



County of Santa Cruz

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HUMAN RESOURCES AGENCY

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April 1, 2002

AGENDA: April 9, 2002

BOARD OF SUPERVISORS

County of Santa Cruz

701 Ocean Street

Santa Cruz, CA. 95060

WORKFORCE INVESTMENT ACT YOUTH PROGRAM PERFORMANCE OUTCOMES

Dear Members of the Board:

As you know, on February 12, 2002, your Board accepted and filed the Annual Report submitted by the Workforce Investment Board (WIB). Subsequently, your Board received an inquiry dated February 12, 2002, questioning some of the performance outcomes contained in the Annual Report. The concerns raised indicate a misunderstanding of Workforce Investment Act (WIA) Youth Programs performance requirements and outcomes. The purpose of this letter is to assure your Board that the information contained in the Annual Report is accurate and to respond to the concerns raised regarding performance outcomes in the youth programs.

Accuracy of Workforce Investment Act Performance Outcomes Information

In accordance with the Five - Year Strategic Plan developed by the Workforce Investment Board and approved by your Board and the State, the Santa Cruz Workforce Investment Area must meet fifteen separate statutory outcome measurements for Adults, Youth and Dislocated Worker services. There are two additional measures for Customer Satisfaction. It is important to note that the State of California has established a statewide Management Information System, the Job Training Automation system, for the purpose of gathering, monitoring and reporting on local and state performance outcomes. The local Management Information System, which feeds directly into the state system, is dependent on performance outcome data reported by local service providers. Data certification is conducted by the Human Resources Agency and the WIB staff conducts sample file reviews to further assure accuracy of the data provided to the State. In addition, accuracy of outcome data is verified by State performance monitoring conducted on an annual basis. The following information is provided to address the specific concerns expressed regarding the accuracy of the data.

Program Year 2000 Enrollments and Services

Issue: One hundred ninety three youth were enrolled by the end of Program Year (PY) 1, but fewer than 60% of the goal of 200 actually received services, due to both late enrollments during the PY, as well as delayed referrals between the time youth were enrolled and actually entered services.

Response: The enrollment goal for Program Year 2000 was 200 youth. Actual enrollment was 193 youth. Given that PY 2000 was the initial start-up year of the new Workforce Investment Youth Program, a 97% enrollment figure represents an excellent outcome. Although the enrollment goal is not subject to performance outcomes or sanctions every effort is made to maximize enrollments.

All youth enrolled in the Workforce Investment Act program must receive at least one service under the two broad categories of education and employment. In addition, all youth receive assessment and the development of a service plan during the program year. According to the automated Management Information System, of the 193 youth enrolled in PY 2000, 87% participated in educational services and 88% in employment services, significantly higher than the 60% figure cited in the issue statement above.

Program Year 2000 Outcomes Achieved

Issue: *Approximately only 30% of targeted youth actually achieved outcomes during PY1.*

Response: The Five-Year Strategic Plan, approved by your Board and the State, outlines expectations that the majority of youth beginning services in PY 2000 would complete services in the following PY. For example, two of three performance outcomes for younger youth, ages 14-18, are calculated at or after completion of services. Performance outcomes for older youth, ages 19-21, are calculated at least one quarter after the youth completes program services. Accordingly, these outcomes were not expected to be achieved in PY2000 but would be achieved in PY2001, accounting for the 30% figure cited in the issue statement above.

Older Youth Earnings Change

Issue: *The “Older Youth Earnings Change Rate” was based on seven youth (below the goal of 15 youth) that “carried in” from a previous program (JTPA) and does not correctly reflect an “earnings gain outcome” for WIA.*

Response: In reference to the number of older youth, ages 19-21, served in PY 2000, the Five-Year Strategic Plan set a service goal of fifteen. Although only seven were served, this goal is not subject to performance outcomes or sanctions and it is important to note that overall youth enrollment goals were met.

The “Older Youth Earnings Change Rate” does correctly reflect an earnings gain outcome for WIA. Once youth complete their WIA service plans, the Older Youth Earnings Change rate is calculated by measuring the difference between their starting employment salaries versus their salaries nine months later. According to the State Bulletin for PY 2000, the Older Youth Earnings Change rates are calculated based on clients who completed services during the period from October 1, 1999 to September 30, 2000. Because the Workforce Investment Act did not become operational until July 1, 2000, Earnings Change Rate data on clients who completed services during the targeted time period includes both Job Training Partnership Act-funded youth and Workforce Investment Act funded youth. Santa Cruz County exceeded the State measure for the Older Youth Earnings Change Rate in PY 2000.

Younger Youth Retention Rates

Issue: *The “Younger Youth Retention Rate” is a fictitious number, as this is a measure nine months after termination from services, for which no data exists for the targeted population..*

Response: The Younger Youth, ages 14-18, Retention Rate, is a measure of youth retained in post-secondary education, advanced training, employment, military service or qualified apprenticeships nine months after completion of WIA services. Data for PY 2000 was calculated on younger youth who completed services during the time period from October 1, 1999 to September 30, 2000. Santa Cruz County exceeded the State measure for the Younger Youth Retention Rate.

Summary

Program strategies are providing high quality services to local youth and continue to meet targets established by the Workforce Investment Board. Local programs have been recognized as exemplary in several ways including receipt of additional funding through the Youth Development Crime Prevention grant and acknowledgement by the California Workforce Association as one of the top 10 counties in the State successfully expending funds targeted for youth. In addition, current quarterly Management Information System reports indicate that all enrollment and outcome goals are being met or exceeded.

IT IS THEREFORE RECOMMENDED that your Board accept and file this report.

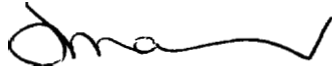
Very truly yours,



CECILIA ESPINOLA
Director

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RECOMMENDED:



SUSAN A. MAURIELLO
County Administrative Officer

CC: County Administrative Office
Workforce Investment Board