Missouri Department of Economic Development

Division of Workforce Development

Annual Report

Competing in the 21st Century:

Building the Workforce To Lead Missouri's Economic Transformation

"To compete – and win – in the 21st century, we must encourage entrepreneurship and small-business growth; enhance our workforce; and embrace emerging science and technology as critical industries of tomorrow. Here in Missouri, we have the people. We're developing the tools. And we are ready to turn this economy around."

– Governor Jay Nixon

2009

Dear Fellow Missourians,

Missouri has a highly productive, innovative workforce that is second to none. As your Governor, I am proud to share that fact when I travel the country and the world. The men and women who make up our state's workforce are our prized resource as we confront the many challenges we face in creating jobs and transforming our economy for the 21st century.

Earlier this year, I signed a comprehensive jobs bill into law that helps make us more competitive against other states in retaining Missouri jobs in-state, and in persuading out-of-state businesses and their jobs to consider moving here. Our strong skill development programs, such as those provided by Missouri's Career Center system under the administration of the Division of Workforce Development, ensure those companies have the skilled workers they need.

I applaud the professionals of Missouri's workforce system in serving job seekers and businesses with the utmost quality. Congratulations on another successful year and best wishes in your efforts towards Missouri's continued economic recovery.

Sincerely,

Jeremiah W. (Jay) Nixon
Governor

Dear Fellow Missourians,

It is my pleasure to bring you this report of Missouri's successes over the past year in helping people build skills and obtain meaningful careers during a difficult economic period. It is crucial that we do everything possible to create new jobs for Missourians, which will always be the number one priority of the Missouri Department of Economic Development.

A key part of attracting and creating businesses is having a highly skilled workforce and I am proud to say we have the most skilled workers in the nation right here in our state—men and women who take a great deal of pride in their craft, who are anxious to get back to work. As we work our way out of this national economic crisis, we must continue to take strong steps to create and retain good-paying jobs here in Missouri and make sure our workers are ready to take on the jobs of tomorrow.

I applaud the exceptional work of Missouri's Division of Workforce Development and their partners in connecting our outstanding workers with new careers and continuing to build their skills through bold, innovative career assistance services. As you read this report, I hope you see the level of excellence maintained by our workforce system leaders and professionals to make sure Missouri's job seekers and businesses can depend on the best career services available.

Sincerely,

Katie Steele Danner
Interim Director,
Department of Economic Development

Dear Workforce System Stakeholders,

As Director of the Division of Workforce Development, I am proud to present the 2009 Missouri Workforce System Annual Report. This report includes workforce performance data from the Program Year 2008 period of July 1, 2008 through June 30, 2009, as well as important updates and developments throughout the period.

2009 has been a year with significant challenges, as the state felt the impact of the economic recession with historically high unemployment rates and devastating layoffs. As you will read in this report, these challenges brought out the best in Missouri's workforce system, as we worked together to implement effective strategies and services to help our unemployed workers find new careers and prepare the next-generation workforce.

These successes would not be possible without the strong partnerships between DWD, local workforce investment boards, employers, organized labor and community colleges. I am committed to working collaboratively with state and local partners to ensure that Missouri's workforce development system is up to the challenges and opportunities that lie ahead.

I thank and congratulate the dedicated workforce professionals of Missouri's workforce system on the considerable accomplishments of this eventful period.

Sincerely,

Julie Gibson
Director,
Division of Workforce Development

Competing in the 21st Century: Building the Workforce To Lead Missouri's ECONOMIC TRANSFORMATION

Welcome to the 2009 Missouri Workforce System Annual Report! Missouri's workforce system provides a whole menu of vital career assistance services , including access to skill-building training, career connections for job seekers and human resources assistance for businesses. These services are provided through a collaborative system that includes Missouri Career Centers in 43 locations, 14 local Workforce Investment Boards and 12 community college districts and other local educational agencies across the state.

This past year, Missouri's workforce system implemented some new strategies in workforce services that helped us respond more flexibly and capably to train and prepare individuals for jobs. There are also innovative strategies to help business meet its workforce needs to not only attract but maintain jobs in Missouri. These two critical approaches lay the foundation for the workforce system of the future.

Highlights from July 1, 2008—June 30, 2009:

- **398,092 Missourians received services through Missouri Career Centers—a 70% increase from the previous program year.**
- **Missouri launched the Next-Generation Jobs Team summer youth program that provided over 7,800 Missouri youth on-the-job training and work experience at over 2,100 employers.**
- **Training assistance was provided to 243 Missouri companies to train 32,468 workers earning an average wage of $19.50 an hour through the Missouri Customized Training Program.**
- **The new Regional Collaboration Center was opened in Fenton, MO to provide comprehensive career services to auto workers impacted by area plant closings.**
- **24,007 veterans received intensive employment assistance.**
- **The Work Opportunity Tax Credit (WOTC) program application backlog was reduced from 15,000 to zero, reducing the processing time from 16 weeks to a few days.**
- **22,074 adults, dislocated workers and youth received Workforce Investment Act-funded career assistance services.**

Missouri's Preeminent Career Assistance PRODUCTS & SERVICES

Missouri's Next Generation Jobs Team

In 2009, under the leadership of Governor Nixon, Missouri implemented a bold initiative to prepare young Missourians to compete for and excel in the high-tech, high-paying careers of the 21st century. The Next-Generation Jobs Team, or NGJT, is Missouri's summer employment program that matched over 7,800 Missouri youth, ages 16 to 24, with summer internships and work experiences at cutting-edge employers across the state. In addition, young Missourians gained on-the-job training and work experience, along with on-going guidance and support from over 320 professional career counselors working through the state's 14 local workforce investment boards.

The unprecedented level of participation of Missouri employers was integral to the success of NGJT. More than 2,100 employers stepped up to employ talented, motivated young workers with an interest in their industries. Wages for the young workers were funded through the American Recovery and Reinvestment Act.

Governor Nixon kicked off the Next-Generation Jobs Team in April with an announcement from the Mathews Dickey Boys and Girls Club in St. Louis, where he was joined by Vice President Joe Biden, St. Louis Mayor Francis Slay and others. Governor Nixon aggressively promoted the program, visiting several businesses across the state, including ABC Labs in Columbia, MO, Cerner Corporation in Kansas City, and Associated Electric Cooperative in Springfield.

NEXT-GENERATION JOBS TEAM

www.summerjobs.mo.gov

In kicking off the NGJT, Governor Nixon said: "To create new jobs and turn this economy around, we must ensure that Missouri has highly trained, highly skilled workers who are ready to compete for the careers of tomorrow. Our Next-Generation Jobs Team will help young Missourians identify emerging careers in high-growth, high-tech industries, and they'll spend a summer gaining experience that will give them a leg up on the competition. At the same time, we'll help Missouri employers develop a pool of talent here in our state to meet their needs for educated and qualified workers. I encourage young Missourians and employers alike to take advantage of this opportunity to build the workforce that will lead our economy into the future."

The Next-Generation Jobs Team was widely regarded as a remarkable success, as *ABC News*, *Forbes*, and dozens of Missouri newspapers and television stations reported on the program's job training in health care, life sciences, green energy and technology fields. One article called it a "vital learning experience," noting that "the skills, networking, and career-building opportunities that these youth are gaining are irreplaceable." The success of the program can be attributed to a rapid yet well-rounded implementation plan; strong partnerships and collaboration; and relentless public outreach efforts, including aggressive use of technology.

The Division of Workforce Development (DWD) developed a Next-Generation Jobs Team website with electronic registrations that were instantly submitted to program operators and a 1-800 call line team that fielded questions about the program and assisted with registrations. DWD developed an NGJT Facebook page that allowed dozens of program youths to network and share NGJT experiences, and partnered to promote the program with 40,000 registrants of the MissouriConnections.org youth career exploration website.

A New Era in Auto Worker Retraining: The Regional Collaboration Center

Since 2000, Missouri has lost 71.4% of its automotive jobs—a larger percentage than any other major auto-producing state. 2009 brought the devastating news that the Chrysler Assembly Plant in Fenton MO, would be closing, resulting in the layoff of 900 people and bringing the related job loss to over 5,000. With the encouragement of Governor Nixon and community leaders, and the blessing of the U.S. Department of Labor, DWD took an innovative, customer-focused approach to assist the workers affected by this closure.

Less than one month after production operations ceased at the plant, Governor Nixon formally opened the new Regional Collaboration Center in Fenton. A landmark initiative with DED/DWD, the United Autoworkers (UAW), St. Louis Community College, and the four Workforce Investment Boards in the region, the Center is a holistic services and training facility that connects local companies with qualified workers skilled in advanced manufacturing.

MISSOURI Career Center
Where talent and opportunities meet
MissouriCareerSource.com

Regional Collaboration Center

Personal career assistance services are delivered from fully integrated staff—that include UAW members and former Chrysler workers—with comprehensive knowledge of all products and services. The array of services includes a state-of-the-art computer-learning center; referrals to skills-retraining programs; job-search coaching, assistance and placement; workshops/training developed specifically for the needs of the customers and much more. Besides its immediate value to dislocated workers in the St. Louis area, the Center is a practical laboratory producing innovations in the delivery of services that can be adapted to the entire network of Missouri Career Centers.

Partnering to Get Missourians Back to Work

2009 started with a 115% increase in the number of individuals seeking workforce services, many of whom were unemployment insurance (UI) claimants. In response to this trend—and an ever-rising unemployment rate—a strategic partnership between DWD and the Department of Labor and Industrial Relations' Division of Employment Security (DES) was developed to speed the return of Missouri's unemployed to sustaining employment.

- The **American Recovery and Reinvestment Act (ARRA)** included increased funding for Reemployment Services (RES). Missouri utilized this funding to deploy more than 80 employees in Missouri Career Centers to provide reemployment services to UI claimants.
- The **Autocoder** system speeds up the reemployment process by automatically matching the O*NET codes of UI claimants with available job openings immediately following the filing of their new or existing claim. Since its inception in December, 2007, over 46,000 matches have been made.
- **Increased outreach:** In March of 2009, DWD partnered with DES to include "Take Charge of Your Future" workforce services brochures in the more than 50,000 applications mailed to UI claimants each month. Starting in June, 2009, informational letters were sent to UI claimants across the state advising them of the availability of **Pell Grants for dislocated workers**, and directing them to Missouri Career Centers for assistance. ARRA increased funding for Pell Grants and raised the maximum grant amount, providing eligible UI claimants additional funding to increase their skills in demand occupations.

Green Opportunity: A Clean Energy Economy for Missouri's Future

DWD is proactive about preparing Missouri's workforce for the growing career and training opportunities in the new "green economy" industries of clean and renewable energy, increased energy efficiency, conservation and reclamation and others. Business Representatives are reaching out to Missouri's

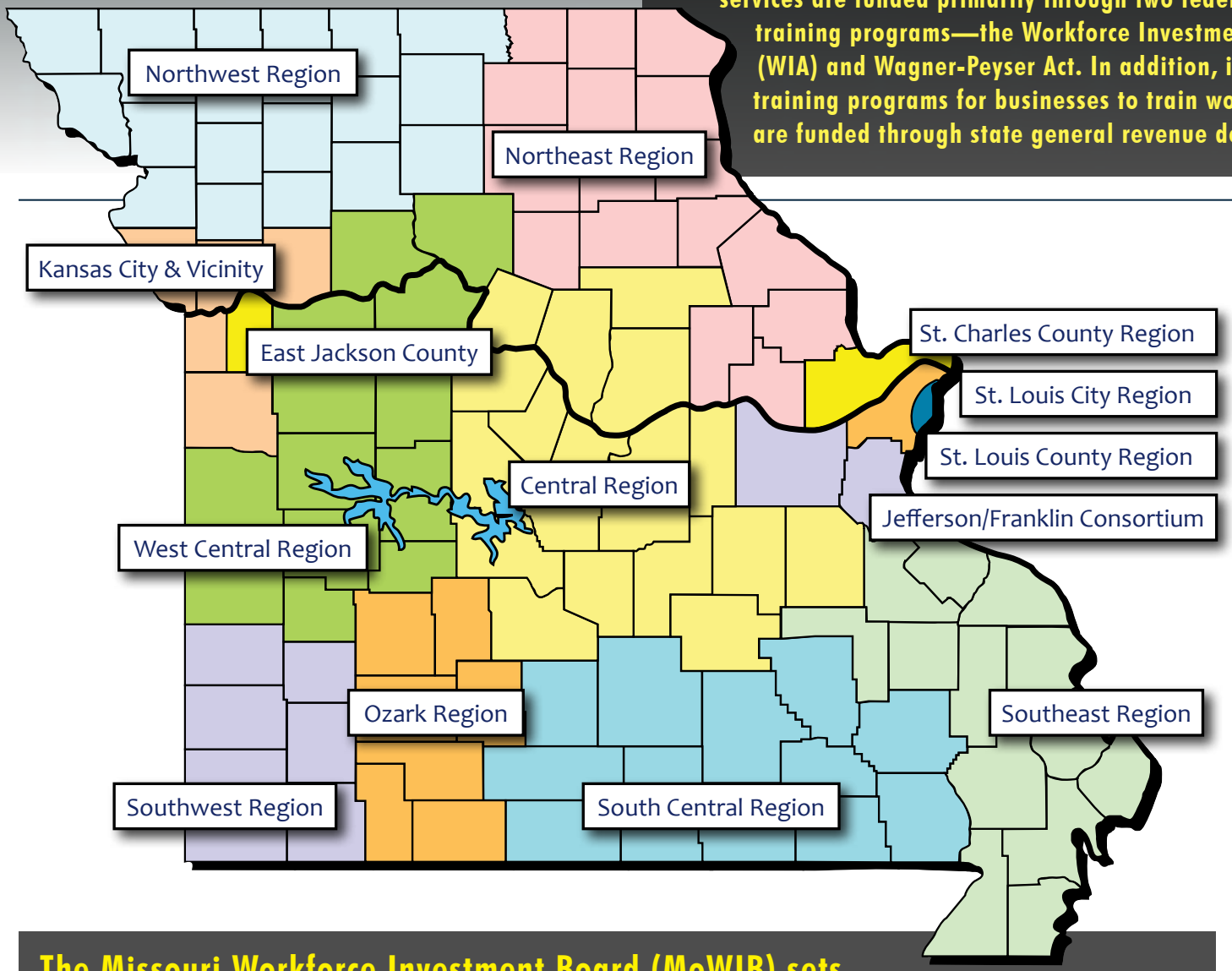
Green Businesses to identify job opportunities as well as required skills and qualifications data that can be fed back into workforce programs. DWD is partnering with labor and education organizations to obtain additional funds through the Recovery Act and other sources for training Missouri workers for green economy jobs. DWD is also doing all it can to develop and disseminate critical information: The DWD report "Green: Jobs, Industries, Economy—How Green Jobs are Connected to Workforce Development" was highlighted by the National Association of State Workforce Agencies and featured in a workshop for state businesses and workforce professionals at the 2009 Governor's Conference on Economic Development.

Essential Certification and Training

Two products developed to increase Missouri's economic competitiveness by connecting Missouri businesses with skilled workers continued to be in high demand throughout 2009. The **Missouri Career Readiness Certificate (MoCRC)** is a state-certified document that demonstrates individuals' achievements on the nationally recognized WorkKeys® job-skills-assessment system. It measures abilities in three key areas identified by employers as critical to job success, helping job seekers find careers that fit their skills and interests. It helps businesses take the guesswork out of the hiring process by verifying skills and providing another dimension to assess job candidates. From July 1, 2008 to June 30, 2009, Missouri's workforce system issued a total of 6,244 MoCRCs—a 28% increase over the previous year!

Job seekers had another skill development option with self-managed, personal **Career Advancement Accounts (CAA)** that could be used to pay for expenses related to training and education. Targeted toward incumbent and laid-off workers, CAAs were awarded to 821 customers allowing them to increase their skill level, which in turn lead to promotions, wage increases and employment.

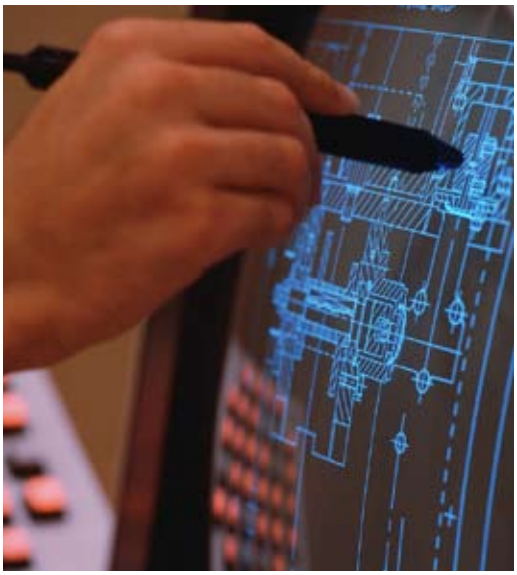
Missouri is subdivided into 14 local workforce regions, each governed by a Local Workforce Investment Board (LWIB). The LWIBs provide policy guidance and leadership to develop their regions' workforce programs. These services are funded primarily through two federal job training programs—the Workforce Investment Act (WIA) and Wagner-Peyser Act. In addition, industry training programs for businesses to train workers are funded through state general revenue dollars.



The Missouri Workforce Investment Board (MoWIB) sets workforce policy for Missouri's local workforce areas and strengthens ties among state workforce partners: business, labor, education and economic development. It advises Missouri's workforce system in implementing innovative strategies to ensure a prepared workforce for the new economy. Formerly the Missouri Training and Employment Council, MoWIB is a 32-member board, a majority of which are high level management representatives from Missouri's most progressive and successful companies. The Board meets quarterly and engages the Directors and Commissioners of six state agencies to meet the objective of strengthening Missouri's workforce system.

Workforce Solutions Give Missouri BUSINESS THE EDGE

Missouri's businesses are critical to the success of a long-term healthy economy and Missouri's workforce system assists them through various training programs, financial incentives and recruitment assistance. These solutions have a strong connection to economic development through a cohesive partnership between DWD, the community colleges, and the Department of Economic Development.



Financial Incentives

Missouri's **Industry Training Programs** offer flexible, responsive and customized training specifically tailored for a company's needs. In Missouri, industry training is comprised of the following three programs: the Missouri Customized Training Program, the Community College New Jobs Training Program and the Community College Job Retention Training Program. The three programs are all state-funded and designed to help eligible companies create or retain jobs in the state. They lower the cost of locating a new facility or maintaining a facility in Missouri by assisting with funding for training services. Training assistance is available for training new hires, pre-employment training, incumbent worker training, technical skill training, and soft skills training. Participating businesses range in size, depending on the program, and include various types of industry.

According to a 2007 study commissioned by the U.S. Department of Labor, Missouri ranks 8th nationally in terms of per capita spending for state-financed customized training programs. The Customized Training Program is operated by local educational agencies, and the New Jobs Training and Job Retention Training Programs are operated exclusively by the community colleges. The community colleges are an important partner and critical to the success of these programs. Missouri hosts a strong community college network that excels at merging economic development with workforce development.

The **Work Opportunity Tax Credit (WOTC)** unit receives an average of 45,000 certification requests each year. Historically, the program has had a large backlog, at times reaching as high as 15,000+ pending requests at one time. Requests waiting to be processed dated back as far as 16 weeks. An improvement plan was developed and implemented that streamlined the process making it more effective. Over the last two years, the backlog has been reduced to the point that a certification request is processed within a few days of being received. The WOTC program can reduce a business' Federal tax liability through the hiring of applicants from 12 targeted groups facing barriers to employment. There is no limit on the number of qualifying new hires per business or total amount of tax credits distributed per year, making WOTC a very popular program. The WOTC unit is made up of five tax credit specialists, a program coordinator and an office support assistant.

Recruitment Assistance

The Division of Workforce Development offers personalized recruitment assistance to help businesses meet their labor needs. A network of local Business Representatives are dedicated to help companies access assistance with recruiting, screening and hiring potential employees at no cost to the business. The Business Representatives provide one-on-one service to connect companies with Missouri Career Centers and their professional staff that assist with listing job openings, advertising the job opportunities on www.MissouriCareerSource.com, pre-screening of applicants based on specific hiring criteria, and assessing applicants on their skills and abilities with aptitude tests in several areas including math and reading. Business Representatives add the personal touch in customer service and customize recruitment efforts specific to each company's needs.

Programs for TARGETED POPULATIONS

The best results come when job seekers get the right mix of services. Missouri's workforce system provides specific programs to meet the unique employment needs of various populations.

Missouri's ***Self-Sufficiency Programs*** provide career assistance services with the goal of moving individuals receiving public assistance into jobs that will support themselves and their families. The **Career Assistance Program (CAP)** provides employment and training services to Temporary Assistance (TA) applicants and recipients. The Family Support Division (FSD) refers "work eligible" individuals to DWD to obtain training, job placement, educational services and supportive services, including assistance for transportation and work-related expenses. Some 90,330 CAP participants were served during Program Year 2008.

Through the **Missouri Employment and Training Program (METP)**, DWD provides workforce services to Food Stamp recipients, ages 16—60, who are required by FSD to register for work and participate in up to eight weeks of individual job search activity. DWD served 104,799 METP participants in PY08.

Jobs for Missouri Graduates (JMG)

is Missouri's award-winning drop-out prevention and workforce reparation program for at-risk youth. Delivered in the classroom through the support of school and business partnerships, JMG teaches skills in 37 core competencies, preparing students for the workplace, the military or post-secondary education. During school year 2008–2009, the program served approximately 715 participants, including 420 high school seniors with a graduation rate of 94%—exceeding the national standard of 90%. JMG has been awarded the highest Accreditation Status, and in 2009 received four awards at the Jobs for American Graduates (JAG) National Training Seminars, including "5 of 5" performance goals. JMG has served more than 3,000 students since its inception in 2005 and is being offered at 15 sites during school year 2009–2010.

The ***Missouri Veterans Program*** provides employment and training opportunities for veterans through the Missouri Career Centers. Annually, over 24,000 veterans are provided these services. The Missouri's Veterans Program also provides outreach to ensure veterans receive preference in job referral and other services. The Disabled Veteran Outreach Program (DVOP) assists veterans with employment–related testing, training information, skills assessments, referrals and case management. Local Veteran Employment Representatives (LVERs) work with local businesses and veterans to provide individuals with intensive employment assistance and job search information. Our local veteran staff specialize in matching employer needs with those veterans making the transition from military to civilian work.

At the 2009 Governor's Conference on Economic Development, Governor Nixon presented five Outstanding Service to Veterans Awards to recognize excellence in providing career assistance to our veteran population.

Missouri Reentry Process (MRP)

The Department of Corrections (DOC) and the Division of Workforce Development (DWD) are working together to assist offenders with obtaining employment soon after release which contributes to reducing recidivism rates and helps to make communities safer. Offenders who are preparing for release through Transitional Housing Units are made aware of services offered at Missouri one-stop Career Centers. Offenders are registered for labor exchange services through www.MissouriCareerSource.com and typically have a scheduled appointment with a Career Center before their release. This effort, entitled the Missouri Reentry Process (MRP) is a joint initiative between the Missouri DOC and DWD. This process assists transitioning ex-offenders with their transition to life outside of incarceration by providing opportunities to participate in employment and training activities. Through this partnership, ex-offenders may access instruction on compiling a resume, obtain assistance with locating job openings, participate in employment related workshops and can receive individual referrals to other support agencies and may even enroll into vocational related training.

Managing to Optimize Workforce SYSTEM PERFORMANCE

Missouri's workforce leaders know that achieving excellent outcomes is of vital importance. In addition to the performance information provided earlier, Missouri is required to report outcomes obtained by customers of its Workforce Investment Act and Wagner-Peyser Act programs (shown in the following tables). Effectively managing this performance is made possible by some innovative products that provide information for local Workforce Investment Boards, DWD management, and policy makers throughout the system. For the past year, the workforce system has been utilizing a decision support tool called **MoPerforms**, designed specifically for Missouri. MoPerforms provides an extensive ability to view and analyze the data from the customer databases, with "views" that can be sorted by workforce program as well as local region. There are also participant rosters, allowing further analysis and data verification/validation.

In order to get the most from MoPerforms, we have instituted the **JobStat** process by which state JobStat staff provide guidance to local JobStat representatives on ways to identify improvement opportunities by looking at multiple "slices" of information, by comparing local regional information with other regions, the state, or even other states. Regular meetings of these representatives and state staff allow "best practices"—as well as "worst practices"—to be identified and discussed, and to look at data in ways that will highlight new ways of doing business.

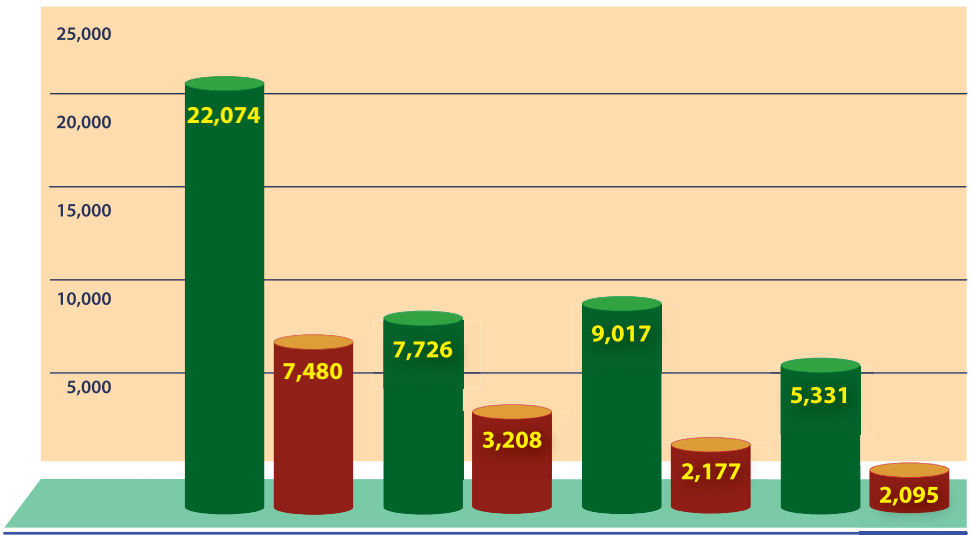
Throughout 2009, DWD has been relying more on the data management system for the **Continuous Improvement Review** (CIR) program oversight process. Program monitors are able to glean much of the required information from the web-based data management system as opposed to relying on a review of hard copy files. This has reduced the amount of time spent in the field and allowed the monitors to expand the scope of CIRs. Programs such as the National Emergency Grants and our Jobs for Missouri Graduates program had previously been subject to stand-alone monitoring, but are now part of the more integrated overall CIR process. We envision that a more integrated holistic review process will foster and support a more integrated service delivery process.

The following performance reporting elements are required by the U.S. Department of Labor and prepared by the DWD Performance and Research Unit, September 2009.

Common Measures: Missouri's performance results for the Common Measures of employment, retention and earnings during Program Year 2008 (PY08), are submitted online through the Electronic Based Secure System (EBSS), and are illustrated in the performance data beginning on page 22.

Participant Characteristics: Table 1 represents the total number of WIA participants served in Missouri from July 1, 2008 to June 30, 2009. Exiters and participants are shown separately for total served and for the three funding streams of Adult, Dislocated Worker and Youth customers.

Table 1: Missouri Participants in WIA Programs for Program Year 2008



	Total	Adult	Dislocated Worker	Youth
Participants	22,074	7,726	9,017	5,331
Exiters	7,480	3,208	2,177	2,095

Note: Row cells do not sum to total due to program co-enrollment.

State Program Evaluation Activities

Implementation and Reporting of Common Measures: Missouri did not conduct any formal systemic evaluation studies, such as those explained in WIA Section 136(e). State performance evaluation has instead focused on local ownership, adjustment and deployment of action steps in performance management.

Cost Of Workforce Investment Activities

Cost-Benefit Comparison: Placing a monetary value on participation in WIA programs must take into account total dollars expended (whether measured as totals or averages) as well as the number of participants served and services provided during a specific time frame. One way of comparing costs to benefits is to examine the average cost-per-service and per client for each program. This is displayed in **Table 2** below.

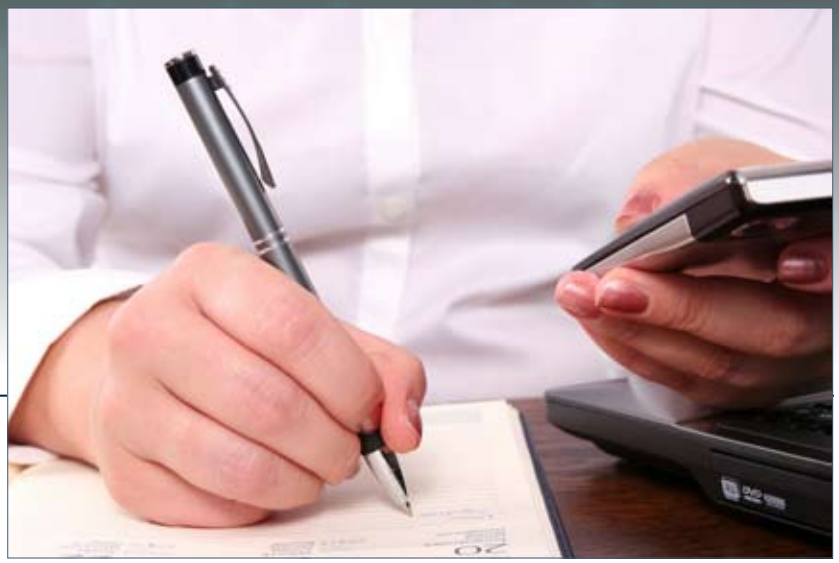
Among the cost comparisons approved by the U.S. Department Labor are these factors of cost-per-service, cost-per referral and cost-per-client. These data are gross, average calculations. Meaning, for example: 1) total services of any kind divided by the total participants either Adult, Dislocated Worker or Youth; 2) referrals of all kinds divided by the total participants in each category; and, 3) all participants (calculated as clients) by category divided by costs in each program.

While some differences in these cost-per data may seem dramatic, it is also important to view them in the context of the type and number of services provided. For example 36% and 33% of total Adult and Dislocated Worker services, respectively, are initial assessments. In the Youth population, initial assessment is not a reportable service, and thus accounts for none of the services counted above. Initial assessment services typically are among the least costly services provided

Table 2: Average Costs

Program Category	Average Cost Per Service	Average Cost Per Referral	Average Cost Per Client
Adult	$904	$802	$2,071
Dislocated Worker	$697	$834	$1,632
Youth	$1,299	$4,279	$3,100

Note: Based on gross, average calculations



through WIA. A large number of this type of service, compared to smaller numbers of more expensive services, accounts for the seemingly much more efficient use of funds in the Adult and Dislocated Worker populations. In addition, experience has shown that Youth participants tend to be in the system longer than Adult or Dislocated Worker participants and thus receive more services; reflecting variance in costs.

Any cross-program comparison of cost-per-service or cost-per-client must be viewed in the context of differences in program focus, participant need, and participant case management. Each program focus is fundamentally different. In the Youth program, more emphasis is placed on attainment of global, general skill sets. The objective of the program is to build a foundation for life-long learning and employability, whereas the emphasis of the Adult and Dislocated Worker programs is a more immediate return to productive and substantial employment. These differences in focus also affect the cost-per-service , cost-per-referral and cost-per-client averages.

Another view of program benefits compared to cost may take into account achievement of each program's objectives. Determining tangible, rather than more subjective perceptions of benefits to be compared to tangible costs is undoubtedly a complex undertaking. Individuals included in the performance measures represent only part of the populations served by the program. The entered employment rate, for instance, excludes those who were still employed at the time of registration. The costs in any given time period represent funds used for all participants, not just exiters. As a result, more precise cost-benefit measures are needed, but would be time and labor intensive and have not been undertaken as a research priority.

Missouri's Ownership Process for Outcome Data Validation: In addition to ETA's quarterly WIA and Wagner-Peyser performance reporting through the Common Measures, DWD took an extra step of providing monthly program evaluations through MoPerforms, a web-based reporting tool. To ensure that performance information received by ETA and available through MoPerforms is of maximal accuracy, DWD research staff instituted a more comprehensive and standardized procedure of reviewing and checking participant data and performance measure rates during PY2008.

Waivers

The Secretary of Labor has the authority to grant states limited statutory and regulatory waivers of the Workforce Investment Act (WIA) and the Wagner-Peyser Act. During PY'08, Missouri had 12 WIA waivers that were approved through June 30, 2009, with an additional four temporarily approved waivers with work-flex authority for flood-related activities, ending June 30, 2009. While the common measures waiver was one of the approved waivers, it has been fully implemented statewide, so therefore DWD offered 11 other waivers for the regions to consider. Missouri was able to allow the local workforce investment boards the opportunity for additional program flexibility. However, the use of most of these waivers were very limited, with the transfer of up to 100% between Adult and Dislocated Worker Programs' Funds and the On-the-Job Training Reimbursement waivers being used the most.

In Program Year 2008, only one Missouri Region utilized the waiver to allow transfer of funds between the WIA Adult and Dislocated Worker programs. St. Louis City is in a unique demographic situation, in that when layoffs occur, most of the individuals affected are not residents of the City. Many times, those laid off individuals are residents of nearby regions (such as St. Louis County) and therefore access services nearer their homes. This could potentially leave the St. Louis City with a significant under-expenditure of Dislocated Worker Funds. The use of this waiver avoided the situation because the City transferred Dislocated Worker funds to their Adult funding category, thereby enabling St. Louis City the ability to provide needed WIA services to the large number of disadvantaged adult population residing in the City.

The OJT reimbursement waiver has assisted businesses in increasing their workforce by helping cut training costs for hiring new WIA participants. During PY'08, OJT participants had an Adult Average Earnings of $2,402.00, more than those who participated in other types of training or those that received services other than training. Missouri was also approved for two Recovery Act waivers for the youth program during the summer of 2009 (PY'08/PY'09). These waivers assisted the local regions in quickly implementing the Next Generation Jobs Team program. (See earlier discussion.)

Verification for workforce program data consists of two stages: 1) error detection and correction of selected characteristics of data files for monthly upload to MoPerforms, ETA quarterly and annual reporting, and new ARRA-related reporting; and, 2) re-computation of the performance measure rates generated by federal reporting software compared to those displayed on MoPerforms after upload, as well as participant counts on the ARRA monthly reports.

Performance measures validation involves two staff members using different statistical and query software to calculate each of the WIA and Wagner-Peyser common performance measures, after which discrepancies are investigated and resolved. Current performance outcomes displayed on MoPerforms serve as an additional check. Accuracy of data on the monthly ARRA report was also verified by two staff members using different programming to produce the report, and detecting and resolving the sources of discrepancies. When necessary, DWD MIS staff produced corrected data files which were then subjected to the same standard data checking and editing procedure.

Reporting requirements for ARRA-funded youth activities are significantly different from that required under the WIA program (counts of participant demographics and services received with only two outcome rates). A new database was created specifically for that reporting, with periodic updating. DWD worked closely with the MIS unit during development of the database to ensure inclusion of all data necessary for DWD reporting and management of the ARRA youth program. Because participation in ARRA youth activities was an on-going process during the summer of 2009, DWD staff monitored anticipated increases in numbers of participants and in summer youth services received after database update. DWD staff communicate constantly with MIS staff for the resolution and production of a corrected database when necessary.

All of our data validation and checking procedures assure U.S. Department of Labor that all

required elements are reported uniformly to accommodate state-by-state comparisons.

Return on Investment (ROI): Missouri also develops a comparison of the return on investment of workforce program expenses, using two methods. The U.S. Department of Labor-approved methods for cost analysis include a calculation for the State's Internal Rate of Return (IRR) as one perspective on ROI. The IRR is the "annualized" effective compounded return rate that can be earned on the invested capital. It may also be thought of as the growth rate a project is hoped to generate. The math to do this includes comparing the annualized "total earnings" (numerator of the earnings average, times two) for the Adult and Dislocated Worker programs as a positive value of cash flow, generated from an investment against the cost of capital; which is the local allocation of funds for the previous and current years.

Typically, the higher the IRR of a project, the more willing the investor would be to undertake it. If a project's IRR is higher than its cost of capital, that indicates the organization deems it as having overall positive value. Assuming that most wage earners will be paid from cash flow, in this analysis we discovered that there is an increase in exiter earnings of approximately 193 percent. We might state that for every dollar invested, there was generated a $2 gain. DWD will continue to analyze this approach in the future to see how this changes over time.

A second approach may analyze the Common Measures earnings information since it is available for those adult participants that have received services from our system. The calculation involves total earnings (derived from Unemployment Insurance wage records) for two calendar quarters after leaving our system. We captured earnings for those individuals from Program Year 2007 in the six-month amount, and this yielded $816,803,369 (earnings contributed to Missouri's economy). The investment of WIA Adult, WIA Dislocated Worker and Wagner-Peyser funds used for providing necessary services to these individuals for PY'07 (total state allocation) was $50,000,079, yielding a raw return of $16.34 for each dollar invested. This is a significant return and this method holds promise as a simple and easily understood measure for the investments made by expenditures within our programs.

Participant Information

is included in the WIA & Wagner-Peyser Performance Data section on the following pages.

WIA & Wagner-Peyser
PERFORMANCE DATA

MISSOURI STATEWIDE PY08 ANNUAL
WIA and WAGNER-PEYSER EZ
COMMON MEASURES

TOTAL WIA PARTICIPANTS	22074
Adult	7,726
Dislocated Worker	9,017
Youth	5,331

TOTAL WIA EXITERS	7480
Adult	3,208
Dislocated Worker	2,177
Youth	2,095

WIA ADULT	NEGOTIATED LEVEL-08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	% of PROJECTION Prog Area	ACTUAL Num/Den
AD Entered Employment	86%	82%	95%	104%	2,289 / 2,803
AD Six-Month Retention	83%	85%	103%		3,009 / 3,533
AD Average Earnings	$9,455	$10,908	115%		$27,902,544 / 2,558

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area	Num/Den
DW Entered Employment	91%	89%	97%	101%	2,055 / 2,319
DW Six-Month Retention	89%	92%	103%		2,397 / 2,618
DW Average Earnings	$13,016	$13,311	102%		$27,832,973 / 2,091

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area	Num/Den
YOUTH Placement in Employment or Education	62%	78%	116%	119%	1,207 / 1,557
YOUTH Attainment of Degree or Certificate	43%	54%	126%		663 / 1,226
YOUTH Literacy and Numeracy Gains	35%	40%	114%		213 / 535

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area	Num/Den
WP Entered Employment	65%	64%	98%	95%	92,233 / 145,345
WP Six-Month Retention	81%	72%	89%		83,248 / 115,470
WP Six-Month Average Earnings	$10,143	$9,814	97%		

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

CENTRAL REGION PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	3312	TOTAL WIA EXITERS	758
Adult	1075	Adult	269
Dislocated Worker	1263	Dislocated Worker	305
Youth	974	Youth	184

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	86%	88%	102%	105%
AD Six-Month Retention	81%	85%	105%	
AD Average Earnings	$9,776	$10,696	109%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	86%	96%	112%	108%
DW Six-Month Retention	90%	95%	106%	
DW Average Earnings	$11,055	$11,709	106%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	81%	131%	92%
YOUTH Attainment of Degree or Certificate	43%	46%	106%	
YOUTH Literacy and Numeracy Gains	35%	13%	38%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	66%	66%	100%	100%
WP Six-Month Retention	80%	75%	94%	
WP Six-Month Average Earnings	$9,291	$9,804	106%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.
Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

EAST JACKSON COUNTY PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	558	TOTAL WIA EXITERS	224
Adult	177	Adult	94
Dislocated Worker	186	Dislocated Worker	71
Youth	195	Youth	59

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	84%	98%	116%	120%
AD Six-Month Retention	81%	90%	111%	
AD Average Earnings	$9,415	$12,647	134%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	91%	93%	102%	106%
DW Six-Month Retention	83%	95%	115%	
DW Average Earnings	$14,000	$14,105	101%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	87%	140%	128%
YOUTH Attainment of Degree or Certificate	43%	56%	130%	
YOUTH Literacy and Numeracy Gains	35%	40%	114%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	60%	60%	100%	94%
WP Six-Month Retention	78%	69%	88%	
WP Six-Month Average Earnings	$11,250	$10,630	94%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

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Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

JEFF/FRANK CONSORT. PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	1007	TOTAL WIA EXITERS	221
Adult	273	Adult	77
Dislocated Worker	535	Dislocated Worker	96
Youth	199	Youth	48

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	88%	81%	**92%**	**108%**
AD Six-Month Retention	85%	94%	**110%**	
AD Average Earnings	$11,330	$13,772	**122%**	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	89%	87%	**98%**	**98%**
DW Six-Month Retention	88%	88%	**100%**	
DW Average Earnings	$13,568	$13,042	**96%**	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	91%	**147%**	**176%**
YOUTH Attainment of Degree or Certificate	43%	82%	**191%**	
YOUTH Literacy and Numeracy Gains	35%	67%	**191%**	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	67%	67%	**100%**	**95%**
WP Six-Month Retention	84%	80%	**95%**	
WP Six-Month Average Earnings	$11,494	$10,456	**91%**	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

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Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

KANSAS CITY & VICINITY PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	3445	TOTAL WIA EXITERS	1216
Adult	1755	Adult	653
Dislocated Worker	958	Dislocated Worker	246
Youth	732	Youth	317

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	82%	90%	**110%**	**112%**
AD Six-Month Retention	79%	85%	**108%**	
AD Average Earnings	$10,029	$11,856	**118%**	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	89%	94%	**106%**	**108%**
DW Six-Month Retention	81%	92%	**113%**	
DW Average Earnings	$12,875	$13,394	**104%**	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	82%	**132%**	**106%**
YOUTH Attainment of Degree or Certificate	43%	50%	**116%**	
YOUTH Literacy and Numeracy Gains	35%	24%	**69%**	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	55%	57%	**104%**	**93%**
WP Six-Month Retention	75%	61%	**81%**	
WP Six-Month Average Earnings	$10,390	$9,628	**93%**	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

Prepared by Planning and Research Unit September 3, 2009 Division of Workforce Development

NORTHWEST REGION PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	864	TOTAL WIA EXITERS	261
Adult	280	Adult	95
Dislocated Worker	377	Dislocated Worker	86
Youth	207	Youth	80

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	80%	76%	95%	109%
AD Six-Month Retention	82%	88%	107%	
AD Average Earnings	$9,811	$12,255	125%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	88%	91%	104%	105%
DW Six-Month Retention	90%	91%	101%	
DW Average Earnings	$11,967	$13,284	111%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	86%	139%	114%
YOUTH Attainment of Degree or Certificate	43%	52%	120%	
YOUTH Literacy and Numeracy Gains	35%	29%	82%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	66%	69%	105%	101%
WP Six-Month Retention	80%	72%	90%	
WP Six-Month Average Earnings	$9,437	$10,150	108%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

NORTHEAST REGION PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	1417	TOTAL WIA EXITERS	324
Adult	358	Adult	82
Dislocated Worker	774	Dislocated Worker	151
Youth	285	Youth	91

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	88%	89%	101%	107%
AD Six-Month Retention	86%	88%	102%	
AD Average Earnings	$10,100	$11,813	117%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	91%	90%	99%	107%
DW Six-Month Retention	87%	98%	113%	
DW Average Earnings	$11,658	$12,943	111%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	80%	130%	123%
YOUTH Attainment of Degree or Certificate	43%	66%	154%	
YOUTH Literacy and Numeracy Gains	35%	30%	86%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	67%	65%	97%	98%
WP Six-Month Retention	79%	72%	91%	
WP Six-Month Average Earnings	$8,785	$9,270	106%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

OZARK REGION PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	1249	TOTAL WIA EXITERS	383
Adult	385	Adult	107
Dislocated Worker	536	Dislocated Worker	121
Youth	328	Youth	155

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	88%	90%	103%	113%
AD Six-Month Retention	85%	86%	101%	
AD Average Earnings	$9,370	$12,591	134%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	93%	90%	97%	105%
DW Six-Month Retention	90%	92%	102%	
DW Average Earnings	$11,133	$13,097	118%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	77%	124%	136%
YOUTH Attainment of Degree or Certificate	43%	62%	145%	
YOUTH Literacy and Numeracy Gains	35%	49%	139%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	69%	67%	97%	98%
WP Six-Month Retention	80%	76%	95%	
WP Six-Month Average Earnings	$9,500	$9,769	103%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

SOUTH CENTRAL REGION PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	910	TOTAL WIA EXITERS	325
Adult	288	Adult	105
Dislocated Worker	379	Dislocated Worker	91
Youth	243	Youth	129

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	84%	90%	107%	115%
AD Six-Month Retention	77%	86%	112%	
AD Average Earnings	$7,800	$9,899	127%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	91%	89%	98%	108%
DW Six-Month Retention	84%	93%	111%	
DW Average Earnings	$9,548	$10,960	115%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	70%	113%	111%
YOUTH Attainment of Degree or Certificate	43%	53%	123%	
YOUTH Literacy and Numeracy Gains	35%	34%	97%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	63%	61%	97%	96%
WP Six-Month Retention	77%	70%	91%	
WP Six-Month Average Earnings	$8,500	$8,406	99%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

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Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

SOUTHEAST REGION PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	1420	TOTAL WIA EXITERS	463
Adult	400	Adult	176
Dislocated Worker	715	Dislocated Worker	135
Youth	305	Youth	152

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	78%	87%	112%	111%
AD Six-Month Retention	79%	88%	112%	
AD Average Earnings	$8,840	$9,805	111%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	87%	90%	104%	105%
DW Six-Month Retention	89%	95%	107%	
DW Average Earnings	$10,854	$11,418	105%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	89%	144%	148%
YOUTH Attainment of Degree or Certificate	43%	86%	199%	
YOUTH Literacy and Numeracy Gains	35%	36%	103%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	61%	61%	100%	97%
WP Six-Month Retention	77%	69%	90%	
WP Six-Month Average Earnings	$8,740	$8,973	103%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR < 80% any Ind. Meas.
black ≥100% of projection

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Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

SOUTHWEST REGION PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	529	TOTAL WIA EXITERS	214
Adult	109	Adult	32
Dislocated Worker	218	Dislocated Worker	86
Youth	202	Youth	96

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	82%	80%	98%	110%
AD Six-Month Retention	76%	78%	103%	
AD Average Earnings	$8,304	$10,804	130%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	88%	84%	95%	102%
DW Six-Month Retention	80%	88%	110%	
DW Average Earnings	$10,955	$11,107	101%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	80%	129%	111%
YOUTH Attainment of Degree or Certificate	43%	62%	144%	
YOUTH Literacy and Numeracy Gains	35%	21%	61%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	63%	66%	105%	98%
WP Six-Month Retention	77%	70%	91%	
WP Six-Month Average Earnings	$9,149	$9,113	100%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR < 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

Prepared by Planning and Research Unit September 3, 2009 Division of Workforce Development

MissouriCareerSource.com

Where Talent and Opportunities Meet

ST CHARLES COUNTY PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	540	TOTAL WIA EXITERS	135
Adult	74	Adult	26
Dislocated Worker	438	Dislocated Worker	102
Youth	28	Youth	7

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	74%	83%	113%	106%
AD Six-Month Retention	81%	89%	110%	
AD Average Earnings	$13,000	$12,296	95%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	93%	88%	95%	100%
DW Six-Month Retention	92%	90%	97%	
DW Average Earnings	$16,784	$18,304	109%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	100%	161%	158%
YOUTH Attainment of Degree or Certificate	43%	67%	155%	
YOUTH Literacy and Numeracy Gains	35%	0%	-----*	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	71%	69%	97%	93%
WP Six-Month Retention	87%	82%	94%	
WP Six-Month Average Earnings	$13,480	$11,765	87%	

*No Exiters this quarter

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

ST LOUIS CITY PY08
WIA and WAGNER-PEYSER EZ COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	1762	TOTAL WIA EXITERS	1245
Adult	972	Adult	793
Dislocated Worker	268	Dislocated Worker	83
Youth	522	Youth	369

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	89%	79%	88%	104%
AD Six-Month Retention	82%	86%	105%	
AD Average Earnings	$8,753	$10,531	120%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	95%	71%	75%	100%
DW Six-Month Retention	86%	95%	110%	
DW Average Earnings	$12,662	$14,608	115%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	73%	118%	130%
YOUTH Attainment of Degree or Certificate	43%	35%	81%	
YOUTH Literacy and Numeracy Gains	35%	67%	191%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	58%	55%	95%	93%
WP Six-Month Retention	78%	70%	90%	
WP Six-Month Average Earnings	$8,850	$8,329	94%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

Prepared by Planning and Research Unit September 3, 2009 Division of Workforce Development

Missouri*Career*Source.com is the state's on-line job matching system. Job seekers can utilize the convenient registration process to match against thousands of career opportunities, or browse job openings by several criteria. Businesses can use the system's job order capability to match qualified job seekers with specific requirements. Missouri*Career*Source.com provides immediate access to the largest pool of job seekers and job openings in Missouri. Additionally, there is one-on-one assistance available from Missouri Career Center staff and the service is free.

ST LOUIS COUNTY PY08
WIA and WAGNER-PEYSER EZ
COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	4349	TOTAL WIA EXITERS	1559
Adult	1357	Adult	652
Dislocated Worker	2165	Dislocated Worker	559
Youth	827	Youth	348

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	80%	73%	91%	95%
AD Six-Month Retention	82%	78%	95%	
AD Average Earnings	$9,002	$8,861	98%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	89%	84%	94%	94%
DW Six-Month Retention	89%	88%	99%	
DW Average Earnings	$15,075	$13,560	90%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	70%	113%	83%
YOUTH Attainment of Degree or Certificate	43%	32%	75%	
YOUTH Literacy and Numeracy Gains	35%	22%	62%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	66%	67%	102%	99%
WP Six-Month Retention	83%	77%	93%	
WP Six-Month Average Earnings	$12,000	$12,380	103%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

Prepared by Planning and Research Unit September 3, 2009 - Division of Workforce Development

WEST CENTRAL REGION PY08
WIA and WAGNER-PEYSER EZ
COMMON MEASURES ANNUAL REPORT

TOTAL WIA PARTICIPANTS	712	TOTAL WIA EXITERS	152
Adult	223	Adult	47
Dislocated Worker	205	Dislocated Worker	45
Youth	284	Youth	60

WIA ADULT	NEGOTIATED LEVEL-PY08 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
AD Entered Employment	88%	88%	99%	113%
AD Six-Month Retention	84%	89%	106%	
AD Average Earnings	$9,880	$13,204	134%	

WIA DW (Dislocated Worker)	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	90%	97%	107%	110%
DW Six-Month Retention	93%	94%	102%	
DW Average Earnings	$10,955	$13,331	122%	

WIA YOUTH	Rate	Rate	Indiv Meas	Prog Area
YOUTH Placement in Employment or Education	62%	71%	115%	106%
YOUTH Attainment of Degree or Certificate	43%	75%	174%	
YOUTH Literacy and Numeracy Gains	35%	10%	29%	

WAGNER-PEYSER	Rate	Rate	Indiv Meas	Prog Area
WP Entered Employment	65%	64%	98%	97%
WP Six-Month Retention	78%	72%	92%	
WP Six-Month Average Earnings	$9,614	$9,577	100%	

Individual Measures:
red <80% of projection
black 80-100% of projection
green >100% of projection

Program Area:
red <100% of projection, OR
< 80% any Ind. Meas.
black ≥100% of projection

NOTE: 90% of negotiated goal is required to be eligible for incentives.

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Missouri Division of Workforce Development
Department of Economic Development

Relay Missouri Service
Voice User Calling for a Hearing/Speech-impaired User
1-800-735-2466

Hearing/Speech Impaired User Calling a Voice User
1-800-735-2966

Equal Opportunity Employer Program
Auxiliary aids and services are available on request to individuals with disabilities.