

Background

The Workforce Development System reviews the performance of the WorkSource and OneSource Center operators biannually. A six month progress report is conducted in the first six months of the program year and provides the center with a snapshot of performance along with recommended areas to focus future efforts towards. The annual performance evaluation conducted at the end of the program year and evaluates performance for the entire 12 months. The annual evaluation uses a balances scorecard approach examining four areas; Customer Satisfaction, Outcomes, Customer Flow and Administrative Capability.

PY 05-06 Annual Performance Evaluation Results *(See Attached Performance Grid)*

WorkSource Centers

- All centers showed improvement over their PY 04-05 Performance Evaluation. The number of 4-star performers increased from two to five. Fifteen centers achieved the “Star” level Performance Outcomes this year, whereas last year only five agencies achieved this.
- The City will meet all Federal performance outcomes for Adults and dislocated Workers for PY 05-06.
- The number of Dislocated Worker placement increased by 176 or 22% with fewer resources. This was a result of a concerted effort on the part of the system to improve performance in this category.
- No centers were recommended for probation.

OneSource Centers

- Total number of youth enrolled in the System increased by 25% to 4,145.
- Preliminary results indicated that the City would fail the Older Youth Employment and Credential rate Federal performance measure for PY 05-06.
- The number of registered out-of-school youth increased by 31% as directed by Youth Council.
- No centers were recommended for probation.

PY 06-07 Six Month Progress Report *(See Attached Outcomes/Flow Chart)*

The Six Month report only focuses on Outcome and Flow measures.

- The Adult system is on track to meet or exceed the 80% threshold for the statewide WIA goals for PY 06-07. For the Adult System this Program Year, Average Earnings replaced the Average Wage Gain measure used by the Department of Labor (DOL) in the past. In an effort to provide contractors and the WIB more timely results, the

Department established goals for Placement Rate and Average Hourly Wage as “predictors of success” for the DOL Entered Employment Rate and Average Wage Gain goals. Contractor’s goals for these two measures were based on a regression analysis that took into account the demographics of individuals served.

- The Youth OneSource program is also on track to meet or exceed the 80% threshold for all statewide WIA goals for PY 2006-07, with the exception of the Older Youth Credential Rate. For PY 2005-06, the system was also unsuccessful in this measure. The Department is working with contractors to improve these results. For example: whenever possible Older Youth will be exited with a credential or certificate even though one may be obtained for this measure any time prior to the end of the third quarter after exit. For youth who have exited (but not surpassed the third quarter after exit) short-term certificate programs have been identified and an effort to enroll these youth into these certificate programs is in progress.

**0506 Annual Performance Evaluation.xls
Adult STAR TALLY**

WorkSource Center	Operator Name	S Customer Satisfaction	O Outcomes	F Customer Flow	A Administrative Capability	NO. OF STARS
Northeast Los Angeles	ACS State & Local Solutions/Arbor	Qualified	STAR	STAR	STAR	3
Canoga Park-West Hills	Arbor	STAR	STAR	STAR		3
Van Nuys-Sherman Oaks	Arbor	STAR	STAR	STAR		3
Chatsworth-Northridge	Build Rehabilitation Industries	STAR	STAR	STAR	STAR	4
Marina del Rey-Mar Vista	Career Planning Center, Inc/JVS.	Qualified	STAR	STAR	STAR	3
Downtown	Chicana Service Action Center, Inc.	STAR	STAR	STAR		3
Chinatown	Chinatown Service Center	STAR	STAR	STAR	Qualified	3
Harbor	City of Torrance	STAR	STAR	Qualified	Qualified	2
Wilshire-Metro Center	Community Career Development, Inc.	Qualified	STAR	STAR	STAR	3
South Los Angeles	Community Centers, Inc.	STAR	STAR	STAR	STAR	4
Sun Valley	El Proyecto del Barrio, Inc.	STAR	STAR	STAR	STAR	4
Metro North	Goodwill Industries of Southern California	Qualified		STAR	STAR	2
Lafayette Park	Housing Authority of the City of Los Angeles	STAR	STAR	STAR	Qualified	3
West Adams-Baldwin Hills	Los Angeles Urban League, Inc.	STAR			STAR	2
Hollywood	MCS Rehabilitation, Inc.	STAR	STAR	STAR	STAR	4
Westlake	Pacific Asian Consortium in Employment	STAR	STAR	STAR	STAR	4
Southeast Los Angeles-Crenshaw	UAW - Labor Employment Training Corporation	STAR	STAR	STAR	STAR	4
Southeast Los Angeles-Watts	Watts Labor Community Action Committee	STAR	Qualified	Qualified	Qualified	1
	TOTAL STARS	14	15	15	11	55

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YOUTH STAR TALLY

Planning Area	Provider	S Customer Satisfaction	O Outcomes	F Customer Flow	A Administrative Capability	NO. OF STARS
South Valley	El Proyecto del Barrio	STAR	STAR	STAR	STAR	4
North Valley	El Proyecto del Barrio	STAR	STAR	STAR	STAR	4
	Youth Opportunity Movement (YOM)	STAR		STAR		2
East Los Angeles	Para Los Ninos	STAR		STAR	STAR	3
	Youth Opportunity Movement (YOM)	STAR		STAR	STAR	3
Central Los Angeles	Catholic Charities	STAR	STAR		STAR	3
	Regents of the University of CA (UCLA)	STAR			Qualified	1
South Los Angeles	Catholic Charities	Qualified			STAR	1
	Los Angeles Urban League, Inc.	STAR			STAR	2
	Watts Labor Community Action Center			Qualified	STAR	1
	Youth Opportunity Movement (YOM)	STAR		STAR	STAR	3
Harbor	Los Angeles Unified School District, Career Development	Qualified			STAR	1
West Los Angeles	Regents of the University of CA (UCLA)	STAR			Qualified	1
Citywide	Marriott Foundation Bridges	STAR		Qualified	STAR	2
	TOTAL STARS	11	3	6	11	33

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