

PY15 QUARTERLY PERFORMANCE REPORT
LWDB Central/Western QTR 3rd

LWDB: Central/Western

PERFORMANCE PERIOD START: 01/01/16 END: 03/31/16 Date Calculated: 4/21/16

ADULT PROGRAM - PERFORMANCE TO PLAN SUMMARY:

Two Common Measures were within the planned range for the region – Employment Retention & Average Earnings. Entered Employment continues to be below the planned activity level at 82.7%; it did increase over last quarter (81%). Only the WMCA service area was within range for Entered Employment at 85%. Average Earnings for Kennebec County exceeded the planned number again this quarter (113.9%) an increase over last quarter (112%); and continues to be the highest level in the region. However, Average Earnings for the WMCA area continues to be the lowest in the region; the planned Earnings is \$11,700 and in the WMCA area the Average Earnings was \$9,721 (83% of planned). Entered Employment for Kennebec is still below the planned level (81%) but has significantly increased over last quarter (59.52%). The Employment Retention is higher in two areas; WMCA (99% of planned) and Somerset County, which had the highest Employment Retention rate again this quarter 100% for the region.

ADULT PROGRAM - QUARTER ACTIVITY:

The enrollment in Local Region three were higher than the planned level at 113%; an increase over last quarter's activity level (103%). All areas combined exceeded the planned level for Training Services (137%); higher than last quarter's figures (123%), and has significantly increased over first quarter activity (119%). Each County exceeded the planned level for Training Services [Kennebec (105%); Somerset (104%; WMCA 173%)]. The focus on employer – driven training has been and continues to be effective; OJT activity continues to increase; first quarter had 16 participants in OJT's and third quarter's activity is up to 38.

ADULT PROGRAM - CORRECTIVE ACTION PLAN (if appropriate):

None needed at this time; however, continued focus will be on job placements for participants and the increased emphasis on work experience, OJT, apprenticeship opportunities.

ADULT PROGRAM – USE OF WAIVER STATUS:

No use of waivers during this reporting period.

ADULT PROGRAM – SUCCESS STORY:

A participant from the Augusta CareerCenter had been working with VR since Feb of 2015, a referral from the prison system, to find employment in a warehouse – he started working with the CareerCenter staff in Feb 2016 – they built a resume and targeted it for specific jobs, put together an explanation letter for his criminal history, a cover letter and reference page. An Integrated Resource Team (IRT) was created to help the participant with needed car repairs, insurance and registration. He is now working at NRF making \$12.55 an hour.

The Skowhegan CareerCenter worked with a single mother with two young children ages 2 and 3 that applied for assistance to attend nursing school program at KVCC. She previously earned a college degree in biochemistry 5 years earlier but never was able to secure appropriate employment with that degree.

As result of her previous credits earned, she carried-in credits enough to meet the general education classes needed for the nursing program but she needed to complete the clinicals. She was accepted to KVCC for the fall semester but needed assistance to help pay for child care, travel and tuition.

She had been working seasonally at Johnny's Selected Seeds for the summer but could not make everything work and go to school. She presently received Food Stamps, Maine Care and childcare assistance from DHHS while working but once her classes started in the fall, childcare expenses would not continue to be covered.

Her Case Manager discussed the limitations for tuition and supportive services available to her through WIA program. Participant began summer classes and started the clinicals that fall. She graduated with a GPA of 3.2. She now is working as a Nurse Manager at Maine General and could never have done it without her case manager and the funding that she received.

Customer's thank you words: "I just wanted you to know I appreciate all you did to help me get through nursing school. I now work for Maine General as a Nurse Manager and could never have done it without you. I have done very well and am able to do wonderful things for my kids. Now, we are married and have been able to take the kids to Florida. Thank you again!"

DW PROGRAM - PERFORMANCE TO PLAN SUMMARY:

Overall, Local Region three met or exceeded two of the three planned activity levels for the Common Measures; Entered Employment (99.5%), and Employment Retention (99.8%). Actual levels for Average Earnings were still below the planned level at 83.7%, but continue to stay above first quarter's activity (76%). Entered Employment was highest in Somerset County and WMCA (106%, 100%, respectively). Average Earnings in Kennebec County continue to be the highest in the region and exceeded the planned level by 106.3%. However, the Average Earnings remains lower in both Skowhegan [planned - \$15,026; actual - \$12,084 (or 80.4%); and in the WMCA area [planned - \$15,026; actual - \$11,690 (or 77.8%)], which is the lowest in the region.

DW PROGRAM - QUARTER ACTIVITY:

Service activity for the region was all higher than planned and increased over second quarter's activity level [Core B Registrants (3Q – 124%; 2Q – 106%), Intensive Services (3Q – 131%; 2Q – 115%), and Training Services (3Q – 122%; 2Q – 111%)]. These activities were significantly higher in both Kennebec and Somerset Counties:

- Kennebec: Core B Registrants (154%), Intensive Services (178%), and Training Services (163%)
- Somerset: Core B Registrants (115%), Intensive Services (106%), and Training Services (110%)

In the WMCA area, all three services continue to below the planned range but have improved since second quarter: Core B Registrants (3Q – 84%; 2Q – 68%), Intensive Services (3Q – 84%; 2Q – 69%), and Training Services (3Q – 81%; 2Q – 73%).

DW PROGRAM - CORRECTIVE ACTION PLAN (if appropriate):

None needed at this time; however, continued focus will be on job placements for participants and the increased emphasis on work experience, OJT, apprenticeship opportunities. The recent development and implementation of R2W programs for targeted industries is intended to support higher-wage employment opportunities and in-demand occupations that will lead to higher wages.

DW PROGRAM – USE OF WAIVER STATUS:

No use of waivers during this reporting period.

DW PROGRAM – SUCCESS STORY:

The Augusta CareerCenter enrolled a participant for job search – (his goal was to secure a state job) worked on resume targeting and interviewing; applied for many state jobs that he was qualified for – received 3 interviews for 3 different positions – he is now employed with the DHHS as an eligibility specialist and is still in the running for a supervisor position at DOT.

YOUTH PROGRAM - PERFORMANCE TO PLAN SUMMARY:

Two of the Common Measures for Youth (Attained a Degree of Certificate, Literacy/Numeracy Gains) were below the planned levels for the whole region overall. Placed in Employment or Education was the only

Common Measure that was within the planned activity range (86.5%), which has increased over the first two quarters (2Q – 83.1%; 1Q – 80.8%). Attained a Degree or Certificate for Somerset County continues to be the highest in the region (136.4% above planned). Literacy/Numeracy Gains continue to be lower than anticipated, however a corrective action plan has been developed to improve this measure (see below: YOUTH PROGRAM - CORRECTIVE ACTION PLAN).

YOUTH PROGRAM - QUARTER ACTIVITY:

All areas combined were within total planned enrollment figures and significant improvements have been made in all enrollment categories over second quarter: Total Enrollees (CO & CY) is 163% (2Q – 48%); In-School Youth (CO & CY) is 93% (2Q – 54%); and Out-of-School Youth (CO & CY) is 264% (2Q – 44%). The increased focus on Out-of-School Youth (per WIOA) is evident in these figures and should continue in a positive direction going forward. .

YOUTH PROGRAM - CORRECTIVE ACTION PLAN (if appropriate):

Corrective action steps that are being put in place to improve the Literacy/Numeracy Gains:

- Develop standard operating procedures, practice and protocol applicable to youth services for, between and among all CareerCenters in Local Region 3. For example-
 - Intake-application for services. For example, all applications will be conducted in person and by the youth counselor
 - Assessment-CASAS will be administered locally and by the youth counselor as a preference and by Adult Education providers on site-CareerCenter
 - To ensure each participant training plan include a comprehensive, intensive and structured remediation plan that will lead to performance gains
 - Reduce the gap between pre and post assessment by assessing the participant for skill gains immediately following remediation or other course work
 - To ensure the post test is completed within the required time frames for the participant
 - Provide training of and in-house mentoring to current and future staff lead by resident high performing youth and management staff
 - Establish required data entry expectations for all participant record keeping
 - Develop a consistent and standard operating procedures for youth programming for all CareerCenter locations
 - To conduct routine follow-up with each and every participant to check in on progress
 - To build and maintain strong rapport with each participant through support, encouragement, acknowledgement of their goals, recognition for accomplishments, follow-through and demonstrated concern and interest in their future
 - To conduct routine case review of youth cases to ensure goals and objectives, data entry and management are complete and timely and to take immediate course corrective actions as needed.
- **There are five people in Kennebec County that staff will post test between now and June 30 which is expected to increase the Literacy-Numeracy gain to 30%.**
- **There are three people in Somerset County that staff will post test between now and June 30 which is expected to increase Literacy-Numeracy gain to 36%.**
- For any youth currently enrolled that tested deficient or have yet to be tested, staff will deploy an immediate remediation plan, get them in and finalize services including a pre/post-test depending on the participant situation.
- Post testing at the Augusta CareerCenter will be pursued for all other separations between now and the end of PY15.

- Going forward, the Augusta Youth Consultant has implemented a youth enrollment expectation of all clients will be assessed for numeracy/literacy deficiencies and those deemed deficient will be expected to have, at a minimum, bi-weekly contact with the consultant and retesting every 6 months until proficiency is demonstrated.
- Skowhegan CareerCenter Consultants and the Adult Education Staff are committed to working with the youth that will be referred to AE by the Consultant. Communication between the Adult Education staff, the youth and the CareerCenter Consultant will be held monthly to discuss each youth progress and attendance. At the end of each school semester, the Adult Education staff will CASAS test the students. This will be the check in point to see how the youth is progressing and whether gains have been made. If student does not attend Adult Education, then the AE staff will report this information to the Youth Consultant within the second week of no attendance. CareerCenter staff will data enter the CASAS scores in the computer data base. CASAS testing did occur for many of the youth but the scores were not entered into the data base timely. Each semester the CASAS scores will be entered to keep the information timely.
- Going forward we might consider use of incentives to encourage participation for this hard to serve group of people including pre and post post-testing

YOUTH PROGRAM – USE OF WAIVER STATUS:

No use of waivers during this reporting period.

YOUTH PROGRAM - SUCCESS STORY

The Wilton CareerCenter worked with an out of school student and helped them with transportation for CNA training in Livermore. Upon receiving her CNA certificate the participant was hired by Pinnacle Health Care in Canton. She travels back and forth with a friend who is employed there. She is working 40 plus hours at \$9.50 an hour.

An out of school youth who has a disability was enrolled by the Wilton CareerCenter in a Work Experience for a business in Farmington. She did computer entry and other office duties. The business hired her for 25 hours a week to continue her office work at \$7.50 an hour. An additional benefit of working there is she is learning Quick Books which many employers use today.

WIOA PY15 QUARTERLY PERFORMANCE REPORT

Local Region: LR-3

Quarter: 3rd Qtr PY 15

ADULT			
SERVICE SUMMARY	PY15 Plan	Actual	% Attained
Core B Registrants	182	205	113%
Intensive Services	147	196	133%
Training Services	111	152	137%
ITA	101	122	121%
OJT	7	38	543%
CT	1	0	0%
Other	N/A	39	N/A
Total Exiters	62	74	119%
Total Entering Employment	53	40	75%
1. Placements w/Employer-Assisted Benefits	26	27	104%
2. Females Entering Employment	12	29	242%
3. Females Entering Employment in NTO	3	0	0%
COMMON MEASURES			
Entered Employment	84%	69.44%	82.67%
Employment Retention	88%	83.52%	94.91%
Average Earnings	\$ 11,700	\$11,134	95.16%

DISLOCATED WORKER			
SERVICE SUMMARY	PY15 Plan	Actual	% Attained
Core B Registrants	132	164	124%
Intensive Services	119	156	131%
Training Services	97	118	122%
ITA	85	99	116%
OJT	8	9	113%
CT	2	0	0%
Other	N/A	36	N/A
Total Exiters	69	53	77%
Total Entering Employment	61	30	49%
1. Placements w/Employer-Assisted Benefits	43	21	49%
2. Females Entering Employment	28	14	50%
3. Females Entering Employment in NTO	6	0	0%
COMMON MEASURES			
Entered Employment	89.5%	89.06%	99.48%
Employment Retention	92.8%	92.65%	99.84%
Average Earnings	\$15,026.60	\$12,583	83.74%

YOUTH			
SERVICE SUMMARY	PY15 Plan	Actual	% Attained
Enrollees - Older & Younger Youth (CO & CY)	197	171	87%
In-School Youth (CO, CY)	N/A	N/A	#VALUE!
Out-of-School Youth (CO, CY)	N/A	N/A	#VALUE!
In-School Youth (IS)	60	39	65%
Out-of-School Youth (OS)	137	132	96%
Total Exiters	N/A	N/A	N/A
Total Entering Employment	N/A	N/A	N/A
1. Placements w/Employer-Assisted Benefits	N/A	N/A	N/A
2. Females Entering Employment	N/A	N/A	N/A
3. Females Entering Employment in NTO	N/A	N/A	N/A
COMMON MEASURES			
Placed in Employment or Education	66.3%	57.3%	86.46%
Attained a Degree or Certificate	73.3%	59.3%	80.85%
Literacy/Numeracy Gains	30%	12.5%	41.67%