

Annual Performance Report of Massachusetts Workforce Development Services and Programs

(M.G.L. Chapter 23H, Section 11 (f))

Compiled by

Commonwealth Corporation

on behalf of the

Executive Office of Labor and Workforce Development

Report on FY2010 Programs

November 30, 2010

**ANNUAL PERFORMANCE REPORT OF MASSACHUSETTS
WORKFORCE DEVELOPMENT SERVICES AND PROGRAMS**

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I. INTRODUCTION

The Commonwealth Corporation is submitting the fifth Annual Performance Report for Massachusetts Workforce Development Services and Programs, for the Fiscal Year (FY) 2010, from July 2009 to June 2010. The report includes the primary programs for workforce development administered by state agencies.

The statewide reports have been compiled from data and reports provided by the state agencies responsible for managing the federal and/or state funds allocated for workforce development programs and services. In some cases, agencies provided data and calculations that are in addition to previously published reports. Commonwealth Corporation expresses our appreciation for cooperation of the workforce development system in this project.

The Economic Stimulus Bill of 2006, Section 23 requires the Commonwealth Corporation, on behalf of the Executive Office of Labor and Workforce Development, to compile an annual performance report of workforce development programs for submission by June 30th each year to the Massachusetts Workforce Investment Board and to the following committees of the Massachusetts Senate and House of Representatives:

- House and Senate Committees on Ways and Means,
- Joint Committee on Education,
- Joint Committee on Higher Education,
- Joint Committee on Economic Development and Emerging Technologies, and
- Joint Committee on Labor and Workforce Development.

The Performance Standards and Workforce Accountability Task Force, also set up under the Economic Stimulus Bill of 2006, Section 23, subsequently revised the submission date to November 30th of each year undertaken under the oversight of the of the Massachusetts Workforce Investment Board, through the Performance Sub-Committee.¹

Previous Reports

The first Annual Performance Report of Massachusetts Workforce Development Services and Programs was submitted on October 31, 2007. The first and subsequent reports are available at CommCorp's web-site: <http://www.commcorp.org/publications/category.cfm?ID=40>.

Core Performance Measures

The current report uses the structure developed for the first report, using four Core Performance Measures adopted by the Performance Standards and Workforce Accountability Task Force:

- Employment, including Earnings and Retention
- Educational and Training Skill Gains
- Business Impact
- Customer Satisfaction

These four categories of core performance measures for workforce development programs were also cited in section 23(f) of the Economic Stimulus Bill of 2006. For this report, state agencies were requested to report on program outcomes by the four categories of core performance measures, to the extent applicable. The reports for each of the major statewide programs also include data on the demographic and educational characteristics of participants.

¹ The final report of the Performance Standards and Workforce Accountability Task Force (December 2007) can be found at: <http://www.commcorp.org/publications/category.cfm?ID=40>

Not all performance measures, however, are applicable to all workforce programs and, further, that not all programs collect data in all of the relevant categories of performance measures. Many programs collect at least some data on employment outcomes or education/ skills gains, but few collect data in all categories. The report has been prepared using the best available information from existing reports and data collection systems.

Statewide programs have legislative requirements and mandates to provide specific services or to serve specific populations. Programs also have federally or state-mandated performance goals or standards. As a result, it is likely that programs have adopted different definitions and procedures for collecting and reporting performance and participant data. These procedures are highlighted in the reports as best as possible, next to the actual performance data, with an explanation of the methodology for calculating the performance. Therefore, readers are cautioned not to compare performance results or costs per participant across programs without ensuring that they fully understand the differences in services and populations served.

American Recovery and Reinvestment Act (ARRA) Funding

On February 17, 2009, the American Recovery and Reinvestment Act of 2009 (ARRA) was signed into law by the President. This \$787 billion Recovery plan includes federal tax cuts and incentives, an expansion of unemployment benefits, support for infrastructure modernization projects, and funding for a wide variety of programs including education and workforce development. The Recovery Act is intended both to create and save jobs as well as to spur economic activity and invest in long-term economic growth.

Some of the programs listed in this report received ARRA appropriations in addition to their federal formula allocations. The ARRA funds have been listed separately within the funding section for their corresponding workforce programs.

Structure of the Report

The report is divided into two major categories:

- A statewide summary and overview of 19 major workforce development programs, with key highlights of participation, funding and performance results (see pages 3-8);
- Individual FY2009 annual performance reports for each statewide program, including the following information whenever possible (starting at page 9):

- Description of the program;
- Summary of participation and funding levels (state, federal and/or ARRA funds);
- Program results and outcomes, especially in the four core performance areas;
- Participant demographics and characteristics; and
- Types of program activities and services.

Future Steps

The MWIB Performance Sub-Committee will continue to review the issue of developing common measures and improved data reporting systems in the four categories of core performance measures across all workforce programs and will make recommendations on systems and methods to facilitate such reports. The MWIB Performance Subcommittee will also make recommendations on other workforce development programs to be included in future editions of this report.

For further information on how the reports were compiled, please contact Gene White, Senior Research Analyst, Commonwealth Corporation by phone (617) 727- 8158 or email gwhite@commcorp.org.

II. ANNUAL PERFORMANCE SUMMARY OF FY2010 STATEWIDE PROGRAMS

Annual Performance Summary of Massachusetts Workforce Development Programs

FUNDING YEAR: STATE FY2010	DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES: ONE-STOP CAREER CENTERS (OSCCs)										
	Employment Services /Labor Exchange		WIA Title I Low-Income Adults		WIA Title I Dislocated Workers		WIA National Emergency Grants		Trade Adjustment Assistance		
PARTICIPATION & FUNDING	FY2010		FY2010		FY2010		FY2010		FY2010		
Number Served	211,761		4,475		9,184		2,359		2,892		
Federal Formula Funding	\$11,461,119		\$14,903,106		\$12,181,898		\$6,076,168		\$10,025,172		
ARRA Funding (Federal)	\$6,419,037		\$8,562,618		\$12,734,068		--		--		
State Funding	\$4,994,467		--		--		--		--		
Total Funding	\$22,874,623		\$23,465,724		\$24,915,966		\$6,076,168		\$10,025,172		
Cost per Participant Served	\$108 (core svcs)		\$5,244		\$2,713		\$2,575		\$3,467		
PERFORMANCE MEASURES											
<i>Employment & Earnings</i>	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	
Entered Employment Rate	50%	44%	72%	75%	75%	79%	75%	72%	65%	68%	
Entered Employments (Count)	na	76,269	na	1,127	na	2,411	na	191	na	567	
Employment Retention (thru Post-Pgm Q3)	77%	71%	81%	77%	90%	85%	90%	84%	87%	83%	
Average Earnings (in Post-Pgm Q2 +Q3)	\$16,400	\$15,334	\$9,750	\$10,760	\$16,000	\$16,653	\$16,000	\$15,289	\$13,319	\$15,540	
Hourly Wage at Placement	Average	na	\$16.17	na	\$12.12	na	\$17.74	na	\$22.40	na	\$14.82
	Median	na	\$12.54	na	\$11.00	na	\$14.42	na	\$16.50	na	\$12.00
Pre-Program Hourly Wage	Average	na	\$16.97	na	\$11.68	na	\$19.36	na	\$22.22	na	\$16.95
	Median	na	\$13.44	na	\$10.00	na	\$16.39	na	\$17.85	na	\$14.65
Skill Building Outcomes	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	
Attained Skills Certificate/Credential	na	na	71%	88%	76%	91%	76%	82%	na	93%	
Other Results/Impacts	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	
Customer Satisfaction Index Score	75.0*	76.0*	82.0	81.0	82.0	81.0	na	na	na	Na	
Employers Recommend to Others	na	92%	na	na	na	na	na	na	na	na	
* Customer satisfaction surveys of employers served.											
General Note: Differences in program goals, as well as reporting definitions and methods, require caution in comparing outcomes across programs.											

Annual Performance Summary of Massachusetts Workforce Development Programs (cont'd)

FUNDING YEAR: STATE FY2010	DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES: WORKFORCE TRAINING FUND (WTF) PROGRAMS									
	General Program		Express Program*		Hiring Incentive Training Grant Program					
PARTICIPATION & FUNDING	FY2010		FY2010		FY2010					
Number of Grants to Employers	51		0		25					
Number of Employees to be Trained	5,031		--		58					
Federal Funding	--		--		--					
State Funding	\$3,571,400		--		\$95,999					
Total Public Funding	\$3,571,400		--		\$95,999					
Cost per Trainee Served	\$710		--		\$1,655					
Private Sector Match	\$7,000,000		--		\$95,999					
PERFORMANCE MEASURES										
<i>Employment & Earnings</i>	Goal	Actual	Goal	FY2009 Actual	Goal	FY2009 Actual				
Percent of Employers with New Hires	na	48%	na	--	na	100%				
Percent of Employers with Promotions	na	55%	na	--	na	--				
Percent of Employers Providing Raises	na	44%	na	15%	na	na				
Skill Building Outcomes	Goal	Actual	Goal	Actual	Goal	Actual				
Attained Skills Certificate/Credential	na	na	na	na	na	na				
Other Results/Impacts	Goal	Actual	Goal	Actual	Goal	Actual				
Recommend WTF to Other Employers	na	89%	na	93%	na	93%				
Increased Company Productivity	na	94%	na	81%	na	80%				
* Due to budget uncertainties, the Express program was on hold during FY2010. Program application process was resumed in September of 2010.										
General Note: Differences in program goals, as well as reporting definitions and methods, require caution in comparing outcomes across programs.										

Annual Performance Summary of Massachusetts Workforce Development Programs (cont'd)

FUNDING YEAR: STATE FY2010	COMMONWEALTH CORPORATION									
	Extended Care Career Ladder Initiative (ECCLI)		Workforce Competitiveness Trust Fund (WCTF): Round 1*		WIA Title I Low-Income Youth		ARRA/WIA Summer Youth Employment Program		YouthWorks: State Summer Jobs Program	
PARTICIPATION & FUNDING	FY2010		FY2010		FY2010		Summer 2009		Summer 2009	
Number Served	1,389		4,102		3,689		6,807		4,224	
Federal Funding	--		--		\$16,421,929		--		--	
ARRA Funding (Federal)	--		--		\$5,072,332		\$16,040,000		--	
State Funding	\$1,141,799		\$6,840,000		--		--		\$6,675,000	
Total Funding	\$1,141,799		\$6,840,000		\$21,493,261		\$16,040,000		\$6,675,000	
Cost per Participant Served (Public \$)	\$822		\$1,670		\$5,505		\$2,350		\$1,580	
Private Sector Match	\$1,061,648		\$9,500,000		na		na		\$3,800,000	
PERFORMANCE MEASURES	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
<i>Employment & Earnings</i>										
Entered Employments (Rate or Count)	na	na	724	641	76%	76%	6,500	6,807	3,470	4,224
Employment Retention (thru Post-Pgm Q3)	na	na	na	na	80%	82%	na	na	na	na
Retention at Job/Education-Younger Youth	na	na	na	na	69%	68%**	na	na	na	na
Hourly Wage at Placement	Average	na	na	\$12.75	na	\$9.62	na	\$8.15	na	\$8.03
	Median	na	na	\$12.00	na	\$8.80	na	\$8.00	na	\$8.00
Employment Upgrades	390	365	1,357	1,016	na	na	na	na	na	na
Average Earnings Gain	na	\$0.75/hr	na	\$1.45/hr	\$3,800	\$4,785	na	na	na	na
Hourly Wage at Program Completion	na	\$13.20	na	\$18.25	na	\$8.87**	na	na	na	na
Skill Building Outcomes	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Attained Skills Certificate/Credential	na	na	2,102	2,975	54%	63%	80%	85%	na	na
Diploma Attainment Rate - Younger Youth	na	na	na	na	63%	69%**	na	na	na	na
Other Results/Impacts	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Customer Satisfaction Score	na	na	na	na	82.0	84.0	na	na	na	na
* Cumulative performance for Round 1 projects beginning in June 2007 and ending no later than May 31, 2010.										
** Performance measures for WIA Title I youth are for younger youth (14-18 years old); other measures listed include performance for older youth (19-21 years old.)										
General Note: Differences in program goals, as well as reporting definitions and methods, require caution in comparing outcomes across programs.										

Annual Performance Summary of Massachusetts Workforce Development Programs (cont'd)

FUNDING YEAR: STATE FY2010	EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES: EMPLOYMENT RELATED PROGRAMS									
	Dept of Transitional Assistance: Employment Services Program	Massachusetts Rehabilitation Commission: Vocational Rehabilitation Services	Massachusetts Commission for the Blind: Vocational Rehabilitation for the Blind							
PARTICIPATION & FUNDING	FY2010	FY2010	FY2010							
Number Served	80,220*	20,678	1,639							
Federal Funding	\$950,000	\$37,200,642	\$7,149,175							
Federal SSA Reimbursement	na	\$1,869,061	na							
State Funding	\$20,979,163	\$10,207,592	\$3,044,221							
Total Funding	\$21,929,163	\$49,277,295	\$10,193,396							
Cost per Participant Served	na	\$2,383	\$6,220							
PERFORMANCE MEASURES										
<i>Employment & Earnings</i>	Goal	Actual	Goal	Actual	Goal	Actual				
Entered Employments (Count)**	9,996	8,800	3,203	3,022	110	139				
Employed at 90 Days	8,304	8,648	3,203	3,022	110	139				
Average Hourly Wage	\$10.00	\$10.07	\$12.24	\$12.28	\$16.00	\$22.01				
Employer Sponsored Health Insurance	na	na	29%	22%	57	64				
Skill Building Outcomes	Goal	Actual	Goal	Actual	Goal	Actual				
Attained Skills Credential	na	na	na	na	na	na				
Other Results/Impacts	Goal	Actual	Goal	Actual	Goal	Actual				
Overall Customer Satisfaction	na	na	na	86%	na	94%				
<p>* Total TAFDC Adults during FY2010. ** DTA-ESP entered employments have been retained for 30 days; MRC/MCB Vocational Rehabilitation placements have been retained for 90 days. General Note: Differences in program goals, as well as reporting definitions and methods, require caution in comparing outcomes across programs.</p>										

Annual Performance Summary of Massachusetts Workforce Development Programs (cont'd)

FUNDING YEAR: STATE FY2010	DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION							
	Adult & Community Learning Services: Adult Basic Education/ESOL		Connecting Activities					
PARTICIPATION & FUNDING	FY2010		FY2010					
Number Served	20,372		11,033					
Federal Funding	\$8,330,989		--					
State Funding	\$23,710,206		\$2,000,000					
Total Funding	\$32,041,195		\$2,000,000					
Cost per Participant Served (Public \$)	\$1,573		\$181					
Employer Internship Wages	na		\$14,800,000					
PERFORMANCE MEASURES								
<i>Employment & Earnings</i>	Goal	Actual	Goal	Actual				
Entered Employments (Rate or Count)	35%	19%	7,452	11,033*				
Employment Retention (thru 3 Qtrs)	30%	47%	na	na				
Earnings/Wages	na	na	na	na				
Skill Building Outcomes	Goal	Actual	Goal	Actual				
Improved ABE Skills	28%	28%	na	na				
Improved ESOL Skills	46%	47%	na	na				
Attained HS Diploma/GED	68%	74%	na	na				
Entered Post-Secondary Education	45%	57%	na	na				
Other Results/Impacts	Goal	Actual	Goal	Actual				
Participating Employers	na	na	3,555	3,876				
* Number of placements in brokered internships.								
General Note: Differences in program goals, as well as reporting definitions and methods, require caution in comparing outcomes across programs.								

Annual Performance Summary of Massachusetts Workforce Development Programs (cont'd)

FUNDING YEAR: STATE FY2010	DEPARTMENT OF HIGHER EDUCATION									
	Community Colleges		State Colleges		University of Massachusetts					
PARTICIPATION & FUNDING	FY2010		FY2010		FY2010					
Fall Enrollment Headcount	98,067		50,751		65,923					
Federal Funding	--		--		--					
ARRA Funding	\$56.2 million		\$51.2 million		\$122.9 million					
State Appropriation	\$188.2 million		\$171.4 million		\$380.0 million					
Total ARRA/State Funding	\$244.4 million		\$222.6 million		\$502.9 million					
PERFORMANCE MEASURES										
<i>Employment & Earnings</i>	Goal	Actual	Goal	Actual	Goal	Actual				
Entered Employments*	--	--	--	--	--	--				
Employment Retention*	--	--	--	--	--	--				
Post-Graduation Earnings*	--	--	--	--	--	--				
Skill Building Outcomes	Goal	Actual	Goal	Actual	Goal	Actual				
Certificates & Degrees Awarded	na	12,027	na	9,925	na	13,956				
First-Year Retention (at same school)**	na	60%	na	76%	na	82%				
Six-Year Graduation Rate**	na	na	na	51%	na	58%				
Nursing Exam Pass Rate**	85%	87%	na	na	na	92%				
MTEL Teacher Exam Pass Rate**	na	na	80%	99%	na	na				
Other Results/Impacts	Goal	Actual	Goal	Actual	Goal	Actual				
NA	--	--	--	--	--	--				

* Data on employment and earnings of graduates not currently collected by DHE.

** Data for these measures are from the 2009 Performance Reports.

General Note: Differences in program goals, as well as reporting definitions and methods, require caution in comparing outcomes across programs.

III. ANNUAL PERFORMANCE REPORTS FOR FY2010 STATEWIDE PROGRAMS

ANNUAL PERFORMANCE REPORT

Workforce Development Program:

ONE-STOP CAREER CENTERS (WIA TITLE III WAGNER-PEYSER EMPLOYMENT SERVICE)

State Agency Responsible for Administration and Funding:

DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES

Description of Program

The Division of Career Services (DCS) of the Massachusetts Department of Workforce Development (DWD) manages state and federal funds to provide quality employment services through One-Stop Career Centers (OSCCs) to jobseekers and employers. The statewide network of 37 One-Stop Career Centers provide job seekers with career guidance and referral to jobs and training, and assist employers in finding qualified workers. The One-Stop Career Centers are administered by local Workforce Investment Boards to ensure that each center is meeting the needs of the community, in addition to providing a standard level of basic services.

PARTICIPATION AND FUNDING

Participants and Funding Levels

Number of Participants in FY2010	211,761
Funding Level in FY2010	\$22,874,623
Cost per Participant (Core Svcs Only)	\$108

Primary Funding Sources

Federal: USDOL Wagner-Peyser, WIA Title III
 State: General Appropriation Line Item
 Federal Formula Funds: \$11,461,119
 ARRA Funds: \$6,419,037 State Funds: \$4,994,467

PROGRAM RESULTS AND OUTCOMES

Performance Measures (FY2010)

Data for Calculation of Measure

	<u>Goal</u>		<u>Actual</u>	
Entered Employment Rate*	<u>Goal</u>	<u>Actual</u>	Employed in 1 st Quarter after Program**	76,269
	50%	44%	Number Completed or Left Program	171,983
Employment Retention Rate*	<u>Goal</u>	<u>Actual</u>	Employed thru 3 rd Quarter after Program**	67,077
	77%	71%	Number Employed after Program	94,903
Average Earnings (2 Qtrs)*	<u>Goal</u>	<u>Actual</u>	Average Earnings in the 2 nd and 3 rd Quarters for those with UI Wage Record Earnings in all 3 Quarters after Program	
	\$16,400	\$15,334		
Hourly Wage at Placement	<u>Average</u>	<u>Median</u>	Hourly Wage Reported by Employer/Participant	
	\$16.17	\$12.54		
Pre-Program Hourly Wage	<u>Average</u>	<u>Median</u>	Pre-Program Hourly Wage Reported by Participant	
	\$16.97	\$13.44		

* Federal USDOL Performance Measure ** Based on UI wage record matching or case management follow-up data.

Annual performance goals are negotiated with the U.S. Department of Labor as part of the annual planning process and consideration is given to general economic conditions, past performance, and incentives for productivity/continuous improvement. In FY2010, Massachusetts met the state goals for employment retention (92% of goal) and average earnings (94% of goal), but did not meet the negotiated goal for entered employment rate (89% of goal), as the USDOL's minimum standard for meeting goals is the attainment of at least 90% of the negotiated state goal.

ANNUAL PERFORMANCE REPORT					
ONE-STOP CAREER CENTERS (WIA TITLE III WAGNER-PEYSER EMPLOYMENT SERVICE)					
DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 211,761)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Other Barriers</i>	<i>Count</i>	<i>Pct.</i>
Female	95,380	45%	Person with Disabilities	13,121	6%
Male	116,381	55%	Unemployed	199,255	93%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	UI Claimant	109,164	55%
Hispanic/Latino	31,274	15%	Cash Welfare Recipient	9,480	5%
Asian/Pacific Islander	7,819	4%	Low-Income/Disadvantaged	53,372	25%
African American	27,337	13%	Primary Language Not English	18,851	9%
White	137,491	65%	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
Other/More than One	7,840	4%	High School Student	12,681	6%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	High School Dropout	18,981	9%
Under 22 Years Old	32,745	16%	HS Graduate/GED	71,416	34%
22 – 34 Years Old	55,275	26%	Some Post-Secondary	26,786	13%
35 – 44 Years Old	41,775	20%	Associate's Degree	18,543	9%
45 – 54 Years Old	47,512	22%	Bachelor's Degree	42,542	20%
55 Years & Older	34,454	16%	No Info (10% of total)	20,812	na
PROGRAM ACTIVITIES AND SERVICES					
<i>Type of Activity (non-add)</i>	<i>Count</i>	<i>Pct.</i>			
Total Participants	211,761	100%			
Assessment and Testing	77,758	37%			
Counseling and Career Guidance	109,324	52%			
Job Development	29,323	14%			
Job Search Activities	144,049	68%			
Referrals to Employment	30,162	14%			
Resource Room	82,887	39%			
Workshops	150,747	71%			
Training & Education (new FY2010 enrollments)	17,781	8%			

ANNUAL PERFORMANCE REPORT				
ONE-STOP CAREER CENTERS (WIA TITLE III WAGNER-PEYSER EMPLOYMENT SERVICE)				
DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES				
EMPLOYERS SERVED THROUGH OSCCS: PROGRAM ACTIVITIES AND SERVICES				
<i>Type of Activity (non-add)</i>	<i>Count</i>	<i>Pct.</i>		
Total Employers	12,737	100%		
Employers Listing Job Orders	5,798	46%		
Labor Exchange Services (e.g., recruitments)	6,540	51%		
General Employer Services (e.g., site visits)	9,301	73%		
Business Information Services (e.g., LMI)	4,216	33%		
Financial Incentive Services (e.g., tax credits)	2,700	21%		
Workforce Development Services (e.g., HR asst.)	2,714	21%		
EMPLOYERS BY TYPE OF INDUSTRY & COMPARED TO MASS. SECTORS IN CY2009				
<i>Industry Sector (NAICS Code)</i>	<i>OSCC Count</i>	<i>OSCC Pct.</i>	<i>Mass. Count*</i>	<i>Mass. Pct.</i>
Total Employers Served	12,737	100%	213,962	100%
Natural Resources (11,21)	207	1.6%	1,025	0.5%
Construction (23)	731	5.7%	20,013	9.4%
Manufacturing (31-33)	1,822	14.3%	7,543	3.5%
Wholesale/Retail Trade (42,44-45)	1,963	15.4%	38,660	18.1%
Transportation/Utilities (48,49,22)	466	3.7%	4,659	2.2%
Information (51)	361	2.8%	4,224	2.0%
Financial Activities (52,53)	843	6.6%	16,376	7.7%
Professional/Technical (54)	992	7.8%	28,020	13.1%
Business Services (55,56)	893	7.0%	12,535	5.9%
Educational Services (61)	503	3.9%	3,572	1.7%
Health Care (62)	1,534	12.0%	16,515	7.7%
Leisure/Hospitality (71,72)	1,199	9.4%	18,851	8.8%
Other Services (81)	661	5.2%	38,472	18.0%
Public Administration (92)	392	3.1%	3,497	1.6%
Not Classified (1% of Total)	170	na	na	na
				*Quarterly Census of Employment & Wages, Annual 2009 (ES-202)
EMPLOYER CUSTOMER SATISFACTION SURVEYS (Based on 654 responses)				
Customer Satisfaction Score	<u>Goal</u>	<u>Actual</u>	American Customer Satisfaction Index (scale 0-100)	
	75.0	76.0		
<i>Scale 10-1; 10=strongly agree; 1=strongly disagree</i>			<i>Average Score</i>	
Overall Satisfaction with Services			8.0	
Services Exceeded Expectations			8.0	
Staff are professional and helpful			9.3	
Staff understood business and specific requests			9.0	
Recommend OSCC to other employers (yes/no)			92%	

ANNUAL PERFORMANCE REPORT				
<i>Workforce Development Program:</i>				
<u>WORKFORCE INVESTMENT ACT (WIA/ARRA) TITLE I LOW-INCOME ADULTS</u>				
<i>State Agency Responsible for Administration and Funding:</i>				
<u>DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES</u>				
<i>Description of Program</i>				
Title I of the Workforce Investment Act authorizes employment and training activities for low-income adults, provided through the One-Stop Career Centers. Local grants are distributed by federal formula and are administered by local Workforce Investment Boards and Title I Fiscal Agents in sixteen workforce areas.				
PARTICIPATION AND FUNDING				
<u>Participants and Funding Levels</u>			<u>Primary Funding Source</u>	
Number of Participants in FY2010	4,475		Federal: USDOL Workforce Investment Act Title I	
Funding Level in FY2010	\$23,465,724		Formula Funding: \$14,903,106	
Cost per Participant	\$5,244		ARRA Funding: \$8,562,618	
PROGRAM RESULTS AND OUTCOMES (*Federal USDOL Performance Measure)				
<u>Performance Measures (FY2010)</u>			<u>Data for Calculation of Measure</u>	
Entered Employment Rate*	<u>Goal</u>	<u>Actual</u>	Employed in 1 st Quarter after Program**	1,127
	72%	75%	Number Completed or Left Program	1,507
Employment Retention Rate*	<u>Goal</u>	<u>Actual</u>	Employed thru 3 rd Quarter after Program**	1,074
	81%	77%	Number Employed after Program	1,394
Average Earnings (2 Qtrs)*	<u>Goal</u>	<u>Actual</u>	Average Earnings in the 2 nd and 3 rd Quarters for those with UI Wage Record Earnings in all 3 Quarters after Program	
	\$9,750	\$10,760		
Attained Credential Rate	<u>Goal</u>	<u>Actual</u>	Attained Recognized Skills Credential	1,036
	71%	88%	Number Completed or Left Training	1,183
Hourly Wage at Placement	<u>Average</u>	<u>Median</u>	Hourly Wage Reported by Employer/Participant	
	\$12.12	\$11.00		
Pre-Program Hourly Wage	<u>Average</u>	<u>Median</u>	Pre-Program Hourly Wage Reported by Participant	
	\$11.68	\$10.00		
* Federal USDOL Performance Measure ** Based on UI wage record matching or case management follow-up data.				
Annual performance goals for the state are negotiated with the U.S. Department of Labor as part of the annual planning process and consideration is given to general economic conditions, past performance, and incentives for productivity/continuous improvement. In FY2010, Massachusetts exceeded negotiated state goals for the entered employment rate (104% of goal) and average earnings (110% of goal) and met the negotiated state goal for retention rate (95% of goal). USDOL considers that a goal is exceeded if performance is 100% or greater of the negotiated state goal and that a goal is met if performance is at least 90% of the negotiated state goal.				

ANNUAL PERFORMANCE REPORT					
WORKFORCE INVESTMENT ACT (WIA/ARRA) TITLE I LOW-INCOME ADULTS					
DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 4,475)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Other Barriers</i>	<i>Count</i>	<i>Pct.</i>
Female	3,130	70%	Person with Disabilities	236	5%
Male	1,345	30%	Unemployed	3,970	89%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	Cash Welfare Recipient	1,253	28%
Hispanic/Latino	908	20%	Single Parent	1,912	43%
Asian/Pacific Islander	218	5%	Basic Skills Deficient	2,077	46%
African American	714	16%	Primary Language Not English	799	18%
White	2,363	53%	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
Other/More than One	272	6%	High School Student	41	1%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	High School Dropout	592	13%
18 – 21 Years Old	734	16%	HS Graduate/GED	2,307	52%
22 – 34 Years Old	1,733	39%	Some Post-Secondary	797	18%
35 – 44 Years Old	1,008	23%	Associate's Degree	325	7%
45 – 54 Years Old	741	17%	Bachelor's Degree	371	8%
55 Years & Older	259	6%	No Info (1% of total)	42	na
PROGRAM ACTIVITIES AND SERVICES					
<i>Type of Activity</i>			<i>Count</i>		<i>Pct.</i>
Total Participants			4,475		100%
Core Job Search Services (without Training)			950		21%
Training Enrollments (also receive core services)			3,525		79%
<i>Breakout of Training Types (non-add)</i>					
- Basic Education			160		5%
- ESOL			206		6%
- Occupational Skills			3,284		93%
PARTICIPANT CUSTOMER SATISFACTION SURVEYS					
Customer Satisfaction Score	<u>Goal</u>	<u>Actual</u>	American Customer Satisfaction Index (scale 0-100)		
	82.0	81.0			
<i>Scale 10-1; 10=strongly agree; 1=strongly disagree</i>			<i>Average Score</i>		
Overall Satisfaction with Services			8.4		
Services Exceeded Expectations			8.4		
Activities Close to Ideal Services			8.0		
Staff are professional and helpful			9.0		
Teachers/trainers are helpful and supportive			8.9		
Good content and quality of workshops & training			8.7		

ANNUAL PERFORMANCE REPORT				
<i>Workforce Development Program:</i>				
<u>WORKFORCE INVESTMENT ACT (WIA/ARRA) TITLE I DISLOCATED WORKERS</u>				
<i>State Agency Responsible for Administration and Funding:</i>				
<u>DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES</u>				
<i>Description of Program:</i>				
Title I of the Workforce Investment Act authorizes employment and training activities for dislocated workers, provided through the One-Stop Career Centers. Local grants are distributed by federal formula and are administered by local Workforce Investment Boards and Title I Fiscal Agents in sixteen workforce areas.				
PARTICIPATION AND FUNDING LEVELS				
<u>Participants and Funding Levels</u>			<u>Primary Funding Source</u>	
Number of Participants in FY2010	9,184		Federal: USDOL Workforce Investment Act Title I	
Funding Level in FY2010	\$24,915,966		Formula Funding: \$12,181,898	
Cost per Participant	\$2,713		ARRA Funding: \$12,734,068	
PROGRAM RESULTS AND OUTCOMES				
<u>Performance Measures (FY2010)</u>			<u>Data for Calculation of Measure</u>	
Entered Employment Rate*	<u>Goal</u>	<u>Actual</u>	Employed in 1 st Quarter after Program**	2,411
	75%	79%	Number Completed or Left Program	3,051
Employment Retention Rate*	<u>Goal</u>	<u>Actual</u>	Employed thru 3 rd Quarter after Program**	2,168
	90%	85%	Number Employed after Program	2,559
Average Earnings (2 Qtrs)*	<u>Goal</u>	<u>Actual</u>	Average Earnings in the 2 nd and 3 rd Quarters for those with UI Wage Record Earnings in all 3 Quarters after Program	
	\$16,000	\$16,653		
Attained Credential Rate	<u>Goal</u>	<u>Actual</u>	Attained Recognized Skills Credential	1,858
	76%	91%	Number Completed or Left Training	1,694
Hourly Wage at Placement	<u>Average</u>	<u>Median</u>	Hourly Wage Reported by Employer/Participant [92% wage replacement rate of pre-program wage]	
	\$17.74	\$14.42		
Pre-Program Hourly Wage	<u>Average</u>	<u>Median</u>	Pre-Program Hourly Wage Reported by Participant	
	\$19.36	\$16.39		
* Federal USDOL Performance Measure ** Based on UI wage record matching or case management follow-up data.				
Annual performance goals for the state are negotiated with the U.S. Department of Labor as part of the annual planning process and consideration is given to general economic conditions, past performance, and incentives for productivity/continuous improvement. In FY2010, Massachusetts exceeded negotiated state goals for the entered employment rate (105% of goal) and average earnings (104% of goal) and met the negotiated state goal for retention rate (94% of goal). USDOL considers that a goal is exceeded if performance is 100% or greater of the negotiated state goal and that a goal is met if performance is at least 90% of the negotiated state goal.				

ANNUAL PERFORMANCE REPORT					
WORKFORCE INVESTMENT ACT (WIA/ARRA) TITLE I DISLOCATED WORKERS					
DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 9,184)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Other Barriers</i>	<i>Count</i>	<i>Pct.</i>
Female	4,651	51%	Person with Disabilities	198	2%
Male	4,533	49%	Unemployed	8,874	97%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	UI Claimant	7,065	77%
Hispanic/Latino	750	8%	Single Parent	996	11%
Asian/Pacific Islander	651	7%	Basic Skills Deficient	2,973	33%
African American	611	7%	Primary Language Not English	1,444	16%
White	6,814	74%	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
Other/More than One	358	4%	High School Student	30	0%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	High School Dropout	1,105	12%
18 – 21 Years Old	196	2%	HS Graduate/GED	3,521	38%
22 – 34 Years Old	1,338	15%	Some Post-Secondary	1,451	16%
35 – 44 Years Old	2,414	26%	Associate's Degree	1,124	12%
45 – 54 Years Old	3,461	38%	Bachelor's Degree	1,935	21%
55 Years & Older	1,775	19%	No Info (0.2% of total)	18	na
PROGRAM ACTIVITIES AND SERVICES					
<i>Type of Activity</i>			<i>Count</i>		<i>Pct.</i>
Total Participants			9,184		100%
Core Job Search Services (without Training)			2,274		25%
Training Enrollments (also receive core services)			6,910		75%
<i>Breakout of Training Types (non-add)</i>					
- Basic Education			686		9%
- ESOL			675		10%
- Occupational Skills			6,260		91%
PARTICIPANT CUSTOMER SATISFACTION SURVEYS					
Customer Satisfaction Score	<u>Goal</u>	<u>Actual</u>	American Customer Satisfaction Index (scale 0-100)		
	82.0	81.0			
<i>Scale 10-1; 10=strongly agree; 1=strongly disagree</i>			<i>Average Score</i>		
Overall Satisfaction with Services			8.4		
Services Exceeded Expectations			8.4		
Activities Close to Ideal Services			8.0		
Staff are professional and helpful			9.0		
Teachers/trainers are helpful and supportive			8.9		
Good content and quality of workshops & training			8.7		

ANNUAL PERFORMANCE REPORT

Workforce Development Program:

WORKFORCE INVESTMENT ACT (WIA) TITLE I NATIONAL EMERGENCY GRANTS (NEGs)

State Agency Responsible for Administration and Funding:

DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES

Description of Program:

USDOL provides WIA Title I discretionary grants on a competitive application basis for local services to dislocated workers affected by mass layoffs and plant closings. DCS, in conjunction with the affected company, the affected workforce, the local Workforce Investment Board and the Title I Fiscal Agent, develops applications for NEGs. NEG grants typically last 24 months or more and provide a range of reemployment services customized for the impacted workers.

PARTICIPATION AND FUNDING LEVELS

<u>Participants and Funding Levels</u>		<u>Primary Funding Source</u>
Number of Participants in FY2010	2,359	Federal: USDOL Workforce Investment Act
Funding Level in FY2010	\$6,076,168	National Emergency Grants: \$4,110,034
Cost per Participant	\$2,575	Rapid Response Set-Aside: \$1,966,134

PROGRAM RESULTS AND OUTCOMES

<u>Performance Measures (FY2010)</u>			<u>Data for Calculation of Measure</u>	
Entered Employment Rate*	<u>Goal</u>	<u>Actual</u>	Employed in 1 st Quarter after Program**	191
	75%	72%	Number Completed or Left Program	265
Employment Retention Rate*	<u>Goal</u>	<u>Actual</u>	Employed thru 3 rd Quarter after Program**	251
	90%	84%	Number Employed after Program	300
Average Earnings (2 Qtrs)*	<u>Goal</u>	<u>Actual</u>	Average Earnings in the 2 nd and 3 rd Quarters for those with UI Wage Record Earnings in all 3 Quarters after Program	
	\$16,000	\$15,289		
Attained Credential Rate	<u>Goal</u>	<u>Actual</u>	Attained Recognized Skills Credential	116
	76%	82%	Number Completed or Left Training	142
Hourly Wage at Placement	<u>Average</u>	<u>Median</u>	Hourly Wage Reported by Employer/Participant [101% wage replacement rate of pre-program wage]	
	\$22.40	\$16.50		
Pre-Program Hourly Wage	<u>Average</u>	<u>Median</u>	Pre-Program Hourly Wage Reported by Participant	
	\$22.22	\$17.85		

* Federal USDOL Performance Measure ** Based on UI wage record matching or case management follow-up data.

Performance goals for each NEG are negotiated with the U.S. Department of Labor as part of the application and contracting process, with reference to the statewide goals for the WIA Dislocated Worker formula program. The duration of NEG contracts includes more than one program year; for this report, project-to-date NEG performance through the end of FY2010 has been compared to FY2010 Dislocated Worker goals. In FY2010, Massachusetts met the state goals for the entered employment rate (94% of goal), retention rate (93% of goal) and average earnings (96% of goal).

ANNUAL PERFORMANCE REPORT					
WORKFORCE INVESTMENT ACT (WIA) TITLE I NATIONAL EMERGENCY GRANTS					
DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 2,359)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Other Barriers</i>	<i>Count</i>	<i>Pct.</i>
Female	1,181	50%	Person with Disabilities	19	1%
Male	1,178	50%	Unemployed	2,322	98%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	UI Claimant	1,812	77%
Hispanic/Latino	355	15%	Single Parent	221	9%
Asian/Pacific Islander	235	10%	Basic Skills Deficient	543	23%
African American	120	5%	Primary Language Not English	794	34%
White	1,538	65%	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
Other/More than One	111	5%	High School Student	10	0%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	High School Dropout	612	26%
18 – 21 Years Old	29	1%	HS Graduate/GED	722	31%
22 – 34 Years Old	293	12%	Some Post-Secondary	239	10%
35 – 44 Years Old	574	24%	Associate's Degree	222	9%
45 – 54 Years Old	982	42%	Bachelor's Degree	551	23%
55 Years & Older	481	20%	No Info (0.1% of total)	3	na
PROGRAM ACTIVITIES AND SERVICES					
<i>Type of Activity</i>			<i>Count</i>		<i>Pct.</i>
Total Participants			2,359		100%
Core Job Search Services (without Training)			778		33%
Training Enrollments (also receive core services)			1,581		67%
<i>Breakout of Training Types (non-add)</i>					
- Basic Education			140		9%
- ESOL			326		21%
- Occupational Skills			1,306		83%

ANNUAL PERFORMANCE REPORT

Workforce Development Program:

TRADE ADJUSTMENT ASSISTANCE (TAA)

State Agency Responsible for Administration and Funding:

DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES

Description of Program

The Trade Adjustment Assistance (TAA) Act includes provisions for USDOL to make training adjustment assistance funds available to workers laid off from firms certified by USDOL as experiencing declines in production due to competition of imports or due to U.S. firms shifting production to non-U.S. locations. TAA training and other resources are accessed by impacted workers through One-Stop Career Centers.

PARTICIPATION AND FUNDING

Participants and Funding Levels

Number of Participants in FY2010	2,892
Funding Level in FY2010	\$10,025,172
Cost per Participant	\$3,467

Primary Funding Source

Federal: Trade Adjustment Assistance
U.S. Department of Labor

PROGRAM RESULTS AND OUTCOMES

Performance Measures (FY2010)

Data for Calculation of Measure

Performance Measure	Natl Goal	Actual	Data for Calculation of Measure	
	Entered Employment Rate*	64.9%	68%	Employed in 1 st Quarter after Program**
			Number Completed or Left Program	834
Employment Retention Rate*	87.3%	83%	Employed thru 3 rd Quarter after Program**	247
			Number Employed after Program	296
Average Earnings (2 Qtrs)*	\$13,319	\$15,540	Average Earnings in the 2 nd and 3 rd Quarters for those with UI Wage Record Earnings in all 3 Quarters after Program	
Completed Training	Goal	Actual	Completed Training Successfully	1,969
	na	93%	Number Completed or Left Training	2,108
Hourly Wage at Placement	Average \$14.82	Median \$12.00	Hourly Wage Reported by Employer/Participant [87% wage replacement rate of pre-program wage]	
Pre-Program Hourly Wage	Average \$16.95	Median \$14.65	Pre-Program Hourly Wage Reported by Participant	

* Federal USDOL Performance Measure ** Based on UI wage record matching or case management follow-up data.

The U.S. Department of Labor has established national performance goals for the Trade Adjustment Assistance program, with consideration given to general economic conditions, past performance, and incentives for productivity/continuous improvement. USDOL does not negotiate state level goals. In FY2010, Massachusetts exceeded the national goal for the entered employment rate (105% of goal), met the retention rate (95% of goal) and exceeded the average earnings (117% of goal).

ANNUAL PERFORMANCE REPORT					
TRADE ADJUSTMENT ASSISTANCE (TAA)					
DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 2,892)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Other Barriers</i>	<i>Count</i>	<i>Pct.</i>
Female	1,306	45%	Person with Disabilities	33	1%
Male	1,586	55%	Unemployed	2,827	98%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	UI Claimant	2,366	82%
Hispanic/Latino	358	12%	Single Parent	237	8%
Asian/Pacific Islander	239	8%	Basic Skills Deficient	1,395	48%
African American	119	4%	Primary Language Not English	1,010	35%
White	2,036	70%	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
Other/More than One	140	5%	High School Student	16	1%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	High School Dropout	872	30%
Under 22 Years Old	34	1%	HS Graduate/GED	1,199	41%
22 – 34 Years Old	302	10%	Some Post-Secondary	263	9%
35 – 44 Years Old	672	23%	Associate's Degree	225	8%
45 – 54 Years Old	1,176	41%	Bachelor's Degree	312	11%
55 Years & Older	708	24%	No Info (0.2% of total)	5	na
PROGRAM ACTIVITIES AND SERVICES					
<i>Type of Activity</i>			<i>Count</i>		<i>Pct.</i>
Total Participants			2,892		100%
Job Search & Other Services (without Training)			434		15%
Training Enrollments (also receive core services)			2,458		85%
<i>Breakout of Training Types (non-add)</i>					
- Basic Education			690		28%
- ESOL			712		29%
- Occupational Skills			1,952		79%

ANNUAL PERFORMANCE REPORT

Workforce Development Program Name

WORKFORCE TRAINING FUND: GENERAL PROGRAM

State Agency Responsible for Administration and Funding

DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES

Description of Program

The Division of Career Services (DCS) of the Department of Workforce Development (DWD) administers the Workforce Training Fund (WTF). WTF is financed through employer contributions of \$8.40 per employee as part of their overall annual unemployment insurance contribution. In addition to the General Program, WTF includes the Express Program and the Hiring Incentive Training Grant Program.

The **Workforce Training Fund's (WTF) General Program** provides one-to-one matching grants to large and small businesses, labor and business organizations in Massachusetts to pay for training to upgrade the skills of their workforce. Since the first round of grants in March 1999, through FY2010, the fund has awarded \$177 million to 2,508 Massachusetts companies to train 249,443 Massachusetts workers.

PARTICIPATION AND FUNDING FOR WTF GENERAL PROGRAM

Participants and Funding Levels

Dollars Awarded in FY2010	\$3,571,400
Number of General Program Grants	51
Number of Employees to be Trained	5,031
Cost per Trainee (state funds only)	\$710
Average Size of FY2010 Grant	\$70,027
Average Number of Trainees per Grant	99

Primary Funding Sources

State Line Item 7003-0701: \$21,000,000 (total)
 FY2010 Awards: \$3,571,400*
 Private Sector Match: \$7 million**
 *Budget uncertainties in the first half of FY2010 resulted in a reduced level of new grant awards.
 **Employers must provide at least 100% match.

PROGRAM RESULTS AND OUTCOMES

Performance Measures (FY2010)

Actual

Data for Calculation of Measure

Increased Company's Productivity	94%	93.6% of employers reported (in their end-of-grant reports) improved productivity as a result of training grant.
Increased Competitiveness	92%	92% of employers reported improved competitiveness as a result of training grant.
Employers Providing Raises	44%	44% of employers reported pay increases granted to employees as a direct result of training.
Employers Providing Promotions	55%	55% of employers reported promotions granted to 866 employees as a direct result of training.
Employers with New Hires	48%	47.6% of employers reported new hires totaling 319 as a direct result of training.
Employers Preventing Layoffs	35%	35% of employers reported layoffs prevented 392 layoffs as a direct result of training.
Recommend to Other Employers	89%	89% of employers reported that they would recommend the program to other employers. .

ANNUAL PERFORMANCE REPORT		
WORKFORCE TRAINING FUND: GENERAL PROGRAM		
DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES		
CHARACTERISTICS OF WTF GENERAL PROGRAM GRANTS (TOTAL = 51)		
<u>Industry</u>	<u>Pct of Grants</u>	<u>Sector Pct in MA*</u>
Manufacturing & Construction	80%	14%
Professional and Business Services	3%	19%
Financial Activities	2%	8%
Trade and Transportation	3%	22%
Healthcare and Education	2%	9%
Other Services	10%	28%
<u>Type of Worker</u>	<u>Pct of Trainees</u>	<u>Occup. Pct in MA**</u>
Managerial	16%	11%
Professional	19%	25%
Sales	5%	10%
Clerical	4%	17%
Services	6%	19%
Production	50%	18%
<u>Region</u>	<u>Pct of Grants</u>	<u>Region's Pct in MA*</u>
West	18%	13%
Central	8%	10%
Northeast	18%	14%
Greater Boston	33%	39%
Southeast	23%	24%
* Source: Quarterly Census of Employment and Wages, Annual 2009 (QCEW/ES-202)		
** Source: Occupational Employment and Wage Statistics, May 2009 Survey (OES)		

ANNUAL PERFORMANCE REPORT

Workforce Development Program Name

WORKFORCE TRAINING FUND: EXPRESS PROGRAM

State Agency Responsible for Administration and Funding

DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES

Description of Program

The Division of Career Services (DCS) of the Massachusetts Department of Workforce Development (DWD) administers the Workforce Training Fund (WTF). The WTF’s Express program provides grants on a one-to-one matching basis to small business (up to 50 employees) and labor organizations. The Express grants are accessed through an easy-to-complete online application and online training directory of pre-approved courses. The Express program features an open application period and quick turnaround. Maximum grant amount is \$15,000. The program has awarded a cumulative total of \$5.5 million to 1,382 companies to train 8,200 workers.

PARTICIPATION AND FUNDING FOR WTF EXPRESS PROGRAM

Participants and Funding Levels

Primary Funding Sources

Dollars Awarded in FY2010	\$0
Number of Express Program Awards	0
Number of Employees to be Trained	0
Cost per Trainee (state funds only)	na
Average Size of FY2010 Grant	na
Average Number of Trainees per Grant	na

State Line Item 7003-0701: \$21,000,000 (total)
 No new grant awards during FY2010.*
 *Due to budget uncertainties, no grants were made during FY2010 in this category. The program resumed operation in FY2011 as of September 2010.

PROGRAM RESULTS AND OUTCOMES (Performance based on FY2009 reports.)

<u><i>Performance Measures (FY2009)</i></u>	<u><i>Actual</i></u>	<u><i>Data for Calculation of Measure</i></u>
Increased Company’s Productivity	81%	81% of employers reported (in their end-of-grant summary) improved productivity as a result of training grant.
Increased Employee Morale	90%	90% of employers reported improved employee morale as a result of training grant.
Employers Providing Raises	15%	15% of employers reported pay increases granted to employees as a direct result of training.
Increased Employee Retention	73%	73% of employers reported that training increased their ability to retain employees.

ANNUAL PERFORMANCE REPORT

Workforce Development Program Name

WORKFORCE TRAINING FUND: HIRING INCENTIVE TRAINING GRANT PROGRAM

State Agency Responsible for Administration and Funding

DEPARTMENT OF WORKFORCE DEVELOPMENT, DIVISION OF CAREER SERVICES

Description of Program

The Division of Career Services (DCS) of the Massachusetts Department of Workforce Development (DWD) administers the Workforce Training Fund (WTF). The WTF's Hiring Incentive Training Grant Program (HITG) provides training grants of up to \$2,000 per employee and up to a maximum of \$30,000 a year per company. This program assists in paying training costs for newly hired employees who have been unemployed over one year and those that do not have a call back date from their last employer. Employers can use a training provider of their choice or may also use qualified employees of the company to conduct internal training of new hires. The program has awarded a cumulative total of \$5.9 million to 2,043 companies for 3,387 workers.

PARTICIPATION AND FUNDING FOR WTF HIRING INCENTIVE TRAINING GRANTS (HITG)

Participants and Funding Levels

Dollars Awarded in FY2010	\$95,999
Number of HITG Awards	25
Number of Employees to be Trained	58
Cost per Trainee (state funds only)	\$1,655
Average Size of FY2010 Grant	\$3,840
Average Number of Trainees per Grant	2

Primary Funding Sources

State Line Item 7003-0701: \$21,000,000 (total)

FY2010 Awards: \$95,999*

Private Sector Match: \$95,999 million**

* Due to budget uncertainties, HITG was on hold until re-start of application process in February 2010 resulting in a reduced number of awards.

**Employers must provide one-to-one match.

PROGRAM RESULTS AND OUTCOMES (Performance based on FY2009 reports.)

<u>Performance Measures (FY2009)</u>	<u>Actual</u>	<u>Data for Calculation of Measure</u>
Increased Company's Productivity	80%	80% of employers reported that the grant resulted in a savings of money for the company.
Staff Resources Savings	33%	33% of employers reported that the grant resulted in a savings of staff resources.
Trainees Increased Skills	94%	94% of employers reported that trainees gained skills that are of value to the company.
Recommend to Other Employers	93%	93% of employers reported that they would recommend the program to other employers. .

ANNUAL PERFORMANCE REPORT			
<i>Workforce Development Program:</i>			
<u>EXTENDED CARE CAREER LADDER INITIATIVE (ECCLI)</u>			
<i>State Agency Responsible for Administration and Funding:</i>			
<u>COMMONWEALTH CORPORATION</u>			
<i>Description of Program:</i>			
<p>The Extended Care Career Ladder Initiative (ECCLI), administered by Commonwealth Corporation, provides competitive grants to licensed nursing homes and home care providers to improve the overall quality of care to seniors and disabled individuals. ECCLI grants provide career ladder development as well as education and training to improve the clinical skills and job retention of direct care workers. Since 2001, ECCLI has helped more than 175 nursing homes and home health agencies train over 9,000 staff members, impacting about 25% of facilities in the Massachusetts long-term care industry.</p>			
PARTICIPATION AND FUNDING			
<u>Participants and Funding Levels</u>		<u>Primary Funding Sources</u>	
Number of Participants in FY2010	1,389	State Funds: \$1,141,799*	
Expenditures in FY2010	\$1,141,799	Private Sector Match: \$1,061,648	
Cost per Participant (state funds only)	\$822	*Includes 11 contracts that started in FY2009 and ended in FY2010, plus 3 FY2010 contracts with program activity outcomes during FY2010.	
PROGRAM RESULTS AND OUTCOMES			
<u>Performance Measures (FY2010)</u>			<u>Data for Calculation of Measure*</u>
Employment Upgrades	<u>Goal**</u> 390	<u>Actual**</u> 365	Workers in Career Ladder and Related Training completing & receiving wage increases; 94% of Goal.
Average Hourly Wage Increase	<u>Average</u> \$0.75	<u>Median</u> \$0.50	Hourly Wage Increase for Workers Receiving Raise after Completing Career Ladder Training
Training Course Completion	<u>Goal</u> 1,846	<u>Actual</u> 1,814	Number of course completions for career ladder training, clinical skills, basic skills, and organizational skills courses; 98% of goal.
Hourly Wage at Completion	<u>Average</u> \$13.20	<u>Median</u> \$13.00	Hourly Wage for Workers Completing Career Ladder Related Training
*Reported by case manager/employer at end of training program.			
<p>** Upgrade goal is based on the end-of-project goals for the 11 FY2009 contracts ending during FY2010 plus the interim benchmarks through June 30, 2010 for the new contracts starting during FY2010. Employment upgrade and earnings increase goals were negotiated with each ECCLI grantee through the proposal and contracting process, for incumbent workers in career ladder skills training.</p>			

ANNUAL PERFORMANCE REPORT					
EXTENDED CARE CAREER LADDER INITIATIVE (ECCLI)					
COMMONWEALTH CORPORATION					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 958*)					
<i>Gender (n=953)</i>		<i>Count</i>	<i>Pct.</i>	<i>Age (n=951)</i>	
Female	844	89%	21 Years Old & Under	99	10%
Male	109	11%	22 – 34 Years Old	284	30%
No Info (1% of total)	5	na	35 – 44 Years Old	209	22%
<i>Race/Ethnicity (n=912)</i>		<i>Count</i>	<i>Pct.</i>	45 – 54 Years Old	244
Hispanic/Latino	203	22%	55 Years & Older	115	12%
Asian/Pacific Islander	20	2%	No Info (1% of total)	7	na
African American	190	21%	<i>Education (n=924)</i>		
White	463	51%	High School Dropout	153	17%
Other	36	4%	HS Graduate/GED	399	43%
No Info (5% of total)	46	na	Some Post-Secondary	267	29%
<i>Other Barriers (n=958)</i>		<i>Count</i>	<i>Pct.</i>	Associate’s Degree	57
Person with Disabilities	13	1%	Bachelor’s or Higher	48	5%
Employed	958	100%	No Info (4% of total)	34	na
Limited English Proficient	162	17%	*Information was collected only for 958 frontline staff in career advancement education and training, and was not collected for 431 supervisory and management staff who participated in other workshops and activities through the initiative.		
PROGRAM ACTIVITIES AND SERVICES					
<i>Type of Activity (non-add*)</i>		<i>Count</i>	<i>Pct.</i>		
Total Participants		1,389	100%		
- Career Ladder Training		561	40%		
- Clinical Skills Training		307	22%		
- ABE/ESOL/GED		90	7%		
- Organizational/Soft Skills, Culture Change		962	69%		
- Career Counseling		320	23%		
*Many participants take part in more than one activity.					

ANNUAL PERFORMANCE REPORT

Workforce Development Program:

WORKFORCE COMPETITIVENESS TRUST FUND

State Agency Responsible for Administration and Funding:

COMMONWEALTH CORPORATION

Description of Program:

The Workforce Competitiveness Trust Fund (WCTF), administered by Commonwealth Corporation, is a state sector strategies initiative, initially funded through the Economic Stimulus Bill of 2006, focused on the Commonwealth's critical industry sectors. It is designed to enable a broad range of residents—including older workers, low-wage workers, low-income individuals, disabled citizens, vulnerable youth, incumbent workers, and the unemployed—to gain access to employment, education, and skills necessary to move forward along a career path leading to economic self-sufficiency. Through a competitive bid process, local workforce intermediaries work in partnership with employers and education and training providers to devise solutions to enhance worker skills, increase business competitiveness, and improve employment and skills for unemployed and low-income workers. Contracts are for two to three years in duration. The WCTF was implemented in two rounds. This report presents the results of Round 1, which began in June of 2007 and ended in May of 2010. Round 2 began in July 2008 and will continue through FY2011.

PARTICIPATION AND FUNDING

Participants and Funding Levels

Participants through FY2010*	4,102
WCTF Round 1 Awards	\$6,877,186
Cost per Participant (state funds only)	\$1,675

Primary Funding Sources

State WCTF Round 1 Awards: \$6,877,186
 Private Sector Round 1 Match: \$8,745,000
 *Round One included 15 projects that began in FY2008 and ended no later than May 31, 2010.

PROGRAM RESULTS AND OUTCOMES

Performance Measures

Data for Calculation of Measure*

	<u>Goal</u>	<u>Actual</u>	
Obtained Employment**	724	641	Number of Unemployed or Underemployed Participants Obtaining New Employment; 89% of Goal.
Hourly Wage at Placement	Average \$12.75	Median \$12.00	Hourly Wage for Unemployed/Underemployed Participants Obtaining Employment
Received Wage Increase**	Goal 1,357	Actual 1,016	Number of Incumbent Workers Trained Receiving Wage Increase; 75% of Goal.
Average Earnings Increase	Average \$1.45	Median \$1.00	Average Increase for Incumbent Workers Receiving Wage Increase after Training, from \$16.80/hour to \$18.25/hour
Attained Skill Credential**	Goal 2,102	Actual 2,975	Number of Participants Completing Training Course & Attaining Skill Credential; 142% of Goal.

*Reported by case manager/employer at end of training program.

** Cumulative actual performance versus end-of-project outcome goals through May 31, 2010. Goals were negotiated with each grantee through the proposal and contracting process.

ANNUAL PERFORMANCE REPORT					
WORKFORCE COMPETITIVENESS TRUST FUND					
COMMONWEALTH CORPORATION					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 4,102)					
<i>Gender (n=4,090)</i>		<i>Count</i>	<i>Pct.</i>	<i>Age (n=3,893)</i>	
Female	2,686	66%	21 Years Old & Under	546	14%
Male	1,404	34%	22 – 34 Years Old	980	25%
No Info (<1% of total)	12	na	35 – 44 Years Old	814	21%
<i>Race/Ethnicity (n=3,741)</i>		<i>Count</i>	<i>Pct.</i>	45 – 54 Years Old	991
Hispanic/Latino	542	15%	55 Years & Older	562	14%
Asian/Pacific Islander	232	6%	No Info (5% of total)	209	na
African American	425	11%	<i>Education (n=3,414)</i>		
White	2,390	64%	Less than High School	446	13%
Other	152	4%	HS Graduate/GED	1,246	36%
No Info (9% of total)	361	na	Some College	809	24%
<i>Other Barriers</i>		<i>Count</i>	<i>Pct.</i>	Other Postsecondary	109
Person with Disabilities	200	6%	Associate's Degree or Higher	804	24%
Unemployed	1,084	26%	No Info (17% of total)	688	na
Underemployed	396	10%			
Low-Income	1,406	35%			
Primary Language Not English	613	16%			
PROGRAM ACTIVITIES AND SERVICES					
<i>Type of Training Activity</i>		<i>Count</i>	<i>Pct.</i>		
Total Participants Project-to-Date		4,102	100%		
Incumbent Worker		2,622	64%		
Pre-Employment (Unemployed/Underemployed)		1,480	36%		
<i>Projects by Industry</i>		<i>Number of Projects</i>	<i>Number of Workers</i>		
Manufacturing		4	1,843		
Healthcare		4	369		
Skilled Trades		2	483		
Travel/Tourism/Hospitality		2	539		
Education		1	185		
Renewable Energy		1	476		
Financial Services		1	207		
Totals		15	4,102		

ANNUAL PERFORMANCE REPORT

Workforce Development Program:

WORKFORCE INVESTMENT ACT (WIA) TITLE I LOW-INCOME YOUTH

State Agency Responsible for Program Administration:

COMMONWEALTH CORPORATION, with DWD's DIVISION OF CAREER SERVICES

Description of Program:

Title I under the Workforce Investment Act (WIA) provides for comprehensive year round workforce development services for youth 14–21 years. Local grants are distributed by federal formula and are administered by local Workforce Investment Boards and Title I Fiscal Agents in sixteen workforce areas. Youth services are coordinated through the One-Stop Career Centers (OSCCs), in collaboration with more than 100 competitively procured service providers across the state.

PARTICIPATION AND FUNDING

Participants and Funding Levels

Number of Participants in FY2010	3,906
Funding Level in FY2010	\$21,493,261
Cost per Participant	\$5,505

Primary Funding Source

Federal: Workforce Investment Act, Title I
 Formula Funding: \$16,421,929
 ARRA Funding: \$21,112,332*
 *\$5.1 million (25%) used for year round programs;
 balance of \$16 million used for Summer Jobs.

FY2010 PROGRAM RESULTS AND OUTCOMES

Performance Measures: Older Youth (19-21)

			<u>Data for Calculation of Measure</u>	
Entered Employment Rate*	<u>Goal</u>	<u>Actual</u>	Employed in 1 st Quarter after Program**	268
	76%	76%	Number Completed or Left Program	302
Employment Retention Rate*	<u>Goal</u>	<u>Actual</u>	Employed thru 3 rd Quarter after Program**	236
	80%	82%	Number Employed after Program	291
Earnings Gain (Post vs. Pre)*	<u>Goal</u>	<u>Actual</u>	Post-Program Earnings (2 nd & 3 rd Quarters)	\$6,612
	\$3,800	\$4,785	Pre-Program Earnings (2 nd & 3 rd Quarters)	\$2,046
Attained Credential Rate	<u>Goal</u>	<u>Actual</u>	Attained Recognized Skills Credential	241
	54%	63%	Number Completed or Left Program	380
Hourly Wage at Placement	<u>Average</u>	<u>Median</u>	Hourly Wage Reported by Employer/Participant	
	\$9.62	\$8.80		

Performance Measures: Younger Youth (14-18)

			<u>Data for Calculation of Measure</u>	
Positive Retention Rate*	<u>Goal</u>	<u>Actual</u>	In Job or Education 3 Quarters after Pgm**	657
	69%	68%	Number Completed or Left Program	862
Diploma Attainment Rate*	<u>Goal</u>	<u>Actual</u>	Number Attaining HS Diploma or GED	556
	63%	69%	Number Completed or Left Program	766
Skill Goal Attainment Rate*	<u>Goal</u>	<u>Actual</u>	Number of Skill Goals Attained	2,857
	88%	84%	Number of Skill Goals Established	3,286
Entered Employment Rate	<u>Goal</u>	<u>Actual</u>	Employed or Further Education after Program	697
	70%	70%	Number Completed or Left Program	990
Hourly Wage at Placement	<u>Average</u>	<u>Median</u>	Hourly Wage Reported by Employer/Participant	
	\$8.87	\$8.20		

* Federal USDOL Performance Measure ** Based on UI wage record matching or case management follow-up data.

ANNUAL PERFORMANCE REPORT					
WORKFORCE INVESTMENT ACT (WIA) TITLE I LOW-INCOME YOUTH					
COMMONWEALTH CORPORATION with DWD's DIVISION OF CAREER SERVICES					
<p>Annual performance goals are negotiated with the U.S. Department of Labor as part of the annual planning process and consideration is given to general economic conditions, past performance, and incentives for continuous improvement. Massachusetts met or exceeded FY2010 negotiated state goals for all youth measures. For Older Youth, performance exceeded goal for the employment retention rate (102% of goal) and post-program earnings increase (126% of goal), and met the entered employment rate goal (100% of goal.) For Younger Youth, performance exceeded goal for the diploma attainment rate (110% of goal), and met the goals for positive retention in employment/education rate (98% of goal) and the skills goal attainment rate (95% of goal.) USDOL considers that a goal is met if actual performance level is at least 90% of the negotiated state goal.</p>					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 3,906)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Other Barriers</i>	<i>Count</i>	<i>Pct.</i>
Female	2,125	54%	Person with Disabilities	1,079	28%
Male	1,781	46%	Unemployed	3,586	92%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	Cash Welfare Recipient	982	27%
Hispanic/Latino	1,437	37%	Pregnant/Parenting	566	15%
Asian/Pacific Islander	135	4%	Basic Skills Deficient	2,348	61%
African American	700	18%	Offender	205	6%
White	1,326	34%	Foster Child	172	5%
Other/Not Available	308	8%	Primary Language Not English	259	7%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
14 – 15 Years Old	372	10%	High School Student	1,655	42%
16 – 18 Years Old	2,438	62%	High School Dropout	1,663	43%
19 – 21 Years Old	1,096	28%	HS Graduate/GED	534	14%
			Some Post-Secondary	54	1%
PROGRAM ACTIVITIES AND SERVICES (TOTAL = 3,906)					
<i>Type of Activity (non-add)</i>	<i>Count</i>	<i>Pct.</i>	<i>Type of Activity (non-add)</i>	<i>Count</i>	<i>Pct.</i>
Education Svcs & Tutoring	2,512	64%	Occupational Skills Training	1,725	44%
ABE & Alternative Education	2,048	52%	Leadership & Community Svc	1,850	47%
Summer Employment	1,554	40%	Mentoring	2,422	62%
Work Experience	1,665	42%	Guidance and Counseling	3,042	77%
PARTICIPANT CUSTOMER SATISFACTION SURVEYS					
Customer Satisfaction Score	<u>Goal</u>	<u>Actual</u>	American Customer Satisfaction Index (scale 0-100)		
	82.0	84.0			
<i>Scale 10-1; 10=strongly agree; 1=strongly disagree</i>			<i>Average Score</i>		
Overall Satisfaction with Services			8.7		
Services Exceeded Expectations			9.0		
Staff are professional and helpful			9.2		
Teachers/trainers are helpful and supportive			9.3		
Good content and quality of programs & training			9.1		

ANNUAL PERFORMANCE REPORT			
<i>Workforce Development Program:</i>			
<u>ARRA: WIA YOUTH SUMMER EMPLOYMENT PROGRAM</u>			
<i>State Agency Responsible for Program Administration:</i>			
<u>COMMONWEALTH CORPORATION</u>			
<i>Description of Program:</i>			
<p>The American Recovery and Reinvestment Act (ARRA) is the national economic stimulus package passed by congress in early 2009, and signed into law by President Obama on February 17, 2009. ARRA included funds appropriated by congress as a supplement to the WIA Title I Youth program. As such, ARRA programs were subject to the same laws and regulations as WIA Title I Youth program funds. The funds were administered using the same eligibility criteria, except that ARRA expanded the program to youth aged 14–24. During the Summer of 2009, local workforce investment boards, working through their fiscal agents and contracted youth service providers, spent about \$16 million of the \$21 million in available ARRA funds to operate a summer jobs program for eligible youth. Across the state, ARRA provided youth wages and related program support that created 6,807 jobs for youth. ARRA provided a significant, one-time increase in the level of resources available to support subsidized employment for youth. Funding levels for a federal summer jobs program were the highest in almost two decades, with the result that workforce boards were able to provide employment to many more youth than in recent summers.</p>			
PARTICIPATION AND FUNDING			
<u>Participants and Funding Levels</u>		<u>Primary Funding Source</u>	
Number of Youth in Summer 2009	6,807	Federal: Workforce Investment Act, Title I	
Funding Level in Summer 2009	\$16,040,000	ARRA Funding: \$21,112,332*	
Cost per Participant (state funds only)	\$2,350	*about \$16 million used for Summer Jobs; balance of \$5.1 million used for WIA year round program.	
PROGRAM RESULTS AND OUTCOMES			
<u>Performance Measure (Summer 2009)</u>			<u>Data for Calculation of Measure</u>
Youth Served in Summer Job	<u>Goal</u>	<u>Actual</u>	Actual Service Level was 105% of Goal.
	6,500	6,807	
Summer Employment Completion Rate		<u>Actual</u>	Youth successfully completing their summer employment program.
		92%	
Work Readiness Attainment Rate	<u>Goal</u>	<u>Actual</u>	5,800 youth successfully attained their work readiness skill goal, based on an evaluation by the program or workplace supervisor of the proficiency achieved in the foundational and worksite-specific skills necessary for youth to be successful in the workplace.
	80%	85%	

ANNUAL PERFORMANCE REPORT					
ARRA: WIA YOUTH SUMMER EMPLOYMENT PROGRAM					
COMMONWEALTH CORPORATION					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 6,807)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Other Barriers</i>	<i>Count</i>	<i>Pct.</i>
Female	3,124	46%	Person with Disabilities	2,280	33%
Male	3,683	54%	Public Assistance Recipient	1,500	22%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	Basic Skills Deficient	1,973	29%
Hispanic/Latino	2,425	36%	Pregnant/Parenting Teen	440	6%
Asian/Pacific Islander	242	4%	Out-of-School	1,821	27%
African American	1,423	21%	Court-involved/Offender	451	7%
White	2,545	37%	Homeless/Runaway/Foster Child	800	12%
Other	172	3%			
<i>Age Levels</i>	<i>Count</i>	<i>Pct.</i>	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
14-15 Years Old	1,783	26%	High School Student	4,779	70%
16-18 Years Old	3,564	52%	High School Dropout	730	11%
19-21 Years Old	1,140	17%	HS Graduate/GED	1,074	16%
22-24 Years Old	320	5%	Postsecondary Education	224	3%
PROGRAM ACTIVITIES AND SERVICES (TOTAL = 6,807)					
<i>Type of Activity (non-add)</i>	<i>Count</i>	<i>Pct.</i>			
Summer Employment	6,807	100%			
Leadership Development	739	11%			
Training/Vocational Exploration	2,071	30%			
Basic Education/Tutoring	485	7%			

ANNUAL PERFORMANCE REPORT

Workforce Development Program:

YOUTH WORKS – STATE SUMMER JOBS PROGRAM

State Agency Responsible for Program Administration:

COMMONWEALTH CORPORATION

Description of Program:

YouthWorks provides funds from a state appropriation line item that communities use to pay wages to low-income, at-risk youth for summer jobs in the public or non-profit sector. YouthWorks is targeted to the twenty-five cities that exhibit the greatest incidence of juvenile detention and adjudication, cities where low-income youth are especially in need of access to summer job opportunities. Applications to operate local YouthWorks programs are submitted on a cooperative basis by the targeted cities and the local workforce investment board. Participation in this program is limited to low-income youth aged 14-21, with a priority for youth who demonstrate at least one additional risk factor (e.g., history of juvenile delinquency.) In addition to subsidized employment, services may include educational services, including English-as-a-Second Language, and employment and career counseling.

Communities receiving funding for Summer 2009: Boston, Brockton, Cambridge, Chelsea, Chicopee, Fall River, Fitchburg, Framingham, Gardner, Haverhill, Holyoke, Lawrence, Leominster, Lowell, Lynn, Malden, New Bedford, Pittsfield, Quincy, Randolph, Salem, Springfield, Taunton, Weymouth, and Worcester.

PARTICIPATION AND FUNDING

Participants and Funding Levels

Number of Youth in Summer 2009	4,224
Funding Level in Summer 2009	\$6,675,000
Cost per Participant (state funds only)	\$1,580

Primary Funding Source

State FY2009 Line Item 7002-0012: \$8,000,000
 Local Private Sector Match: \$3.8 million
 FY2009 funds supported Summer 2009 (FY2010) as well as a year-round program during FY2009.

PROGRAM RESULTS AND OUTCOMES

Performance Measure (Summer 2009)

Data for Calculation of Measure

Youth Served in Summer Job	<u>Goal</u>	<u>Actual</u>	Actual Service Level was 122% of Goal.
	3,470	4,224	
Hourly Wage at Summer Job	<u>Average</u>	<u>Minimum</u>	Most youth were paid minimum hourly wage (\$8.00). Total wages paid: \$4.672 million.
	\$8.03	\$8.00	
Matching Funds Percentage	<u>Goal</u>	<u>Actual</u>	Grantees must provide at least 20% cash match from private sector commitments for additional wages. The minimum required local match was 20%, or \$1,335,000 of program allocations of \$6,675,000. Actual private sector match was \$3,800,000, or 60% of program dollars, about three times the minimum required,
	20%	60%	

Funding for the Summer 2009 program increased by 18% over the level for the Summer 2008 program. YouthWorks exceeded its private sector matching funds goal by 285% and its enrollment goal by 122%.

ANNUAL PERFORMANCE REPORT						
YOUTH WORKS – STATE SUMMER JOBS PROGRAM						
COMMONWEALTH CORPORATION						
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 4,224)						
<i>Gender (n=4,138)</i>		<i>Count</i>	<i>Pct.</i>	<i>Other Barriers (n=4,027)</i>		
Female	2,002	48%	Person with Disabilities	306	8%	
Male	2,136	52%	Child of Single Working Parent	1,951	48%	
No Info (2% of total)	86	na	Aging out of Foster Care	154	4%	
<i>Race/Ethnicity (n=3,425)</i>		<i>Count</i>	<i>Pct.</i>	Teen Parent	145	4%
Hispanic/Latino	1,349	33%	Poor academics or drop-out	921	23%	
Asian/Pacific Islander	276	7%	Court-involved or delinquency	167	4%	
African American	1,739	42%	Homeless or a runaway	148	4%	
White	618	15%	Limited English Skills	235	6%	
Other	156	4%	<i>Education (n=4,165)</i>		<i>Count</i>	<i>Pct.</i>
No Info (2% of total)	86	na	High/Middle School Student	3,590	89%	
<i>Age Levels (n=4,144)</i>		<i>Count</i>	<i>Pct.</i>	High School Dropout	77	2%
14-15 Years Old	677	16%	HS Graduate/GED	255	3%	
16-18 Years Old	2,707	65%	HS Grad in Post-Secondary	137	3%	
19-21 Years Old	760	18%	Enrolled in GED	106	3%	
No Info (2% of total)	80	na	No Info (1% of total)	59	na	
PROGRAM ACTIVITIES AND SERVICES (TOTAL = 4,224)						
<i>Type of Summer Job (n=4,089)</i>		<i>Count</i>	<i>Pct.</i>	<i>Sectors</i>		
Child Care/Camp Counselor	1,500	37%	Non-Profit Sector	59%		
Office Support/Clerical	654	16%	Private Sector	17%		
Maintenance & Landscaping	1,087	27%	Public Sector	24%		
Information Technology	113	3%				
Arts & Communications	149	4%				
Healthcare Related	156	4%				
Services and Retail	134	3%				
Other Jobs	296	7%				
No Info (3% of total)	135	na				

ANNUAL PERFORMANCE REPORT				
<i>Workforce Development Program:</i>				
<u>EMPLOYMENT SERVICES PROGRAM (ESP)</u>				
<i>State Agency Responsible for Administration and Funding:</i>				
<u>DEPT. OF TRANSITIONAL ASSISTANCE, CASH ASSISTANCE & FULL ENGAGEMENT</u>				
<i>Description of Program:</i>				
The Department of Transitional Assistance's (DTA) Cash Assistance and Full Engagement (CAFE) unit manages the Employment Services Program (ESP). ESP provides a range of services designed to support and assist all Transitional Aid to Families with Dependent Children (TAFDC) recipients in their efforts to transition from welfare to self-sufficiency. The goal is for all TAFDC families who are served through ESP activities to attain jobs that provide necessary benefits and result in economic stability.				
PROGRAM RESULTS AND OUTCOMES				
<u>Performance Measures (FY2010)</u>				<u>Data for Calculation of Measure</u>
Entered Employments	<u>Goal</u> 9,996	<u>Actual</u> 8,800	<u>Pct of Goal</u> 88%	Recipients who have obtained a job and have retained the job for 30 days or longer.
Average Hourly Wage	<u>Goal</u> \$10.00	<u>Actual</u> \$10.07	<u>Pct of Goal</u> 101%	Average hourly wage for all job attainments at time of initial employment.
Employed at 90 Days	<u>Goal</u> 8,304	<u>Actual</u> 8,648	<u>Pct of Goal</u> 104%	Recipients who have obtained a job and are working at the same, subsequent or upgraded job 90 days after initial job start.
Actual entered employments for 30 days reached 88% of the annual goal, the employment for 90 days reached 104% of the goal, and average hourly wage attained 100.7% of the target.				
FY2010 DTA ESP Employment by ESP Component Most Recently Participated in Before Entering Job	Recipients with Jobs Retained For 30 Days	Average Hourly Wage	Median Hourly Wage	
<i>Work Activities Total</i>	1,409	\$10.22	*	
a. CIES Employment Ready	442	\$10.30	\$9.62	
b. Employment Assistance	453	\$10.30	\$9.62	
c. CIES Employment Supports	356	\$10.07	\$9.50	
d. Supported Work	158	\$10.07	\$9.50	
<i>Community Service</i>	884	\$9.70	\$9.00	
<i>Education & Training Total</i>	1,727	\$9.98	*	
a. Basic Education	271	\$9.05	\$9.00	
b. Postsecondary Education	280	\$9.92	\$9.83	
c. Post Employment	18	\$9.92	\$10.00	
d. Skills Training	761	\$10.36	\$10.00	
e. CIES Employment Training & Educ.	258	\$10.36	\$10.00	
f. CIES Enhanced Employment Supports	54	\$9.32	\$8.62	
g. Young Parents Program	85	\$9.06	\$8.35	
<i>Employment (Direct)</i>	4,773	\$10.13	\$9.40	
* The median values for the individual components are listed.				

ANNUAL PERFORMANCE REPORT					
EMPLOYMENT SERVICES PROGRAM (ESP)					
DEPT. OF TRANSITIONAL ASSISTANCE, CASH ASSISTANCE & FULL ENGAGEMENT					
ESP PARTICIPATION LEVELS (For the entire FY2010)					
<u>Participants</u>			<u>Funding Sources</u>		
TAFDC Caseload	72,246		The funding source for Work Activities and Education & Training totaled \$21.9 million (\$21,929,163), with \$21 million (\$20,979,163) in state appropriation funding and \$950,000 in state appropriation funding through retained revenue. The funding data excludes Community Services and Direct Employment activities, however, the performance data --ESP employment and earnings totals-- include both activities.		
Total TAFDC Adults	80,220				
Work Required	29,326				
PARTICIPANT CHARACTERISTICS for TAFDC ADULTS (80,220 for the entire FY2010)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Age</i>	<i>Count</i>	<i>Pct.</i>
Male	11,153	14%	19 and under	3,698	5%
Female	69,067	86%	20 - 24 years	17,583	22%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	25 - 34 years <td>29,026</td> <td>36%</td>	29,026	36%
Hispanic/Latino	27,123	34%	35 - 44 years	17,188	21%
Asian/Pacific Islander	2,190	3%	45 - 54 years	8,611	11%
African American	14,280	18%	55 and above	4,114	5%
White	33,863	42%	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
Other/Not Available	2,764	3%	Less than HS Diploma	33,582	42%
<i>Other Barriers</i>	<i>Count</i>	<i>Pct.</i>	HS Diploma/GED	34,218	43%
Persons with Disabilities	19,199	24%	Some college	8,649	11%
Primary Language Not English	15,794	20%	Completed 2-year college	2,301	3%
Homeless	5,643	7%	Completed 4-year college	1,470	2%

ANNUAL PERFORMANCE REPORT			
<i>Workforce Development Program:</i>			
<u>VOCATIONAL REHABILITATION SERVICE PROGRAM</u>			
<i>State Agency Responsible for Administration and Funding:</i>			
<u>MASSACHUSETTS REHABILITATION COMMISSION</u>			
<i>Description of Program:</i>			
<p>The Massachusetts Rehabilitation Commission (MRC) makes it possible for people with disabilities to live and work in their communities in Massachusetts. MRC provides Vocational Rehabilitation Services, Community Services, and Eligibility Determination for the Social Security Disability Insurance (SSDI) and the Supplemental Security Income (SSI) federal benefits programs. The Vocational Rehabilitation Services helps people with the most severe disabilities choose a career, become qualified for employment, and find and maintain employment. Services may include identifying job goals based on individual interests and aptitudes, providing funds for college and vocational training as necessary for qualification, job placement, and job coaching. Vocational Rehabilitation services can help reduce barriers to employment by assessing worksite accommodations, educating employers about the Americans with Disabilities Act, or about what it is like to hire a person with a disability. MRC assists people with long term disabilities and those individuals returning to work after adjusting to a new disabling condition.</p>			
PARTICIPATION AND FUNDING			
<u>Participants and Funding Levels</u>		<u>Primary Funding Source</u>	
Number of Participants in FY2010	20,678	Federal: Workforce Investment Act, Title IV Rehabilitation Act Amendments of 1998 U.S. DOE, Rehabilitative Services Administration	
Funding Level in FY2010	\$49,277,295	<u>FY2010 Funding Sources:</u> Federal: \$37,200,642	
Cost per Participant	\$2,383	State: \$10,207,592 SSA Reimbursement: \$1,869,061 (Federal)	
PROGRAM RESULTS AND OUTCOMES			
<u>Performance Measures (FY2010)</u>			<u>Data for Calculation of Measure</u>
Entered Employment	<u>Goal</u> 3,203	<u>Actual</u> 3,022	Recipients who have obtained a job and have been retained for 90 days. (94.3% Goal)
Average Hourly Wage	<u>Goal</u> \$12.24	<u>Actual</u> \$12.28	Average hourly wage for all job attainments at time of initial employment. (100.3% of Goal)
Median Hourly Wage	<u>Goal</u> \$10.00	<u>Actual</u> \$10.00	Median hourly wage for all job attainments at time of initial employment. (100% of Goal)
Percent of Jobs with Employer Sponsored Health Insurance	<u>Goal</u> 29%	<u>Actual</u> 22%	Percent of all job attainments with employer sponsored health insurance. (75.9% of Goal)
Average Hours Per Week	<u>Goal</u> 28	<u>Actual</u> 25.9	Average number of hours to be worked for all retained jobs. (92.5% of Goal)
<p>MRC was 211 placements short of its employment goal as high unemployment rates remained a national concern. MRC met its goals for the average and median wages, which were greater than the national VR hourly wage. Given the economic downturn, full-time jobs with benefits were increasingly more difficult to find.</p>			

ANNUAL PERFORMANCE REPORT					
VOCATIONAL REHABILITATION SERVICES PROGRAM					
MASSACHUSETTS REHABILITATION COMMISSION					
DEMOGRAPHICS AND CHARACTERISTICS OF ACTIVE CASES (TOTAL = 20,678)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Type of Disability</i>	<i>Count</i>	<i>Pct.</i>
Female	9,680	47%	Psychiatric Disabilities	7,852	38%
Male	10,998	53%	Substance Abuse	2,056	10%
<i>Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	Orthopedic	2,280	11%
Hispanic/Latino	1,709	8%	Learning Disabilities	3,519	17%
<i>Race</i>			Developmental/Cognitive	602	3%
Asian/Pacific Islander	634	3%	Hearing/Communications	1,515	7%
African American	3,222	16%	Neurological	396	2%
White	16,270	79%	Traumatic Brain Injury	412	2%
More than One/Other	552	2%	Other Disabilities	2,046	10%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
Less than 22 Years Old	5,870	28%	Less than HS Diploma	5,492	27%
22 – 34 Years Old	4,785	23%	HS Diploma/GED	6,780	33%
35 – 44 Years Old	4,065	20%	Some Post-Secondary	3,995	19%
45 – 54 Years Old	4,260	21%	College Graduate or Higher	3,773	18%
55 Years & Older	1,697	8%	Special Education	617	3%
Info Not Available	1	<1%	Info Not Available	21	0.1%
PROGRAM ACTIVITIES AND SERVICES			HOURLY WAGE BY OCCUPATION		
<i>Type of Activity (non-add)</i>	<i>Count</i>	<i>Pct.</i>	<i>Occupation</i>	<i>Average</i>	<i>Count.</i>
Total Rehabilitants (Employed)	3,022	100%	Social Services	\$14.12	400
VR Counseling and Guidance	2,904	96%	Health and Sciences	\$15.85	323
Diagnosis and Treatment	2,266	75%	Business & Business Support	\$12.61	500
Job Placement Services	2,198	73%	Services	\$11.73	520
College/University Training	819	27%	Sales	\$9.40	385
Occupational Skills Training	267	9%	Food & Entertainment	\$10.59	324
Assessment Services	252	8%	Production & Construction	\$13.92	225
Job Readiness	580	19%	Other	\$12.14	269
Transportation	758	25%	Total	\$12.28	2,946
Miscellaneous	834	28%	Info Not Available	3%	76
<i>Earnings</i>	<i>Average</i>	<i>Median</i>			
Estimated Yearly Income	\$17,179	\$13,520	Annualized earnings based on placement wages and hours		
Average Increase in Income	\$12,704	\$10,010	Annualized earnings increase from wages/hours at intake		
CUSTOMER SATISFACTION (REHABILITANTS)					
Overall Satisfaction with Services		86%	86% of employed cases reported overall satisfaction with services.		

ANNUAL PERFORMANCE REPORT			
<i>Workforce Development Program:</i>			
<u>VOCATIONAL REHABILITATION PROGRAM FOR THE BLIND</u>			
<i>State Agency Responsible for Administration and Funding:</i>			
<u>MASSACHUSETTS COMMISSION FOR THE BLIND</u>			
<i>Description of Program:</i>			
<p>The Massachusetts Commission for the Blind provides a wide range of social and rehabilitation services to legally blind Massachusetts residents of all ages. Agency services may address a number of varied needs of individual blind persons. The agency’s Vocational Rehabilitation Program is designed to provide vocational rehabilitation services to enable eligible legally blind individuals to obtain and maintain gainful employment. Services include consumer evaluation, education (including tuition, fees, & books), training, provision of adaptive equipment and use of assistive technology, information on job opportunities and job placement. This is an individualized, multi-year program of comprehensive services that typically lasts three years, but may last ten or more years.</p>			
PARTICIPATION AND FUNDING			
<u>Participants and Funding Levels</u>		<u>Primary Funding Source</u>	
Number of Participants in FY2010	1,639	Federal: Workforce Investment Act, Title IV Rehabilitation Act Amendments of 1998 U.S. Department of Education, Rehabilitative Services Administration FY2010 Funding Sources: Federal: \$7,149,175 State: \$3,044,221	
Funding Level in FY2010	\$10,193,396		
Cost per Participant	\$6,220		
PROGRAM RESULTS AND OUTCOMES			
<u>Performance Measures (FY2010)</u>			<u>Data for Calculation of Measure</u>
Entered Employment	Goal 110	Actual 139	Rehabilitants who have obtained a job and are working at the same, subsequent or upgraded job 90 days after initial job start. 125% of Annual Goal
Number with Employer Sponsored Health Insurance	Goal 57	Actual 64	Type of Health Insurance Reported by Rehabilitant 46% of rehabilitants
Hourly Wage at Placement	Goal \$16.00	Actual \$22.01	Hourly Wage Reported by Rehabilitant 140% of Annual Goal
Actual performance exceeded the annual goals for entered employment and average hourly wage.			

ANNUAL PERFORMANCE REPORT					
VOCATIONAL REHABILITATION PROGRAM FOR THE BLIND					
MASSACHUSETTS COMMISSION FOR THE BLIND					
REHABILITANT DEMOGRAPHICS AND CHARACTERISTICS (TOTAL = 139)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Other</i>	<i>Count</i>	<i>Pct.</i>
Female	61	44%	Having Multiple Disabilities	55	40%
Male	78	56%	SSDI Recipient	30	22%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	SSI Recipient	10	7%
Hispanic/Latino (any race)	6	4%	<i>Education</i>	<i>Count</i>	<i>Pct.</i>
Asian/Pacific Islander	4	3%	Less than HS Diploma	12	9%
African American	17	12%	Special Education	21	15%
White	118	85%	HS Graduate/Equivalent	25	18%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	Some Post-Secondary	35	25%
21 Years Old & Younger	3	2%	Bachelor's Degree	28	20%
22 – 34 Years Old	28	20%	Master's Degree or Higher	39	28%
35 – 44 Years Old	22	16%	Info Not Available	0	0%
45 – 54 Years Old	42	30%			
55 Years & Older	44	32%			
CUSTOMER SATISFACTION (PARTICIPANTS)					
Consumer Customer Satisfaction	94%	94% of MCB consumers reported overall satisfaction with services in most recent Consumer Satisfaction Survey (FY2009).			

ANNUAL PERFORMANCE REPORT

Workforce Development Program Name

ADULT BASIC EDUCATION/ENGLISH for SPEAKERS of OTHER LANGUAGES (ABE/ESOL)

State Agency Responsible for Administration and Funding

**DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION,
ADULT AND COMMUNITY LEARNING SERVICES**

Description of Program

The Department of Elementary and Secondary Education’s (DESE) Adult and Community Learning Services (ACLS) unit manages state and federal funds to provide basic educational services in two major areas: 1) Adult Basic Education (ABE), basic literacy through General Education Development (GED) or alternative high school diploma; and 2) English for Speakers of Other Languages (ESOL), from native language literacy through English language fluency. DESE contracts with about 200 education providers, including local education authorities (LEAs), community and state colleges, libraries, non-profit organizations/community based organizations (CBOs), correctional facilities, and others to provide services at the local level.

PARTICIPATION AND FUNDING LEVELS

Participants and Funding Levels

Number of Participants in FY2010	20,372
Funding Level in FY2010	\$32,041,195
Cost per Participant	\$1,573

Primary Funding Sources

Federal: WIA Title II through USDOE,
Adult Education and Family Literacy Act (AEFLA)
Federal AEFLA: \$8,330,989
State Funds: \$23,710,206

PROGRAM RESULTS AND OUTCOMES

Performance Measures (FY2010)

*Data for Calculation of Measure***

	<u>Goal</u>		<u>Actual</u>	
Entered Employment Rate*			Employed in 1 st Quarter after Program	343
	35%	19%	Number Surveyed or Data Matched	1,788
Employment Retention Rate*			Employed through 3 rd Quarter after Program	139
	30%	47%	Number Surveyed or Data Matched	295
ABE Skills Improvement*			Completed One+ Level of Instruction	1,755
	28%	28%	Number Enrolled in 5 ABE levels	7,034
ESOL Skills Improvement*			Completed One+ Level of Instruction	5,356
	46%	47%	Number Enrolled in ESOL Levels	12,264
High School Completion*			Earned High School Diploma or GED	1,274
	68%	74%	Number Data Matched	1,714
Entered Postsecondary Educ*			Entered Postsecondary Education/Training	180
	45%	57%	Number Surveyed or Data Matched	314

* Federal USDOE Performance Measure

**Definitions of performance measures on second page.

FY2010 Review: The performance target for Skill Improvement: ESOL Level Completions was exceeded by 2%; Retained Employment performance target was exceeded by 25%; High School Completion target was exceeded by 6%; and the target for Entered Postsecondary Education or Training was exceeded by 12%.

ANNUAL PERFORMANCE REPORT					
ADULT BASIC EDUCATION/ENGLISH for SPEAKERS of OTHER LANGUAGES (ABE/ESOL)					
ADULT AND COMMUNITY LEARNING SERVICES (DESE)					
PARTICIPANT DEMOGRAPHICS AND OTHER CHARACTERISTICS (TOTAL = 20,372)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Other Barriers</i>	<i>Count</i>	<i>Pct.</i>
Female	12,400	61%	Person with Disabilities	826	4%
Male	7,972	39%	Unemployed (on entry)	5,584	27%
<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>	Not in Labor Force (on entry)	5,451	27%
Hispanic/Latino	5,698	28%	Employed (on entry)	9,337	46%
Asian/Pacific Islander	2,690	13%	On Public Assistance	6,217	31%
African American	4,377	22%	Single Parent	3,871	19%
White	7,316	36%	In Correctional Facilities	1,427	7%
American Indian	291	1%			
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	ABE Beginning (0-3.9)*	804	4%
16 – 18 Years Old	776	4%	ABE Intermediate (4.0-8.9)*	4,009	20%
19 – 24 Years Old	3,379	16%	Adult Secondary (9.0-12.0)*	3,295	16%
25 – 34 Years Old	5,567	27%	ESL Beginning	5,082	25%
35 – 44 Years Old	5,048	25%	ESL Intermediate	6,139	30%
45 – 59 Years Old	4,466	22%	ESL Advanced	1,043	5%
60 Years & Older	1,136	6%	<i>*Grade level equivalents for Adult Basic Education</i>		
PROGRAM ACTIVITIES AND SERVICES					
<i>Type of Activity</i>			<i>Count</i>		<i>Pct.</i>
Total Participants			20,372		100%
Adult Basic Education			4,813		24%
Adult Secondary Education			3,295		16%
English as a Second Language			12,264		60%
US DEPARTMENT OF EDUCATION DEFINITIONS OF PERFORMANCE MEASURES					
Entered Employment Rate:	Unemployed adults with an employment goal who were employed by the end of the 1 st quarter after leaving program. (Matching against UI wage records and/or through the use of follow-up surveys.)				
Employment Retention Rate:	Employed adults with goal of employment retention, and unemployed adults who entered employment, who were employed in the 3 rd quarter after leaving program. (UI wage records and/or follow-up surveys.)				
Adult Basic Education Skills Improvement:	Adults who acquired basic skills needed to complete one or more levels of instruction in which they were initially enrolled, based on a hierarchy of five instructional levels. Excludes Adult Secondary-High (GLE 11.0+)				
ESOL English Literacy Skills Improvement:	Adults in ESOL programs who acquired English language skills needed to complete one or more levels of instruction in which they were initially enrolled, based on a hierarchy of six instructional levels.				
High School Completion:	Adults with a high school completion goal who earned a high school diploma or GED after leaving the program.				
Entered Postsecondary Education or Training:	Adults with a goal to continue education who entered postsecondary education or training after leaving the program.				

PERFORMANCE ACCOUNTABILITY TASK FORCE PROGRAM REPORT

Workforce Development Program Name

SCHOOL TO CAREER CONNECTING ACTIVITIES

State Agency Responsible for Program Administration

DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION

Description of Program

Connecting Activities is a Department of Elementary and Secondary Education led initiative designed to drive and sustain the statewide school-to-career system for youth across the Commonwealth. Working in partnership with the Executive Office of Labor and Workforce Development, it establishes public-private partnerships through the 16 local workforce investment boards to connect schools and businesses to provide structured work-based learning experiences for students which support both academic and workplace skill acquisition. Through Connecting Activities, students achieve more learning hours by extending the classroom to the workplace while providing them an opportunity to develop strong employability skills on the job. Connecting Activities provides funds to hire both school-based Career Specialists to prepare students for employment with companies and Employer Outreach Specialists to recruit companies to employ participating students. Priority “work and learning” services were given to those students who scored in MCAS Levels 1 (Failing) and 2 (Needs Improvement) to help raise student achievement and provide academic rigor with workplace relevance.

PARTICIPATION AND FUNDING

FY2010 Participants and Funding Levels

Number of Students in Internships	11,033
FY2010 Funding Level	\$2,000,000
Cost per Student (state funds only)	\$181

Primary Funding Source

State FY2010 Budget: \$2,000,000*
***Decrease of \$2,129,687 from FY2009**

PROGRAM RESULTS AND OUTCOMES

FY2010 Performance Measures – Goal/Outcome

Performance Outcomes Summary

	<u>Goal</u>	<u>Outcome</u>	
Student Placements in Brokered Internships	7,452	11,033	Exceeded student placement goal by 48.1% (Increased placement outcomes due to infusion of ARRA and YouthWorks funds in FY2010)
Participating Employers	3,555	3,876	Exceeded employer participation goal by 9%
Employer Paid Wages for Internships (millions)	N/A	\$14.8	700% match in wages for students from private sector employers *(200% match required by law)
Student Job Shadows	N/A	5,692	
Teacher Externships	N/A	75	

PERFORMANCE ACCOUNTABILITY TASK FORCE PROGRAM REPORT			
SCHOOL TO CAREER CONNECTING ACTIVITIES			
DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION			
CHARACTERISTICS OF STUDENT INTERNSHIPS (TOTAL = 11,033)			
<i>Work-Based Learning Level</i>	<i>Count</i>	<i>Pct.</i>	<i>Goal for Level</i>
Level C: Integrated Work and Learning, with Work-Based Learning Plan for Academic Remediation & MCAS Prep.	661	6%	To support students who scored in MCAS Level 1 (Failing/Warning) or participated in alternative assessment.
Level B: Targeted Work and Learning Placement, with Work-Based Learning Plan for Career and/or Academic Dev.	1,623	15%	To support students who scored in MCAS Level 1 (Failing/Warning) and MCAS Level 2 (Needs Improvement) or with alternative assessments.
Level A: Work and Learning Placement, with or without Work-Based Learning Plan	8,749	79%	To support all students with structured internship, with providers encouraged to develop work-based learning plans whenever possible.
<i>*MA Work-Based Learning Plans</i>	<i>Count</i>	<i>Pct.</i>	<i>*The MA WBL Plan is a diagnostic, goal-setting and performance-based assessment tool designed to drive learning and productivity on the job/internship.</i>
Students with MA WBL Plan	7,750	70%	
Students without MA WBL Plan	3,283	30%	

ANNUAL PERFORMANCE REPORT						
<i>Workforce Development Program Name</i>						
COMMUNITY COLLEGES – STATEWIDE SUMMARY						
<i>State Agency Responsible for Administration and Funding</i>						
DEPARTMENT OF HIGHER EDUCATION (DHE)						
<i>Description of Program</i>						
The Community College segment of the Massachusetts public higher education system includes 15 colleges: Berkshire; Bristol; Bunker Hill; Cape Cod; Greenfield; Holyoke; Massachusetts Bay; Massasoit; Middlesex; Mount Wachusett; North Shore; Northern Essex; Quinsigamond; Roxbury; and Springfield Technical.						
PARTICIPATION AND FUNDING						
<u>FY2010 Student Levels</u>		<u>FY2010 Primary Funding Sources</u>				
Fall 2009 Enrollment Headcount (Single count for peak entry time.)	98,067	State Appropriation (Adjusted): \$188,150,793 ARRA State Fiscal Stabilization Fund: \$56,204,400 In addition to state support, revenues include student tuition & fees, contracts/grants and other income.				
PROGRAM RESULTS AND OUTCOMES						
<u>Performance Measures (FY2010)</u>		<u>Data for Calculation of Measure</u>				
<u>FY10 Certificates/Degrees</u>	<u>Total</u>	Certificates and Associate’s Degree awarded during FY2010 (2009-2010 school year.) Number of awards increased over FY2009 levels for both Certificates (2,587) and Associate’s Degrees (8,549.)				
Certificate	2,770					
Associate’s Degree	9,257					
Total Awards	12,027					
First-Year Persistence Rate*	<table border="0"> <tr> <td style="text-align: center;"><u>Fall 2007 Cohort</u></td> <td style="text-align: center;"><u>Fall 2008 Cohort</u></td> </tr> <tr> <td style="text-align: center;">57.7%</td> <td style="text-align: center;">59.6%</td> </tr> </table>	<u>Fall 2007 Cohort</u>	<u>Fall 2008 Cohort</u>	57.7%	59.6%	Students retained at their original institution in fall 2009; the rate has increased 3.1 points over the last three years. (64.3% continue next year at same <u>or</u> other institution; 4.8% enrolled at a different institution in fall 2009.)
<u>Fall 2007 Cohort</u>	<u>Fall 2008 Cohort</u>					
57.7%	59.6%					
Credit Course Completion Rate*	<table border="0"> <tr> <td style="text-align: center;"><u>Goal</u></td> <td style="text-align: center;"><u>FY2009</u></td> </tr> <tr> <td style="text-align: center;">75%</td> <td style="text-align: center;">76.7%</td> </tr> </table>	<u>Goal</u>	<u>FY2009</u>	75%	76.7%	Percent of students enrolled in credit courses that successfully completed the courses and earned the credits. All 15 colleges had rates that were comparable to or higher than the target rate of 75%.
<u>Goal</u>	<u>FY2009</u>					
75%	76.7%					
Nursing Exam Pass Rate*	<table border="0"> <tr> <td style="text-align: center;"><u>Goal</u></td> <td style="text-align: center;"><u>FY2009</u></td> </tr> <tr> <td style="text-align: center;">85%</td> <td style="text-align: center;">87.0%</td> </tr> </table>	<u>Goal</u>	<u>FY2009</u>	85%	87.0%	Percentage of Students Passing the National Nursing Licensure Examination (946 passed exam). Eleven of the 15 colleges had pass rates comparable to or above the target pass rate of 85%.
<u>Goal</u>	<u>FY2009</u>					
85%	87.0%					
Five Year Overall Success Rate*	<table border="0"> <tr> <td style="text-align: center;"><u>Fall 2003 Cohort</u></td> </tr> <tr> <td style="text-align: center;">73.2%</td> </tr> </table>	<u>Fall 2003 Cohort</u>	73.2%	This was second year of new indicator that measures students who have earned degree/certificate (39.2%), transferred to another institution (15.1%), earned 30+ credits (17.6%), or are still enrolled after 5 years (1.3%.)		
<u>Fall 2003 Cohort</u>						
73.2%						
* These measures are based on data from 2009-2010 Performance Measurement Report (DHE March 2010.)						
Employment & Earnings – Not Available	Data on the post-graduation employment and earnings of students are not available; there was no uniform system for collecting such follow-up information.					

ANNUAL PERFORMANCE REPORT					
COMMUNITY COLLEGES – STATEWIDE SUMMARY					
DEMOGRAPHICS AND CHARACTERISTICS FOR FALL 2009 HEADCOUNT (Total = 98,067)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>
Female	57,885	59%	Hispanic/Latino	12,289	14%
Male	40,044	41%	Asian/Pacific Islander	4032	5%
Info Not Available	138	<1%	Black/African American	11181	13%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	American Indian	448	1%
Under 20 Years Old	23,782	24%	White	61,138	69%
20 – 24 Years Old	34,362	35%	Other/Unknown (9% of total)	8,979	na
25 – 34 Years Old	21,433	22%	<i>Residency</i>	<i>Count</i>	<i>Pct.</i>
35 – 44 Years Old	10,327	11%	In-State Resident	94,230	96%
45 – 54 Years Old	6,063	6%	Out-of-State	3,363	3%
55 Years & Older	1,736	2%	Foreign	214	<1%
Info Not Available	364	<1%	Info Not Available	260	<1%
FALL 2009 ENROLLMENT & FY2010 AWARDS, BY PROGRAM OF INSTRUCTION (CIP)					
<i>CIP</i>	<i>Program of Instruction (*Top Ten # of Awards)</i>	<i>Enrollments</i>		<i>Degrees/Certificates</i>	
		<i>Count</i>	<i>Adj. Pct.</i>	<i>Count</i>	<i>Pct.</i>
--	Unknown Major at Enrollment (12.1% of 98,067)	11,877	na	na	na
**	Total (Adjusted Enrollment Total with Majors)	86,190	100.0%	11,136	100.0%
01	Agriculture, Agriculture Operations, & Related Sciences	263	0.3%	39	0.3%
03	Natural Resources And Conservation	267	0.3%	42	0.3%
09	Communication and Journalism	407	0.5%	41	0.3%
10	Communications Technologies/Technicians	215	0.2%	40	0.3%
11	Computer And Information Sciences*	3,166	3.7%	416	3.5%
12	Personal And Culinary Services*	585	0.7%	186	1.5%
13	Education*	4,583	5.3%	382	3.2%
14	Engineering	769	0.9%	57	0.5%
15	Engineering Technologies/Technicians*	3,153	3.7%	578	4.8%
16	Foreign Languages, Literatures, And Linguistics	150	0.2%	11	0.1%
19	Family, Consumer, and Human Sciences	1,147	1.3%	178	1.5%
22	Legal Professions and Studies	587	0.7%	161	1.3%
23	English Language and Literature.	226	0.3%	20	0.2%
24	Liberal Arts And Sciences, General Studies*	31,979	37.1%	2,635	21.9%
26	Biological And Biomedical Sciences	743	0.9%	117	1.0%
30	Multi/Interdisciplinary Studies	493	0.6%	54	0.4%
31	Parks, Recreation, Leisure And Fitness Studies	312	0.4%	51	0.4%
41	Science Technologies/Technicians	290	0.3%	32	0.3%
42	Psychology	386	0.4%	41	0.3%
43	Security And Protective Services*	6,562	7.6%	1,128	9.4%
44	Public Administration & Social Service Professions*	1,280	1.5%	253	2.1%
47	Mechanic And Repair Technologies/Technicians	220	0.3%	70	0.6%
50	Visual And Performing Arts*	2,207	2.6%	246	2.0%
51	Health Professions And Related Clinical Sciences*	13,550	15.7%	3,320	27.6%
52	Business, Management, Marketing, & Related*	11,717	13.6%	1,874	15.6%
54	History	151	0.2%	13	0.1%
--	Programs with less than 10 Degrees/Certificates	782	0.9%	42	0.3%

ANNUAL PERFORMANCE REPORT			
<i>Workforce Development Program Name</i>			
STATE UNIVERSITY SYSTEM (STATE COLLEGES) – STATEWIDE SUMMARY			
<i>State Agency Responsible for Administration and Funding</i>			
DEPARTMENT OF HIGHER EDUCATION (DHE)			
<i>Description of Program</i>			
The State University segment of the Massachusetts public higher education system includes 9 colleges: Bridgewater; Fitchburg; Framingham; Massachusetts College of Art and Design (Boston); Massachusetts College of Liberal Arts (North Adams); Massachusetts Maritime Academy (Buzzards Bay); Salem; Westfield; and Worcester.			
PARTICIPATION AND FUNDING			
<u>FY2010 Student Levels</u>		<u>FY2010 Primary Funding Sources</u>	
Fall 2009 Enrollment Headcount	<u>50,751</u>	State Appropriation (Adjusted): \$171,387,324 ARRA State Fiscal Stabilization Fund: \$51,178,000 In addition to state support, revenues include student tuition & fees, contracts/grants and other income.	
- Undergraduate (single count)	39,610		
- Graduate (single count)	11,141		
PROGRAM RESULTS AND OUTCOMES			
<u>Performance Measures (FY2010)</u>		<u>Data for Calculation of Measure</u>	
<u>FY10 Certificates/Degrees</u>	<u>Total</u>	Certificates, Bachelor and Advanced Degrees awarded during FY2010 (2009-2010 school year.) Number of awards increased over FY2009 levels for both Bachelor’s (6,621) and Master’s/Other Degrees (2,908.)	
Certificate	40		
Bachelor	6,886		
Master/Other Post-Bacc.	2,999		
Total Awards	9,925		
First-Year Retention Rate*	Fall 2007 <u>Cohort</u>	Fall 2008 <u>Cohort</u>	Percentage of First-Time, Full-Time Degree Seekers returning in the next year to the same institution. The rate compares well to the national average of 74.1%.
	75.2%	76.2%	
Six-Year Graduation Rate*	1998-2002 <u>3 Year Avg</u>	2002 <u>Cohort</u>	Percentage of First-Time, Full-Time Degree Seekers Graduating within 6 Years. State colleges have achieved goal of raising graduation rate to 50% within five years; 2002 Cohort rate is 5.2 points higher than the 1997 cohort.
	47.2%	50.7%	
MTEL Exam Pass Rate*	<u>Goal</u>	<u>2008</u>	Percentage of students passing the MA Test for Educator Licensure (1,138 passed exam.) All eight colleges had pass rates above target (excluding Maritime Academy which does not have teacher educator program.)
	80%	99%	
* These measures are based on data from 2009-2010 Performance Measurement Report (DHE March 2010.)			
Employment & Earnings – Not Available		Data on the post-graduation employment and earnings of students are not available; there was no uniform system for collecting such follow-up information.	

ANNUAL PERFORMANCE REPORT					
STATE COLLEGES – STATEWIDE SUMMARY					
DEMOGRAPHICS AND CHARACTERISTICS FOR FALL 2009 HEADCOUNT (TOTAL = 50,751)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>
Female	31,022	62%	Hispanic/Latino	2,020	4%
Male	19,375	38%	Asian/Pacific Islander	1043	2%
Info Not Available	354	<1%	Black/African American	2498	5%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	American Indian	170	<1%
Under 20 Years Old	11,390	22%	White	40,397	88%
20 – 24 Years Old	22,414	44%	Other/Unknown (9% of total)	4,623	na
25 – 34 Years Old	8,727	17%	<i>Residency</i>	<i>Count</i>	<i>Pct.</i>
35 – 44 Years Old	3,769	7%	In-State Resident	46,373	91%
45 – 54 Years Old	2,924	6%	Out-of-State	3,756	7%
55 Years & Older	1,104	2%	Foreign	320	1%
Info Not Available	423	1%	Info Not Available	302	1%
FALL 2009 ENROLLMENT & FY2010 AWARDS, BY PROGRAM OF INSTRUCTION (CIP)					
<i>CIP</i>	<i>Program of Instruction (*Top Ten # of Awards)</i>	<i>Enrollments</i>		<i>Degrees/Certificates</i>	
		<i>Count</i>	<i>Adj. Pct.</i>	<i>Count</i>	<i>Pct.</i>
--	Unknown Major at Enrollment (17.3% of 50,751)	8,765	na	na	na
**	Total (Adjusted Enrollment Total with Majors)	41,986	100.0%	9,925	100.0%
03	Natural Resources And Conservation	209	0.5%	49	0.5%
04	Architecture	187	0.4%	38	0.4%
09	Communication and Journalism*	1,345	3.2%	322	3.2%
10	Communications Technologies/Technicians	214	0.5%	59	0.6%
11	Computer and Information Sciences	754	1.8%	145	1.5%
13	Education*	8,272	19.7%	2,718	27.4%
14	Engineering	406	1.0%	85	0.9%
15	Engineering Technologies/Technicians	208	0.5%	50	0.5%
16	Foreign Languages, Literatures, And Linguistics	135	0.3%	27	0.3%
19	Family, Consumer, and Human Sciences	429	1.0%	88	0.9%
23	English Language and Literature*	1,527	3.6%	359	3.6%
24	Liberal Arts and Sciences, General Studies	2,038	4.9%	168	1.7%
26	Biological and Biomedical Sciences	1,611	3.8%	219	2.2%
27	Mathematics and Statistics	452	1.1%	93	0.9%
30	Multi/Interdisciplinary Studies	546	1.3%	29	0.3%
31	Parks, Recreation, Leisure, and Fitness	936	2.2%	175	1.8%
38	Philosophy	36	0.1%	13	0.1%
40	Physical Sciences	491	1.2%	86	0.9%
42	Psychology*	2,601	6.2%	720	7.3%
43	Security and Protective Services*	3,003	7.2%	665	6.7%
44	Public Administration & Social Services	1,014	2.4%	281	2.8%
45	Social Sciences*	1,402	3.3%	349	3.5%
49	Transportation	375	0.9%	76	0.8%
50	Visual and Performing Arts*	3,476	8.3%	704	7.1%
51	Health Professions and Related Clinical Sciences*	2,965	7.1%	665	6.7%
52	Business, Management, Marketing & Related*	6,021	14.3%	1,444	14.5%
54	History*	1,290	3.1%	295	3.0%
--	Programs with less than 10 Certificates/Degrees	43	0.1%	3	0.0%

ANNUAL PERFORMANCE REPORT			
<i>Workforce Development Program Name</i>			
UNIVERSITY OF MASSACHUSETTS – STATEWIDE SUMMARY			
<i>State Agency Responsible for Administration and Funding</i>			
DEPARTMENT OF HIGHER EDUCATION (DHE)			
<i>Description of Program</i>			
The University of Massachusetts segment of the Massachusetts public higher education system includes 5 campuses: Amherst; Boston; Dartmouth; Lowell; and Worcester - Medical School.			
PARTICIPATION AND FUNDING			
<u>FY2010 Student Levels</u>		<u>FY2010 Primary Funding Sources</u>	
Fall 2009 Enrollment Headcount	<u>65,923</u>	State Appropriation (Adjusted): \$379,900,504 ARRA State Fiscal Stabilization Fund: \$122,888,300 In addition to state support, revenues include student tuition & fees, contracts/grants and other income.	
- Undergraduate (single count)	50,444		
- Graduate (single count)	15,479		
PROGRAM RESULTS AND OUTCOMES			
<u>Performance Measures (FY2010)</u>		<u>Data for Calculation of Measure</u>	
<u>FY10 Certificates/Degrees</u>	<u>Total</u>	Certificates/Associate, Bachelor and Advanced Degrees awarded during FY2010 (2009-2010 school year.) Number of awards increased over FY2009 levels for both Bachelor (8,763) and Advanced Degrees (3,725.)	
Associate/Certificate	361		
Bachelor	9,362		
Advanced	4,233		
Total	13,956		
Freshman One Year Retention Rate*	Fall 2007 <u>Cohort</u> 81%	Fall 2008 <u>Cohort</u> 82%	Percentage of First-Time, Full-Time Degree Seekers Returning in the Next Year to the Same Institution.
Freshman Six Year Graduation Rate*	Fall 2002 <u>Cohort</u> 58%	Fall 2003 <u>Cohort</u> 58%	Percentage of First-Time, Full-Time Degree Seekers Graduating within 6 Years.
Nursing Exam Pass Rate**	<u>2008</u> 86%	<u>2009</u> 92%	Percentage of First Time Candidates Passing the National Nursing Licensure Examination (436 passed exam).
* These measures are based on data from <i>Fall 2009 Student Profile</i> (University of Massachusetts, Office of Institutional Research, March 2010.)			
** Massachusetts Board of Registration in Nursing, <i>Performance Summary for Mass. Nursing Education Programs</i>			
Employment & Earnings – Not Available		Data on the post-graduation employment and earnings of students are not available; there was no uniform system for collecting such follow-up information.	

ANNUAL PERFORMANCE REPORT					
UNIVERSITY OF MASSACHUSETTS – STATEWIDE SUMMARY					
DEMOGRAPHICS/CHARACTERISTICS FOR FALL 2009 (TOTAL = 64,832, excl. Medical School)					
<i>Gender</i>	<i>Count</i>	<i>Pct.</i>	<i>Race/Ethnicity</i>	<i>Count</i>	<i>Pct.</i>
Female	32,673	50%	Hispanic/Latino	3,319	6%
Male	32,159	50%	Asian/Pacific Islander	4,944	9%
Info Not Available	0	0%	Black/African American	4,882	9%
<i>Age</i>	<i>Count</i>	<i>Pct.</i>	American Indian	252	<1%
Under 20 Years Old	14,360	22%	White	43,046	76%
20 – 24 Years Old	29,012	45%	Other/Unknown (13% of total)	8,389	na
25 – 34 Years Old	13,137	20%	<i>Residency</i>	<i>Count</i>	<i>Pct.</i>
35 – 44 Years Old	4,586	7%	In-State Resident	52,682	81%
45 – 54 Years Old	2,797	4%	Out-of-State	9,247	14%
55 Years & Older	914	1%	Foreign	1,862	3%
Info Not Available	26	<1%	Info Not Available	1,041	2%
FALL 2009 ENROLLMENT & FY2010 AWARDS, BY PROGRAM OF INSTRUCTION (CIP)					
<i>CIP</i>	<i>Program of Instruction (*Top Ten # of Awards)</i>	<i>Enrollments</i>		<i>Degrees/Certificates</i>	
		<i>Count</i>	<i>Adj. Pct.</i>	<i>Count</i>	<i>Pct.</i>
--	Unknown Major at Enrollment (7.2% of 64,832)	4,680	na	na	na
**	Total (Adjusted Enrollment Total with Majors)	60,152	100.0%	13,741	100.0%
01	Agriculture and Related Sciences	1,081	1.8%	279	2.0%
03	Natural Resources and Conservation	565	0.9%	122	0.9%
04	Architecture	303	0.5%	115	0.8%
05	Area, Ethnic Studies	231	0.4%	106	0.8%
09	Communication and Journalism	1,162	1.9%	379	2.8%
11	Computer and Information Sciences	2,045	3.4%	436	3.2%
13	Education*	3,166	5.3%	993	7.2%
14	Engineering*	4,878	8.1%	930	6.8%
15	Engineering Technologies/Technicians	229	0.4%	68	0.5%
16	Foreign Languages, Literatures, And Linguistics	1,065	1.8%	251	1.8%
19	Family, Consumer, and Human Sciences	156	0.3%	35	0.3%
22	Legal Studies	344	0.6%	113	0.8%
23	English Language and Literature*	1,980	3.3%	451	3.3%
24	Liberal Arts and Sciences, General Studies	6,715	11.2%	250	1.8%
26	Biological and Biomedical Sciences*	3,817	6.3%	729	5.3%
27	Mathematics and Statistics	602	1.0%	154	1.1%
30	Multi/Interdisciplinary Studies	860	1.4%	276	2.0%
31	Parks, Recreation, Leisure, and Fitness	407	0.7%	125	0.9%
38	Philosophy	301	0.5%	68	0.5%
40	Physical Sciences	1,487	2.5%	276	2.0%
42	Psychology*	3,786	6.3%	990	7.2%
43	Security and Protective Services*	1,737	2.9%	570	4.1%
44	Public Administration & Social Services	389	0.6%	164	1.2%
45	Social Sciences*	3,867	6.4%	1,083	7.9%
46	Construction Trades	0	0.0%	31	0.2%
50	Visual and Performing Arts*	2,335	3.9%	484	3.5%
51	Health Professions and Related Clinical Sciences*	5,037	8.4%	1,239	9.0%
52	Business, Management, Marketing & Related*	10,495	17.4%	2,721	19.8%
54	History	1,112	1.8%	303	2.2%