

Texas Workforce Commission

Workforce Investment Act Title I-B

Program Year 2015

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Texas Workforce Commission PY15 Workforce Investment Act Annual Report

Comparability Assurance

TWC’s annual report and report elements have been prepared consistent with the federal reporting guidance to allow state-to-state comparison.

WIA Costs & Outcomes

TWC’s WIA performance outcomes remain strong with all measures at, above or within 95% of target. Recently adopted Performance Accountability provisions for the Workforce Innovation & Opportunity Act (WIOA) hold measure states three different ways:

- 1) Averaging at least 90% of target across all programs in each Common Measure;
- 2) Averaging at least 90% of target across all Common Measures in each program; and
- 3) Achieving at least 50% of target on each of the Common Measures.

While these standards are not applicable to WIA results, they provide a useful lens through which to consider results:

Performance Measure	Negotiated Performance Level	Actual Performance Level	Percent of Target	Numerator	Denominator
Adult Entered Employment	69.0%	75.5%	109.4%	15,663	20,744
Adult Employment Retention	81.0%	78.9%	97.5%	19,368	24,534
Adult Average Earnings	\$12,375	\$11,856	95.8%	\$224,571,220	18,942
Dislocated Worker Entered Employment	78.0%	80.2%	102.8%	4,741	5,912
Dislocated Worker Employment Retention	89.0%	89.3%	100.3%	4,437	4,971
Dislocated Worker Average Earnings	\$18,200	\$17,977	98.8%	\$78,540,405	4,369
Youth Placement in Employment or Education	69.0%	73.3%	106.3%	3,106	4,236
Youth Attainment of Degree or Certificate	62.5%	63.2%	101.0%	1,940	3,072
Youth Literacy and Numeracy gains	59.0%	58.6%	99.3%	1,416	2,418
Wagner-Peyser Entered Employment	60.0%	64.6%	107.6%	607,948	941,735
Wagner-Peyser Employment Retention	83.0%	84.0%	101.3%	691,315	822,532
Wagner-Peyser Average Earnings	\$15,210	\$16,199	106.5%	\$10,959,322,733	676,560

In terms of costs, TWC saw increases in Average Cost per Participant measures for PY15 compared to PY14 due to lower enrollments as a result of upcoming budget decreases.

Cost Per Participant	PY14	PY15
Overall, All Program Strategies (Does Not Include Adult Self-Service Only)	\$3,289.99	\$4,167.16
Adult Program (Does not Include Adult Self Service Only)	\$1,558.58	\$2,077.97
Dislocated Worker Program	\$6,926.83	\$6,754.46
Youth Program	\$6,268.75	\$8,168.35

Expenditures	Available	Expended	Percentage
Overall, All Program Strategies	\$188,231,166	\$176,095,685	93.6%
Adult Program Funds	\$57,460,618	\$53,106,641	92.4%
Dislocated Worker Program Funds	\$67,433,521	\$64,160,620	95.1%
Youth Program Funds	\$63,337,027	\$58,828,424	92.9%

Overall includes Local Administration Funds. Amounts Available and Expended include the Program Year 2015 allocation as well as amounts carried forward from prior program years.

While many local Boards slowed enrollments in PY15, the percent of those in training increased for all populations and the number in training increased for Dislocated Workers and Youths:

Participants and Participants Trained	Participants Served	Participants Trained	Percent in Training
PY14 Adult (Excludes Adult Self-Service Only)	39,775	8,524	21.43%
PY15 Adult (Excludes Adult Self-Service Only)	26,878	7,815	29.08%
PY14 Dislocated Worker	10,072	4,779	47.45%
PY15 Dislocated Worker	9,499	4,868	51.25%
PY14 Youth	9,569	1,592	16.64%
PY15 Youth	8,546	1,645	19.25%

Customer Satisfaction

The Texas Workforce Commission's (TWC's) mission statement serves as the common denominator from which the agency's provision of customer service is evaluated and measured. TWC provides innovative workforce solutions to a large population consisting of employers, job seekers or workers, and communities. In order to ensure that TWC continually provides the highest level of service to these customers, the agency conducts ongoing research and evaluations to identify best practices and find ways to improve service delivery.

Customer feedback is gathered using a variety of methods, and TWC uses this information to revise standards and develop initiatives that will benefit all customers. TWC conducts a customer satisfaction survey through the University of Texas at Austin – Center for Social Work Research. TWC also provides an online survey on the employer and job seeker home pages of TWC's website, with additional links to this survey available on the confirmation page for those registering for job search with WorkInTexas.com and on the menu site for employers that use TWC's online tax information system.

Online surveys were sent to all new employers and job seekers using TWC online services from January 1, 2014 through December 31, 2015. Employers were surveyed about Unemployment Insurance (UI) tax filings and WorkInTexas.com. Job seekers were surveyed about their use of WorkInTexas.com and the UI online application services. A total of 9,439 new job seekers and employers responded to the survey. The survey results indicated that, on average, 84 percent would recommend TWC products/services.

TWC serves a universal population of approximately two million, but only a certain percentage of those customers will respond to surveys. The frequency of customer feedback received through TWC's survey

mechanisms varies as a result of the number of responses reported quarterly. The employer survey data is limited to the universe of liable employers that have been identified and registered by the Tax Department. The job seeker survey data is limited to the universe of participants (individual must be an active applicant for services at some time during the reporting period) during the reporting period.

Of the two million customers served by TWC, approximately 9500 responded to the survey. On average, 84 percent of all customers surveyed would recommend TWC products/services to others. The UI Tele-Centers answered approximately 2.40 million calls between September 2014 and August 2015, and the average customer wait time was slightly less than eleven minutes. Of the 420 complaints reported to TWC between January 2014 and December 2015, only four were unresolved.

In Texas, the automated state labor exchange supports the employment service requirements as set forth in the Wagner-Peyser Act. The automated labor exchange, WorkInTexas.com, satisfies the customer satisfaction measure, defined in WIA §136(b)(2)B), by using an online customer satisfaction survey that gathers random survey responses from public users: employers and job seekers.

Links to the online customer survey are available to users whether or not they are logged on. The online survey provides employers and job seekers an opportunity to respond to survey questions about their experience with the state labor exchange. The survey consists of approximately twelve questions, and of those, several offer multiple choice answers while others provide free-text fields that allow survey respondents to craft a detailed response, if desired.

Every WorkInTexas.com customer has the opportunity to complete the survey. The links to the survey are provided in the footer of the logon page and in the header of every page for logged on users.

On average, there are 3,400 employers and more than 417,000 job seekers accessing WorkInTexas.com each month. Based on the average number of customers accessing WorkInTexas.com each month, one of every four employers and roughly one of every thirty job seekers completed the customer satisfaction survey.

The Workforce Automation team used Survey Monkey's online survey tool to develop survey questions applicable to the state labor exchange. The job seeker survey is viewable from this link:

https://www.surveymonkey.com/r/WorkInTexas_com-Job_Seeker_Survey?sm=%2f50jlUMAAaEkebfaSxQ2gZ4zSLRn9rnj%2bAmvfKplK5w%3d.

The job seeker survey asks the following questions:

1. Was this your first visit to WorkInTexas.com?
2. If this was your first visit, how easy was it to register?
3. If this was not your first visit, how often do you visit WorkInTexas.com?
4. Did you search for jobs today using WorkInTexas.com?
5. If you searched for jobs, were the jobs you found what you were looking for?
6. If the jobs were not what you were searching for, can you provide a general reason why they weren't? One of the multiple choice answers is "Other (please specify)." *(A free-text field allowing 500 characters is provided.)*
7. How satisfied were you today with your WorkInTexas.com experience (i.e. did you get what you wanted from the system today)?
8. What could we do to improve your experience next time? *(Free-text field with a 2000 character limit is provided.)*

9. Is there anything else you'd like to tell us? (*Free-text field with a 2000 character limit is provided.*)
10. Where did you access WorkInTexas.com from today?
11. How likely are you to recommend WorkInTexas.com to a friend or colleague?
12. Where are you located?

The survey for employers is viewable from this link:

https://www.surveymonkey.com/r/WorkInTexas.com-Employer_Survey?sm=OZ7Hhbpon5%2bhyrzw2%2fUA8aDkyWaMQsHQtrQ07MEaN0%3d

The employer survey asks many of the same questions asked of the job seeker. However, some of those twelve questions are specifically focused on the employer's experience with the state labor exchange, and those include the following:

- What was your main purpose for visiting WorkInTexas.com today? Check all that apply.
- If your purpose was to post a job, how easy did you think it was to post a job?
- If your purpose was to find qualified applicants, how happy were you with the level of quality you found?
- What WorkInTexas.com feature do you use most frequently?
- Anything else you'd like to tell us? (*Free-text field with a 2000 character limit is provided.*)

The survey results are random and anonymous, and some local workforce areas actively promote the customer satisfaction survey with WorkInTexas.com users in order to increase the number of random survey responses. In general, the survey results indicate the following:

- 70-75 percent of employers and job seekers are returning users, and most found the system moderately easy to use.
- 25-30 percent of employers and job seekers visit WorkInTexas.com one to five times per month, while the remaining percentage visits the site more frequently.
- 65 percent of employers visit WorkInTexas.com to post a job; however, only a third of the employers surveyed were satisfied with the success of their job posting experience. And, 45 percent of employers were satisfied with the quality of job seeker resumés.
- 85 percent of job seekers visit WorkInTexas.com to search for a job; however, only 35 percent of job seekers surveyed stated they found jobs they were looking for.
- More than 70 percent of job seekers access WorkInTexas.com from their home or the home of a friend or family member.

The survey results are accessed by the Workforce Automation department periodically. Survey comments are reviewed and analyzed to determine whether there is a system problem that needs to be addressed or whether an enhancement can be developed that would improve the customer's satisfaction with their WorkInTexas.com experience.

TWC will continue customer service surveys as well as look at opportunities for improvement with these surveys. Customer satisfaction is a priority for TWC, the Boards, and other statewide partners.

Waivers

Texas did not include any discussion of WIA waivers in this report because we were operating the WIOA program during PY'15.

Local Board Performance

PY15 is the last year that TWC will have its WIA Local Board Performance Measure Waiver. This waiver, first granted in PY06, provided TWC with flexibility as to which performance measures the agency could formally contract to local Boards. The waiver was critical to Texas because unlike most other states, TWC had fully integrated a variety of other state and federally-funded programs within the local One-Stops and made local Boards responsible for performance outcomes. Prior to approval of this waiver, Texas Boards were responsible for over 40 individual, siloed performance measures. Performance Accountability was seen by local Boards as managing toward performance rather than focusing on service delivery.

With the approval of the waiver, TWC partnered with local Boards to develop and evolve a set of measures to be used for local Performance Accountability eventually reducing the number of contracted measures to 9 per year which were applied in a primarily integrated fashion across more than 8 programs. TWC also developed and applied 4-8 ‘incentive’ measures a year to focus on performance in key areas and/or specific populations. Over the 10 years that this waiver was in place, TWC and the local Boards were able to achieve a level of integration unmatched across the United States workforce system. Local Board performance is presented in the following tables with WIA-specific performance presented in tables O, as required:

Board / Measure	Adult Entered Employment Rate	Dislocated Worker Entered Employment Rate	Adult Employment Retention Rate	Dislocated Worker Retention Rate	Adult Average Earnings	Dislocated Worker Average Earnings	Placement in Employment or Education	Attainment of Degree or Certificate	Literacy and Numeracy gains
Alamo	78.89%	83.11%	83.14%	91.90%	\$12,651.03	\$16,827.56	65.68%	61.11%	48.35%
Brazos Valley	73.74%	84.72%	83.67%	93.33%	\$13,743.21	\$16,115.36	72.73%	59.38%	63.64%
Cameron County	86.24%	88.29%	81.17%	92.73%	\$19,742.30	\$22,073.89	78.18%	85.86%	86.96%
Capital Area	77.57%	81.99%	90.53%	94.09%	\$18,282.05	\$26,804.26	81.62%	82.09%	83.33%
Central Texas	90.48%	87.50%	97.65%	100.00%	\$18,661.80	\$18,463.16	83.45%	81.36%	79.66%
Coastal Bend	80.00%	75.40%	84.52%	83.12%	\$15,633.56	\$15,940.92	72.73%	71.72%	61.29%
Concho Valley	87.04%	96.08%	98.04%	92.86%	\$16,833.25	\$20,452.68	52.17%	36.84%	57.14%
Dallas	71.53%	81.94%	88.44%	90.42%	\$16,050.92	\$19,804.53	67.36%	62.98%	36.26%
Deep East Texas	73.68%	76.34%	83.91%	83.75%	\$12,322.58	\$12,456.22	80.56%	65.96%	57.14%
East Texas	73.98%	76.21%	80.13%	89.02%	\$11,648.72	\$16,783.35	72.52%	71.43%	64.13%
Golden Crescent	78.57%	89.29%	83.93%	86.67%	\$17,300.51	\$21,399.11	88.89%	86.67%	50.00%
Gulf Coast	75.24%	77.13%	77.10%	87.14%	\$10,955.10	\$16,811.31	67.78%	45.42%	44.54%
Heart of Texas	75.86%	69.23%	98.31%	88.89%	\$13,530.90	\$16,415.07	84.75%	75.00%	57.89%
Lower Rio Grande Valley	73.04%	82.19%	83.44%	83.33%	\$16,187.82	\$16,481.74	85.97%	87.50%	81.82%
Middle Rio Grande	75.00%	95.65%	80.00%	82.35%	\$17,615.00	\$22,749.23	71.43%	42.86%	71.43%
North Central	77.05%	80.71%	82.60%	88.84%	\$14,900.61	\$19,157.25	74.85%	61.64%	66.67%
North East Texas	81.08%	83.45%	82.76%	87.71%	\$13,278.55	\$15,859.05	76.67%	83.33%	79.41%
North Texas	83.93%	78.57%	83.61%	96.30%	\$13,323.90	\$14,160.95	85.71%	53.85%	83.33%
Panhandle	78.42%	82.95%	88.32%	83.54%	\$16,210.30	\$17,745.95	92.31%	60.66%	80.00%
Permian Basin	83.33%	88.24%	83.58%	90.91%	\$18,613.52	\$25,090.89	77.27%	68.42%	100.00%
Rural Capital	73.46%	74.92%	83.12%	90.40%	\$12,245.39	\$18,857.12	74.74%	71.08%	61.54%
South Plains	68.75%	85.11%	94.12%	86.36%	\$19,783.76	\$19,287.08	73.08%	73.85%	57.14%
South Texas	75.31%	88.24%	83.54%	69.23%	\$13,378.93	\$14,038.26	71.01%	72.41%	59.38%
Southeast Texas	76.15%	89.66%	81.89%	85.00%	\$11,716.17	\$14,084.21	75.00%	55.00%	52.94%
Tarrant County	76.60%	84.46%	86.66%	93.18%	\$11,630.19	\$18,727.93	76.85%	59.09%	75.86%
Texoma	79.17%	100.00%	85.51%	94.29%	\$16,707.06	\$17,649.46	91.11%	58.14%	84.62%
Upper Rio Grande	83.51%	77.14%	90.62%	87.66%	\$21,030.27	\$13,333.75	79.05%	69.49%	57.14%
West Central	77.55%	79.41%	83.61%	84.00%	\$10,522.58	\$13,630.96	68.09%	57.14%	89.19%
Texas Performance	75.51%	80.19%	78.94%	89.26%	\$11,855.73	\$17,976.75	73.41%	63.09%	58.56%

Board / Measure	Staff Guided Entered Employment (State Reporting)	At Risk Employment Retention	Total Job Seekers Educational Achievement	Claimant Reemployment within 10 Weeks	# of Employers Receiving Workforce Assistance	Choices Full Work Rate - All Family	Avg # Children Served Per Day - Combined
Alamo	79.47%	83.19%	77.10%	59.25%	8,261	61.30%	7,265
Brazos Valley	74.96%	77.28%	75.91%	51.73%	1,211	39.56%	1,072
Cameron County	78.19%	84.34%	94.21%	52.81%	1,775	48.76%	3,750
Capital Area	83.03%	82.44%	89.20%	57.41%	4,801	58.00%	2,886
Central Texas	76.33%	79.75%	85.79%	50.62%	1,918	60.58%	2,216
Coastal Bend	75.49%	82.08%	80.00%	51.78%	2,775	55.64%	2,172
Concho Valley	82.21%	79.79%	90.23%	56.16%	1,359	62.85%	600
Dallas	80.39%	82.50%	80.06%	56.71%	11,561	44.45%	10,805
Deep East Texas	71.96%	76.53%	84.44%	57.51%	1,959	55.41%	1,562
East Texas	75.36%	79.16%	83.64%	52.98%	3,350	58.12%	3,269
Golden Crescent	80.52%	80.72%	92.31%	50.52%	1,341	64.73%	745
Gulf Coast	86.73%	80.34%	78.21%	47.00%	22,899	47.63%	22,969
Heart of Texas	76.61%	79.51%	80.17%	58.88%	1,505	39.48%	1,563
Lower Rio Grande Valley	83.43%	82.84%	94.01%	56.36%	4,284	67.96%	7,646
Middle Rio Grande	81.18%	78.39%	89.47%	48.56%	1,322	49.77%	1,106
North Central	80.62%	82.62%	82.57%	51.70%	9,079	55.03%	5,709
North East Texas	71.12%	80.16%	91.59%	58.06%	1,685	53.94%	1,173
North Texas	79.16%	78.25%	90.00%	54.68%	1,243	63.16%	801
Panhandle	78.09%	81.11%	84.77%	57.97%	2,513	56.23%	1,785
Permian Basin	85.08%	80.02%	89.47%	54.31%	2,066	57.61%	1,734
Rural Capital	83.64%	83.24%	83.59%	57.81%	3,245	55.38%	2,103
South Plains	72.96%	77.79%	81.90%	58.24%	1,867	44.15%	2,054
South Texas	73.27%	80.85%	85.43%	51.91%	1,701	52.67%	2,002
Southeast Texas	76.23%	82.12%	70.27%	61.06%	1,934	51.02%	1,508
Tarrant County	80.65%	82.29%	82.62%	53.52%	6,638	56.72%	5,374
Texoma	70.24%	80.63%	84.43%	54.73%	1,311	54.27%	630

Board / Measure	Staff Guided Entered Employment (State Reporting)	At Risk Employment Retention	Total Job Seekers Educational Achievement	Claimant Reemployment within 10 Weeks	# of Employers Receiving Workforce Assistance	Choices Full Work Rate - All Family	Avg # Children Served Per Day - Combined
Upper Rio Grande	78.45%	82.94%	80.73%	54.57%	5,096	46.70%	5,080
West Central	78.07%	78.04%	94.34%	58.28%	1,923	36.40%	1,398
Texas Performance	80.63%	81.18%	82.74%	52.72%	85,350	51.77%	100,978

Board / Measure	Staff Guided Entered Employment (State Reporting)	At Risk Employment Retention	Total Job Seekers Educational Achievement	Claimant Reemployment within 10 Weeks	# of Employers Receiving Workforce Assistance	Choices Full Work Rate - All Family	Avg # Children Served Per Day - Combined
Please note, data for Claimant Reemployment and Employers Receiving Workforce Assistance measures are not the year-end final data for the performance period (data for these are not mature at the creation of this report).	Exiters from 10/1/2014 to 09/30/2015	Exiters from 04/1/2014 to 03/31/2015	Exiters from 10/1/2014 to 09/30/2015	Registered Claimants from 05/1/2015 to 04/31/2016	08/01/2015 to 07/31/2016	08/01/2015 to 07/31/2016	08/01/2015 to 07/31/2016

Evaluations

TWC is a learning organization that is committed to evidence-based decision-making. Two years ago, TWC bolstered that commitment by creating the Division of Operational Insight (DOI) a new business intelligence function within the organization that is a direct-report to the Executive Director with its director serving on the agency's Executive Team. The division was charged with moving beyond descriptive statistical reporting in compliance with state and federal requirements and into predictive and prescriptive statistics. TWC is not just interested in "what" happened but also "why" it happened "what will happen next" and "what we should do in response."

As a first step in that process DOI worked with the Executive Team to re-examine what it is that we should be considering "success" in serving our customers – both Employers and Job Seekers. The historic WIA performance measures and their Common Measures had some value but they were far from flawless measures. When Congress passed WIOA in 2014, they replaced those measures with new measures that were based on the ideas of a 2004 state workgroup. Yet even these new WIOA measures have many deficiencies – if the old measures didn't account for situations where the system helps an employed person get a new or second job, the new measures over-count results where the system is unable to help an employed person get a new or second job – as long as they remain employed at their old job. Also neither the old WIA nor new WIOA measures looked at the amount of time that it took to help a person obtain a new or second job.

In response, DOI was developing a new performance measurement system that improved accountability, aligned results with the needs of the customer, and reduced the lag in performance reporting in both the old and new federal measures. Once that work was complete, DOI was planning to develop a triaging model that would help identify people who were less likely to achieve a positive outcome (predictive analytics) with a plan to then identify what specific type of services might be appropriate (prescriptive analytics). TWC's belief is that most services are probably effective but not necessarily equally effective for every person. The key is to understand enough about the person being served that you know that types of services are statistically likely to be effective for them.

However, these efforts were interrupted by the passage of WIOA which brought a need to analyze the new law as well as thousands of pages of draft regulations (NPRM) and information collection requests (ICRs) published by the Departments of Labor and Education. In addition, the 84th Texas Legislature moved the state's Title IV operations from the Department of Assistive and Rehabilitative Services to TWC effective September 1, 2016. These efforts demanded the vast majority of DOI's discretionary capacity over the past two years and continue to do so in PY16 given that the WIOA regulations and ICRs though "final" included hundreds of references to "further guidance coming" which will need to be evaluated for implementation.

Nevertheless, DOI did perform several evaluations during PY15:

- 1) Rapid Reemployment Model, Version 6 (RREMv6)
 - a) The purpose of the evaluation is to identify those likely to exhaust benefits. TWC reviews its RREM biennially to address changes in labor market and economic conditions. Failing to do so would mean that if there are changes in the factors driving reemployment or lack

thereof, the RREM would be less effective in identifying those who are likely to exhaust unemployment insurance (UI) benefits for early and intensive engagement.

- b) The model used a statistical approach, logistic regression analysis, to identify claimants who were likely to exhaust their UI benefits and thus subject to the RRES program. Data used to develop RREMV6 included 347,377 UI claimants who filed an initial claim between October 1, 2013 and September 30, 2014. Rigorous approaches were applied during model development, including univariate analyses, regression diagnostics for multicollinearity and singularity, multivariable analyses, and cross-validation. Stratified random sampling was used to prepare split samples for model development and hold-out validation to ensure samples were representative of the total population.
- c) The model work has been completed and will be moved into production in January 2017.

2) Evaluation of Control Charts as a Means of Monitoring Performance

- a) The purpose of the evaluation was to test the application of Control Charts as a means of monitoring performance and data integrity. While many state and federal reports have "edits" which are intended to identify possible errors in the data being submitted. DOI determined that other than those derived by logic (such as requiring an "exit date" to be after a "start date," these edits appeared to be set arbitrarily and not necessarily based on meaningful statistical analysis. This work began after a federal report submission resulted in an error warning. DOI determined that the issue was a programming error which had been made several quarters earlier but which hadn't crossed the arbitrarily set edit threshold.

In looking for a way to better monitor these reports, DOI tested and found that Control Charts would have identified the error 2 quarters earlier which would have resulted in a more timely correction of the data and less need to rerun and resubmit data.

- b) The techniques involved were those of Statistical Process Control, the main one being Control Charts. The current limits for the Warnings were evaluated and determined to be too wide to catch an out-of-control condition in a timely manner; therefore, statistical limits were generated, making the out-of-control limits tighter and better conformed to the data. The data was evaluated to estimate which time slots appear most stable as control charts require stability before control limits can be calculated and this was a first run chart with no prior knowledge of the process. The available data are quarterly results, therefore, the data set can be treated as subgroups of size one. This allows generating a control chart of Individual Measurements with some modifications. The upper and lower limits were generated in JMP software using the generic formula of $\bar{X} \pm 3\sigma$ with slight modifications.
- c) DOI is now looking at develop automation that can apply Control Charts more broadly to: 1) characterize or understand the variation (behavior) of the program over time as opposed to focusing only on conformance to specifications, 2) identify issues in a timely manner before they become costly and 3) monitor the stability of programs and performance as a whole.

ATTACHMENT B

OMB No. 1205-0420

State Name: Texas

Date Submitted: 9/15/2016

WIA Title IB
Annual Report Form (ETA 9091)

I. Narrative Section

- A. A discussion of the Cost of workforce investment activities relative to the effect of the activities on the performance of participants.
- B. A description of State evaluations of workforce investment activities, including:
 - 1. The questions the evaluation will/did address;
 - 2. A description of the evaluation’s methodology; and
 - 3. Information about the timing of feedback and deliverables.

II. Table Section

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants						
Employers						

Table B- Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69.0%	75.5%	15,663 ----- 20,744
Employment Retention Rate	81.0%	78.9%	19,368 ----- 24,534
Average Earnings	\$12,375.00	\$11,855.73	\$224,571,220 ----- 18,942
Employment and Credential Rate			Numerator ----- Denominator

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	73.9%	5,347 ----- 7,240	71.9%	874 ----- 1,216	61.1%	447 ----- 732	65.6%
Employment Retention Rate	81.4%	6,139 ----- 7,546	78.9%	1,004 ----- 1,272	72.3%	446 ----- 617	76.8%	967 ----- 1,259
Average Earnings	\$11,958.74	\$71,561,129 ----- 5,984	\$14,299.06	\$14,113,170 ----- 987	\$11,148.40	\$4,860,703 ----- 436	\$12,066.43	\$11,426,907 ----- 947
Employment and Credential Rate		Num ----- Den		Num ----- Den		Num ----- Den		Num ----- Den

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	75.2%	2,958 ----- 3,932	75.6%
Employment Retention Rate	86.5%	3,471 ----- 4,011	77.5%	15,897 ----- 20,523
Average Earnings	\$16,873.84	\$57,219,192 ----- 3,391	\$10,761.50	\$167,352,028 ----- 15,551

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78.0%	80.2%	4,741 ----- 5,912
Employment Retention Rate	89.0%	89.3%	4,437 ----- 4,971
Average Earnings	\$18,200	\$17,976.75	\$78,540,405 ----- 4,369
Employment and Credential Rate			Numerator ----- Denominator

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	80.0%	431 ----- 539	73.0%	138 ----- 189	68.8%	649 ----- 943	75.0%
Employment Retention Rate	89.4%	403 ----- 451	88.9%	112 ----- 126	87.9%	638 ----- 726	84.7%	72 ----- 85
Average Earnings	\$21,015.73	\$8,364,262 ----- 398	\$19,695.87	\$2,186,241 ----- 111	\$17,286.72	\$10,786,910 ----- 624	\$15,891.60	\$1,144,196 ----- 72
Employment and Credential Rate		Num ----- Den		Num ----- Den		Num ----- Den		Num ----- Den

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	83.8%	2,338 ----- 2,791	77.0%
Employment Retention Rate	90.3%	2,242 ----- 2,482	88.2%	2,195 ----- 2,489
Average Earnings	\$19,605.62	\$43,132,356 ----- 2,200	\$16,324.60	\$35,408,049 ----- 2,169

Table H.1 - Youth (14 - 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	69.0%	73.3%	3,106 ----- 4,236
Attainment of Degree or Certificate	62.5%	63.2%	1,940 ----- 3,072
Literacy and Numeracy Gains	59.0%	58.6%	1,416 ----- 2,418

Table H.1.A - Outcomes for Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Placement in Employment or Education Rate	72.5%	1,856 2,561	77.8%	7 9	69.8%	286 410	75.3%
Attainment of Degree or Certificate Rate	63.1%	1,124 1,780	66.7%	2 3	66.3%	177 267	62.9%	852 1,354
Literacy and Numeracy Gains	58.8%	811 1,379	40.0%	2 5	67.3%	175 260	58.6%	1,416 2,418

Table H.2 - Older Youth (19 - 21) Results

Reported Information	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate		Numerator
		Denominator
Employment Retention Rate		Numerator
		Denominator
Six Months Earnings Increase		Numerator
		Denominator
Credential Rate		Numerator
		Denominator

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients	Veterans	Individuals With Disabilities	Out-of-School Youth
Entered Employment Rate	Num	Num	Num	Num
	Den	Den	Den	Den
Employment Retention Rate	Num	Num	Num	Num
	Den	Den	Den	Den
Six Months Earnings Increase	Num	Num	Num	Num
	Den	Den	Den	Den
Credential Rate	Num	Num	Num	Num
	Den	Den	Den	Den

Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level
Skill Attainment Rate		Numerator
		Denominator
Youth Diploma or Equivalent Rate		Numerator
		Denominator
Retention Rate		Numerator
		Denominator

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	Num		Num		Num	
	Den		Den		Den	
Youth Diploma or Equivalent Rate	Num		Num		Num	
	Den		Den		Den	
Retention Rate	Num		Num		Num	
	Den		Den		Den	

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional 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	81.6%	15,435 ----- 18,918	\$3,680		\$68,726,159 ----- 18,677	3.1% ----- 15,663	\$4,798	\$74,081,148 ----- 15,439
Dislocated Workers	89.5%	3,482 ----- 3,891	93.6%	\$59,649,541 ----- \$63,726,617	4.0% ----- 4,741	\$7,851	\$36,585,967 ----- 4,660	64.1%	1,498 ----- 2,338

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment	Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment	
			Num			Num	

Older Youth		Den		Den		Den		Den
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Entered Training-Related Employment appears low primarily due to incomplete data. If performance is computed only using data where the Boards were able to obtain information about whether or not the participants obtained employment related to training, (i.e. those with an affirmative "yes" or "no"), performance is 83% for WIA Adult and 84% for WIA Dislocated Worker.

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	438,960	421,142
Total Adults (self-service only)	405,644	389,993
WIA Adults	431,201	415,904
WIA Dislocated Workers	9,499	6,484
Total Youth (14 - 21)	7,202	5,123
Younger Youth (14 - 18)		
Older Youth (19 - 21)		
Out-of-School Youth	5,047	3,607
In-School Youth	2,177	1,523

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$42,829,275
Local Dislocated Workers		\$45,511,214
Local Youth		\$44,947,681
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$2,504,642
Statewide Required Activities (Up to 15%) WIA Section 134(a)(2)(B)		\$7,350,008
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Industry Recognized Skills Certification	\$1,055,668
	Youth Career Fairs	\$858,733
	Local Innovation Partnership	\$771,064
	Teacher Externship Program	\$581,057
	College Credit for Heros	\$554,414
	Small Business Initiative	\$539,115
	Other Allowable Activities	\$2,755,853
Total of All Federal Spending Listed Above		\$150,258,725

Table O- Local Performance (Include this chart for each local area in the state)

Local Area Name								Adults		
				Total Participants Served				Dislocated Workers		
								Older Youth (19 - 21) Report		Total Youth
								Younger Youth (14 - 18)		
ETA Assigned #								Adults		
				Total Exiters				Dislocated Workers		
								Older Youth (19 - 21) Report		Total Youth
								Younger Youth (14 - 18)		

Reported Information								Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction				Program Participants							
				Employers							
Entered Employment Rates				Adults							
				Dislocated Workers							
				Older Youth							
Retention Rates				Adults							
				Dislocated Workers							
				Older Youth							
				Younger Youth							
Six Months Average Earnings (Adults/DWs)				Adults							
				Dislocated Workers							
Six Months Earnings Increase (Older Youth)				Older Youth							
Credential/Diploma Rates				Adults							
				Dislocated Workers							
				Older Youth							
				Younger Youth							
Skill Attainment Rate				Younger Youth							
Placement in Employment or Education				Youth (14 - 21)							
Attainment of Degree or Certificate				Youth (14 - 21)							
Literacy and Numeracy Gains				Youth (14 - 21)							

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).											

										Not Met	Met	Exceeded
Overall Status of Local Performance												

Table P- Veteran Priority of Service

Category	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	89,311	
Covered Entrants Who Received a Service During the Entry Period	89,311	100.0%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	54,892	61.5%

Table Q- Veterans' Outcomes by Special Populations

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop	
Entered Employment Rate	61.9%	23,609	63.8%	16,385	53.0%	5,610
		38,141		25,696		10,590
Employment Retention Rate	83.9%	29,027	83.7%	19,562	81.4%	5,664
		34,596		23,361		6,928
Six-Months Average Earnings	\$18,542.88	\$523,762,237	\$17,880.62	\$340,429,212	\$17,912.33	\$96,601,189
		28,246		19,039		5,393

Table O - Local Program Activities – Alamo

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	54,966
		Dislocated Workers	527
Alamo	56,351	Youth	858
WDA Assigned #	Total Exitters	Adults	60,679
		Dislocated Workers	463
20	61,565	Youth	423
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	78.89%
	Dislocated Workers	--	83.11%
Employment Retention Rate	Adults	--	83.14%
	Dislocated Workers	--	91.90%
Average Earnings	Adults	--	\$12,651.03
	Dislocated Workers	--	\$16,827.56
Placement in Employment or Education	Youth (14-21)	67.3%	65.68%
Attainment of Degree or Certificate	Youth (14-21)	--	61.11%
Literacy and Numeracy Gains	Youth (14-21)	55.2%	48.35%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		1	1
			0

Table O - Local Program Activities – Brazos Valley

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	5,756
		Dislocated Workers	102
Brazos Valley	5,996	Youth	138
WDA Assigned #	Total Exitters	Adults	6,290
		Dislocated Workers	87
16	6,474	Youth	97
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	73.74%
	Dislocated Workers	--	84.72%
Employment Retention Rate	Adults	--	83.67%
	Dislocated Workers	--	93.33%
Average Earnings	Adults	--	\$13,743.21
	Dislocated Workers	--	\$16,115.36
Placement in Employment or Education	Youth (14-21)	69.0%	72.73%
Attainment of Degree or Certificate	Youth (14-21)	--	59.38%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	63.64%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Cameron County

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	8,963
		Dislocated Workers	102
Cameron County	9,307	Youth	242
WDA Assigned #	Total Exitters	Adults	10,343
		Dislocated Workers	92
24	10,562	Youth	127
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	86.24%
	Dislocated Workers	--	88.29%
Employment Retention Rate	Adults	--	81.17%
	Dislocated Workers	--	92.73%
Average Earnings	Adults	--	\$19,742.30
	Dislocated Workers	--	\$22,073.89
Placement in Employment or Education	Youth (14-21)	69.0%	78.18%
Attainment of Degree or Certificate	Youth (14-21)	--	85.86%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	86.96%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Capital Area

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	36,191
		Dislocated Workers	405
Capital Area	36,912	Youth	316
WDA Assigned #	Total Exiters	Adults	39,031
		Dislocated Workers	243
14	39,477	Youth	203
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	77.57%
	Dislocated Workers	--	81.99%
Employment Retention Rate	Adults	--	90.53%
	Dislocated Workers	--	94.09%
Average Earnings	Adults	--	\$18,282.05
	Dislocated Workers	--	\$26,804.26
Placement in Employment or Education	Youth (14-21)	69.0%	81.62%
Attainment of Degree or Certificate	Youth (14-21)	--	82.09%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	83.33%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Central Texas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	13,779
		Dislocated Workers	93
Central Texas	14,133	Youth	261
WDA Assigned #	Total Exitters	Adults	14,758
		Dislocated Workers	51
26	14,954	Youth	145
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	90.48%
	Dislocated Workers	--	87.50%
Employment Retention Rate	Adults	--	97.65%
	Dislocated Workers	--	100.00%
Average Earnings	Adults	--	\$18,661.80
	Dislocated Workers	--	\$18,463.16
Placement in Employment or Education	Youth (14-21)	69.0%	83.45%
Attainment of Degree or Certificate	Youth (14-21)	--	81.36%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	79.66%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Coastal Bend

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	17,943
		Dislocated Workers	231
Coastal Bend	18,500	Youth	326
WDA Assigned #	Total Exitters	Adults	19,852
		Dislocated Workers	147
22	20,211	Youth	212
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	80.00%
	Dislocated Workers	--	75.40%
Employment Retention Rate	Adults	--	84.52%
	Dislocated Workers	--	83.12%
Average Earnings	Adults	--	\$15,633.56
	Dislocated Workers	--	\$15,940.92
Placement in Employment or Education	Youth (14-21)	69.0%	72.73%
Attainment of Degree or Certificate	Youth (14-21)	--	71.72%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	61.29%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Concho Valley

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	2,703
		Dislocated Workers	79
Concho Valley	2,839	Youth	57
WDA Assigned #	Total Exitors	Adults	2,977
		Dislocated Workers	47
12	3,057	Youth	33
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	87.04%
	Dislocated Workers	--	96.08%
Employment Retention Rate	Adults	--	98.04%
	Dislocated Workers	--	92.86%
Average Earnings	Adults	--	\$16,833.25
	Dislocated Workers	--	\$20,452.68
Placement in Employment or Education	Youth (14-21)	69.0%	52.17%
Attainment of Degree or Certificate	Youth (14-21)	--	36.84%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	57.14%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		1	1
			0

Table O - Local Program Activities – Greater Dallas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	49,754
		Dislocated Workers	295
Dallas	50,961	Youth	912
WDA Assigned #	Total Exiters	Adults	55,543
		Dislocated Workers	277
6	56,568	Youth	748
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	71.53%
	Dislocated Workers	--	81.94%
Employment Retention Rate	Adults	--	88.44%
	Dislocated Workers	--	90.42%
Average Earnings	Adults	--	\$16,050.92
	Dislocated Workers	--	\$19,804.53
Placement in Employment or Education	Youth (14-21)	65.0%	67.36%
Attainment of Degree or Certificate	Youth (14-21)	--	62.98%
Literacy and Numeracy Gains	Youth (14-21)	54.0%	36.26%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		1	1
			0

Table O - Local Program Activities – Deep East Texas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	6,977
		Dislocated Workers	239
Deep East Texas	7,384	Youth	168
WDA Assigned #	Total Exitors	Adults	7,695
		Dislocated Workers	109
17	7,890	Youth	86
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	73.68%
	Dislocated Workers	--	76.34%
Employment Retention Rate	Adults	--	83.91%
	Dislocated Workers	--	83.75%
Average Earnings	Adults	--	\$12,322.58
	Dislocated Workers	--	\$12,456.22
Placement in Employment or Education	Youth (14-21)	69.0%	80.56%
Attainment of Degree or Certificate	Youth (14-21)	--	65.96%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	57.14%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	1

Table O - Local Program Activities – East Texas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	22,527
		Dislocated Workers	502
East Texas	23,271	Youth	242
WDA Assigned #	Total Exiters	Adults	24,560
		Dislocated Workers	402
8	25,141	Youth	179
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	73.98%
	Dislocated Workers	--	76.21%
Employment Retention Rate	Adults	--	80.13%
	Dislocated Workers	--	89.02%
Average Earnings	Adults	--	\$11,648.72
	Dislocated Workers	--	\$16,783.35
Placement in Employment or Education	Youth (14-21)	69.0%	72.52%
Attainment of Degree or Certificate	Youth (14-21)	--	71.43%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	64.13%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Golden Crescent

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	4,058
		Dislocated Workers	87
Golden Crescent	4,176	Youth	31
WDA Assigned #	Total Exited	Adults	4,647
		Dislocated Workers	41
19	4,699	Youth	11
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	78.57%
	Dislocated Workers	--	89.29%
Employment Retention Rate	Adults	--	83.93%
	Dislocated Workers	--	86.67%
Average Earnings	Adults	--	\$17,300.51
	Dislocated Workers	--	\$21,399.11
Placement in Employment or Education	Youth (14-21)	69.0%	88.89%
Attainment of Degree or Certificate	Youth (14-21)	--	86.67%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	50.00%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		1	0
			1

Table O - Local Program Activities – Gulf Coast

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	156,181
		Dislocated Workers	2,615
Gulf Coast	160,588	Youth	1,792
WDA Assigned #	Total Exitters	Adults	173,373
		Dislocated Workers	2,129
28	176,782	Youth	1,280
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	75.24%
	Dislocated Workers	--	77.13%
Employment Retention Rate	Adults	--	77.10%
	Dislocated Workers	--	87.14%
Average Earnings	Adults	--	\$10,955.10
	Dislocated Workers	--	\$16,811.31
Placement in Employment or Education	Youth (14-21)	67.0%	67.78%
Attainment of Degree or Certificate	Youth (14-21)	--	45.42%
Literacy and Numeracy Gains	Youth (14-21)	53.0%	44.54%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		1	1
			0

Table O - Local Program Activities – Heart of Texas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	10,911
		Dislocated Workers	26
Heart of Texas	11,127	Youth	190
WDA Assigned #	Total Exitters	Adults	11,685
		Dislocated Workers	21
13	11,769	Youth	63
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	75.86%
	Dislocated Workers	--	69.23%
Employment Retention Rate	Adults	--	98.31%
	Dislocated Workers	--	88.89%
Average Earnings	Adults	--	\$13,530.90
	Dislocated Workers	--	\$16,415.07
Placement in Employment or Education	Youth (14-21)	69.0%	84.75%
Attainment of Degree or Certificate	Youth (14-21)	--	75.00%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	57.89%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	1

Table O - Local Program Activities – Lower Rio Grande

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	22,685
		Dislocated Workers	110
Lower Rio Grande	23,242	Youth	447
WDA Assigned #	Total Exiters	Adults	24,459
		Dislocated Workers	76
23	24,851	Youth	316
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	73.04%
	Dislocated Workers	--	82.19%
Employment Retention Rate	Adults	--	83.44%
	Dislocated Workers	--	83.33%
Average Earnings	Adults	--	\$16,187.82
	Dislocated Workers	--	\$16,481.74
Placement in Employment or Education	Youth (14-21)	69.0%	85.97%
Attainment of Degree or Certificate	Youth (14-21)	--	87.50%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	81.82%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Middle Rio Grande

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	2,562
		Dislocated Workers	115
Middle Rio Grande	2,734	Youth	57
WDA Assigned #	Total Exitors	Adults	2,822
		Dislocated Workers	65
27	2,911	Youth	24
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	75.00%
	Dislocated Workers	--	95.65%
Employment Retention Rate	Adults	--	80.00%
	Dislocated Workers	--	82.35%
Average Earnings	Adults	--	\$17,615.00
	Dislocated Workers	--	\$22,749.23
Placement in Employment or Education	Youth (14-21)	69.0%	71.43%
Attainment of Degree or Certificate	Youth (14-21)	--	42.86%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	71.43%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	1

Table O - Local Program Activities – North Central Texas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	48,793
		Dislocated Workers	450
North Central Texas	49,601	Youth	358
WDA Assigned #	Total Exiters	Adults	51,223
		Dislocated Workers	395
4	51,866	Youth	248
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	77.05%
	Dislocated Workers	--	80.71%
Employment Retention Rate	Adults	--	82.60%
	Dislocated Workers	--	88.84%
Average Earnings	Adults	--	\$14,900.61
	Dislocated Workers	--	\$19,157.25
Placement in Employment or Education	Youth (14-21)	69.0%	74.85%
Attainment of Degree or Certificate	Youth (14-21)	--	61.64%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	66.67%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – North East Texas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	5,564
		Dislocated Workers	107
Northeast Texas	5,798	Youth	127
WDA Assigned #	Total Exitters	Adults	5,983
		Dislocated Workers	128
7	6,186	Youth	75
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	81.08%
	Dislocated Workers	--	83.45%
Employment Retention Rate	Adults	--	82.76%
	Dislocated Workers	--	87.71%
Average Earnings	Adults	--	\$13,278.55
	Dislocated Workers	--	\$15,859.05
Placement in Employment or Education	Youth (14-21)	69.0%	76.67%
Attainment of Degree or Certificate	Youth (14-21)	--	83.33%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	79.41%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – North Texas

Table O - Local Program Activities				
Local Area Name	Total Participants Served	Adults	2,492	
		Dislocated Workers	35	
North Texas	2,574	Youth	47	
WDA Assigned #	Total Exitters	Adults	3,135	
		Dislocated Workers	17	
3	3,163	Youth	11	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	83.93%	
	Dislocated Workers	--	78.57%	
Employment Retention Rate	Adults	--	83.61%	
	Dislocated Workers	--	96.30%	
Average Earnings	Adults	--	\$13,323.90	
	Dislocated Workers	--	\$14,160.95	
Placement in Employment or Education	Youth (14-21)	69.0%	85.71%	
Attainment of Degree or Certificate	Youth (14-21)	--	53.85%	
Literacy and Numeracy Gains	Youth (14-21)	58.0%	83.33%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
		Not Met	Met	Exceeded
		0	0	2
Overall Status of Local Performance		0	0	2

Table O - Local Program Activities – Panhandle

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	8,165
		Dislocated Workers	65
Panhandle	8,355	Youth	125
WDA Assigned #	Total Exiters	Adults	9,028
		Dislocated Workers	81
1	9,185	Youth	76
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	78.42%
	Dislocated Workers	--	82.95%
Employment Retention Rate	Adults	--	88.32%
	Dislocated Workers	--	83.54%
Average Earnings	Adults	--	\$16,210.30
	Dislocated Workers	--	\$17,745.95
Placement in Employment or Education	Youth (14-21)	69.0%	92.31%
Attainment of Degree or Certificate	Youth (14-21)	--	60.66%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	80.00%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Permian Basin

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	6,181
		Dislocated Workers	93
Permian Basin	6,308	Youth	34
WDA Assigned #	Total Exited	Adults	7,179
		Dislocated Workers	30
11	7,232	Youth	23
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	83.33%
	Dislocated Workers	--	88.24%
Employment Retention Rate	Adults	--	83.58%
	Dislocated Workers	--	90.91%
Average Earnings	Adults	--	\$18,613.52
	Dislocated Workers	--	\$25,090.89
Placement in Employment or Education	Youth (14-21)	69.0%	77.27%
Attainment of Degree or Certificate	Youth (14-21)	--	68.42%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	100.00%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Rural Capital Area

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	16,989
		Dislocated Workers	504
Rural Capital	17,636	Youth	143
WDA Assigned #	Total Exited	Adults	17,207
		Dislocated Workers	386
15	17,697	Youth	104
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	73.46%
	Dislocated Workers	--	74.92%
Employment Retention Rate	Adults	--	83.12%
	Dislocated Workers	--	90.40%
Average Earnings	Adults	--	\$12,245.39
	Dislocated Workers	--	\$18,857.12
Placement in Employment or Education	Youth (14-21)	69.0%	74.74%
Attainment of Degree or Certificate	Youth (14-21)	--	71.08%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	61.54%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – South Plains

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	5,926
		Dislocated Workers	92
South Plains	6,182	Youth	164
WDA Assigned #	Total Exiters	Adults	6,804
		Dislocated Workers	57
2	6,969	Youth	108
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	68.75%
	Dislocated Workers	--	85.11%
Employment Retention Rate	Adults	--	94.12%
	Dislocated Workers	--	86.36%
Average Earnings	Adults	--	\$19,783.76
	Dislocated Workers	--	\$19,287.08
Placement in Employment or Education	Youth (14-21)	69.0%	73.08%
Attainment of Degree or Certificate	Youth (14-21)	--	73.85%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	57.14%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	1

Table O - Local Program Activities – South Texas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	5,894
		Dislocated Workers	75
South Texas	6,035	Youth	66
WDA Assigned #	Total Exiters	Adults	6,828
		Dislocated Workers	34
21	6,928	Youth	66
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	75.31%
	Dislocated Workers	--	88.24%
Employment Retention Rate	Adults	--	83.54%
	Dislocated Workers	--	69.23%
Average Earnings	Adults	--	\$13,378.93
	Dislocated Workers	--	\$14,038.26
Placement in Employment or Education	Youth (14-21)	69.0%	71.01%
Attainment of Degree or Certificate	Youth (14-21)	--	72.41%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	59.38%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	2
			0

Table O - Local Program Activities – Southeast Texas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	9,194
		Dislocated Workers	132
Southeast Texas	9,530	Youth	204
WDA Assigned #	Total Exitters	Adults	10,478
		Dislocated Workers	136
18	10,698	Youth	84
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	76.15%
	Dislocated Workers	--	89.66%
Employment Retention Rate	Adults	--	81.89%
	Dislocated Workers	--	85.00%
Average Earnings	Adults	--	\$11,716.17
	Dislocated Workers	--	\$14,084.21
Placement in Employment or Education	Youth (14-21)	69.0%	75.00%
Attainment of Degree or Certificate	Youth (14-21)	--	55.00%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	52.94%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		1	0
			1

Table O - Local Program Activities – Tarrant County

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	34,590
		Dislocated Workers	914
Tarrant County	36,169	Youth	665
WDA Assigned #	Total Exitters	Adults	35,033
		Dislocated Workers	599
5	36,063	Youth	431
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	76.60%
	Dislocated Workers	--	84.46%
Employment Retention Rate	Adults	--	86.66%
	Dislocated Workers	--	93.18%
Average Earnings	Adults	--	\$11,630.19
	Dislocated Workers	--	\$18,727.93
Placement in Employment or Education	Youth (14-21)	69.0%	76.85%
Attainment of Degree or Certificate	Youth (14-21)	--	59.09%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	75.86%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities –Texoma

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	3,315
		Dislocated Workers	28
Texoma	3,427	Youth	84
WDA Assigned #	Total Exiters	Adults	3,537
		Dislocated Workers	27
25	3,642	Youth	78
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	79.17%
	Dislocated Workers	--	100.00%
Employment Retention Rate	Adults	--	85.51%
	Dislocated Workers	--	94.29%
Average Earnings	Adults	--	\$16,707.06
	Dislocated Workers	--	\$17,649.46
Placement in Employment or Education	Youth (14-21)	69.0%	91.11%
Attainment of Degree or Certificate	Youth (14-21)	--	58.14%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	84.62%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	0
			2

Table O - Local Program Activities – Upper Rio Grande (BorderPlex)

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	15,816
		Dislocated Workers	420
Upper Rio Grande	16,693	Youth	457
WDA Assigned #	Total Exited	Adults	16,647
		Dislocated Workers	349
10	17,349	Youth	353
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	83.51%
	Dislocated Workers	--	77.14%
Employment Retention Rate	Adults	--	90.62%
	Dislocated Workers	--	87.66%
Average Earnings	Adults	--	\$21,030.27
	Dislocated Workers	--	\$13,333.75
Placement in Employment or Education	Youth (14-21)	69.0%	79.05%
Attainment of Degree or Certificate	Youth (14-21)	--	69.49%
Literacy and Numeracy Gains	Youth (14-21)	58.0%	57.14%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	1

Table O - Local Program Activities – West Central Texas

Table O - Local Program Activities			
Local Area Name	Total Participants Served	Adults	7,874
		Dislocated Workers	37
West Central	7,964	Youth	53
WDA Assigned #	Total Exitters	Adults	7,636
		Dislocated Workers	47
9	7,745	Youth	62
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	--	77.55%
	Dislocated Workers	--	79.41%
Employment Retention Rate	Adults	--	83.61%
	Dislocated Workers	--	84.00%
Average Earnings	Adults	--	\$10,522.58
	Dislocated Workers	--	\$13,630.96
Placement in Employment or Education	Youth (14-21)	66.9%	68.09%
Attainment of Degree or Certificate	Youth (14-21)	--	57.14%
Literacy and Numeracy Gains	Youth (14-21)	55.6%	89.19%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		Not Met	Met
			Exceeded
Overall Status of Local Performance		0	1