

**WORKFORCE INVESTMENT ACT  
Title I-B Adults and Dislocated Workers  
'Hard' and 'Soft' Exits, July 2000 through June 2003**

**Trends of Registered Core, Intensive, and Training Services  
By Selected Demographic and Status Descriptors**

**Administrative Data Research and Evaluation (ADARE) Project**

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Prepared for:

Jonathan Simonetta, Project Officer  
Division of Research and Demonstration  
Office of Policy and Research  
Employment and Training Administration  
U.S. Department of Labor  
202/693-3911  
Simonetta.Jonathan@dol.gov

Principal author:

David W. Stevens  
The Jacob France Institute  
University of Baltimore  
410/837-4729  
dstevens@ubalt.edu

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The principal author accepts full responsibility for the text, tables, and figures presented here. No attribution of agreement with this content should be made to any other person or organization. ADARE project partners John Baj, Kevin Hollenbeck, Joey Smith, Christopher King, and Peter Mueser provided the WIASRD data for their state. Institute colleagues John Janak and Sang Truong contributed data processing, table, and figure preparation assistance.

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## 1.0 INTRODUCTION

### 1.1 This is the Descriptive Foundation for Two Analytical Reports to Follow

A basic theme of the Workforce Investment Act (WIA) of 1998 is encouragement of state and local program activity choices and resource allocation decisions that reflect their own target population and service delivery priorities, opportunities, and limitations. The WIA Standardized Record (WIASRD) was designed soon after passage of the Act to collect accurate information about state and local target population and service delivery decisions.

This **Administrative Data Research and Evaluation (ADARE)** project report is intended to be read as the essential descriptive introduction to two analytical reports that will follow later in 2004. The series of three reports will respond to basic questions of national importance:

1. This descriptive report provides reliable and up-to-date information about the target population and service delivery decisions made by seven states that are diverse with respect to region, demographics, and employment opportunity. The fundamental question addressed in this report is: *Did the states exercise their discretionary opportunity to make different target population and service delivery choices?* The Adult and Dislocated Worker sub-populations are covered here. The two youth sub-populations are not covered.
2. The target population choices made by these seven states are the subject of continuing research. The question addressed is: *Do defined sub-populations of WIA customers participate in different mixes of One-Stop and WIA partner services?* The findings from this on-going analysis of the Adult, Dislocated Worker, and Older Youth sub-populations will be delivered later this year.
3. The third stage of ADARE project value-added is ultimately the justification for investment in the two descriptive building blocks. The question addressed is: *What can be said with confidence about positive employment and earnings differences that can be attributed to participation in WIA One-Stop services?* Updated results using new access to preferred comparison group definitions and data will be forthcoming later this year.

## 1.2 Are the Seven States Covered Here *Representative*?

Research findings are typically subjected to a relevance criterion—are reported findings representative of something important and actionable? The content of this descriptive report satisfies the relevance criterion.

The seven states covered are Florida, Georgia, Illinois, Maryland, Missouri, Texas, and Washington. Each reader can engage in a brief thought exercise: Do these seven states collectively satisfy diversity criteria that I think are important to understand whether and how state and local discretionary actions have defined WIA implementation to date?

Candidate relevance criteria include:

- ETA Region coverage—the seven states are in six ETA Regional Office jurisdictions (Region 2, Region 3, Region 4, Region 5, and Region 6).
- Size of civilian labor force (November 2003)—Texas 11,032,000; Florida 8,081,000; Illinois 6,488,000; Georgia 4,405,000; Washington 3,128,000; Missouri 2,989,000; and Maryland 2,922,000.
- Demographic mix—differences among the seven states include concentrations of African-American, Hispanic, and Asian sub-populations.
- Different state economies, growth trends, and occupational imbalances.
- Different state and local workforce development system governance rules and One-Stop delivery system components.

The seven ADARE project states were not chosen to be inclusive of all possible selection criteria. For example, ETA Region 1 is not represented. The widely publicized loss of jobs in North Carolina and South Carolina, as these translate into WIA customer flows and outcomes, is not represented. But together these seven states satisfy many policy relevance and importance criteria.

## 1.3 What to Look for in the Sections that Follow

Section 2 describes the WIASRD data source that is then used in Section 3 to address the question: *Did the states exercise their discretionary opportunity to make different target population and service delivery choices?* The summary answer to this question appears in Section 4. This completes the setting of a solid descriptive foundation for the two analytical reports that will follow later this year.

## **2.0 DATA SOURCE AND PROCESSING**

### **2.1 WIA Registered Customer Coverage Limited to Those Who Have Exited WIA One-Stop and Recorded Partner Services**

This reporting of Workforce Investment Act One-Stop customer flow trends uses WIA Standardized Record (WIASRD) data provided to each ADARE project partner by the WIA administrative entity in their state.

- The WIASRD includes information about registered WIA customers who had been recorded as 'hard' or 'soft' exits during the defined reference period.
- Registered customers without a recorded exit date, those who were still in the pipeline of active WIA One-Stop or partner services at a particular reference date, are not included in the tabulation of customer flows by category of service until a dated exit is recorded.
- The importance of a dated exit event as the criterion for assigning a WIA customer to one of three mutually exclusive categories of service—Staff Assisted Core, Intensive, or Training, must be understood before continuing here. States adopted different carry-in transition rules between the Job Training Partnership Act (JTPA) era and WIA. Two carry-in decisions were required. Would active JTPA customers at the time of official transition from JTPA to WIA be recorded as registered WIA customers at all? If so, what rule would be followed to assign each carry-in to one of the three mutually exclusive service categories? State answers to these two questions differed. These differences show up in the WIASRD service category counts of registered WIA customers exiting in the early months following the transition from JTPA to WIA.
- Among the seven ADARE project states, Florida and Texas were voluntary early implementers of WIA. This means that the first common July 2000-June 2001 WIA Program Year covered in this report was the second year of WIA reporting for Florida and Texas, but only the first year of such reporting for Georgia, Illinois, Maryland, Missouri and Washington. This distinction should be kept in mind when interstate comparisons of WIA One-Stop client flow trends are made.

## **2.2 The WIA Standardized Record (WIASRD) Data Source**

The WIASRD has three sections:

1. Individual information.
2. Activity and services information.
3. Program outcomes information.

A basic goal in designing the WIASRD was to control staff and customer data collection burdens. Each data element found in the WIASRD is accompanied by a statutory or strategic management need justification. A result is that some information is available for either the Adult or Dislocated Worker sub-population, but not both. Another consequence is that some states have reported information that was not required for a particular sub-population.

From a descriptive research perspective, a further result of the parsimony criterion is that details of interest are often absent. We know from anecdotal evidence that uniform service category definitions and customer routing practices were not followed among the states or within a particular state as time passed.

Absence of definitional uniformity or stability over time is consistent with intended latitude for states to define and pursue their own priorities and preferred customer assignment strategies. However, devolution of management authority to act translates into some loss of communication clarity—we know the service category assignment of Adult and Dislocated Worker customers at the time they exited, but we cannot determine from the WIASRD alone the cumulative content, that is intensity and quality of the One-Stop and recorded partner services provided. This is not a reason to be critical of the WIASRD. It is what it was designed to be, a limited-burden source of administrative information.

## **2.3 Data Processing**

The Jacob France Institute staff at the University of Baltimore completed the following processing steps to arrive at the tabulations and figures that appear in Section 3.0:

1. WIASRD data elements 304 *Adult (Local)* and 305 *Dislocated Worker (Local)* were used to select the two sub-populations of interest. Youth, all Statewide 15 % Activities including Displaced Homemakers, Rapid Response, and National Emergency Grant funded services to clients are not included.

2. WIASRD data element 303 *Date of WIA Exit* was used to ensure that only exit dates between July 1, 2000 and June 30, 2003 are included for the Adult and Dislocated Worker sub-populations. This includes 'hard' exits recorded when departure from defined service exposure is known, and 'soft' exits based on 90 days having elapsed since the last recorded service.
3. WIASRD data element 332 *Date of First Intensive Service* was used as the first of two steps necessary to assign an individual to this service type.
4. WIASRD data element 333 *Date of First Training Service* was used as the second step needed to assign an individual to the Intensive Services sub-population. Any Adult or Dislocated Worker with a valid *Date of First Training Service* was assigned to the Training Services sub-population only. The remaining customers having a valid *Date of First Intensive Service* and no indication of having received Training services were assigned to the Intensive Services sub-population only.
5. WIASRD data element 302 *Date of WIA Title I-B Registration* was used to assign all remaining Adults and Dislocated Workers to the Staff-Assisted Core Services sub-population.
6. Completion of steps one through five resulted in the assignment of each registered customer who had exited during the defined reference interval to one of the three mutually exclusive categories of WIA services—Staff-Assisted Core, Intensive, or Training.

## **2.4 Latest Available Information Included**

The most recent state annual WIA reports were delivered to ETA in December 2003. These included reporting on customers who had exited through June 30, 2003. The deadline for state delivery of the updated WIASRD to ETA was mid-January 2004. Section 3 below includes this latest cycle of WIASRD data delivered to ETA last month, or earlier if a state was prepared to certify the accuracy of the updated WIASRD prior to mid-January 2004.

## **2.5 States are Reviewing State-Specific Tabulations and Trends**

The state-specific counts aggregated in Section 3 have been returned to each of the state partners for delivery to appropriate state authorities for their review, comments, and release authorization. Selected descriptive highlights are included later in this section and in Section 4, but forthcoming availability of the underlying state-specific tabulations and figures will be of interest to some readers.

## **3.0 SERVICE CATEGORY ASSIGNMENT TRENDS**

### **3.1 Introduction**

Section 1.1 defined the fundamental question addressed in this report: *Did the states exercise their discretionary opportunity to make different target population and service delivery choices?* The two parts of this question are treated here in reverse order—the service category trends are presented and interpreted first, followed by coverage of sub-population issues.

The next sub-section contains a table and four graphic presentations of the counts that appear in the table. This presentation of July 2000-June 2003 WIASRD data for seven states is an interim step in what will soon become a series of reports containing updated analytical studies and more detailed examination and interpretation of particular aspects of the WIA One-Stop customer flows.

### **3.2 Summation of Seven States**

A basic question is anticipated before interpreting the customer flows aggregated across seven states. Having acknowledged the existence of a continuum of civilian labor force sizes among the seven states—from fewer than 2 million in Maryland to more than 11 million in Texas, should the state WIA customer counts be weighted in some way to reflect this or some related size difference, such as relative number of unemployed?

There is no need to weight the state customer flow data here. Indeed, there is no obvious rule to adopt for such weighting, and the proper interpretation of weighted results is unknown. The customer mix is what it is. There is no more, or less, ambiguity in this summation of seven states than there would be if the same processing and presentation steps had been taken for all states and jurisdictions.

I know from repeated conversations with local workforce development system staffers and overseers that a recurring question is: How does our customer mix align with the area's population, labor force, or unemployment? A counterpart here might be to express concern that inclusion of Florida and Texas, and exclusion of Wyoming and North Dakota, tells us more about Hispanic/Latino and African-American WIA customer flows than about Native American and rural rancher/farmer customers. Section 4 returns to this type of concern when descriptive highlights are summarized.

Table 1 on page 8 is a summation of the WIASRD client flow counts and service category allocations for Florida, Georgia, Illinois, Maryland, Missouri, Texas, and Washington for the 36 months July 2000 through June 2003. The Adult and Dislocated Worker formats in Table 1 are identical.

### 3.3 How to Read Table 1

Each of the quarter-specific rows in Table 1 refers to one of the mutually exclusive quarters in PY 2000, PY 2001, or PY 2002. The fifth row for each Program Year is the sum of the four quarters in that Program Year.

Each column labeled *Total N* is the number of Adults, or Dislocated Workers, who appear in the WIASRD data file because they had a 'hard' or 'soft' exit date in the defined row reference period (a quarter or entire Program Year).

The column labeled *Core*, but with a footnote reference number 1, includes only Core Service recipients as these were defined in Section 2.3—registrants receiving staff assisted Core Services. The *Intensive* and *Training* columns are defined in a similar manner.

The *Core %* column shows the *Core N* as a percentage of the *Total N* for that reference period; this is a row percentage figure, not a column percentage figure. Therefore, scanning down the *Core %* column shows the quarter-to-quarter change in Staff Assisted Core Services recipients as a share of the total number of Adults, or Dislocated Workers, as time passed during the three Program Years covered.

A preliminary impression of change over time in the progression of registered WIA customers from Staff Assisted Core Services into Intensive Services and from there into Training Services can be gained by scanning down the three % columns for these three service categories. This scan can be carried out for Adults and Dislocated Workers without concern about differences in the counts of WIA customers on which these calculations are based. The focus in this exercise is service category mix, not numbers served.

Also keep in mind when absorbing the content of Table 1 that the WIASRD is an active database that is routinely updated. Table 1 should be thought of as an interim status report on a continuing flow of WIA customers into and out of particular One-Stop and defined partner services. The status report is as up-to-date as is possible, including the most recent state deliveries of WIASRD data.

Each person counted in Table 1 is properly defined as a former WIA customer. All have exited. Some may return. Some who return may be registered, while others seek only self-service help. Some who return and are registered may progress beyond the service category to which they have been assigned in Table 1. But, for now, these people have been recorded as exited, and Table 1 documents the service category they had reached up to that time.

FLORIDA, GEORGIA, ILLINOIS, MARYLAND, MISSOURI, TEXAS, WASHINGTON

TABLE ONE

WIA Client Flow, PY 2000 - 2002 (July 2000 - June 2003)

Mutually Exclusive Count By Activity Type, But Duplicated Count Of Adult and Dislocated Worker Clients

Adults								Dislocated Worker							
Time	Total	<sup>1</sup>	Core	<sup>2</sup>	Intensive	<sup>3</sup>	Training	Total	<sup>1</sup>	Core	<sup>2</sup>	Intensive	<sup>3</sup>	Training	
Period	N	Core	%	Intensive	%	Training	%	N	Core	%	Intensive	%	Training	%	
July-Sept 2000	7,350	833	11	1,781	24	4,736	64	6,252	476	8	1,777	28	3,999	64	
Oct - Dec 2000	6,618	1,210	18	1,655	25	3,753	57	5,254	423	8	1,650	31	3,181	61	
Jan-Mar 2001	7,961	1,837	23	2,145	27	3,979	50	6,118	759	12	1,883	31	3,476	57	
Apr-June 2001	10,617	2,446	23	3,016	28	5,155	49	7,678	1,130	15	2,390	31	4,158	54	
<b>Total: PY 2000</b>	<b>32,546</b>	<b>6,326</b>	<b>19</b>	<b>8,597</b>	<b>26</b>	<b>17,623</b>	<b>54</b>	<b>25,302</b>	<b>2,788</b>	<b>11</b>	<b>7,700</b>	<b>30</b>	<b>14,814</b>	<b>59</b>	
July-Sept 2001	10,566	2,346	22	3,276	31	4,944	47	7,824	1,092	14	2,901	37	3,831	49	
Oct - Dec 2001	9,673	2,342	24	2,812	29	4,519	47	7,161	975	14	2,905	41	3,281	46	
Jan-Mar 2002	11,290	2,660	24	3,665	32	4,965	44	8,149	1,369	17	3,331	41	3,449	42	
Apr-June 2002	13,757	2,872	21	4,852	35	6,033	44	10,233	1,434	14	4,254	42	4,545	44	
<b>Total: PY 2001</b>	<b>45,286</b>	<b>10,220</b>	<b>23</b>	<b>14,605</b>	<b>32</b>	<b>20,461</b>	<b>45</b>	<b>33,367</b>	<b>4,870</b>	<b>15</b>	<b>13,391</b>	<b>40</b>	<b>15,106</b>	<b>45</b>	
July-Sept 2002	12,244	1,953	16	1,792	15	8,499	69	9,947	799	8	1,839	18	7,309	73	
Oct - Dec 2002	12,613	1,546	12	2,014	16	9,053	72	10,901	728	7	1,762	16	8,411	77	
Jan-Mar 2003	13,107	1,623	12	2,377	18	9,107	69	11,444	827	7	1,976	17	8,641	76	
Apr-June 2003	14,397	1,487	10	2,763	19	10,147	70	13,703	779	6	2,680	20	10,244	75	
<b>Total: PY 2002</b>	<b>52,361</b>	<b>6,609</b>	<b>13</b>	<b>8,946</b>	<b>17</b>	<b>36,806</b>	<b>70</b>	<b>45,995</b>	<b>3,133</b>	<b>7</b>	<b>8,257</b>	<b>18</b>	<b>34,605</b>	<b>75</b>	

1 -- Core Services only other than informational/self-service (these clients are not registered).

2 -- Advanced from Core Services to Intensive Services, but not on to Training Services.

3 -- Progressed from Core Services through Intensive Services\* to Training Services.

\* -- JTPA carry-ins, who were already enrolled in training activities, appear in Training Services without having progressed through Intensive Services.

**SOURCE:** The Jacob France Institute, University Of Baltimore using WIASRD data.

The footnotes on Table 1 define the *Core*, *Intensive* and *Training* sub-populations, and remind the reader that during the initial transition quarters from JTPA to WIA reporting, beginning in the July-September 2000 quarter, the five non-early implementation states decided how to handle the carry-in of JTPA participants still active on June 30, 2000. At the same time, the second year phase of this transition process for Florida and Texas as early implementing states could still have been playing out.

### **3.4 Highlights of the July 2000-June 2003 Service Mix Trends**

Attention is drawn to the following highlights from Table 1 on page 8:

- The quarter-to-quarter trend of the total number of WIA Adults and Dislocated Workers included in the summation of WIASRD information for these seven states increased steadily over the three years covered. Part of this increase should be thought of as a statistical or process artifact, because only those who were registered, served, and then exited are included. This three-step sequence takes time. Even a constant flow of new customers would result in more registrants and then recorded exiters as time passed. The WIASRD tells us nothing about the trend of new customers, or about the trend of those still in the services pipeline. Instead, attention concentrates on those who have received what they are going to receive in this cycle of WIA participation. This is why this report is a descriptive foundation for the impact and sub-population analyses that are to follow later this year. These customers have finished this stage of investment in improved candidacy for employment. Appearance along a continuum of return-on-investment is what ultimately matters to the former customers, to those who delivered the services on their behalf, and to those who shared in the investment that made recorded improvement possible.
- The percentages of WIA Adults and Dislocated Workers who were registered and then received only Staff-Assisted Core Services—that is, they are not reported as having received Intensive Services or Training Services—increased in the earliest reference quarters beginning in July-September 2000, then held steady through April-June 2002, and fell by 50 percent for Adults and nearly as much for the Dislocated Worker sub-population by the end of April-June 2003.
- The presence and importance of state and local discretionary decisions about service category definitions and customer assignments to these service categories is illustrated by looking at the differences among the states in this single change over one year in the percentage of exiting Adult customers who progressed only through the registration step and into Staff Assisted Core Services. The next dot-point describes this range of changes over one year.

- During the three years covered, one of the seven states reported no registered Adult exiters who received only Staff Assisted Core Services, so no change can be calculated for the most recent one year comparison (April-June 2002 to April-June 2003). Two of the remaining six states exhibit percentage increases of 50 percent and 122 percent respectively in the percentage of exiting registered Adult customers who received only Staff Assisted Core Services. The other four states show percentage declines of 3 percent, 36 percent, 47 percent, and 67 percent. The state-specific exiting Adult customer counts do matter here. The overall 52 percent one year decline appearing in Table 1 would have been different if the mix of state and customer decisions had occurred in a different context of large and small state-specific recorded counts and dynamics. What does this mean for the policy relevance of Table 1? Nothing. The content of Table 1 passes the policy relevance test because many important state differences are reflected in the information aggregated in Table 1.
- The rise-and-fall profile for Adult and Dislocated Worker customers receiving only Staff-Assisted Core Services is accompanied by a similar rise-and-fall trend profile for Adults and Dislocated Workers receiving Intensive Services but not Training Services.
- The Training Services category shows a fall-and-rise profile, bottoming out as a percent of the total number of exiting registered customers in the January-March 2002 quarter for the Adult and Dislocated Worker sub-populations.
- Putting aside the July 2000 through June 2001 segment of the time continuum because of the JTPA-WIA transition issue, the percent of exiting WIA Title I-B customers who advanced into the Training category of service intensity increased from a common 45 percent floor for both the Adult and Dislocated Worker sub-populations for the July 2001-June 2002 reference year to 70 percent for the Adult sub-population and 75 percent for the Dislocated Worker sub-population for the year ending in June 2003.
- State-specific exiting customer numbers and flows should be understood to properly interpret the increase described in the previous dot-point. For example, in one state a one year increase of 71 exiting Adult customers who had reached the Training Services category, a one percentage point increase in the actual number of exiting Adults assigned to Training Services, resulted in a 30 percent increase in the percentage of all exiting Adult customers who received Training Services because the absolute numbers of exiting Adults who received only Staff Assisted Core Services or Intensive Services both fell over this one year comparison interval. The complexity of this explanation cannot be reduced. There are many WIA program changes going on within and among the states. Customer incentives to seek and participate in particular types of services change as economic conditions and awareness of program offerings change.

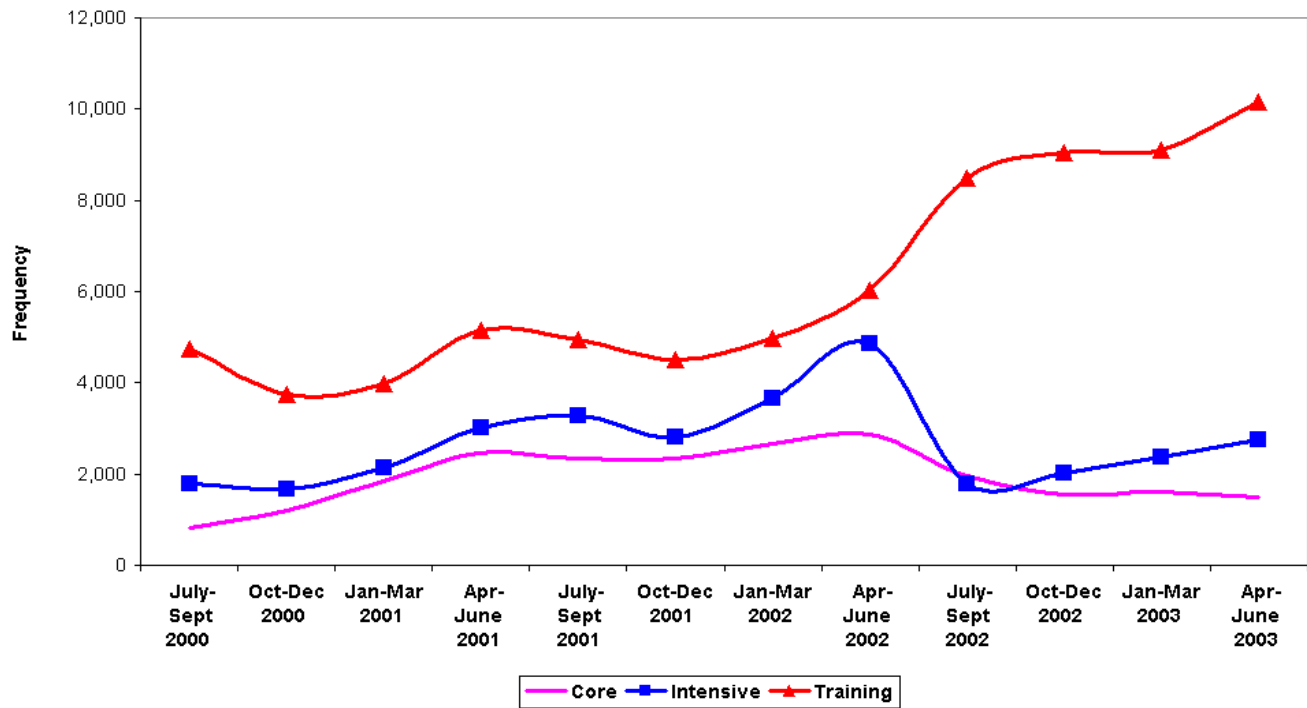
### **3.5 Graphic Presentations of Table 1 WIASRD Counts**

Charts One, Two, Three, and Four that follow on pages 12 through 15 display the Table 1 trends. The Adult and Dislocated Worker exiting customer flows can be seen as trend lines for each of the three categories of WIA services—Staff Assisted Core Services, Intensive Services, and Training Services. Chart One and Chart Two show the Adult sub-population trends by count and percentage share respectively, while Chart Three and Chart Four do the same for the Dislocated Worker sub-population. The count and percentage share trend lines offer different insights about the counts shown in Table 1. The percentage share trend for a particular service category can show a decline when the service category count has increased. This happens when one or both of the other service category counts increase enough to reduce the relative share of the third category, thus the declining trend as a percent of the overall population of exiting customers.

The visually obvious highlight in each of the four charts is the abrupt change in trend line curvature mid-year 2002. Preliminary examination of the state-specific WIASRD files reveals what appears to be an emerging seasonal pattern of exiting customer—service category pairings. One of the important values of this descriptive component of the overall ADARE project is an ability to document and analyze state-to-state differences in WIA exiting customer trends.

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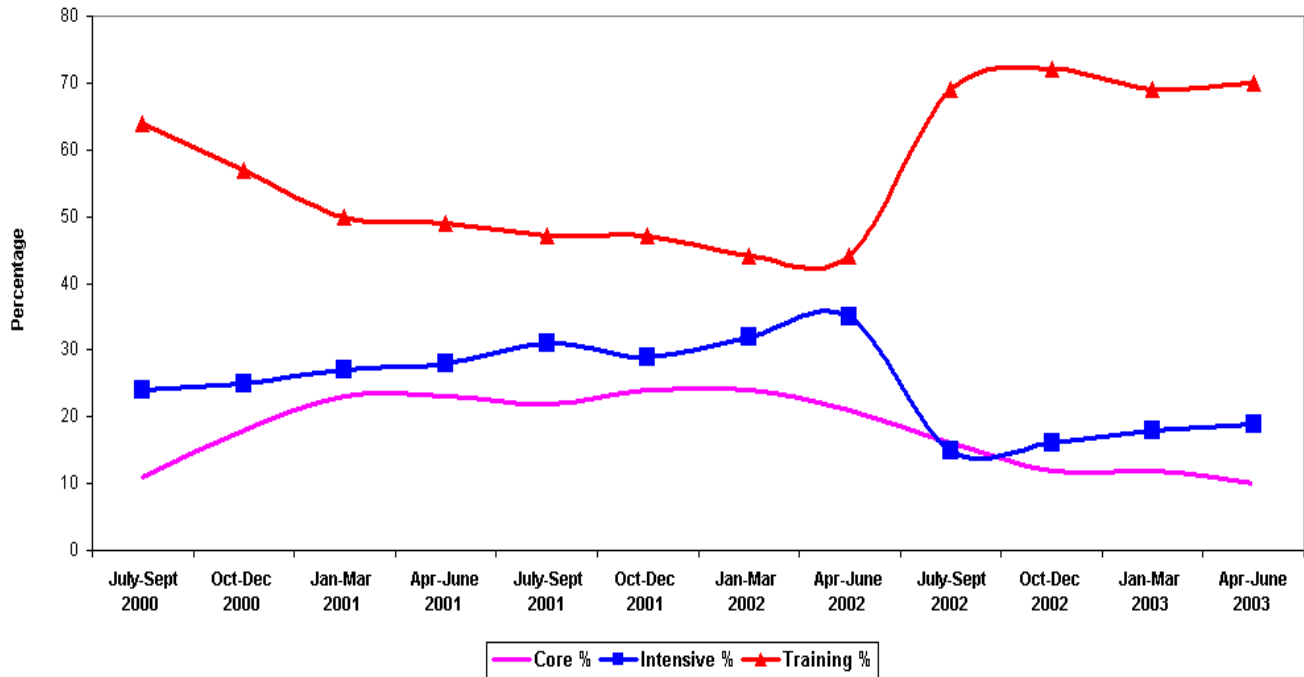
CHART ONE  
WIA Adult Client Flow, PY 2000 - 2002 (July 2000 - June 2003)



**SOURCE:** The Jacob France Institute, University Of Baltimore using WIASRD data.

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CHART TWO  
Percentage Share Of Adult Client Flow, PY 2000 - 2002 (July 2000 - June 2003)  
By Activity Type

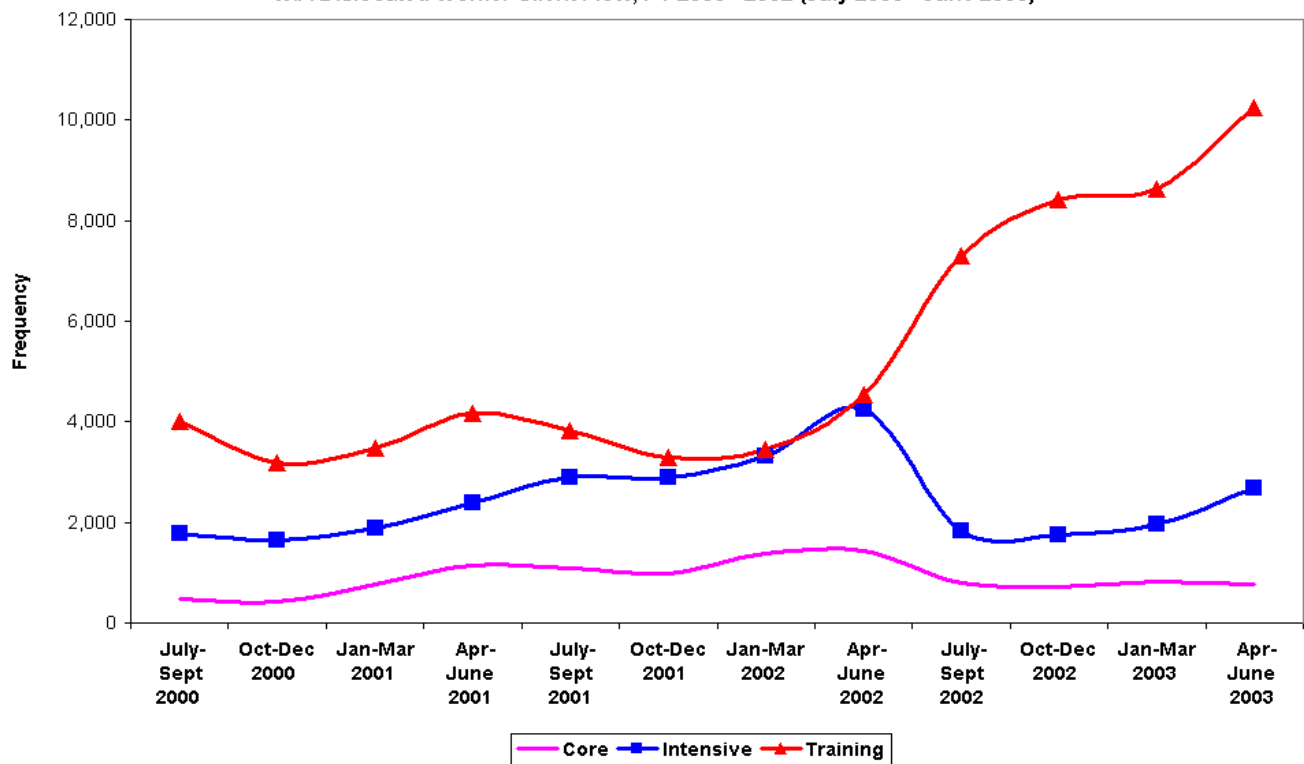


**SOURCE:** The Jacob France Institute, University Of Baltimore using WIASRD data.

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CHART THREE

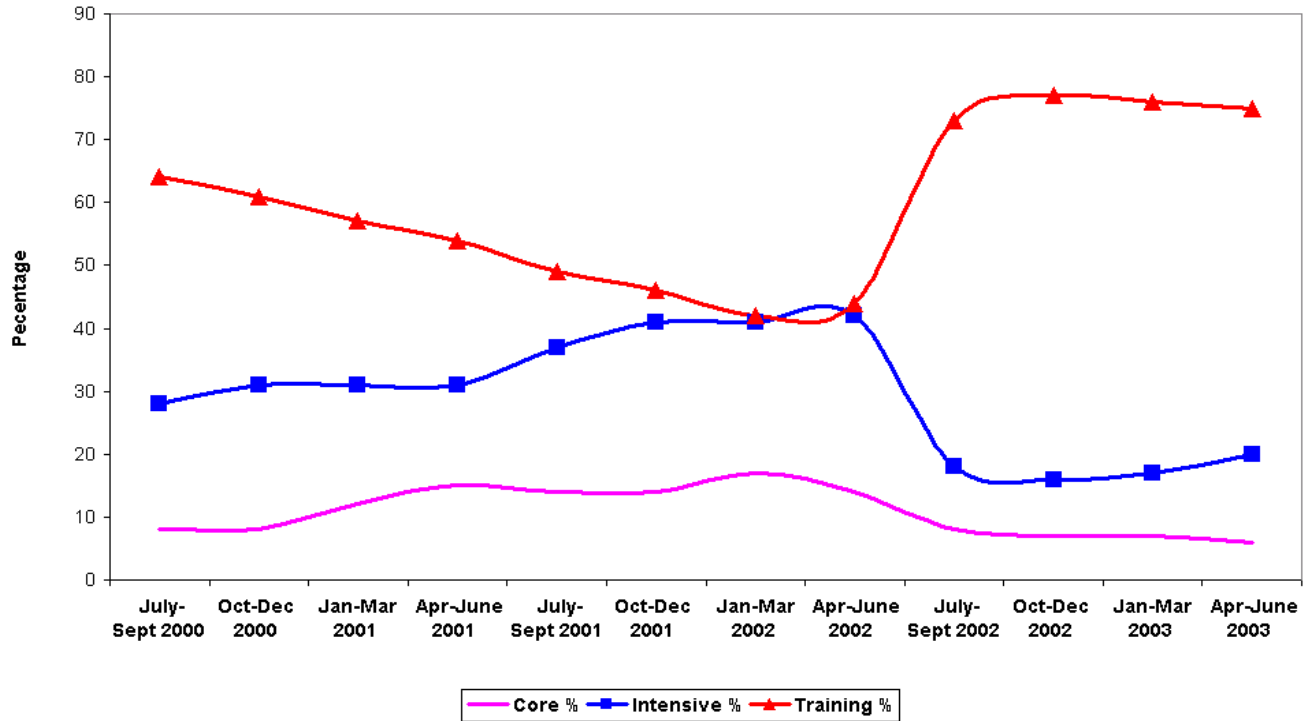
WIA Dislocated Worker Client Flow, PY 2000 - 2002 (July 2000 - June 2003)



**SOURCE:** The Jacob France Institute, University Of Baltimore using WIASRD data.

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CHART FOUR  
Percentage Share Of Dislocated Worker Client Flow, PY 2000 - 2002 (July 2000 - June 2003)  
By Activity Type



**SOURCE:** The Jacob France Institute, University Of Baltimore using WIASRD data.

### **3.6 WIA Title I-B Customer Demographic and Status Trends**

Two sets of tables appear on pages 17 through 23:

- Tables Two, Three, and Four, on pages 17, 18, and 19 show the age, gender, and ethnicity/race trends for July 2002-June 2003 only.
- Tables Five, Six, Seven, and Eight, on pages 20, 21, 22, and 23 show the Limited English Language Proficiency, Single Parent, Low Income, and TANF status trends for the entire observation period July 2000-June 2003.

This difference in presentation coverage and format was chosen to promote clarity of communication—each of the demographic tables has multiple categories (five age groupings, the two genders, and seven ethnicity/race classifications); while each of the status tables is based on the presence or not of the status (limited English language proficiency, single parenthood, low income designation, or TANF recipient).

Particular attention is drawn to Tables 5, 6, 7, and 8, which show a trend toward more concentrated movement into Training Services of exiting WIA Adult and Dislocated Worker customers with limited English language proficiency, those who are single parents, those with low income designation, and TANF recipients during the July 2002-June 2003 year. These WIASRD data have just become available for inclusion in this ADARE project descriptive report. These are one-at-a-time tabulations, knowing that many of these customers are the same people in each case. Our on-going analysis of sub-population issues will provide more insight about the trend detected here.

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TABLE TWO

WIA Client Flow By Age Categories, PY 2002 (July 2002 - June 2003)

Mutually Exclusive Count By Activity Type, But Duplicated Count Of Adult and Dislocated Worker Clients

Adults								Dislocated Worker							
Time	Total	Core	Core	Intensive	Intensive	Training	Training	Total	Core	Core	Intensive	Intensive	Training	Training	
Period	N		%		%		%	N		%		%		%	
<b>July-Sept 2002</b>															
Age < 22	1,090	165	15	103	9	822	75	101	5	5	18	18	78	77	
Age 22 - 25	2,109	298	14	279	13	1,532	73	528	39	7	87	16	402	76	
Age 26 - 35	3,966	532	13	541	14	2,893	73	2,357	173	7	373	16	1,811	77	
Age 36 - 45	2,959	533	18	499	17	1,927	65	3,208	234	7	609	19	2,365	74	
Age > 45	2,120	425	20	370	17	1,325	63	3,753	348	9	752	20	2,653	71	
<b>Oct-Dec 2002</b>															
Age < 22	1,077	125	12	124	12	828	77	95	11	12	12	13	72	76	
Age 22 - 25	2,033	172	8	286	14	1,575	77	553	33	6	66	12	454	82	
Age 26 - 35	4,037	426	11	591	15	3,020	75	2,549	151	6	332	13	2,066	81	
Age 36 - 45	3,168	468	15	569	18	2,131	67	3,492	224	6	568	16	2,700	77	
Age > 45	2,298	355	15	444	19	1,499	65	4,212	309	7	784	19	3,119	74	
<b>Jan-Mar 2003</b>															
Age < 22	1,031	129	13	142	14	760	74	127	23	18	13	10	91	72	
Age 22 - 25	1,993	206	10	336	17	1,451	73	588	52	9	83	14	453	77	
Age 26 - 35	4,083	437	11	665	16	2,981	73	2,613	180	7	365	14	2,068	79	
Age 36 - 45	3,301	442	13	666	20	2,193	66	3,668	250	7	624	17	2,794	76	
Age > 45	2,699	409	15	568	21	1,722	64	4,448	322	7	891	20	3,235	73	
<b>Apr-June 2003</b>															
Age < 22	1,209	122	10	202	17	885	73	131	8	6	26	20	97	74	
Age 22 - 25	2,238	180	8	415	19	1,643	73	654	20	3	104	16	530	81	
Age 26 - 35	4,547	404	9	811	18	3,332	73	3,056	152	5	550	18	2,354	77	
Age 36 - 45	3,605	419	12	757	21	2,429	67	4,361	231	5	828	19	3,302	76	
Age > 45	2,798	362	13	578	21	1,858	66	5,501	368	7	1,172	21	3,961	72	

SOURCE: The Jacob France Institute, University Of Baltimore using WIASRD data.

FLORIDA, GEORGIA, ILLINOIS, MARYLAND, MISSOURI, TEXAS, WASHINGTON

TABLE THREE

WIA Client Flow By Gender, PY 2002 (July 2002 - June 2003)

Mutually Exclusive Count By Activity Type, But Duplicated Count Of Adult and Dislocated Worker Clients

Adults								Dislocated Worker							
Time	Total	Core	Core	Intensive	Intensive	Training	Training	Total	Core	Core	Intensive	Intensive	Training	Training	
Period	N		%		%		%	N		%		%		%	
<b>July-Sept 2002</b>															
female	7,235	1,052	15	1,038	14	5,145	71	4,804	383	8	911	19	3,510	73	
male	5,002	901	18	754	15	3,347	67	5,138	416	8	928	18	3,794	74	
<b>Oct-Dec 2002</b>															
female	7,376	785	11	1,184	16	5,407	73	5,030	346	7	847	17	3,837	76	
male	5,229	761	15	830	16	3,638	70	5,866	382	7	915	16	4,569	78	
<b>Jan-Mar 2003</b>															
female	7,472	874	12	1,374	18	5,224	70	5,256	372	7	971	18	3,913	74	
male	5,625	749	13	1,003	18	3,873	69	6,186	455	7	1,005	16	4,726	76	
<b>Apr-June 2003</b>															
female	8,247	805	10	1,586	19	5,856	71	6,300	346	5	1,330	21	4,624	73	
male	6,135	682	11	1,177	19	4,276	70	7,401	433	6	1,350	18	5,618	76	

SOURCE: The Jacob France Institute, University Of Baltimore using WIASRD data.

FLORIDA, GEORGIA, ILLINOIS, MARYLAND, MISSOURI, TEXAS, WASHINGTON

TABLE FOUR

WIA Client Flow By Ethnicity/Race Categories, PY 2002 (July 2002 - June 2003)

Mutually Exclusive Count By Activity Type, But Duplicated Count Of Adult and Dislocated Worker Clients

Adults								Dislocated Worker						
Time	Total	Core	Core	Intensive	Intensive	Training	Training	Total	Core	Core	Intensive	Intensive	Training	Training
Period	N		%		%		%	N		%		%		%
<b>July-Sept 2002</b>														
Asian	170	30	18	23	14	117	69	257	22	9	46	18	189	74
Black	4,754	1,064	22	916	19	2,774	58	2,198	152	7	483	22	1,563	71
Hawaiian_P	45	8	18	6	13	31	69	21	0	0	5	24	16	76
Hispanic	2,451	127	5	73	3	2,251	92	1,702	76	4	140	8	1,486	87
NativeAmer	64	4	6	15	23	45	70	40	4	10	9	23	27	68
Other	133	2	2	9	7	122	92	154	9	6	4	3	141	92
White	4,627	718	16	750	16	3,159	68	5,575	536	10	1,152	21	3,887	70
<b>Oct-Dec 2002</b>														
Asian	222	24	11	70	32	128	58	288	9	3	33	11	246	85
Black	4,823	840	17	932	19	3,051	63	2,396	157	7	416	17	1,823	76
Hawaiian_P	25	1	4	3	12	21	84	30	2	7	1	3	27	90
Hispanic	2,481	103	4	191	8	2,187	88	1,852	58	3	152	8	1,642	89
NativeAmer	50	2	4	12	24	36	72	53	7	13	10	19	36	68
Other	166	1	1	13	8	152	92	157	8	5	10	6	139	89
White	4,846	575	12	793	16	3,478	72	6,125	487	8	1,140	19	4,498	73
<b>Jan-Mar 2003</b>														
Asian	196	22	11	56	29	118	60	313	31	10	50	16	232	74
Black	5,300	850	16	1,107	21	3,343	63	2,423	165	7	503	21	1,755	72
Hawaiian_P	31	0	0	5	16	26	84	28	3	11	2	7	23	82
Hispanic	2,479	121	5	317	13	2,041	82	2,192	79	4	172	8	1,941	89
NativeAmer	66	12	18	10	15	44	67	61	10	16	19	31	32	52
Other	166	4	2	16	10	146	88	137	10	7	31	23	96	70
White	4,869	614	13	866	18	3,389	70	6,290	529	8	1,199	19	4,562	73
<b>Apr-June 2003</b>														
Asian	220	32	15	57	26	131	60	390	19	5	76	19	295	76
Black	5,645	641	11	1,406	25	3,598	64	3,149	153	5	865	27	2,131	68
Hawaiian_P	33	7	21	4	12	22	67	47	3	6	11	23	33	70
Hispanic	2,332	94	4	177	8	2,061	88	2,130	64	3	212	10	1,854	87
NativeAmer	84	13	15	24	29	47	56	66	4	6	15	23	47	71
Other	214	8	4	36	17	170	79	118	1	1	21	18	96	81
White	5,869	692	12	1,059	18	4,118	70	7,803	535	7	1,480	19	5,788	74

SOURCE: The Jacob France Institute, University Of Baltimore using WIASRD data.

FLORIDA, GEORGIA, ILLINOIS, MARYLAND, MISSOURI, TEXAS, WASHINGTON

TABLE FIVE

WIA Client Flow By Limited English Language Proficiency, PY 2000 - 2002 (July 2000 - June 2003)

Mutually Exclusive Count By Activity Type, But Duplicated Count Of Adult and Dislocated Worker Clients

Adults									Dislocated Worker								
Time Period	N *	% of Total N	Core	Core %	Intensive	Intensive %	Training	Training %	N *	% of Total N	Core	Core %	Intensive	Intensive %	Training	Training %	
<b>July-Sept 2000</b>																	
English	317	4	47	15	102	32	168	53	351	6	83	24	119	34	149	42	
<b>Oct-Dec 2000</b>																	
English	282	4	82	29	75	27	125	44	287	5	54	19	97	34	136	47	
<b>Jan-Mar 2001</b>																	
English	471	6	144	31	138	29	189	40	411	7	66	16	132	32	213	52	
<b>Apr-June 2001</b>																	
English	769	7	305	40	218	28	246	32	538	7	118	22	173	32	247	46	
<b>Total: PY 2000</b>	1,839	6	578	31	533	29	728	40	1,587	6	321	20	521	33	745	47	
<b>July-Sept 2001</b>																	
English	846	8	233	28	292	35	321	38	686	9	62	9	400	58	224	33	
<b>Oct-Dec 2001</b>																	
English	743	8	177	24	273	37	293	39	578	8	57	10	336	58	185	32	
<b>Jan-Mar 2002</b>																	
English	617	5	132	21	247	40	238	39	658	8	58	9	403	61	197	30	
<b>Apr-June 2002</b>																	
English	872	6	190	22	388	44	294	34	598	6	42	7	310	52	246	41	
<b>Total: PY 2001</b>	3,078	7	732	24	1,200	39	1,146	37	2,520	8	219	9	1,449	58	852	34	
<b>July-Sept 2002</b>																	
English	381	3	25	7	47	12	309	81	416	4	15	4	38	9	363	87	
<b>Oct-Dec 2002</b>																	
English	484	4	31	6	131	27	322	67	389	4	30	8	53	14	306	79	
<b>Jan-Mar 2003</b>																	
English	360	3	25	7	122	34	213	59	406	4	62	15	64	16	280	69	
<b>Apr-June 2003</b>																	
English	364	3	27	7	135	37	202	55	338	2	19	6	61	18	258	76	
<b>Total: PY 2002</b>	1,589	3	108	7	435	27	1,046	66	1,549	3	126	8	216	14	1,207	78	

**Note:** If this table includes client count in the Core cells then the N column mixes required reporting of clients receiving Intensive or Training services with voluntary reporting of clients receiving only Core services. States differ in this reporting practice.

**SOURCE:** The Jacob France Institute, University Of Baltimore using WIASRD data.

FLORIDA, GEORGIA, ILLINOIS, MARYLAND, MISSOURI, TEXAS, WASHINGTON

TABLE SIX

WIA Client Flow By Single Parent Status, PY 2000 - 2002 (July 2000 - June 2003)

Mutually Exclusive Count By Activity Type, But Duplicated Count Of Adult and Dislocated Worker Clients

Adults									Dislocated Worker							
Time Period	N *	% of Total N	Core %	Core %	Intensive %	Intensive %	Training %	Training %	N *	% of Total N	Core %	Core %	Intensive %	Intensive %	Training %	Training %
July-Sept 2000																
Single Parent	3,134	43	266	8	745	24	2,123	68	1,036	17	102	10	297	29	637	61
Oct-Dec 2000																
Single Parent	2,419	37	235	10	685	28	1,499	62	860	16	69	8	292	34	499	58
Jan-Mar 2001																
Single Parent	2,713	34	343	13	800	29	1,570	58	935	15	99	11	314	34	522	56
Apr-June 2001																
Single Parent	3,470	33	480	14	1,031	30	1,959	56	1,221	16	175	14	398	33	648	53
Total: PY 2000	11,736	36	1,324	11	3,261	28	7,151	61	4,052	16	445	11	1,301	32	2,306	57
July-Sept 2001																
Single Parent	3,571	34	505	14	1,168	33	1,898	53	1,213	16	156	13	485	40	572	47
Oct-Dec 2001																
Single Parent	3,017	31	459	15	957	32	1,601	53	1,043	15	125	12	430	41	488	47
Jan-Mar 2002																
Single Parent	3,119	28	412	13	961	31	1,746	56	1,048	13	137	13	390	37	521	50
Apr-June 2002																
Single Parent	3,915	28	565	14	1,323	34	2,027	52	1,245	12	142	11	461	37	642	52
Total: PY 2001	13,622	30	1,941	14	4,409	32	7,272	53	4,549	14	560	12	1,766	39	2,223	49
July-Sept 2002																
Single Parent	3,351	27	311	9	493	15	2,547	76	1,259	13	99	8	232	18	928	74
Oct-Dec 2002																
Single Parent	3,366	27	286	8	627	19	2,453	73	1,336	12	94	7	230	17	1,012	76
Jan-Mar 2003																
Single Parent	3,329	25	342	10	704	21	2,283	69	1,429	12	101	7	269	19	1,059	74
Apr-June 2003																
Single Parent	3,972	28	328	8	952	24	2,692	68	1,737	13	89	5	420	24	1,228	71
Total: PY 2002	14,018	27	1,267	9	2,776	20	9,975	71	5,761	13	383	7	1,151	20	4,227	73

**Note:** If this table includes client count in the Core cells then the N column mixes required reporting of clients receiving Intensive or Training services with voluntary reporting of clients receiving only Core services. States differ in this reporting practice.

**SOURCE:** The Jacob France Institute, University Of Baltimore using WIASRD data.

FLORIDA, GEORGIA, ILLINOIS, MARYLAND, MISSOURI, TEXAS, WASHINGTON

TABLE SEVEN

WIA Client Flow By Low Income Status, PY 2000 - 2002 (July 2000 - June 2003)

Mutually Exclusive Count By Activity Type, But Duplicated Count Of Adults

Adults								
Time	N *	% of	Core	Core	Intensive	Intensive	Training	Training
Period		Total N		%		%		%
<b>July-Sept 2000</b>								
Low Income	6,552	89	544	8	1,624	25	4,384	67
<b>Oct-Dec 2000</b>								
Low Income	5,290	80	529	10	1,433	27	3,328	63
<b>Jan-Mar 2001</b>								
Low Income	5,915	74	839	14	1,699	29	3,377	57
<b>Apr-June 2001</b>								
Low Income	8,080	76	1,294	16	2,443	30	4,343	54
<b>Total: PY 2000</b>	25,837	79	3,206	12	7,199	28	15,432	60
<b>July-Sept 2001</b>								
Low Income	8,578	81	1,281	15	2,809	33	4,488	52
<b>Oct-Dec 2001</b>								
Low Income	7,632	79	1,245	16	2,404	31	3,983	52
<b>Jan-Mar 2002</b>								
Low Income	8,691	77	1,444	17	3,170	36	4,077	47
<b>Apr-June 2002</b>								
Low Income	11,287	82	1,829	16	4,310	38	5,148	46
<b>Total: PY 2001</b>	36,188	80	5,799	16	12,693	35	17,696	49
<b>July-Sept 2002</b>								
Low Income	7,146	58	693	10	1,230	17	5,223	73
<b>Oct-Dec 2002</b>								
Low Income	7,333	58	591	8	1,531	21	5,211	71
<b>Jan-Mar 2003</b>								
Low Income	7,623	58	717	9	1,842	24	5,064	66
<b>Apr-June 2003</b>								
Low Income	8,355	58	683	8	2,214	26	5,458	65
<b>Total: PY 2002</b>	30,457	58	2,684	9	6,817	22	20,956	69

**Note:** If this table includes client count in the Core cells then the N column mixes required reporting of clients receiving Intensive or Training services with voluntary reporting of clients receiving only Core services. States differ in this reporting practice.

**SOURCE:** The Jacob France Institute, University Of Baltimore using WIASRD data.

FLORIDA, GEORGIA, ILLINOIS, MARYLAND, MISSOURI, TEXAS, WASHINGTON

TABLE EIGHT

WIA Client Flow By TANF Status, PY 2000 - 2002 (July 2000 - June 2003)

Mutually Exclusive Count By Activity Type, But Duplicated Count Of Adults

Adults								
Time	N *	% of	Core	Core	Intensive	Intensive	Training	Training
Period		Total N		%		%		%
<b>July-Sept 2000</b>								
TANF	2,425	33	269	11	603	25	1,553	64
<b>Oct-Dec 2000</b>								
TANF	2,387	36	395	17	597	25	1,395	58
<b>Jan-Mar 2001</b>								
TANF	2,392	30	293	12	641	27	1,458	61
<b>Apr-June 2001</b>								
TANF	3,530	33	455	13	1,013	29	2,062	58
<b>Total: PY 2000</b>	10,734	33	1,412	13	2,854	27	6,468	60
<b>July-Sept 2001</b>								
TANF	2,185	21	307	14	609	28	1,269	58
<b>Oct-Dec 2001</b>								
TANF	1,900	20	314	17	536	28	1,050	55
<b>Jan-Mar 2002</b>								
TANF	2,051	18	303	15	561	27	1,187	58
<b>Apr-June 2002</b>								
TANF	2,887	21	438	15	921	32	1,528	53
<b>Total: PY 2001</b>	9,023	20	1,362	15	2,627	29	5,034	56
<b>July-Sept 2002</b>								
TANF	1,925	16	221	11	356	18	1,348	70
<b>Oct-Dec 2002</b>								
TANF	1,847	15	182	10	355	19	1,310	71
<b>Jan-Mar 2003</b>								
TANF	2,075	16	237	11	446	21	1,392	67
<b>Apr-June 2003</b>								
TANF	2,790	19	339	12	606	22	1,845	66
<b>Total: PY 2002</b>	8,637	16	979	11	1,763	20	5,895	68

**Note:** If this table includes client count in the Core cells then the N column mixes required reporting of clients receiving Intensive or Training services with voluntary reporting of clients receiving only Core services. States differ in this reporting practice.

**SOURCE:** The Jacob France Institute, University Of Baltimore using WIASRD data.

## 4.0 A RESPONSE TO THE BASIC QUESTION POSED

The question posed in Section 1.1 of this report is: *Did the states exercise their discretionary opportunity to make different target population and service delivery choices?* The answer that emerged from the summary tabulations and trend lines appearing in Tables 1 through 8 and Charts One through Four is a clear yes:

- Overall, in the most recent reporting year (July 2002-June 2003) more exiting WIA customers, and more customers with attributes consistent with being in need of enhanced skills, have been selected from the pools of all registered Adults and Dislocated Workers and moved through Intensive Services and into Training Services before exit occurs.
- The summary conclusion reached in the previous dot-point does not mean that each of the seven states has made similar decisions about target population and service priorities, and as a result arrived at the same mid-2003 mix of paired customer needs with One-Stop and recorded partner service responses. This is why continuing attention to sub-population issues is underway. New insights will be delivered before year's end.
- And, no matter what the recorded level and mix of customers served and how they were served before exiting, the most important question remaining is: Whatever priorities were given to target population and service mix choices, did positive results happen? Did the targeted customers who were served move on to productive and rewarding jobs—jobs that can be confidently defined as better than would otherwise have been held by these customers? The ADARE project partners have accepted the formidable challenge this question poses. Updated results will be delivered later this year.