of teens, including both in-school and out-of-school youth , access to critical information. Individuals coming to the Job Store for Teens can expect to obtain guidance in career exploration and assistance in securing employment .

Younger Youth Make Quantum LEAPS in Year-Round Program

The Quantum LEAPS in Trumbull County, WIA Sub-area 7/23, is a year-round program for 100 in-school, at-risk youth that includes career exploration, technology exposure, paid work experiences related to careers, academic enrichment, and personal skill development based on "SCANS" topics. Students are expected to participate over a three-year period. The project involves career exploration through the Industrial Technical Career Academy Lab followed by a series of field trips to representative employers, entailing pre– and post-assessments, academic exercises, and career awareness. There is also an intensive summer academy for youth who achieve a series of personal benchmarks during the regular academic terms. Based on TABE tests administered before and after participation in the summer academy, 34% of students showed significant increases in grade levels (the initial averages were below grade 6). The project also led to an improved school-retention rate with an 81.5% attendance rate.

"34% of students showed significant increases in grade levels."

State Evaluations of WIA Activities

In 1998, Congress enacted the Workforce Investment Act (WIA), the first major piece of federal employment and job training legislation in more than 15 years. WIA contains a number of significant changes, including the requirement under Section 136 for states to continually evaluate their programs and activities for the purpose of improving the management and effectiveness of programs and activities.

Ohio is currently in the initial stages of implementing a multi-phase evaluation study of the State's overall WIA program activities and operations which encompasses the following three components: 1) A Process Evaluation; 2) an Outcome Evaluation; and 3) an Impact Evaluation. The evaluator for Ohio's study is Strategic Research Group (SRG), LLC. located in Columbus, Ohio.

Process Evaluation Plan

The primary objective of this component is the development of an in-depth understanding of WIA program activities and operations in order to determine if the program is being implemented effectively and efficiently, and whether or not the program is reaching its target populations.

Within this evaluation project, Ohio is utilizing a multi-method case study approach that allows the state to take a comprehensive look at a complex program from different perspectives. A multi-method design allows researchers to choose the methods that are most appropriate for the strategy being evaluated and is one of the best safeguards against biased interpretations and conclusions. For the purpose of testing all aspects of the process evaluation design, WIA sub-area #7/17, the Morrow, Ashland, Richland, and Crawford (MARC) Job Training Office, has been chosen as a pilot study site.

Once the evaluation methodology has been refined through the pilot study, SRG researchers will embark on case studies at 8 WIB/WPB areas (inclusive of the pilot site). It is anticipated that selected sites will include exemplary sites where operations and activities are progressing very well and challenging sites where program operations are distinctly impeded. The selected sites will span a wide spectrum of programmatic and regional attributes, including:

- Conventional or Ohio Option office.
- Progress towards being a One-Stop Office.
- Number of satellite offices and degree to which all offices in an area are governed under the same policy.
- Number of exiters.
- Agriculture vs. Industrial-based economy.
- Urban/rural/suburban location.

- Economic Indicators such as local unemployment rates and social welfare dependency rates.

The exact methods that will be used to collect data will be finalized after the pilot case study is completed. The following table provides examples of possible methods that may be utilized along with the proposed objectives for each method.

Method	Objective
In-depth personal interviews with frontline staff.	• Overview of agency. • Work flow and other organizational processes. • Usage of workforce development software. • Issues in administering WIA mandates.
Focus groups with current and exited participants and employers.	• Satisfaction with services. • Appropriateness of services. • Challenges in completing training programs (particularly for those who have not completed training).
Tracking prospective customers.	• Determine if appropriate individuals are being referred to WIA.
Shadowing the cases of selected customers.	• Assess whether they are given appropriate treatment, assistance, service, and/or training.
On-site observations of program operations: detached as opposed to participant observation.	• Identify organizational processes and issues.
Quantitative analyses of operational efficiency.	• Identify time between registration and service delivery, length of time taken for various training activities and other available analysis in secondary data sets.
Financial analysis of program operations.	• Assess cost relative to effect.
Capturing visual information (e.g. digital photographs) on site facilities, publicity documents, organizational charts etc.	• Descriptive information for presentation. • Secondary data analysis.

The final report on process evaluation will document program operations at multiple sites, with in-depth descriptions of what is happening and why, whether WIA activities are implemented as intended, and whether the agencies are meeting local needs. Evidence will be in the form of feedback from frontline staff and customers, researcher field notes from on-site observations, quantitative tests of operational efficiency, financial analysis, visual materials (e.g. photographs, charts), and reports of secondary data analyses. Such information can be used to conceptualize exemplary program elements (e.g. a menu of "best practices") which can be used for improving program implementation.

Process Evaluation Schedule

Key Activity or Deliverable	Projected Completion Date
Pilot Study	12/6/2002
Revisions to procedures and instruments	1/3/2003
Case studies	3/31/2003
Collation and organization of findings; Analysis	4/30/2003
Interim research report	5/30/2003
Feedback from ODJFS	6/15/2003
Final research report	6/30/2003

Outcome Evaluation Plan

The outcome evaluation component examines whether WIA programs are meeting program objectives and performance standards. Its primary objective is to determine:

1) The extent to which WIA programs can meet projected performance standards;
2) Longitudinal trends in meeting performance standards; and
3) Comparisons across areas and groups in terms of performance.

SRG has identified many indices and analyses that can be used to evaluate program performance beyond the 17 DOL-mandated measures. These data elements include:

a) Data obtained at initial registration: demographic attributes, employment status, welfare dependency, and other measures of economic standing.
b) Data on services and training activities.
c) Data on outcome measures: e.g. employment information, earnings information, customer satisfaction measures.

Since Section 136 of the Workforce Investment Act has explicitly outlined 17 performance standards for WIA programs, the outcome evaluation will evolve thorough mining of data on the following aspects within the domains mandated by the U.S. Department of Labor: entered employment rates; credential rates; employment and other retention rates; wage information; earnings change; skill attainment; entry into advanced training; diploma (or equivalent) attainment; and customer feedback.

In addition, comparative analyses of all relevant outcome measures can be conducted, including:

- Across time (e.g. different quarters of the program year).
- Between major regions (e.g. metropolitan areas, grouping of counties by economic attributes).
- Between rural and urban areas.
- Across all individual WIB/WPB areas.
- Size of the local service agencies.
- Across different training providers.
- Across different service providers.
- Across different funding streams.
- Across different occupational groups.

Outcome Evaluation Schedule

Key Activity or Deliverable	Projected Completion Date
Analysis of MIS data and supplementary population data	4/01/2003
Interim research report	4/30/2003
Feedback from ODJFS	5/31/2003
Final research report	6/30/2003

Impact Evaluation Plan

Finally, as part of the multi-phase study, Ohio will implement an Impact Evaluation to examine the true impact and benefits of WIA programs by comparing program outcomes with an estimate of outcomes in the absence of WIA programs. It is anticipated that the research design for the impact evaluation component will be developed in Program Year 2002.

Program Year 2001 WIA Financial Statement

Operating Results	Available	Expended	Pct.	Balance
Total All Funding Sources	$206,570,917.00	$122,665,089.00	59.38%	$ 83,905,828.00
PY 2001 Adult Funds	$ 34,292,475.00	$ 17,457,190.00	50.91%	$ 16,835,285.00
PY 2000 Adult Funds	$ 18,736,663.00	$ 17,372,678.00	92.72%	$ 1,363,985.00
Carry-in	$ 3,615,642.00	$ 3,615,637.00	99.99%	$ 5.00
Total	**$ 56,644,780.00**	**$ 38,445,505.00**	**67.87%**	**$ 18,199,275.00**
PY 2001 Dislocated Funds	$ 17,139,134.00	$ 10,420,349.00	60.80%	$ 6,718,785.00
PY 2000 Dislocated Funds	$ 8,258,259.00	$ 7,130,098.00	86.34%	$ 1,128,161.00
Carry-in	$ 811,737.00	$ 790,278.00	97.36%	$ 21,459.00
Total	**$ 26,209,130.00**	**$ 18,340,725.00**	**69.98%**	**$ 7,868,405.00**
PY 2001 Youth Funds	$ 38,731,693.00	$ 18,482,618.00	47.72%	$ 20,249,075.00
PY 2000 Youth Funds	$ 19,522,947.00	$ 18,399,309.00	94.24%	$ 1,123,638.00
Carry-in	$ 2,160,186.00	$ 2,160,180.00	99.99%	$ 6.00
Total	**$ 60,414,826.00**	**$ 39,042,107.00**	**64.62%**	**$ 21,372,719.00**
PY 2001 Local Administration	$ 10,018,144.00	$ 5,704,671.00	56.94%	$ 4,313,473.00
PY 2000 Local Administration	$ 5,586,328.00	$ 4,899,672.00	87.71%	$ 686,656.00
Carry-in	$ 746,645.00	$ 735,268.00	98.48%	$ 11,377.00
Total	**$ 16,351,117.00**	**$ 11,339,611.00**	**69.35%**	**$ 5,011,506.00**
PY 2001 Rapid Response	$ 7,852,107.00	$ 4,967,490.00	63.26%	$ 2,884,617.00
PY 2000 Rapid Response	$ 7,171,601.00	$ 1,138,614.00	15.88%	$ 6,032,987.00
Carry-in	$ .00	$ .00	0.00%	$ .00
Total	**$ 15,023,708.00**	**$ 6,106,104.00**	**40.64%**	**$ 8,917,604.00**
PY 2001 Statewide Activity	$19,064,745.00	$ .00	0.00%	$ 19,064,745.00
PY 2000 Statewide Activity	$12,862,611.00	$ 9,391,037.00	73.01%	$ 3,471,574.00
Carry-in	$ .00	$ .00	.00%	$ .00
Total	**$31,927,356.00**	**$ 9,391,037.00**	**29.41%**	**$ 22,536,319.00**

Program Year 2001 Cost Effective Analysis

	PY'2001 Expenditures	WIA Participants	C-E Ratio
Overall All Program Strategies	$95,828,337.00	34,692	$ 2,762.26
Adult Program	$38,445,505.00	13,055	$ 2,944.89
Dislocated Worker Program	$18,340,725.00	9,170	$ 2,000.08
Youth Program	$39,042,107.00	12,467	$ 3,131.64

Table Section

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level American Customer Satisfaction Index	Number of Completed Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72	79.5	500	7,836	714	70.0
Employers	68	65.3	500	8,224	712	70.2

Table B– Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68%	71.97%	1,407
			1,955
Employment Retention Rate	79%	81.64%	1,761
			2,157
Earnings Change in Six Months	$3,600	$5,991.18	$12,551,519
			2,095
Employment And Credential Rate	62%	52.39%	1,215
			2,319

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	64.37%	215	71.63%	101	60.53%	69	73.26%	137
		334		141		114		187
Employment Retention Rate	78.64%	232	79.10%	106	80.61%	79	77.53%	138
		295		134		98		178
Earnings Change in Six Months	$6,374.90	$1,804,097	$5,470.76	$683,845	$6,951.91	$660,431	$2,196.96	$382,271
		283		125		95		174
Employment And Credential Rate	44.63%	187	52.74%	77	45.93%	62	49.18%	60
		419		146		135		122

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	70.08%	1,108	79.95%	299
		1,581		374
Employment Retention Rate	82.06%	1,409	80.00%	352
		1,717		440
Earnings Change in Six Months	$6,693.03	$11,137,199	$3,281.48	$1,414,320
		1,664		431
Employment And Credential Rate	52.39%	1,215		
		2,319		

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78%	79.70%	1,782
			2,236
Employment Retention Rate	86%	87.77%	1,564
			1,782
Earnings Replacement in Six Months	90%	119.85%	19,776,147
			16,500,696
Employment And Credential Rate	62%	51.48%	852
			1,655

Table F – Outcomes for Dislocated Worker Special Population

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	74.10%	186	71.23%	52	75.32%	177	65.22%	45
		251		73		235		69
Employment Retention Rate	88.17%	164	96.15%	50	86.44%	153	91.11%	41
		186		52		177		45
Earnings Replacement in Six Months	132.56%	2,205,244	198.46%	504,231	77.66%	1,753,141	N/A	393,250
		1,663,581		254,075		2,257,375		0
Employment And Credential Rate	53.26%	98	38.98%	23	46.76%	65	34.85%	23
		184		59		139		66

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	78.20%	1,295	83.97%	487
		1,656		580
Employment Retention Rate	87.80%	1,137	87.68%	427
		1,295		487
Earnings Replacement Rate	126.22%	14,020,179	106.74%	5,755,968
		11,108,098		5,392,598
Employment And Credential Rate	51.48%	852		
		1,655		

Table H – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65%	74.59%	182
			244
Employment Retention Rate	74%	77.41%	233
			301
Earnings Change in Six Months	$3,000	$5,618.87	$1,635,092
			291
Employment And Credential Rate	52%	32.14%	144
			448

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	75.81%	47	N/A	0	63.64%	21	78.79%	130
		62		0		33		165
Employment Retention Rate	73.77%	45	100.00%	1	55.56%	15	77.33%	116
		61		1		27		150
Earnings Change In Six Months	$5,518.93	$325,617	$11,639	$11,639	$2,531.48	$68,350	$5,248.88	$761,087
		59		1		27		145
Employment And Credential Rate	30.00%	30	100.00%	1	22.64%	12	28.32%	64
		100		1		53		226

Table J – Younger Youth Results At-A-Glance

	Negotiated Performance	Actual Performance Level	
Skill Attainment Rate	74%	48.84%	2,553
			5,227
Diploma or Equivalent Attainment Rate	57%	23.83%	230
			965
Retention Rate	52%	13.75%	80
			582

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	49.65%	709	61.27%	764	41.54%	162
		1,428		1,247		390
Diploma or Equivalent Attainment Rate	25.69%	56	31.30%	72	16.36%	18
		218		230		110
Retention Rate	12.28%	14	13.39%	17	8.90%	13
		114		127		146

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	61.91%	1,619	$1,752.68	3,640,314	5.19%	73	$4,166.82	5,758,546	69.78%	919
		2,615		2,077		1,407		1,382		1,317
Dislocated Workers	16.32%	540	65.68%	10,665,310	4.43%	79	$5,986.40	10,416,333	68.14%	665
		3,309		16,237,089		1,782		1,740		976
Older Youth	61.38%	337	$3,618.85	1,056,705	2.20%	4	$2,766.45	489.662	49.71%	87
		549		292		182		177		175

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	13,055	3,606
Dislocated Workers	9,170	2,278
Older Youth	2,736	591
Younger Youth	9,731	1,361

Table N – Cost of Program Activities (PY'2001)

Program Activity			Total Federal Spending
Local Adult			$38,445,505.00
Local Dislocated Workers			$18,340,725.00
Local Youth			$39,042,107.00
Rapid Response 134 (a) (2) (A)			$6,106,104.00
Local Administration			$11,339,611.00
Statewide Required Activities **(Up to 15%)** 134 (a) (2) (B)			$9,391,037.00
Statewide Allowable Activities 134 (a) (3)			
Total of All Federal Spending Listed Above			$122,665,089.00

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

Local Area Name **WIA 1 – Adams, Brown, Pike, & Scioto**	**Total Participants**	**Adults**	444
		Dislocated Workers	202
		Older Youth	112
		Younger Youth	385
ETA Assigned # **39175**	**Total Exiters**	**Adults**	117
		Dislocated Workers	57
		Older Youth	39
		Younger Youth	73
		Negotiated Performance Level	**Actual Performance Level**
Customer Satisfaction	**Program Participants**	72.0	85.3
	Employers	68.0	67.9
Entered Employment Rate	**Adults**	68.00%	58.14%
	Dislocated Workers	78.00%	76.84%
	Older Youth	65.00%	46.43%
Retention Rate	**Adults**	79.00%	88.10%
	Dislocated Workers	86.00%	93.15%
	Older Youth	74.00%	85.00%
	Younger Youth	52.00%	8.57%
Earnings Change/Earnings Replacement in Six Months	**Adults**	$3,600.00	$10,467.52
	Dislocated Workers	90.00%	184.66%
	Older Youth	$3,000.00	$6,802.70
Credential/Diploma Rate	**Adults**	62.00%	60.33%
	Dislocated Workers	62.00%	70.97%
	Older Youth	52.00%	42.86%
	Younger Youth	57.00%	1.75%
Skill Attainment Rate	**Younger Youth**	74.00%	86.19%
Description of Other State Indicators of Performance (WIA 136(d)(1)		N/A	N/A

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	3*	5	9

* In terms of performance status, "Not Met" includes designations of "N/A" or "Not Applicable," as well as failure to meet the standard. "N/A" reported for measures denotes that no exiters were reported in this category or no employers were sampled and performance could not be calculated.

Table O – Local Performance (Cuyahoga County)

Local Area Name	**Total Participants**	**Adults**	335
WIA 2 – Cuyahoga		**Dislocated Workers**	629
		Older Youth	69
		Younger Youth	364
ETA Assigned #	**Total Exiters**	**Adults**	49
39075		**Dislocated Workers**	144
		Older Youth	2
		Younger Youth	2

		Negotiated Performance Level	**Actual Performance Level**
Customer Satisfaction	**Program Participants**	72.0	73.0
	Employers	68.0	59.1
Entered Employment Rate	**Adults**	68.00%	66.67%
	Dislocated Workers	78.00%	84.19%
	Older Youth	65.00%	N/A
Retention Rate	**Adults**	79.00%	75.00%
	Dislocated Workers	86.00%	88.51%
	Older Youth	74.00%	N/A
	Younger Youth	52.00%	N/A
Earnings Change/Earnings Replacement in Six Months	**Adults**	$3,600.00	$3,459.88
	Dislocated Workers	90.00%	95.60%
	Older Youth	$3,000.00	N/A
Credential/Diploma Rate	**Adults**	62.00%	29.63%
	Dislocated Workers	62.00%	27.27%
	Older Youth	52.00%	N/A
	Younger Youth	57.00%	0.00%
Skill Attainment Rate	**Younger Youth**	74.00%	0.00%
Description of Other State Indicators of Performance (WIA 136(d)(1)		N/A	N/A

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	9*	4	4

* In terms of performance status, "Not Met" includes designations of "N/A" or "Not Applicable," as well as failure to meet the standard. "N/A" reported for measures denotes that no exiters were reported in this category or no employers were sampled and performance could not be calculated.

Table O – Local Performance (City of Cleveland)

Local Area Name **WIA 3 – City of Cleveland**	**Total Participants**	**Adults**	2,457
		Dislocated Workers	824
		Older Youth	535
		Younger Youth	2,205
ETA Assigned # **39010**	**Total Exiters**	**Adults**	549
		Dislocated Workers	152
		Older Youth	14
		Younger Youth	2

		Negotiated Performance Level	**Actual Performance Level**
Customer Satisfaction	**Program Participants**	72.0	75.7
	Employers	68.0	52.8
Entered Employment Rate	**Adults**	68.00%	66.67%
	Dislocated Workers	78.00%	79.17%
	Older Youth	65.00%	100.00%
Retention Rate	**Adults**	79.00%	76.83%
	Dislocated Workers	86.00%	80.70%
	Older Youth	74.00%	83.33%
	Younger Youth	52.00%	0.00%
Earnings Change/Earnings Replacement in Six Months	**Adults**	$3,600.00	$4,719.21
	Dislocated Workers	90.00%	116.55%
	Older Youth	$3,000.00	$3,193.50
Credential/Diploma Rate	**Adults**	62.00%	40.00%
	Dislocated Workers	62.00%	67.86%
	Older Youth	52.00%	14.29%
	Younger Youth	57.00%	N/A
Skill Attainment Rate	**Younger Youth**	74.00%	0.88%
Description of Other State Indicators of Performance (WIA 136(d)(1)		N/A	N/A

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	6*	3	8

* In terms of performance status, "Not Met" includes designations of "N/A" or "Not Applicable," as well as failure to meet the standard. "N/A" reported for measures denotes that no exiters were reported in this category or no employers were sampled and performance could not be calculated.

Table O – Local Performance (Lorain County)

Local Area Name **WIA 4 – Lorain**	**Total Participants**	**Adults**	263
		Dislocated Workers	264
		Older Youth	100
		Younger Youth	126
ETA Assigned # **39090**	**Total Exiters**	**Adults**	7
		Dislocated Workers	3
		Older Youth	16
		Younger Youth	44

		Negotiated Performance Level	**Actual Performance Level**
Customer Satisfaction	**Program Participants**	72.0	96.5
	Employers	68.0	62.3
Entered Employment Rate	**Adults**	68.00%	50.00%
	Dislocated Workers	78.00%	66.67%
	Older Youth	65.00%	100.00%
Retention Rate	**Adults**	79.00%	90.00%
	Dislocated Workers	86.00%	83.33%
	Older Youth	74.00%	87.50%
	Younger Youth	52.00%	61.90%
Earnings Change/Earnings Replacement in Six Months	**Adults**	$3,600.00	$11,945.70
	Dislocated Workers	90.00%	N/A
	Older Youth	$3,000.00	$5,449.33
Credential/Diploma Rate	**Adults**	62.00%	66.67%
	Dislocated Workers	62.00%	66.67%
	Older Youth	52.00%	88.89%
	Younger Youth	57.00%	82.61%
Skill Attainment Rate	**Younger Youth**	74.00%	93.75%
Description of Other State Indicators of Performance (WIA 136(d)(1)		N/A	N/A

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	2*	3	12

* In terms of performance status, "Not Met" includes designations of "N/A" or "Not Applicable," as well as failure to meet the standard. "N/A" reported for measures denotes that no exiters were reported in this category or no employers were sampled and performance could not be calculated.

Table O – Local Performance (Lake County)

Local Area Name **WIA 5 – Lake**	**Total Participants**	**Adults**	97
		Dislocated Workers	62
		Older Youth	4
		Younger Youth	94
ETA Assigned # **39085**	**Total Exiters**	**Adults**	64
		Dislocated Workers	29
		Older Youth	2
		Younger Youth	9

		Negotiated Performance Level	**Actual Performance Level**
Customer Satisfaction	**Program Participants**	72.0	72.9
	Employers	68.0	59.1
Entered Employment Rate	**Adults**	68.00%	78.65%
	Dislocated Workers	78.00%	79.07%
	Older Youth	65.00%	100.00%
Retention Rate	**Adults**	79.00%	77.92%
	Dislocated Workers	86.00%	82.35%
	Older Youth	74.00%	60.00%
	Younger Youth	52.00%	0.00%
Earnings Change/Earnings Replacement in Six Months	**Adults**	$3,600.00	$2,328.93
	Dislocated Workers	90.00%	68.49%
	Older Youth	$3,000.00	$3,985.00
Credential/Diploma Rate	**Adults**	62.00%	67.90%
	Dislocated Workers	62.00%	66.67%
	Older Youth	52.00%	0.00%
	Younger Youth	57.00%	33.33%
Skill Attainment Rate	**Younger Youth**	74.00%	61.54%
Description of Other State Indicators of Performance (WIA 136(d)(1)		N/A	N/A

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	5*	5	7

* In terms of performance status, "Not Met" includes designations of "N/A" or "Not Applicable," as well as failure to meet the standard. "N/A" reported for measures denotes that no exiters were reported in this category or no employers were sampled and performance could not be calculated.

Table O – Local Performance (Stark and Tuscarawas Counties)

Local Area Name **WIA 6 – Stark and Tuscawaras**	**Total Participants**	**Adults**	300
		Dislocated Workers	309
		Older Youth	55
		Younger Youth	272
ETA Assigned # **39165**	**Total Exiters**	**Adults**	212
		Dislocated Workers	177
		Older Youth	23
		Younger Youth	106

		Negotiated Performance Level	**Actual Performance Level**
Customer Satisfaction	**Program Participants**	72.0	81.8
	Employers	68.0	64.3
Entered Employment Rate	**Adults**	68.00%	76.24%
	Dislocated Workers	78.00%	86.84%
	Older Youth	65.00%	75.00%
Retention Rate	**Adults**	79.00%	89.09%
	Dislocated Workers	86.00%	87.88%
	Older Youth	74.00%	76.92%
	Younger Youth	52.00%	66.67%
Earnings Change/Earnings Replacement in Six Months	**Adults**	$3,600.00	$7,426.84
	Dislocated Workers	90.00%	133.60%
	Older Youth	$3,000.00	$5,647.77
Credential/Diploma Rate	**Adults**	62.00%	63.20%
	Dislocated Workers	62.00%	62.61%
	Older Youth	52.00%	75.00%
	Younger Youth	57.00%	72.41%
Skill Attainment Rate	**Younger Youth**	74.00%	70.42%
Description of Other State Indicators of Performance (WIA 136(d)(1)		N/A	N/A

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	0*	2	15

* In terms of performance status, "Not Met" includes designations of "N/A" or "Not Applicable," as well as failure to meet the standard. "N/A" reported for measures denotes that no exiters were reported in this category or no employers were sampled and performance could not be calculated.

Table O – Local Performance (Ohio Option)

Local Area Name	**Total Participants**	**Adults**	9,039
WIA 7 – Ohio Option		**Dislocated Workers**	6,819
		Older Youth	1,836
		Younger Youth	6,205
ETA Assigned #	**Total Exiters**	**Adults**	2,559
39170		**Dislocated Workers**	1,686
		Older Youth	494
		Younger Youth	1,123

		Negotiated Performance Level	**Actual Performance Level**
Customer Satisfaction	**Program Participants**	72.0	79.5
	Employers	68.0	65.0
Entered Employment Rate	**Adults**	68.00%	72.92%
	Dislocated Workers	78.00%	78.49%
	Older Youth	65.00%	76.34%
Retention Rate	**Adults**	79.00%	81.62%
	Dislocated Workers	86.00%	88.24%
	Older Youth	74.00%	76.61%
	Younger Youth	52.00%	11.52%
Earnings Change/Earnings Replacement in Six Months	**Adults**	$3,600.00	$6,035.44
	Dislocated Workers	90.00%	126.72%
	Older Youth	$3,000.00	$5,608.44
Credential/Diploma Rate	**Adults**	62.00%	51.72%
	Dislocated Workers	62.00%	49.12%
	Older Youth	52.00%	28.57%
	Younger Youth	57.00%	22.05%
Skill Attainment Rate	**Younger Youth**	74.00%	48.83%
Description of Other State Indicators of Performance (WIA 136(d)(1)		N/A	N/A

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	5*	2	10

* In terms of performance status, "Not Met" includes designations of "N/A" or "Not Applicable," as well as failure to meet the standard. "N/A" reported for measures denotes that no exiters were reported in this category or no employers were sampled and performance could not be calculated.

Table O – Local Performance (Mercer County)

Local Area Name	**Total Participants**	**Adults**	120
WIA 8 – Mercer		**Dislocated Workers**	61
		Older Youth	25
		Younger Youth	80
ETA Assigned #	**Total Exiters**	**Adults**	49
39180		**Dislocated Workers**	30
		Older Youth	1
		Younger Youth	2

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	72.0	74.6
	Employers	68.0	N/A
Entered Employment Rate	**Adults**	68.00%	73.91%
	Dislocated Workers	78.00%	73.81%
	Older Youth	65.00%	100.00%
Retention Rate	**Adults**	79.00%	73.91%
	Dislocated Workers	86.00%	83.87%
	Older Youth	74.00%	100.00%
	Younger Youth	52.00%	0.00%
Earnings Change/Earnings Replacement in Six Months	**Adults**	$3,600.00	$1,105.74
	Dislocated Workers	90.00%	87.86%
	Older Youth	$3,000.00	$7,809.00
Credential/Diploma Rate	**Adults**	62.00%	63.64%
	Dislocated Workers	62.00%	57.14%
	Older Youth	52.00%	50.00%
	Younger Youth	57.00%	0.00%
Skill Attainment Rate	**Younger Youth**	74.00%	10.53%
Description of Other State Indicators of Performance (WIA 136(d)(1)		N/A	N/A

	Not Met	Met	Exceeded
Overall Status of Local Performance	5*	6	6

* In terms of performance status, "Not Met" includes designations of "N/A" or "Not Applicable," as well as failure to meet the standard. "N/A" reported for measures denotes that no exiters were reported in this category or no employers were sampled and performance could not be calculated.

Ohio Performance Summary – Chart 1

Indicators of Performance		WIB #1	WIB #2	WIB #3	WIB #4	WIB #5	WIB #6	WIB #7	WIB #8	State of Ohio
Customer Satisfaction	Participants	E	E	E	E	E	E	E	E	E
	Employers	M	M	NM	M	M	M	M	NM	M
Entered Employment Rate	Adults	M	M	M	NM	E	E	E	E	E
	Dislocated Workers	M	E	E	M	E	E	E	M	E
	Older Youth	NM	NM	E	E	E	E	E	E	E
Retention Rate	Adults	E	M	M	E	M	E	E	M	E
	Dislocated Workers	E	E	M	M	M	E	E	M	E
	Older Youth	E	NM	E	E	M	E	E	E	E
	Younger Youth	NM	NM	NM	E	NM	E	NM	NM	NM
Earnings Change/ Replacement	Adults	E	M	E	E	NM	E	E	NM	E
	Dislocated Workers	E	E	E	NM	NM	E	E	M	E
	Older Youth	E	NM	E	E	E	E	E	E	E
Credential/ Diploma Rate	Adults	M	NM	NM	E	E	E	M	E	M
	Dislocated Workers	E	NM	E	E	E	E	NM	M	M
	Older Youth	M	NM	NM	E	NM	E	NM	M	NM
	Younger Youth	NM	NM	NM	E	NM	E	NM	NM	NM
Skill Attainment Rate	Younger Youth	E	NM	NM	E	M	M	NM	NM	NM

E = Exceeded
M = Met
NM = Not Met

Ohio Performance Summary – Chart 2

Total Participants	**Adults**	13,055
	Dislocated Workers	9,170
	Older Youth	2,736
	Younger Youth	9,731
Total Exiters	**Adults**	3,606
	Dislocated Workers	2,278
	Older Youth	591
	Younger Youth	1,361

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	72.0	79.5
	Employers	68.0	65.3
Entered Employment Rate	**Adults**	68.00%	71.97%
	Dislocated Workers	78.00%	79.70%
	Older Youth	65.00%	74.59%
Retention Rate	**Adults**	79.00%	81.64%
	Dislocated Workers	86.00%	87.77%
	Older Youth	74.00%	77.41%
	Younger Youth	52.00%	13.75%
Earnings Change/Earnings Replacement in Six Months	**Adults**	$3,600.00	$5,991.18
	Dislocated Workers	90.00%	119.85%
	Older Youth	$3,000.00	$5,618.87
Credential/Diploma Rate	**Adults**	62.00%	52.39%
	Dislocated Workers	62.00%	51.48%
	Older Youth	52.00%	32.14%
	Younger Youth	57.00%	23.83%
Skill Attainment Rate	**Younger Youth**	74.00%	48.84%
Description of Other State Indicators of Performance (WIA 136(d)(1)		N/A	N/A

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	4*	3	10

* In terms of performance status, "Not Met" includes designations of "N/A" or "Not Applicable," as well as failure to meet the standard. "N/A" reported for measures denotes that no exiters were reported in this category or no employers were sampled and performance could not be calculated.