

**Workforce Investment Act Title I-B Annual Report  
Program Year (PY) 2001**

**STATE:** Maryland

**ELECTRONIC SUBMISSION DATE:** January 21, 2003

**AUTHORIZED OFFICIAL:** Ronald Windsor, Executive Director  
Department of Labor, Licensing & Regulation  
Office of Employment Training

**I. Annual Report Narrative**

- A.** In Maryland, adult and dislocated worker employment and training services are provided through core, intensive and training services. Where feasible, core services are provided through self-service and information methods. Primarily, core services are universally accessible through the State One-Stop/Careernet System. The One-Stop/Careernet system is also the prime venue for both adults and dislocated workers to seek out intensive and training services. Intensive services are provided to individuals that are unemployed or underemployed and having difficulty securing appropriate employment through core services. Individuals need to demonstrate obstacles that prevent them from retaining or securing employment that leads to self-sufficiency.

Intensive services that are provided include but are not limited to: comprehensive and specialized assessment, diagnostic testing, identifying employment barriers through in-depth evaluation, individual employment plan, group and individual counseling, career planning, case management, and short-term pre-vocational services. Additional intensive services may include out-of-area job search, relocation, literacy readiness, internship and work experience.

Training services are provided to individuals that are unemployed or underemployed and having difficulty securing appropriate employment through intensive services. Individuals need to demonstrate obstacles that prevent them from retaining or securing employment that leads to self-sufficiency. Training services include but are not limited to: occupational skills, job readiness, adult education combined with other training, and customized training. With few exceptions, training is obtained through the use of Individual Training Accounts (ITAs).

The State required each Local Workforce Investment Board (LWIB) to develop a local policy regarding priority of service for the provision of intensive and training services to Adults under WIA Title I, as well as a policy regarding priority of service for intensive and training services to Dislocated Workers. Any adult priority of service policy provided priority to recipients of public assistance and other low-income individuals in the local area unless the local area determined that funds were not limited.

Each LWIB developed a local area strategy for providing services to eligible youth that addressed each of the ten youth program elements described in WIA section 129©(2). Each LWIB was also requested to develop a local strategy for providing comprehensive services to eligible youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities. The State requires each LWIB to link with Job Corps by: inviting Job Corps representatives to participate in Youth Councils; inviting Job Corps representatives to serve on local boards; promoting local Youth programs that partner with Job Corps; and assisting in the identification and referral of eligible youth to Job Corps programs.

During PY 2001, the State of Maryland expended \$11,092,040 in Adult program funds to serve 8,878 adults. Expenditures for the Dislocated Worker program totaled \$10,577,565 to serve 6,190 participants. Youth expenditures totaled \$9,504,010 and served 1,113 Older Youth and 4,993 Younger Youth. See attached WIA Financial Statement for percentage of available funds expended and percentage of carry-in monies expended. Information on funds expended by activity is not available. Please note, however, that over 95% of all carry-in funds and over 50% of all available funds have been expended to provided services to adults, dislocated workers and youth.

- B.** Information on the levels of performance achieved by the State of Maryland with respect to the core indicators of performance and the customer satisfaction indicator have been entered through the online Enterprise Information Management System (EIMS) in Tables A through M. Information regarding the progress of local areas in the State in achieving local performance measures, including information on the levels of performance achieved by the areas with respect to the core indicators of performance and the customer satisfaction indicator have been entered through the EIMS in Table O.

The State of Maryland met or exceeded all 17 performance measures. However, the State failed to meet the revised 70% requirement for customer satisfaction response rate for program participants. TEGl No. 6-00, Ch. 1 increased the required response rate from 50% for the first year of WIA to 70% for the second year and beyond. The TEGl also changed the methodology for computing the response rate. The revision to exclude code 11 "don't know" and code 12 "refused to answer" from the computation of completed surveys cost the State close to 15% in the computation of the response rate; the State would have exceeded 80% without the revised methodology. Nonetheless, the State achieved a response rate of 68.4% for program participants. The combined response rate for employers and participants equates to 84.2%.

Through its Performance Measures Workgroup, the Governor's Workforce Investment Board (GWIB) facilitates collaboration and information sharing among state partner agencies as well as the development of an integrated and comprehensive accountability system for use in evaluating the effectiveness of the state's workforce development system. Based on the WIA core performance indicators as well as other established system-wide measures, the Department of Labor, Licensing and Regulation (DLLR) regularly provides the GWIB with performance information statewide and for each local workforce investment area. After its review, the Performance Measures Workgroup will issue an annual report to the GWIB that (1) compares the performance of each local area against its negotiated WIA standards, (2) details the performance the performance of the state and each local area on achieving system-wide performance measures, and (3) report any actions, corrective or otherwise, the State is taking regarding the performance of local areas against their negotiated standards.

In addition, in accordance with Section 117 of the WIA, as part of the recertification of local Workforce Investment Boards, the State is reviewing the performance of local areas to determine the extent to which local boards have ensured that workforce investment activities carried out in the local area have enabled the local area to meet the local performance measures.

The Department of Labor, Licensing and Regulation provides ongoing technical assistance to local workforce investment areas whose performance falls below the negotiated standards. Additionally, in collaboration with our agency partners, an analysis will be conducted of both exemplary performance and below standards performance. In collaboration with state agency staff,

the GWIB staff will develop successful best practices and share that information with local workforce investment boards to promote continuous improvement.

## WIA Financial Statement

<b>Operating Results</b>	<b>Available</b>	<b>Expended</b>	<b>Pct.</b>	<b>Balance Remaining</b>
<hr/>				
Total All Funds Sources				
Adult Program Funds	\$9,330,640	\$5,467,617	58.60%	\$3,863,023
Carry-in Monies(no add)	\$5,673,365	\$5,624,423	99.14%	\$48,942
Dislocated Worker Program Funds	\$10,194,947	\$5,360,222	52.58%	\$4,834,725
Carry-in Monies(no add)	\$5,433,056	\$5,217,343	96.03%	\$215,713
Youth Program Funds	\$10,697,335	\$7,410,511	69.27%	\$3,286,824
Carry-in Monies (no add)	\$2,103,419	\$2,093,499	99.53%	\$9,920
* Out-of School Youth	\$0	\$6,635,738	0.00%	\$0
* In-School Youth	\$0	\$2,868,272	0.00%	\$0
* Summer Employment Opportunities	\$0	\$2,643,561	0.00%	\$0
Local Administration Funds	\$3,358,103	\$922,733	27.48%	\$2,435,370
Carry-in Monies(no add)	\$2,168,936	\$2,168,936	100.00%	\$0
Rapid Response Funds	\$2,427,368	\$1,426,198	58.75%	\$1,001,170
Carry-in Monies(no add)	\$1,334,749	\$567,649	42.53%	\$767,100
Statewide Activity Funds	\$6,354,422	\$3,096,293	48.73%	\$3,258,129
Carry-in Monies(no add)	\$4,467,800	\$4,044,812	90.53%	\$422,988
* No breakout for fund availability by these categories.				







**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	94.6	1,025	95.9
1,084			989	
Employment Retention Rate	97.7	807	98.5	679
		826		689
Earnings Replacement Rate	125.2	9,325,964	130.2	8,574,328
		7,447,548		6,587,462

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	62
336			
Employment Retention Rate	75	89.5	68
			76
Earnings Change in Six Months	2,688	2,823	143,987
			51
Credential Rate	50	58	214
			369

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	48.1	39	0	0	82.6	19	59.3
81			1		23		324	
Employment Retention Rate	90.9	10	0	0	100	15	88.7	55
		11		1		15		62
Earnings Change in Six Months	3,915	23,489	0	0	2,277	18,216	2,577	103,084
		6		1		8		40
Credential Rate	48.2	40	0	0	79.4	27	56.4	194
		83		1		34		344

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	73
			5,182
Diploma or Equivalent Attainment Rate	56	47.1	422
			896
Retention Rate	50.2	69.2	216
			312

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	97.7	340	97.6	1,001	95.5	879
		348		1,026		920
Diploma or Equivalent Attainment Rate	30.6	22	71.6	161	34.4	216
		72		225		628
Retention Rate	66.7	20	63.2	84	73.5	114
		30		133		155

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	72.7	8	5,131	46,177	57.2	1,818	2,946	9,370,424	50	3
		11		9		3,181		3,181		6
Dislocated Workers	91.7	11	217.7	229,353	47.7	1,030	4,170	8,998,064	55.6	5
		12		105,361		2,158		2,158		9
Older Youth	0	0	0	0	22.9	166	676	490,089		
		1		1		725		725		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>8,878</b>	<b>3,196</b>
<b>Dislocated Workers</b>	<b>6,190</b>	<b>2,177</b>
<b>Older Youth</b>	<b>1,113</b>	<b>534</b>
<b>Younger Youth</b>	<b>4,993</b>	<b>2,098</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$11,092,040.00</b>
<b>Local Dislocated Workers</b>		<b>\$10,577,565.00</b>
<b>Local Youth</b>		<b>\$9,504,010.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$1,993,847.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$7,141,105.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	
<b>Total of All Federal Spending Listed Above</b>		<b>\$40,308,567.00</b>

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Anne Arundel County SDA	Total Participants Served	Adults	366
		Dislocated Workers	376
		Older Youth	13
		Younger Youth	277
	Total Exiters	Adults	144
		Dislocated Workers	151
		Older Youth	5
		Younger Youth	143

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	91.4
	Employers	67	88.8
Entered Employment Rate	Adults	72	97.7
	Dislocated Workers	77	98.6
	Older Youth	64	100
Retention Rate	Adults	81	100
	Dislocated Workers	85	98
	Older Youth	77	100
	Younger Youth	50.2	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	3,671
	Dislocated Workers	0.93	0.98
	Older Youth (\$)	2,750	4,894
Credential / Diploma Rate	Adults	61	95.5
	Dislocated Workers	61	95.6
	Older Youth	51	100
	Younger Youth	56	100
Skill Attainment Rate	Younger Youth	73	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Baltimore City Workforce Investment Board	<b>Total Participants Served</b>	Adults	5,479
		Dislocated Workers	1,528
		Older Youth	793
		Younger Youth	1,627
	<b>Total Exiters</b>	Adults	1,796
		Dislocated Workers	403
		Older Youth	409
		Younger Youth	846

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	81.8
	Employers	67	70.5
Entered Employment Rate	Adults	72	97.3
	Dislocated Workers	77	98.8
	Older Youth	63	54
Retention Rate	Adults	80	96.4
	Dislocated Workers	84	97.9
	Older Youth	77	77.4
	Younger Youth	50.2	69.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	3,301
	Dislocated Workers	0.93	1.09
	Older Youth (\$)	2,750	2,210
Credential / Diploma Rate	Adults	61	94.1
	Dislocated Workers	61	97.6
	Older Youth	51	51.5
	Younger Youth	56	30.3
Skill Attainment Rate	Younger Youth	73	97.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Baltimore County	Total Participants Served	Adults	625
		Dislocated Workers	772
		Older Youth	25
		Younger Youth	485
	Total Exiters	Adults	471
		Dislocated Workers	576
		Older Youth	22
		Younger Youth	309

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	89.3
	Employers	67	88.6
Entered Employment Rate	Adults	72	92.1
	Dislocated Workers	78	92.4
	Older Youth	64	84.6
Retention Rate	Adults	81	96.7
	Dislocated Workers	85	99.2
	Older Youth	76	100
	Younger Youth	50.2	78.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	4,832
	Dislocated Workers	0.91	0.98
	Older Youth (\$)	2,750	4,660
Credential / Diploma Rate	Adults	61	84
	Dislocated Workers	61	90.1
	Older Youth	51	62.5
	Younger Youth	56	66.5
Skill Attainment Rate	Younger Youth	73	99.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Frederick County JTA	Total Participants Served	Adults	250
		Dislocated Workers	202
		Older Youth	17
		Younger Youth	41
	Total Exiters	Adults	119
		Dislocated Workers	81
		Older Youth	1
		Younger Youth	1

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	80
	Employers	67	82.1
Entered Employment Rate	Adults	70	100
	Dislocated Workers	77	98.2
	Older Youth	63	0
Retention Rate	Adults	80	99.1
	Dislocated Workers	85	100
	Older Youth	75	100
	Younger Youth	50.2	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	4,833
	Dislocated Workers	0.91	1.11
	Older Youth (\$)	2,750	6,265
Credential / Diploma Rate	Adults	61	90.9
	Dislocated Workers	61	94.4
	Older Youth	51	100
	Younger Youth	56	100
Skill Attainment Rate	Younger Youth	73	97.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		Exceeded	

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Lower Shore Workforce Investment Board, Inc.	<b>Total Participants Served</b>	Adults	486
		Dislocated Workers	261
		Older Youth	56
		Younger Youth	412
	<b>Total Exiters</b>	Adults	127
		Dislocated Workers	87
		Older Youth	22
		Younger Youth	78

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	80.1
	Employers	67	94
Entered Employment Rate	Adults	70	98.4
	Dislocated Workers	77	98.2
	Older Youth	62	100
Retention Rate	Adults	80	98.4
	Dislocated Workers	84	100
	Older Youth	77	92.3
	Younger Youth	50.2	69.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	4,001
	Dislocated Workers	0.92	0.95
	Older Youth (\$)	2,750	2,713
Credential / Diploma Rate	Adults	61	98.7
	Dislocated Workers	61	98
	Older Youth	51	90
	Younger Youth	56	72.7
Skill Attainment Rate	Younger Youth	73	80.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Mid Maryland	Total Participants Served	Adults	219
		Dislocated Workers	459
		Older Youth	32
		Younger Youth	63
	Total Exiters	Adults	104
		Dislocated Workers	205
		Older Youth	10
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	88.7
	Employers	67	91.7
Entered Employment Rate	Adults	72	89.8
	Dislocated Workers	78	89.8
	Older Youth	64	100
Retention Rate	Adults	81	98.7
	Dislocated Workers	85	93.8
	Older Youth	76.5	100
	Younger Youth	50.2	73.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	3,125
	Dislocated Workers	0.93	1.1
	Older Youth (\$)	2,750	4,236
Credential / Diploma Rate	Adults	61	81
	Dislocated Workers	61	84.5
	Older Youth	51	75
	Younger Youth	56	25
Skill Attainment Rate	Younger Youth	73	77.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Montgomery County Workforce Development Corp.	<b>Total Participants                  Served</b>	Adults	391
		Dislocated Workers	1,334
		Older Youth	28
		Younger Youth	62
	<b>Total Exiters</b>	Adults	136
		Dislocated Workers	333
		Older Youth	27
		Younger Youth	49

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	78.6
	Employers	67	91.1
Entered Employment Rate	Adults	70	95.6
	Dislocated Workers	76	97
	Older Youth	64	0
Retention Rate	Adults	79	97.7
	Dislocated Workers	84	98.5
	Older Youth	77	0
	Younger Youth	50.2	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	5,424
	Dislocated Workers	0.93	1.71
	Older Youth (\$)	2,750	0
Credential / Diploma Rate	Adults	61	74.2
	Dislocated Workers	61	89.4
	Older Youth	51	100
	Younger Youth	56	100
Skill Attainment Rate	Younger Youth	73	99.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Prince George-s Workforce Services Corporation	Total Participants Served	Adults	292
		Dislocated Workers	412
		Older Youth	64
		Younger Youth	587
	Total Exiters	Adults	45
		Dislocated Workers	65
		Older Youth	10
		Younger Youth	85

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	85.7
	Employers	67	83.7
Entered Employment Rate	Adults	70	93.1
	Dislocated Workers	76	80.3
	Older Youth	62	100
Retention Rate	Adults	80	94.3
	Dislocated Workers	83	92.9
	Older Youth	77	100
	Younger Youth	50.2	46.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	10,841
	Dislocated Workers	0.93	2.41
	Older Youth (\$)	2,750	546
Credential / Diploma Rate	Adults	61	87.8
	Dislocated Workers	61	79
	Older Youth	51	85.7
	Younger Youth	56	88.6
Skill Attainment Rate	Younger Youth	73	79.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southern Maryland Workforce Investment Board	<b>Total Participants                  Served</b>	Adults	95
		Dislocated Workers	111
		Older Youth	13
		Younger Youth	377
	<b>Total Exiters</b>	Adults	0
		Dislocated Workers	1
		Older Youth	4
		Younger Youth	139

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	81.9
	Employers	67	92.3
Entered Employment Rate	Adults	71	33.3
	Dislocated Workers	76	100
	Older Youth	64	100
Retention Rate	Adults	79	100
	Dislocated Workers	83	100
	Older Youth	76.5	0
	Younger Youth	50.2	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	8,098
	Dislocated Workers	0.93	0.61
	Older Youth (\$)	2,750	0
Credential / Diploma Rate	Adults	61	33.3
	Dislocated Workers	61	100
	Older Youth	51	100
	Younger Youth	56	95
Skill Attainment Rate	Younger Youth	73	88.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Susquehanna Workforce Network, Inc.	Total Participants Served	Adults	181
		Dislocated Workers	206
		Older Youth	28
		Younger Youth	171
	Total Exiters	Adults	33
		Dislocated Workers	48
		Older Youth	19
		Younger Youth	115

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	82.2
	Employers	67	84.5
Entered Employment Rate	Adults	70	95.5
	Dislocated Workers	76	100
	Older Youth	64	100
Retention Rate	Adults	81	94.7
	Dislocated Workers	85	100
	Older Youth	76	100
	Younger Youth	50.2	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	7,543
	Dislocated Workers	0.92	1.61
	Older Youth (\$)	2,750	1,951
Credential / Diploma Rate	Adults	61	97.5
	Dislocated Workers	61	93.3
	Older Youth	51	83.3
	Younger Youth	56	54.4
Skill Attainment Rate	Younger Youth	73	91.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Upper Shore Workforce Investment Board	<b>Total Participants Served</b>	Adults	214
		Dislocated Workers	209
		Older Youth	24
		Younger Youth	163
	<b>Total Exiters</b>	Adults	63
		Dislocated Workers	66
		Older Youth	1
		Younger Youth	19

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	88.4
	Employers	67	84.7
Entered Employment Rate	Adults	70	100
	Dislocated Workers	78	89.3
	Older Youth	64	100
Retention Rate	Adults	80	91.3
	Dislocated Workers	85	93.4
	Older Youth	75	100
	Younger Youth	50.2	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	2,818
	Dislocated Workers	0.91	1.1
	Older Youth (\$)	2,750	4,579
Credential / Diploma Rate	Adults	61	80.3
	Dislocated Workers	61	77.8
	Older Youth	51	60
	Younger Youth	56	100
Skill Attainment Rate	Younger Youth	73	99
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MD

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Western Maryland Workforce Board	<b>Total Participants Served</b>	Adults	280
		Dislocated Workers	321
		Older Youth	20
		Younger Youth	728
	<b>Total Exiters</b>	Adults	158
		Dislocated Workers	161
		Older Youth	4
		Younger Youth	301

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	89.9
	Employers	67	86.3
Entered Employment Rate	Adults	71	95
	Dislocated Workers	76	98.7
	Older Youth	64	66.7
Retention Rate	Adults	80	100
	Dislocated Workers	84	100
	Older Youth	76	100
	Younger Youth	50.2	83.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	5,247
	Dislocated Workers	0.92	1.22
	Older Youth (\$)	2,750	369
Credential / Diploma Rate	Adults	61	90
	Dislocated Workers	61	100
	Older Youth	51	75
	Younger Youth	56	70.8
Skill Attainment Rate	Younger Youth	73	96.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded