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CITY OF OAKLAND
AGENDA REPORT

2011 DEC 16 AM 10:09

TO: Office of the City Administrator
ATTN: Deanna J. Santana
FROM: Community and Economic Development Agency
DATE: December 20, 2011

RE: Supplemental Report on the Performance of WIA-Funded Programs In
Oakland

SUMMARY

This is a supplemental report on the 2010-2011 performance of the Workforce Investment Act-funded programs in the City of Oakland. This supplemental report is in response to a request made at the November 29, 2011 CED Committee meeting, for a simpler report format to more easily evaluate the performance of the organizations receiving formula funds from the Federal Workforce Investment Act awarded to the City of Oakland for employment and training services by the State of California. The organizations were selected through a competitive Request for Proposal process and an extension of their contracts is pending. Overall, Oakland met or exceeded eight of nine "Common Performance Measures" imposed by the State. This report breaks down the performance by individual organizations based on the same performance period used by the State of California.

FISCAL IMPACT

This supplemental report provides data only, and has no new fiscal impact to the City.

BACKGROUND

The Federal Workforce Investment Act (WIA) prescribes the policies and procedures for the delivery of services to job seekers. It also prescribes the way in which information is gathered and reported to calculate the performance results of States. The States in turn prescribe the procedures for data gathering and reporting to the local areas receiving WIA funds. The City of Oakland is one of 49 local areas in the State of California that receives WIA funds. Since the minimum number of residents for automatic designation as a local area is 500,000, Oakland has a "Special Designation" that can be taken away if performance is below the negotiated goals for two consecutive years in three of the nine mandated Common Performance Measures. With the exception of the Numeracy/Literacy Gains measure for out-of-school basic skills deficient youth, Oakland has met (reached at least 80% of the goal) or exceeded the State-imposed Common

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Performance Measures since their implementation in California in 2006. The graphs below show the "Entered Employment Rate" for Adults and Dislocated Workers, and the "Enter Employment or Education Rate" for youth for the last four program years. All numbers refer to percentages.

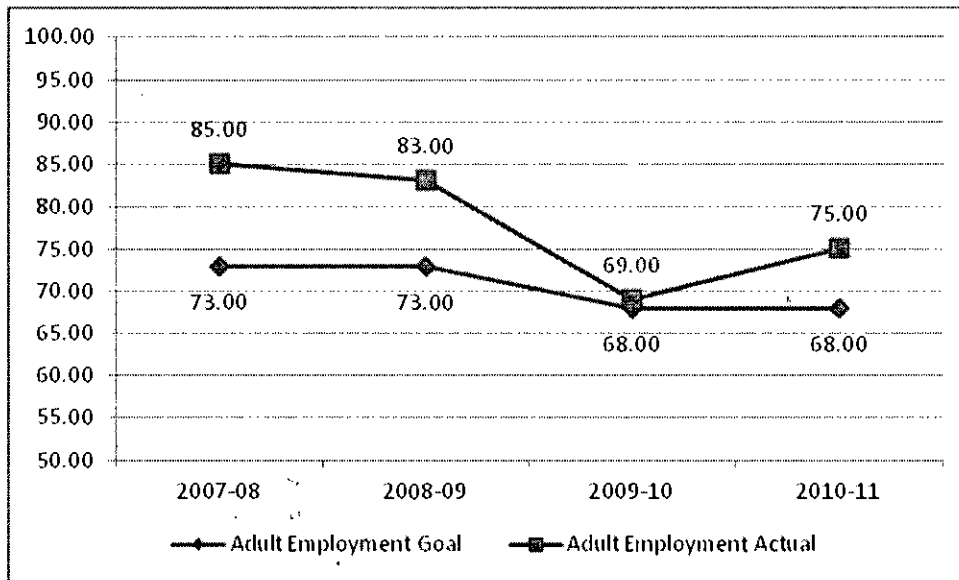


Chart 1 - Adult Enter Employment Rate

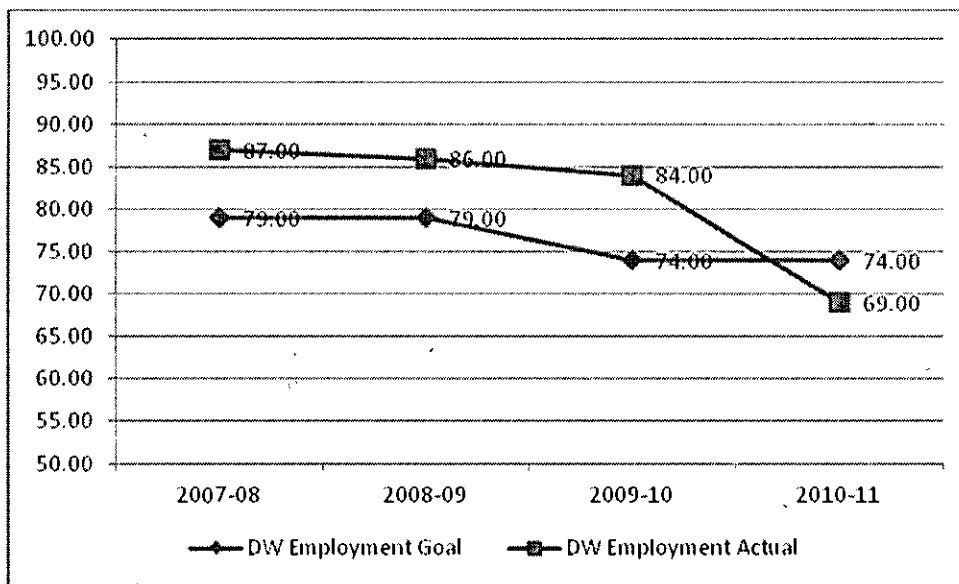


Chart 2 - Dislocated Worker Entered Employment Rate

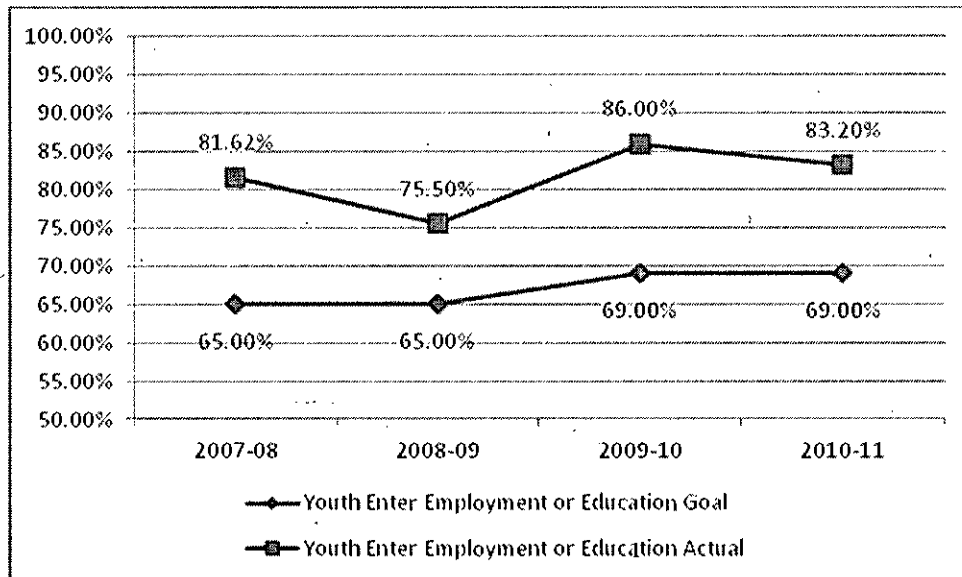


Chart 3 - Youth Enter Employment or Education Rate

These "Enter Employment" measures are calculated from a cohort of participants who leave or exit the WIA-funded programs for various reasons. Once a participant exits the program, the State matches his or her social security number against the Unemployment Insurance Base Wage Record. The number of individuals with earnings in the first quarter after exit is divided by the number of individuals who exit the program. The result is the "Entered Employment Rate." For youth, obtaining employment or entering post-secondary education, the military, apprenticeship or advanced training count as the "Enter Employment or Education."

PROGRAM DESCRIPTION

The Workforce Investment Act "envisioned that a variety of programs could use common intake, case management and job development systems in order to take full advantage of the One-Stops' full potential for efficiency and effectiveness" (Interim Final Rule). The One-Stop service delivery system for Adults and Dislocated Workers in the City of Oakland includes a Comprehensive One-Stop Career Center run by the Oakland Private Industry Council, Inc., three One-Stop affiliate sites run by The English Center, Lao Family Community Development, Inc., and The Unity Council, and the ASSETS Senior Employment Center run by the City of Oakland.

Section 134 of WIA describes the type of services provided through the One-Stop system. The following is a summary of those services as they were implemented in Oakland:

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- Core Services (subdivided in A and B depending on the amount of staff time involved) include the use of resources at the One-Stop centers, job search workshops, resume critique, etc. At level A (no staff involvement other than on an informational basis) there is no eligibility documentation required. Assistance in accessing services is also provided in languages other than English at either the Comprehensive One-Stop or at the Affiliate One-Stop sites. Specialized equipment for people with disabilities is provided at the Comprehensive One-Stop.
- Intensive Services, such as one-on-one Career Counseling, objective assessment, pre-vocational training, job development, supportive services and follow-up services are provided to individuals who are determined to need additional assistance to find employment after accessing the core services. To be enrolled at this level as either Adult or Dislocated worker, specific eligibility requirements and documentation are required. The State bases the Performance Measures on these individuals at the point when they exit the programs.
- Training Services are provided to those who still cannot find employment at the Core or Intensive level services. Those training services are provided through Individual Training Accounts, On-the-Job Training, or Customized Training.

The great majority of users of the One-Stop system are at the Core Services level. From July 2010 to June 2011, a total of 11,618 new individuals (7,254 at PIC, 1,332 at English Center, 1,794 at Lao Family, and 1,238 at Unity Council) registered to use the services of the One-Stop system. Many of these individuals find employment, but since no eligibility documentation is required, the matching of the Social Security number against the Unemployment Insurance Base Wage Record is not performed by the State, so job placements are not verified for this group of clients.

It is only those individuals who are enrolled in the Intensive Services level who must submit eligibility documentation. This much smaller number of individuals forms the group on which the performance measures are based. During Program Year 2010-2011 a total of 667 Adult and Dislocated Worker individuals were served at the Core B, Intensive and Training services level. Of those, 355 individuals (3% of the total number of new individuals registered through the One-Stop system for Core A services during PY 2010-11) exited the programs. This 3% is the cohort of individuals that comprise the basis on which WIA performance is calculated by the State and Federal governments.

The tables below break down the entered employment and retention results, with average earnings, for Program year 2010-2011 by Service Provider for Adults and Dislocated Workers.

Table 1 - Number and percentages of Adult individuals employed

Performance Results for program year 2010-2011 for Adult Programs									
	Exited Individuals	Employed at Exit	% Emp at Exit	Wages in Q1	% in Q1	Wages in Q2	% in Q2	Wages in Q3	% in Q3
PIC	98	57	58.16%	67	68.37%	60	61.22%	55	56.12%
English Center	40	34	85.00%	34	85.00%	33	82.50%	31	77.50%
Lao Family	29	22	75.86%	26	89.66%	21	72.41%	20	68.97%
Unity Council	35	24	68.57%	25	71.43%	23	65.71%	21	60.00%
ASSETS	22	21	95.45%	16	72.73%	15	68.18%	14	63.64%
TOTAL	224	158	70.54%	168	75.00%	152	67.86%	141	62.95%

Note: This chart is based on 224 individuals exited from the programs between October 1, 2009 and September 30, 2010, the same cohort used by the State.

Table 2 - Average Wages and Earnings for WIA-funded Adult programs during PY 2010-2011

	Average Wage at Plmt	Average Earnings Q1	Average Earnings Q2	Average Earnings Q3
PIC	\$13.02	\$4,465.85	\$4,972.09	\$5,103.31
English Center	\$10.57	\$4,765.79	\$5,622.11	\$5,306.29
Lao Family	\$9.53	\$4,164.03	\$4,767.84	\$4,847.14
Unity Council	\$13.31	\$5,801.92	\$6,399.67	\$6,437.63
ASSETS	\$14.70	\$5,162.93	\$5,783.54	\$5,070.48
TOTAL	\$12.27	\$4,741.90	\$5,371.93	\$5,307.59

Table 3 - Number and percentages of Dislocated Workers employed

Performance Results for program year 2010-2011 for Dislocated Worker Programs									
	Exited Individuals	Employed at Exit	% Emp at Exit	Wages in Q1	% in Q1	Wages in Q2	% in Q2	Wages in Q3	% in Q3
PIC	117	69	58.97%	79	67.52%	76	64.96%	72	61.54%
English Center	2	2	100.00%	1	50.00%	1	50.00%	0	0.00%
Lao Family	4	4	100.86%	3	75.00%	2	50.00%	2	50.00%
Unity Council	8	7	87.50%	6	75.00%	6	75.00%	6	75.00%
TOTAL	131	82	62.60%	89	67.94%	85	64.89%	80	61.07%

Note: This chart is based on 131 individuals exited from the programs between October 1, 2009 and September 30, 2010, the same cohort used by the State.

Table 4 - Average Wages and Earnings for WIA-funded Adult programs during PY 2010-2011

	Average Wage at Plmt	Average Earnings Q1	Average Earnings Q2	Average Earnings Q3
PIC	\$18.61	\$5,358.75	\$4,178.89	\$4,406.58
English Center	\$11.96	\$267.00	\$531.00	\$0.00
Lao Family	\$11.21	\$1,222.47	\$4,561.63	\$2,055.85
Unity Council	\$13.58	\$5,664.29	\$3,936.78	\$3,379.78
TOTAL	\$17.66	\$5,182.71	\$4,133.98	\$4,275.71

The State and local areas are aware of the tremendous difference between the number of individuals served and the number upon which performance measures are calculated. To get a broader number of individuals into the performance calculations cohort, a “service integration” model is being implemented. Several local areas started pioneering this service integration model. To provide an example, two of those areas are the North Valley Job Training Consortium (NOVA) and the Sacramento Works. During Program Year 2007-08, prior to service integration, NOVA exited 211 Adult and Dislocated Worker individuals, whereas Sacramento exited 900; in PY 2010-11 NOVA exited 4,621 individuals, and Sacramento exited 9,453. Oakland began the implementation of this service integration model in April 2011. The number of individuals who will comprise the group for performance calculation is expected to increase considerably in the coming years.

Youth Programs

WIA Section 123 states that the local Workforce Investment Board “shall identify eligible providers of youth activities by awarding grants or contracts on a competitive basis, based on the recommendations of the youth council.” The current providers were selected after a competitive Request for Proposal process in the summer of 2010.

During the performance period for Program Year 2010-2011 (those exited between October 1, 2009 and September 30, 2010), there were five youth Providers: Alameda County Healthcare Foundation’s Project Model Neighborhood (ACHC), Lao Family Community Development, Inc. (LFC), Pivotal Point Youth Services (PPY), Scotlan Youth and Family Services (SYD), and the Youth Employment Partnership (YEP). Two other providers were selected through the Request for Proposal process but they had no participants exited during the performance period: Spanish Speaking Citizens Foundation (SSCF) and Youth Uprising (YUPR). The table below shows results in two of the three youth performance measures: Enter Employment or Education, and Attainment of Degree or Diploma. A third measure, the Numeracy or Literacy Rate for out-of-school basic skills deficient youth was failed by all providers.

Table 5, Youth Entered Employment or Education and Attainment of Degree or Diploma

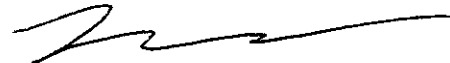
	Exited Youth	Enter Empl or Educ	% Enter Empl/Ed	Attained Degree	% Attained Degree
ACHC	12	9	75.00%	8	66.67%
Lao Family	52	35	67.31%	36	69.23%
Pivotal Point	18	12	66.67%	1	5.56%
Scotlan Youth	18	16	88.89%	5	25.00%
YEP	86	76	88.37%	51	59.30%
TOTAL	186	148	79.57%	101	53.72%

Of these providers, Pivotal Point appears to have had the lowest performance ratio in relation to the State-imposed Common Measures.

ACTION REQUESTED OF THE CITY COUNCIL

Staff requests that the Council approved the resolutions as submitted with the report to the CED Committee on November 29, 2011.

Respectfully submitted,

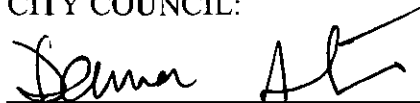


Fred Blackwell, Assistant City Administrator
Community and Economic Development Agency

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Pedro L. Toledo, Program Analyst
Workforce Development

APPROVED AND FORWARDED TO THE
CITY COUNCIL:


Office of the City Administrator

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Source documentation on State Performance:

WSIN09-24 Final PY 08-09 Performance

http://www.edd.ca.gov/jobs_and_training/pubs/wsin09-24att.pdf

WSIN10-43 Final PY 09-10 Performance

http://www.edd.ca.gov/jobs_and_training/pubs/wsin10-43.pdf

Performance Tables for PY 10-11 can be accessed at the California Workforce Investment Board's website: <http://www.cwib.ca.gov/res/docs/reports/WIA%202010-2011%20Performance%20Tables.pdf>

Funding for PY 2010-11

WSIN09-61 WIA Formula allocations for PY 2010-11

http://www.edd.ca.gov/jobs_and_training/pubs/wsin09-61.pdf