



State of Ohio
WIA Participant Customer Satisfaction Report
Fourth Quarterly Report For Program Year 2004
(January 1, 2004 through December 31, 2004)

Report submitted to the Bureau of Research & Evaluation
Office of Research, Assessment, and Accountability
Ohio Department of Job and Family Services

July 2005



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Introduction

In accordance with Title I-B of the Workforce Investment Act (WIA), the U.S. Department of Labor (DOL), Employment and Training Administration, requires each state to collect and report customer satisfaction data at the state and Workforce Investment Board (WIB) level for participants who exit services. The Secretary of Labor mandates the use of the American Customer Satisfaction Index (ACSI), which is an indicator of performance, to measure the effectiveness of the nation's WIA programs and to compare customer satisfaction among all 50 states. The ACSI is a weighted average of the first three questions of Ohio's WIA Participant Customer Satisfaction Survey.

The State of Ohio's WIA Participant Customer Satisfaction Report details quarterly findings on the customer satisfaction survey of participants served through the WIA program. This quarterly report documents the findings of a telephone survey of WIA participants identified as program exiters in the WIA statewide Sharing Career Opportunities and Training Information (SCOTT) database during the time period from January 1, 2004 through December 31, 2004 for Program Year 2004 (PY 2004) reporting.

Strategic Research Group (SRG) conducts the DOL-mandated customer satisfaction survey and Ohio's expanded satisfaction survey of participants who exited the WIA program. Under Ohio's expanded system, participants are surveyed on the following items:

- The three American Customer Satisfaction Index (ACSI) questions mandated by the DOL:
 - (a) Participants' overall satisfaction with the services provided to them
 - (b) Extent to which the services met their expectations
 - (c) Extent to which the services met their ideal set of services;
- Overall evaluation of the WIA organization;
- Evaluation of case managers;
- Satisfaction with specific training types, such as occupational skills training, basic skills and literacy, alternative secondary school offerings, and job readiness training;
- Satisfaction with specific services, such as assessment of job skills, staff-assisted job search and placement, tutoring and study skills, and counseling/career planning; and
- Outcome variables, including measures of participants' economic well-being since they exited from the WIA program.

STATE LEVEL RESULTS

DOL-Mandated Computations Based on 1000 Selected Participants

To date, a total of 4,059 participants who exited from WIA programs since 01/01/2004 responded to Ohio's follow-up customer satisfaction survey out of a possible 5,761 participants eligible to be surveyed. During the fourth quarter of PY 2004, 1,000 participants were randomly selected out of the 4,059 completed interviews for the 1,000 cases that will be used to compute the state level results.

Based on these 1,000 exiters, the statewide mean values for the three ACSI scores, the sample size, and the response rate for Ohio are:

TABLE 1: STATE MEAN ACSI VALUES BASED ON 0 TO 100 SCALE

4th Quarter PY 2004

Participant

Statewide	ACSI Score	1. Overall Satisfaction	2. Met Expectations	3. Close to Ideal	Sample Size	Number Surveyed	Response Rate
	75.6	78.9	73.1	74.0	1419	1000	70.5

ACSI Question	ACSI Weight	Mean value on 1-10 scale	Mean value on 0-100 scale
1. Overall Satisfaction	0.3769	8.10	78.9
2. Met Expectations	0.3261	7.58	73.1
3. Close to Ideal	0.2970	7.66	74.0

Formula weights for use in calculating the PY 2004 statewide customer satisfaction score for the WIA participant population can be found in ETA, Training and Employment Guidance Letter (TEGL) No.11-04, Attachment: ACSI Formula Weights for PY 2004. The ACSI score reported to DOL for Ohio represents the weighted sum of the three ACSI question values calculated on a 0 to 100 scale value. Responses to the three ACSI questions are collected using a 1 to 10 scale where 1 represents a low score and 10 a high score.

$$\text{Ohio ACSI Score: } (0.3769 \times 78.9) + (0.3261 \times 73.1) + (0.2970 \times 74.0) = \mathbf{75.6}$$

NOTE: Except for this section, where computations are done with the 1,000 selected participants, all other computations in this report include all 4,059 participants eligible to be surveyed.

LOCAL AREA RESULTS

The following table (Table 2) lists the mean ACSI values, sample sizes, and response rates for each WIB or WPB area, which are derived from data on the 4,059 participants who exited from WIA programs between 01/01/2004 through 12/31/2004.

Table 2 also lists the composite ACSI scores, which are calculated with formula weights for each WIB/WPB and adjusts for the relative impact of the three ACSI questions on the combined score. To ensure customer satisfaction results for individuals are collected in a consistent and uniform manner throughout the state, this method is parallel to the DOL mandated statewide computation in the formula shown on the previous page.

TABLE 2: WIB/WPB MEAN ACSI VALUES BASED ON 0 TO 100 SCALE

4th Quarter PY 2004

Participants

WIB	ACSI Score	1. Overall Satisfaction	2. Met Expectations	3. Close to Ideal	Sample Size	Number Surveyed	Response Rate
1	85.9	90.1	82.5	84.8	127	98	77.2
2	71.6	76.6	67.9	69.6	161	108	67.1
3	74.8	78.1	71.9	73.8	499	333	66.7
4	74.6	78.2	73.9	71.7	120	75	62.5
5	75.5	77.8	73.7	74.4	105	77	73.3
6	75.9	79.6	73.5	74.3	267	190	71.2
7	78.3	81.8	75.7	77.0	1977	1385	70.1
8	78.1	82.1	75.4	76.7	136	96	70.6
9	61.7	65.5	58.6	60.4	435	296	68.0
10	83.0	87.2	82.6	77.8	104	72	69.2
11	65.6	72.2	62.0	61.6	120	81	67.5
12	83.4	88.2	82.1	79.4	201	151	75.1
13	68.6	71.8	65.6	67.7	91	63	69.2
14	84.1	88.3	82.3	81.6	162	120	74.1
15	82.6	85.2	79.7	82.8	87	66	75.9
16	84.9	86.8	84.5	82.9	102	76	74.5
17	76.3	78.6	72.2	78.3	181	129	71.3
18	63.9	68.6	61.0	61.0	127	93	73.2
19	77.5	81.2	73.0	78.2	155	115	74.2
20	71.1	75.9	66.9	70.0	604	435	72.0

WPB	ACSI Score	1. Overall Satisfaction	2. Met Expectations	3. Close to Ideal	Sample Size	Number Surveyed	Response Rate
7/7A	78.2	81.9	76.3	76.1	81	60	74.1
7/7B	71.9	77.3	69.9	67.2	98	67	68.4
7/7C	69.1	75.2	65.4	65.7	105	72	68.6
7/7D	77.1	80.6	73.4	77.6	116	83	71.6
7/7E	84.9	87.8	82.5	84.1	117	83	70.9
7/7F	78.7	82.3	75.9	77.2	581	399	68.7
7/7G	80.8	83.3	76.9	82.6	157	113	72.0
7/7H	82.1	85.2	79.4	81.7	132	94	71.2
7/7I	76.0	78.0	75.8	73.5	80	57	71.3
7/7J	80.4	82.9	78.7	79.2	215	151	70.2
7/7K	73.2	76.5	70.7	71.8	159	112	70.4
7/7L	82.6	86.0	80.0	81.3	99	69	69.7
7/7M	78.6	86.7	76.4	74.2	37	25	67.6

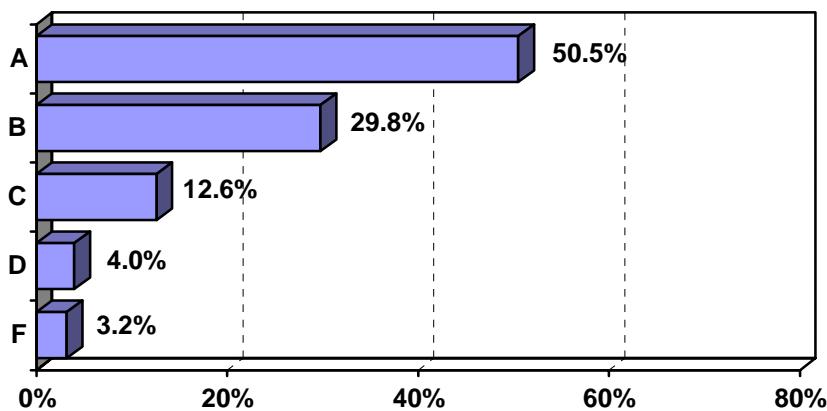
Ohio's Expanded Survey System

Ohio's expanded survey system was developed to supplement DOL's three mandated ACSI customer satisfaction questions. Questions are designed to allow comparisons and in-depth evaluations of WIA services and activities for the purpose of assisting the State and local areas to continuously improve its WIA programs. Survey results are used to assist the State and local areas develop strategies for enhancing performance and customer service and satisfaction. Outcomes are reported at the State, WIB, and County levels.

Overall Evaluation of Organization

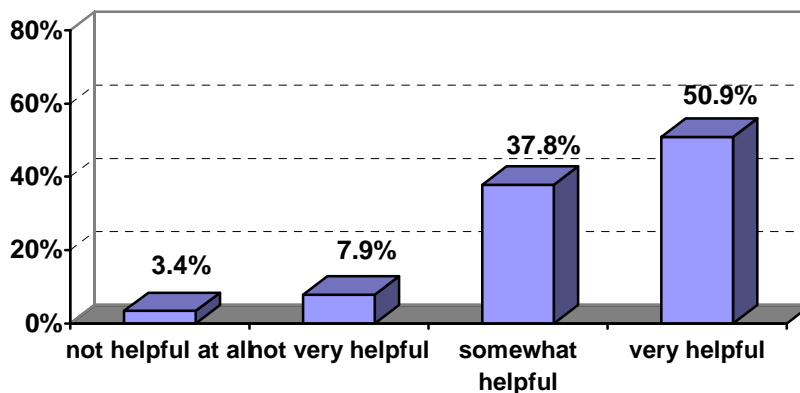
A primary concern is whether the local WIBs/WPBs are delivering services that are tailored to fulfill participants' needs. Hence, participants were asked what grade they would give their service organization on their ability to provide the type of assistance they needed. Most participants gave A's and B's. The distribution of responses is shown below.

FIGURE 1: EVALUATION OF ORGANIZATION'S ABILITY TO PROVIDE SPECIFIC ASSISTANCE



About 66% of participants said the organization provided them with information about available jobs in their area. Most participants found this information helpful. The distribution of responses is shown below.

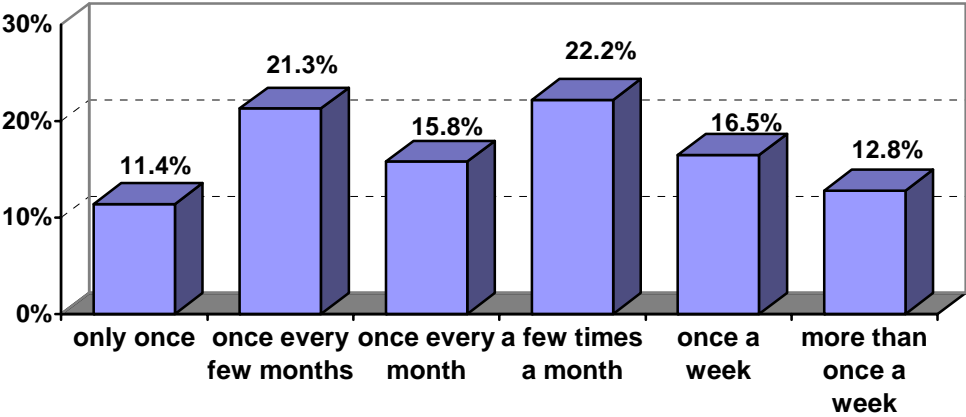
FIGURE 2: EVALUATION OF JOB INFORMATION PROVIDED BY ORGANIZATION



Evaluation of Case Managers

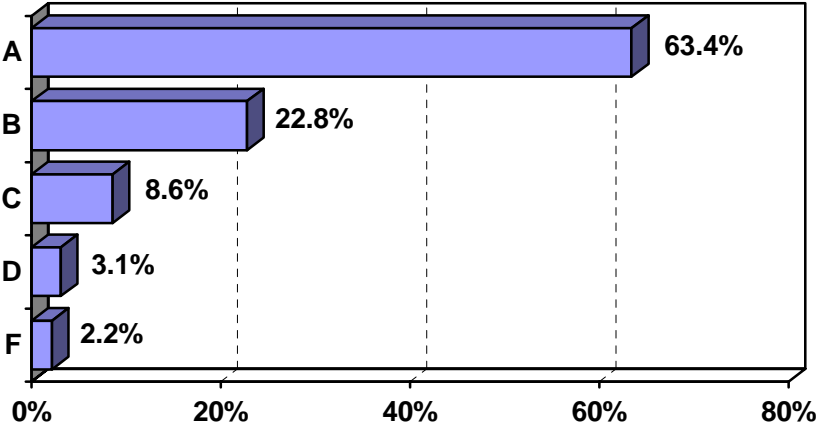
About 83% of participants said they talked to a case manager or counselor when they went to the WIA service organization. The distribution of how often participants met with their case managers is displayed below.

FIGURE 3: FREQUENCY OF CONTACT WITH CASE MANAGERS



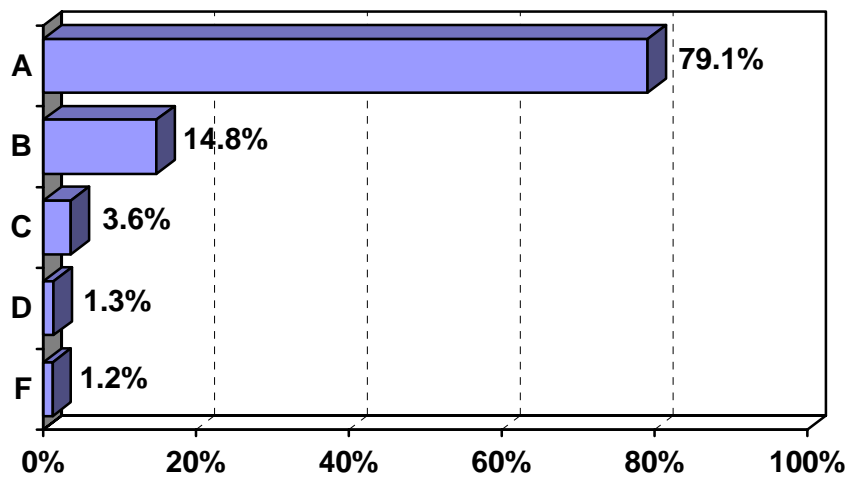
Most participants were satisfied with their case manager or counselor; about 86% gave A's or B's when they were asked to evaluate their case manager or counselor on how well they did their job.

FIGURE 4: OVERALL EVALUATION OF CASE MANAGER OR COUNSELOR



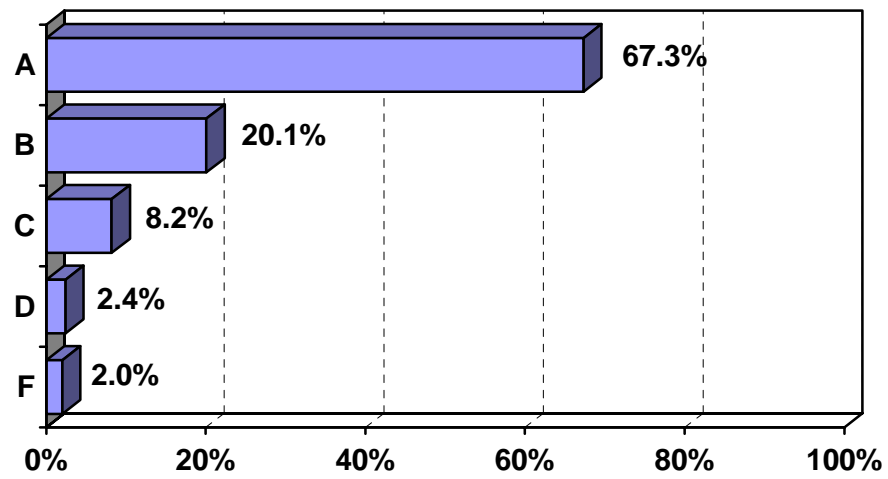
Participants were also asked to rate their case manager or counselor in terms of the courtesy they were shown; about 94% gave A's or B's on this aspect.

FIGURE 5: EVALUATION OF CASE MANAGER OR COUNSELOR ON COURTESY



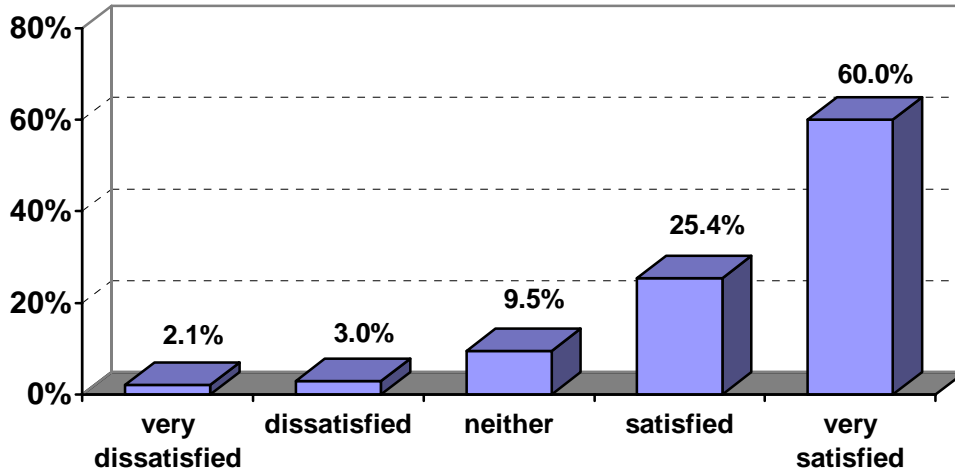
Next, participants were asked to rate their case manager or counselor in terms of level of responsiveness; over 87% gave A's or B's on this aspect.

FIGURE 6: EVALUATION OF CASE MANAGER OR COUNSELOR ON RESPONSIVENESS



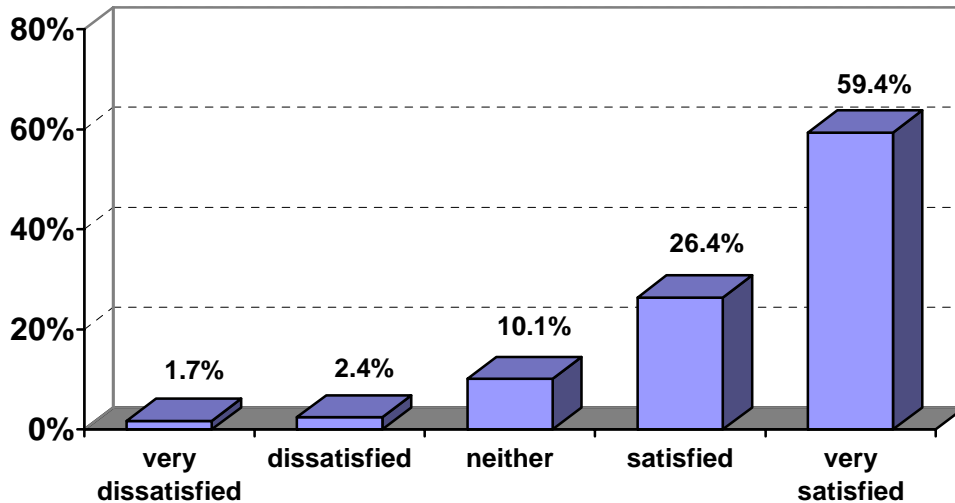
Almost 77% of participants said their case managers provided them with different choices of training and services. Within this group of participants, over 85% were satisfied with the choices they were given.

FIGURE 7: SATISFACTION WITH CHOICES OF TRAINING AND SERVICES



Over 50% of participants said their case managers assisted them in the development of an employment plan. Within this group of participants, almost 86% were satisfied with the employment plan that they worked out with their case managers.

FIGURE 8: SATISFACTION WITH EMPLOYMENT PLAN



Tables 3 and 4 present the mean scores for the evaluation questions above. Each of these scores is based on a scale of 1 to 5 (either ‘F’ to ‘A’ or “very dissatisfied” to “very satisfied”) except the questions in the second and third columns. The question evaluating the helpfulness of the information about available jobs was based on a 1 to 4 scale, where 1 implied “not helpful at all” and 4 implied “very helpful.” The question addressing how often respondents met with a counselor or case manager was based on a scale of 1 to 6, where 1 implied “only met case manager once” and 6 implied “more than once a week.”

TABLE 3: MEANS FOR OVERALL EVALUATION QUESTIONS BY WIB

WIB	Grade organization on ability to provide the type of assistance you needed?	How helpful was the information about available jobs in your area?	How often met with counselor or case manager?	Overall grade for case manager?	Grade courtesy shown by case manager	Grade case manager responsiveness	Satisfaction with training choice	Satisfaction with employment plan
1	4.63	3.60	3.71	4.78	4.86	4.79	4.73	4.69
2	4.05	3.27	3.61	4.39	4.75	4.57	4.17	4.06
3	4.06	3.49	3.86	4.28	4.49	4.31	4.32	4.32
4	4.00	3.36	4.02	4.30	4.57	4.32	4.20	4.29
5	4.22	3.22	3.84	4.38	4.69	4.53	4.27	4.40
6	4.25	3.39	3.66	4.52	4.80	4.53	4.49	4.66
7	4.34	3.39	3.38	4.51	4.75	4.53	4.45	4.40
8	4.36	3.22	3.51	4.51	4.78	4.65	4.61	4.66
9	3.61	3.17	3.38	3.97	4.47	4.07	3.89	4.16
10	4.50	3.30	3.30	4.76	4.76	4.73	4.69	4.64
11	3.80	3.21	3.92	4.08	4.37	4.17	4.07	3.96
12	4.51	3.16	2.90	4.60	4.77	4.62	4.48	4.44
13	3.86	3.40	4.02	4.19	4.51	3.98	4.14	4.42
14	4.50	3.34	3.65	4.74	4.86	4.80	4.58	4.47
15	4.48	3.48	3.70	4.72	4.87	4.80	4.21	4.59
16	4.53	3.46	3.65	4.73	4.85	4.73	4.52	4.68
17	4.33	3.49	3.22	4.44	4.73	4.55	4.54	4.52
18	3.72	3.09	2.86	4.07	4.51	4.14	4.42	4.13
19	4.36	3.52	3.31	4.52	4.74	4.48	4.48	4.40
20	4.01	3.31	3.69	4.22	4.65	4.46	4.28	4.32
Statewide Mean	4.20	3.36	3.50	4.42	4.69	4.48	4.38	4.40

TABLE 4: MEANS FOR OVERALL EVALUATION QUESTIONS BY COUNTY

COUNTY	Grade organization on ability to provide the type of assistance you needed?	How helpful was the information about available jobs in your area?	How often met with counselor or case manager?	Overall grade for case manager?	Grade courtesy shown by case manager	Grade case manager responsiveness	Satisfaction with training choice	Satisfaction with employment plan
ADAMS	4.66	3.52	4.03	4.79	4.93	4.83	4.80	4.74
ALLEN	4.13	3.46	3.31	4.40	4.71	4.57	4.20	4.31
ASHLAND	4.11	3.35	2.83	4.03	4.37	4.15	4.29	4.71
ASHTABULA	4.23	3.22	2.87	4.26	4.59	4.21	4.23	4.31
ATHENS	4.52	3.42	3.44	4.88	4.97	4.91	4.50	4.42
AUGLAIZE	4.18	2.58	3.26	4.42	4.79	4.61	4.71	4.82
BELMONT	4.32	3.38	3.22	4.58	4.85	4.73	4.25	4.58
BROWN	4.67	3.77	4.23	4.85	4.92	4.77	4.44	4.55
BUTLER	4.51	3.23	2.86	4.61	4.77	4.64	4.49	4.41
CARROLL	5.00	4.00	5.00	5.00	4.00	5.00	5.00	5.00
CHAMPAIGN	3.00	-	5.00	5.00	5.00	3.00	-	-
CINCINNATI	3.90	3.41	4.00	4.09	4.58	4.17	4.00	4.38
CLARK	4.47	3.37	3.40	4.68	4.78	4.70	4.44	4.44
CLERMONT	4.36	3.67	3.33	4.53	4.80	4.67	4.33	4.00
CLEVELAND	4.06	3.49	3.86	4.28	4.49	4.31	4.32	4.32
CLINTON	4.00	3.00	3.79	4.36	4.86	4.54	4.75	4.25
COLUMBIANA	4.28	3.26	3.14	4.43	4.67	4.47	4.44	4.67
COSHOCTON	4.53	3.50	2.91	4.63	4.83	4.63	4.70	4.25
CRAWFORD	4.54	3.45	3.75	5.00	4.95	4.90	4.77	4.71
CUYAHOGA	4.05	3.27	3.61	4.39	4.75	4.57	4.17	4.06
DARKE	4.51	3.55	3.06	4.55	4.67	4.85	4.45	4.37
DEFIANCE	4.11	3.40	3.57	4.40	4.80	4.34	4.42	4.50
DELAWARE	4.53	3.50	4.08	4.67	4.75	4.25	4.83	4.33
ERIE	3.00	-	2.00	3.00	4.00	3.00	-	-
FAIRFIELD	4.23	3.43	4.35	4.28	4.64	4.60	4.19	4.37
FAYETTE	3.75	3.00	1.50	4.50	5.00	4.00	4.50	5.00
FRANKLIN	3.80	3.21	3.92	4.08	4.37	4.17	4.07	3.96
FULTON	5.00	3.50	2.50	4.50	5.00	5.00	4.00	5.00
GALLIA	4.50	3.29	4.00	4.50	4.83	4.50	4.46	4.36
GEAUGA	4.00	3.75	5.20	4.20	4.40	4.20	5.00	-
GREENE	4.32	3.36	3.08	4.51	4.80	4.55	4.45	4.43
GUERNSEY	4.42	3.20	3.00	4.73	4.93	4.87	4.00	4.50
HAMILTON	3.82	3.39	4.04	4.28	4.44	3.80	4.25	4.46
HANCOCK	4.68	3.56	3.32	4.63	4.95	4.89	4.63	4.88
HARDIN	4.00	3.00	3.33	4.00	4.00	4.33	5.00	5.00
HARRISON	4.67	3.67	5.50	5.00	5.00	5.00	5.00	5.00
HENRY	4.42	3.67	2.53	4.87	5.00	4.73	4.71	4.86
HIGHLAND	4.59	3.45	3.33	4.74	4.93	4.85	4.50	4.64
HOCKING	4.50	3.32	4.05	4.70	4.70	4.60	4.50	4.50

TABLE 4: MEANS FOR OVERALL EVALUATION QUESTIONS BY COUNTY, CONT'D.

COUNTY	Grade organization on ability to provide the type of assistance you needed?	How helpful was the information about available jobs in your area?	How often met with counselor or case manager?	Overall grade for case manager?	Grade courtesy shown by case manager	Grade case manager responsiveness	Satisfaction with training choice	Satisfaction with employment plan
HOLMES	5.00	4.00	3.00	5.00	5.00	5.00	5.00	5.00
HURON	4.31	3.30	3.64	4.46	4.68	4.52	4.56	4.28
JACKSON	4.09	3.33	3.56	4.33	4.22	4.33	4.20	4.25
JEFFERSON	4.74	3.48	3.85	4.82	4.88	4.70	4.68	4.68
KNOX	4.62	3.39	3.70	4.65	4.87	4.74	4.54	4.36
LAKE	4.22	3.22	3.84	4.38	4.69	4.53	4.27	4.40
LAWRENCE	4.47	3.17	3.82	4.50	4.69	4.60	4.63	4.60
LICKING	4.48	3.48	4.00	4.50	4.74	4.35	4.17	4.33
LOGAN	4.33	3.00	1.50	4.00	5.00	4.00	-	3.00
LORAIN	4.00	3.36	4.02	4.30	4.57	4.32	4.20	4.29
LUCAS	3.61	3.17	3.38	3.97	4.47	4.07	3.89	4.16
MAHONING	4.36	3.67	3.28	4.44	4.77	4.60	4.61	4.44
MARION	4.48	3.31	3.41	4.41	4.88	4.18	4.55	4.45
MEDINA	4.43	3.46	4.25	4.58	4.84	4.81	4.58	4.67
MEIGS	4.35	3.36	4.00	4.92	4.92	4.92	4.89	4.57
MERCER	4.43	3.37	3.54	4.54	4.81	4.69	4.58	4.62
MIAMI	4.74	3.54	3.00	4.70	4.80	4.77	4.67	4.73
MONROE	5.00	3.50	3.25	5.00	5.00	5.00	4.67	-
MONTGOMERY	4.23	3.43	3.50	4.35	4.55	4.25	4.48	4.48
MORGAN	4.26	3.53	3.06	4.39	4.89	4.67	3.93	4.50
MORROW	4.48	3.17	3.07	4.71	4.93	4.71	4.75	4.71
MUSKINGUM	4.26	3.44	3.44	4.68	4.82	4.70	4.58	4.25
NOBLE	4.38	3.36	4.00	4.79	4.79	4.93	4.50	4.40
OTTAWA	4.41	3.55	2.96	4.75	4.88	4.57	4.58	4.20
PAULDING	4.00	3.50	3.33	4.00	4.33	4.00	5.00	5.00
PERRY	4.74	3.44	3.53	4.85	4.90	4.90	4.90	4.70
PICKAWAY	3.80	3.45	3.77	4.62	4.85	4.64	3.89	4.11
PIKE	4.64	3.67	3.39	4.83	4.91	4.96	4.85	4.80
PORTAGE	4.47	3.67	3.48	4.78	4.91	4.77	4.55	4.44
PREBLE	4.11	3.43	3.38	4.25	4.75	4.62	4.25	4.50
PUTNAM	4.20	2.89	2.82	4.50	4.50	4.50	4.67	4.40
RICHLAND	4.48	3.19	3.07	4.64	4.67	4.64	4.65	4.59
ROSS	4.31	3.46	3.97	4.50	4.76	4.31	4.45	4.17
SANDUSKY	4.64	3.44	3.70	5.00	5.00	4.80	4.80	4.50
SCIOTO	4.56	3.46	3.32	4.68	4.68	4.59	4.71	4.60
SENECA	4.00	2.67	2.67	4.67	4.67	5.00	4.50	4.00
SHELBY	4.00	4.00	5.00	5.00	5.00	4.00	-	-
STARK	4.20	3.35	3.55	4.50	4.81	4.48	4.47	4.64
SUMMIT	3.89	3.26	3.52	4.11	4.59	4.35	4.18	4.20

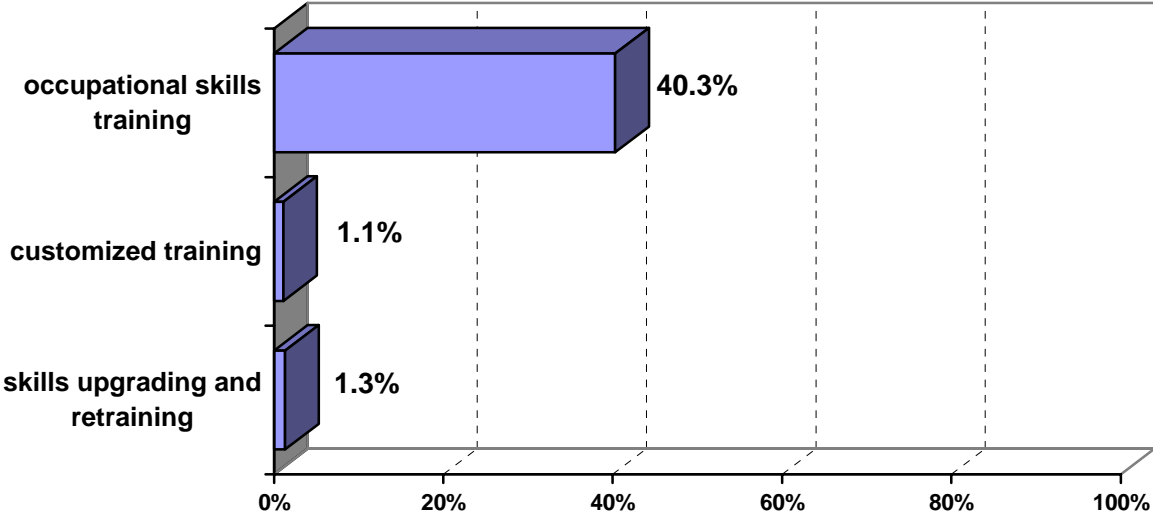
TABLE 4: MEANS FOR OVERALL EVALUATION QUESTIONS BY COUNTY, CONT'D.

COUNTY	Grade organization on ability to provide the type of assistance you needed?	How helpful was the information about available jobs in your area?	How often met with counselor or case manager?	Overall grade for case manager?	Grade courtesy shown by case manager	Grade case manager responsiveness	Satisfaction with training choice	Satisfaction with employment plan
TRUMBULL	3.72	3.09	2.86	4.07	4.51	4.14	4.42	4.13
TUSCARAWAS	4.45	3.58	4.04	4.61	4.75	4.70	4.55	4.70
UNION	4.00	3.50	5.00	4.50	5.00	4.83	4.67	4.00
VAN WERT	4.33	-	5.50	5.00	5.00	4.50	-	4.00
VINTON	4.00	2.75	3.25	3.75	4.63	4.43	3.75	3.75
WARREN	4.56	2.43	3.44	4.56	4.78	4.33	4.43	5.00
WASHINGTON	4.62	3.50	4.08	4.88	4.88	4.80	4.18	4.71
WAYNE	4.63	3.64	2.73	4.67	4.87	4.67	4.00	4.67
WILLIAMS	5.00	2.00	3.25	4.75	5.00	5.00	5.00	4.50
WOOD	3.92	3.13	3.62	4.24	4.71	4.29	4.17	4.00
WYANDOT	4.00	3.00	4.00	5.00	4.00	3.00	3.00	4.00
STATEWIDE	4.20	3.36	3.50	4.42	4.69	4.48	4.38	4.40

Satisfaction with Specific Training Types

Participants were asked to rate their satisfaction with the specific training types they received. Although WIA organizations can potentially offer a variety of training opportunities, the survey data revealed that the most common type of training was occupational skills training. Most participants received one or multiple occupational skills training. The detailed distribution of the core training types is displayed below:

FIGURE 9: PERCENTAGE OF TRAINING TYPES RECEIVED BY WIA PARTICIPANTS



Average satisfaction and helpfulness ratings on the two most common training types are displayed in the following tables. There were too few responses for job readiness training and workplace training with related instruction to be able to calculate means for these training types. All the ratings were provided on a scale of 0 to 4, where A=4, B=3, C=2, D=1, and F=0. Each of the ratings falls between A and B. Also note that there is not much difference between the ratings for satisfaction and the ratings for helpfulness for each training type.

FIGURE 10: AVERAGE SATISFACTION RATINGS FOR QUALITY OF SPECIFIC TRAINING TYPES

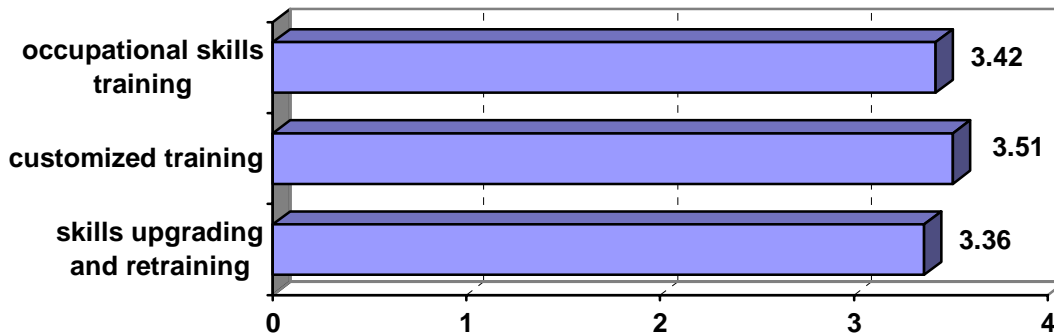
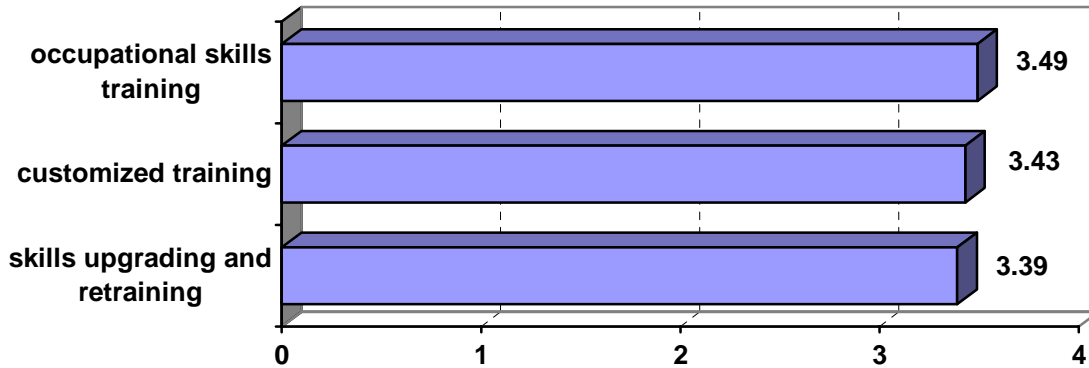


FIGURE 11: AVERAGE HELPFULNESS RATINGS FOR SPECIFIC TRAINING TYPES



Tables 5 and 6 present the means for the satisfaction ratings of the same training types listed above broken down by WIB and County. As stated above, these mean satisfaction ratings are provided on a 0 to 4 scale, where 0 implies 'F' and 4 implies 'A'.

TABLE 5: MEANS FOR SATISFACTION WITH TRAINING QUESTIONS BY WIB

WIB	Occupational Skills Training Quality	Occupational Skills Training Helpfulness	Customized Training Quality	Customized Training Helpfulness	Skills Upgrading Helpfulness	Skills Upgrading Helpfulness
1	3.58	3.71	-	-	-	-
2	3.00	3.50	-	-	2.00	2.00
3	3.14	3.38	-	-	2.86	3.14
4	3.13	3.00	-	-	-	-
5	3.23	3.39	-	-	-	-
6	3.03	3.24	-	-	-	-
7	3.48	3.54	3.50	3.46	3.50	3.54
8	3.50	3.44	-	-	-	-
9	3.13	3.41	4.00	3.00	3.75	3.33
10	3.38	3.46	-	-	2.00	2.00
11	3.25	3.00	3.33	3.67	-	-
12	3.34	3.37	-	-	-	-
13	3.38	3.62	-	-	-	-
14	3.71	3.63	4.00	4.00	3.75	3.75
15	3.74	3.78	4.00	3.00	3.75	3.75
16	3.57	3.74	-	-	4.00	4.00
17	3.31	3.31	-	-	-	-
18	3.61	3.52	3.00	3.00	-	-
19	3.54	3.70	4.00	4.00	-	-
20	3.25	3.31	3.00	2.00	3.50	3.50
Statewide Mean	3.42	3.49	3.51	3.43	3.36	3.39

TABLE 6: MEANS FOR SATISFACTION WITH TRAINING QUESTIONS BY COUNTY

COUNTY	Occupational Skills Training Quality	Occupational Skills Training Helpfulness	Customized Training Quality	Customized Training Helpfulness	Skills Upgrading Quality	Skills Upgrading Helpfulness
ADAMS	3.60	3.50	-	-	-	-
ALLEN	3.18	3.23	-	-	-	-
ASHLAND	3.27	3.15	-	-	-	-
ASHTABULA	3.50	3.67	4.00	4.00	-	-
ATHENS	3.57	3.54	-	-	3.75	3.75
AUGLAIZE	3.75	3.50	-	-	-	-
BELMONT	3.60	3.60	-	-	-	-
BROWN	3.89	3.56	-	-	-	-
BUTLER	3.31	3.38	-	-	-	-
CARROLL	3.00	4.00	-	-	-	-
CHAMPAIGN	-	-	-	-	-	-
CINCINNATI	3.25	3.50	-	-	-	-
CLARK	3.39	3.42	-	-	3.57	4.00
CLERMONT	4.00	3.00	-	-	-	-
CLEVELAND	3.14	3.38	-	-	2.86	3.14
CLINTON	-	-	-	-	3.00	4.00
COLUMBIANA	3.33	3.29	-	-	-	-
COSHOCTON	3.77	3.74	3.00	3.00	-	-
CRAWFORD	3.31	3.31	-	-	-	-
CUYAHOGA	3.00	3.50	-	-	2.00	2.00
DARKE	3.50	3.56	-	-	4.00	4.00
DEFIANCE	3.20	3.35	-	-	2.00	3.00
DELAWARE	3.33	3.33	-	-	2.00	2.00
ERIE	4.00	4.00	-	-	-	-
FAIRFIELD	2.00	3.00	2.00	1.00	-	-
FAYETTE	.00	.00	-	-	3.50	3.50
FRANKLIN	3.25	3.00	3.33	3.67	-	-
FULTON	3.00	3.00	-	-	-	-
GALLIA	3.60	3.70	4.00	4.00	-	-
GEAUGA	4.00	4.00	-	-	-	-
GREENE	3.47	3.59	-	-	-	-
GUERNSEY	3.50	3.63	-	-	-	-
HAMILTON	3.50	3.75	-	-	-	-
HANCOCK	3.60	3.60	-	-	4.00	3.00
HARDIN	4.00	3.67	-	-	-	-
HARRISON	4.00	4.00	-	-	-	-
HENRY	3.47	3.40	-	-	4.00	4.00
HIGHLAND	3.60	3.60	-	-	3.00	2.00
HOCKING	3.45	3.55	-	-	-	-
HOLMES	4.00	4.00	-	-	-	-
HURON	4.00	4.00	-	-	4.00	3.00
JACKSON	3.60	4.00	-	-	-	-
JEFFERSON	3.57	3.78	-	-	4.00	4.00
KNOX	3.88	3.87	-	-	-	-
LAKE	3.23	3.39	-	-	-	-
LAWRENCE	3.60	3.75	3.60	3.80	-	-
LICKING	3.67	3.83	4.00	4.00	-	-
LOGAN	2.00	4.00	-	-	-	-
LORAIN	3.13	3.00	-	-	-	-
LUCAS	3.13	3.41	4.00	3.00	3.75	3.33

TABLE 6: MEANS FOR SATISFACTION WITH TRAINING QUESTIONS BY COUNTY, CONT'D.

COUNTY	Occupational Skills Training Quality	Occupational Skills Training Helpfulness	Customized Training Quality	Customized Training Helpfulness	Skills Upgrading Quality	Skills Upgrading Helpfulness
MAHONING	3.29	3.33	-	-	-	-
MARION	3.33	3.11	4.00	4.00	-	-
MEDINA	3.32	3.26	-	-	3.50	3.50
MEIGS	3.80	3.80	-	-	-	-
MERCER	3.35	3.40	-	-	-	-
MIAMI	3.68	3.79	-	-	-	-
MONROE	3.75	4.00	-	-	-	-
MONTGOMERY	3.48	3.64	3.50	3.50	3.67	3.50
MORGAN	3.60	3.40	4.00	3.00	3.75	3.75
MORROW	3.75	3.75	-	-	-	-
MUSKINGUM	3.29	3.48	-	-	-	-
NOBLE	3.75	3.75	-	-	-	-
OTTAWA	3.38	3.25	3.45	3.45	-	-
PAULDING	3.67	4.00	-	-	-	-
PERRY	3.90	3.86	-	-	-	-
PICKAWAY	3.50	4.00	-	-	-	-
PIKE	3.71	3.79	-	-	-	-
PORTAGE	3.62	3.77	-	-	-	-
PREBLE	2.60	3.00	-	-	-	-
PUTNAM	-	-	-	-	-	-
RICHLAND	3.41	3.54	-	-	2.00	2.00
ROSS	3.50	3.36	-	-	-	-
SANDUSKY	3.60	3.40	-	-	-	-
SCIOTO	3.27	3.87	-	-	-	-
SENECA	-	-	-	-	-	-
SHELBY	-	-	-	-	-	-
STARK	3.03	3.24	-	-	-	-
SUMMIT	3.21	3.34	3.00	2.00	-	-
TRUMBULL	3.61	3.52	3.00	3.00	-	-
TUSCARAWAS	-	-	-	-	-	-
UNION	4.00	3.50	-	-	-	-
VAN WERT	3.33	3.33	-	-	-	-
VINTON	4.00	.00	4.00	4.00	-	-
WARREN	3.75	3.25	-	-	-	-
WASHINGTON	3.79	3.86	-	-	-	-
WAYNE	4.00	4.00	-	-	-	-
WILLIAMS	4.00	4.00	-	-	-	-
WOOD	-	-	3.60	3.40	-	-
WYANDOT	-	-	-	-	-	-
STATEWIDE	3.42	3.49	3.51	3.43	3.36	3.39

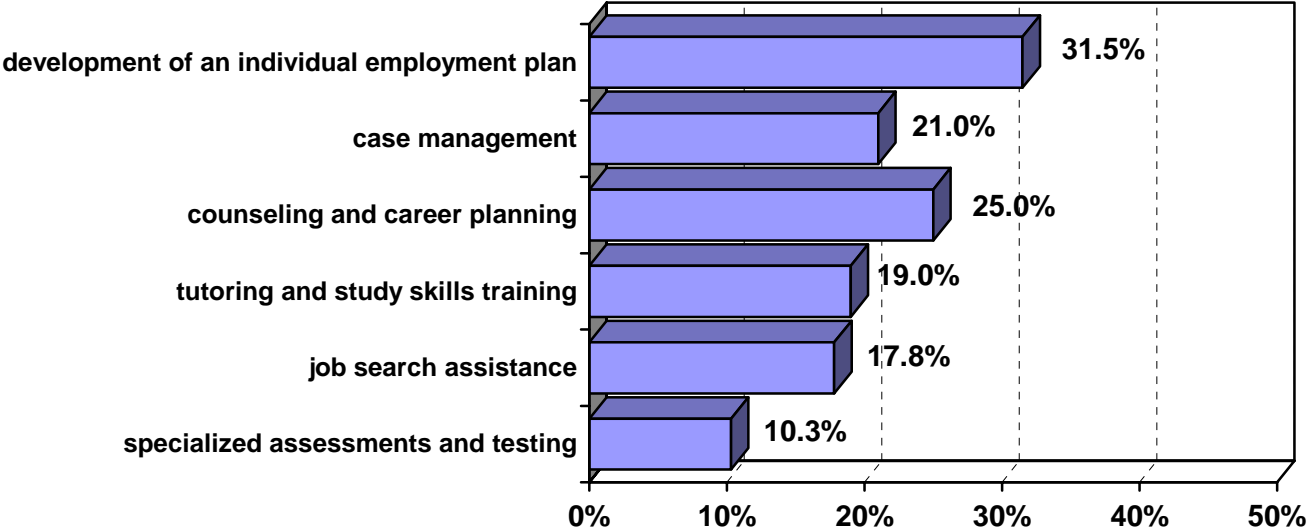
Satisfaction with Specific Services

Participants were also asked to rate their satisfaction with particular services that they received. Although WIA organizations can offer a variety of services, present data revealed 6 main types of services:

- Development of an individual employment plan
- Case management
- Counseling and career planning
- Tutoring and study skills training
- Job search assistance
- Specialized assessments and testing

The detailed distribution of the main service types is displayed below.

FIGURE 12: PERCENTAGE OF SERVICE TYPES RECEIVED BY WIA PARTICIPANTS



Average satisfaction and helpfulness ratings of these services are displayed on the following page. Again, the ratings were provided on a scale of 0 to 4, where A=4, B=3, C=2, D=1, and F=0. All of the ratings are above a B average. Note that the services were rated quite similarly, with the exception of job placement assistance, which was ranked a bit lower.

FIGURE 13: AVERAGE SATISFACTION RATINGS FOR QUALITY OF SPECIFIC SERVICES

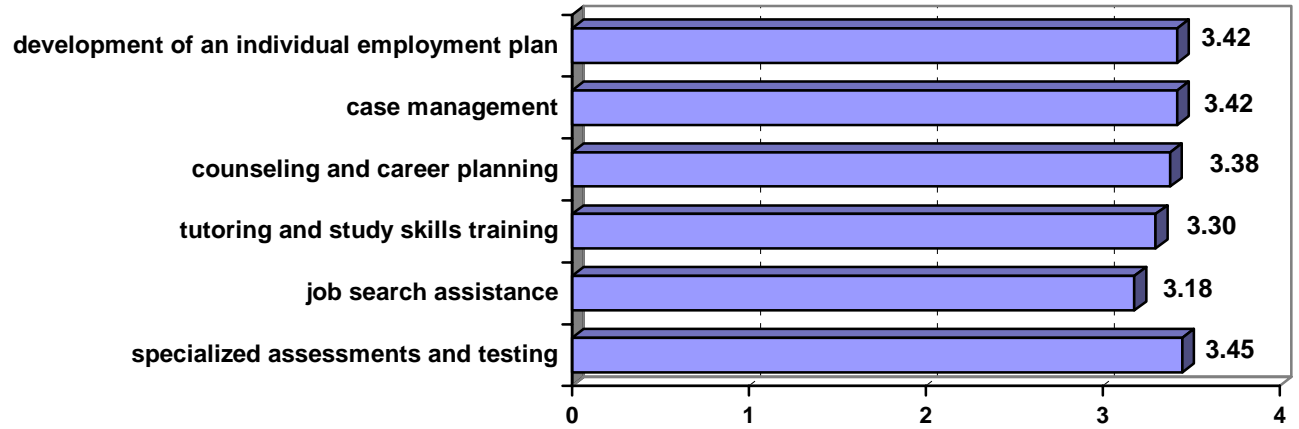


FIGURE 14: AVERAGE HELPFULNESS RATINGS FOR SPECIFIC SERVICES

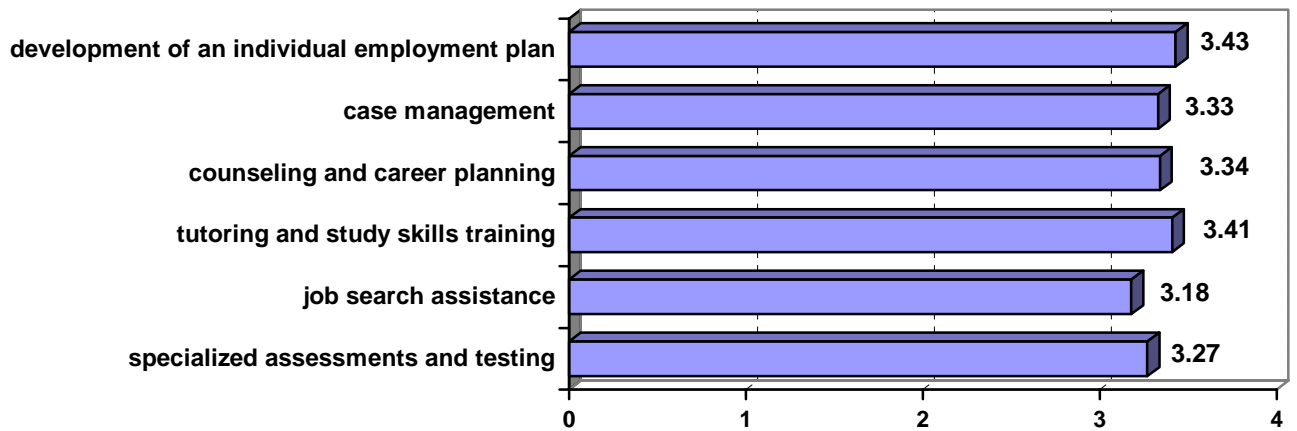


Table 7 presents the means for the satisfaction ratings of the same service types listed above broken down by WIB. As stated above, these mean satisfaction ratings are provided on a 0 to 4 scale, where 0 implies ‘F’ and 4 implies ‘A’.

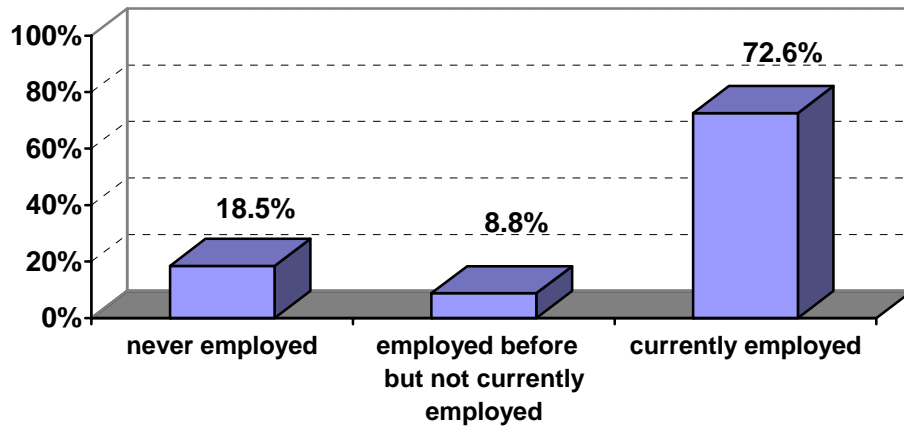
TABLE 7: MEANS FOR SATISFACTION WITH SERVICE QUESTIONS BY WIB

WIB	Employment Plan Quality	Employment Plan Helpfulness	Case Management Quality	Case Management Helpfulness	Counseling Quality	Counseling Helpfulness
1	3.70	3.83	4.00	4.00	4.00	4.00
2	3.54	3.25	3.24	3.15	3.31	3.24
3	3.29	3.39	3.47	3.49	3.44	3.44
4	3.25	2.75	-	-	2.60	2.80
5	3.27	3.32	-	-	3.32	3.20
6	3.42	3.58	-	-	-	-
7	3.46	3.44	3.71	3.64	3.48	3.43
8	3.92	3.92	3.92	3.92	3.29	3.38
9	3.09	3.11	2.89	2.69	3.33	3.00
10	3.38	3.33	4.00	4.00	3.09	3.00
11	4.00	4.00	-	-	3.29	3.00
12	3.50	3.00	4.00	4.00	3.52	3.35
13	3.25	3.75	3.50	3.50	3.50	4.00
14	3.47	3.69	3.92	3.85	3.14	3.14
15	3.29	3.43	3.82	3.82	3.50	3.75
16	3.47	3.47	3.86	3.79	3.46	3.31
17	-	-	3.35	3.29	4.00	4.00
18	3.43	3.43	-	-	2.70	3.00
19	3.50	3.55	4.00	3.67	3.25	3.44
20	3.00	4.00	3.29	3.19	3.29	3.71
Statewide	3.42	3.43	3.42	3.33	3.38	3.34
WIB	Tutoring Quality	Tutoring Helpfulness	Job Search Quality	Job Search Helpfulness	Assessments Quality	Assessments Helpfulness
1	3.67	3.67	3.77	3.79	3.42	3.33
2	-	-	3.00	2.83	-	-
3	3.20	3.35	3.08	3.17	3.00	2.67
4	3.00	3.17	2.11	2.11	3.00	3.00
5	3.67	3.67	3.00	3.00	-	-
6	3.41	3.52	3.14	3.38	-	-
7	3.36	3.52	3.21	3.17	3.44	3.32
8	3.26	3.53	3.36	3.29	3.38	3.31
9	3.13	3.02	3.17	2.33	3.29	2.86
10	3.50	3.50	3.67	3.67	3.36	3.29
11	3.39	3.44	.	.	4.00	2.00
12	-	-	3.03	3.16	-	-
13	3.50	3.40	2.78	2.80	-	-
14	3.00	3.40	3.60	3.60	3.33	3.17
15	3.33	3.67	3.50	3.25	3.67	3.33
16	3.75	3.75	3.56	3.44	3.58	3.42
17	3.24	3.38	2.91	3.00	3.70	3.10
18	2.00	3.00	2.80	2.67	-	-
19	3.67	3.73	3.20	3.00	3.80	4.00
20	3.21	3.43	2.50	2.75	1.00	1.00
Statewide	3.30	3.41	3.18	3.18	3.45	3.27

Outcome Variables

Finally, participants were asked a set of questions regarding their experiences **after** they exited from the WIA program. The first question measured employment status.

FIGURE 15: EMPLOYMENT STATUS SINCE EXIT FROM WIA



Participants who were employed were then asked a series of questions regarding their satisfaction with their job, and the benefits they received from their jobs.

FIGURE 16: SATISFACTION WITH JOB

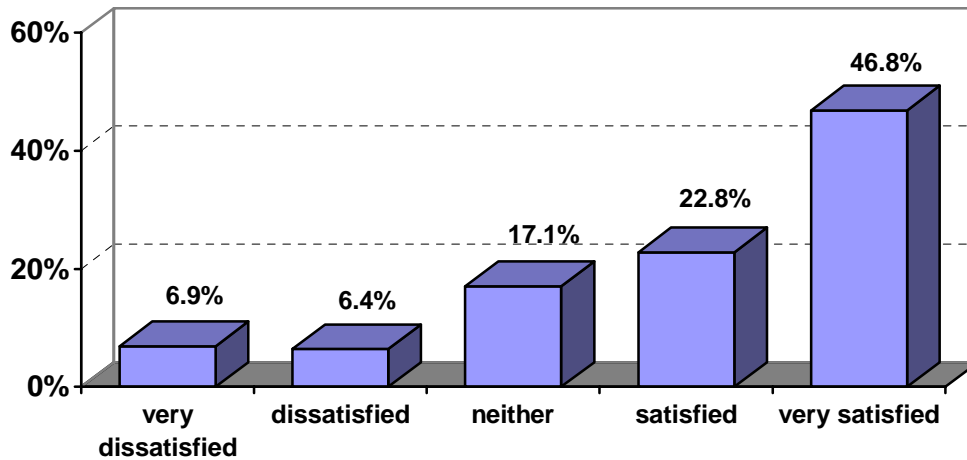
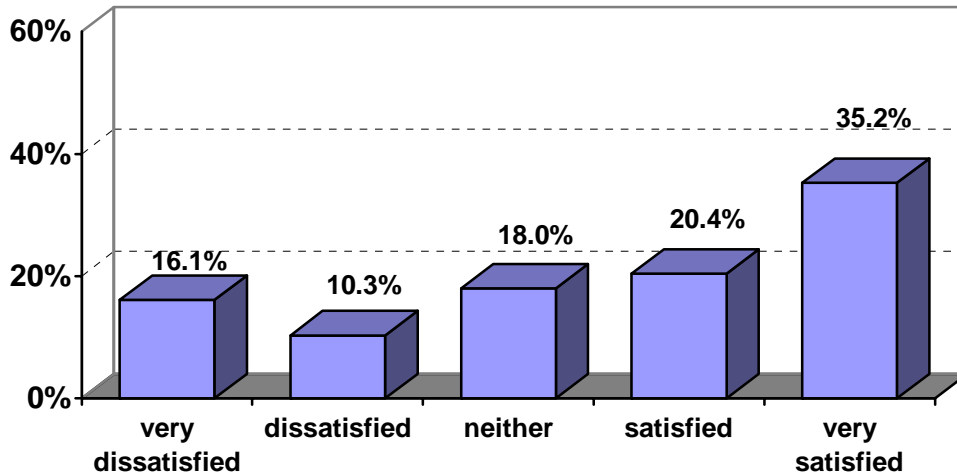
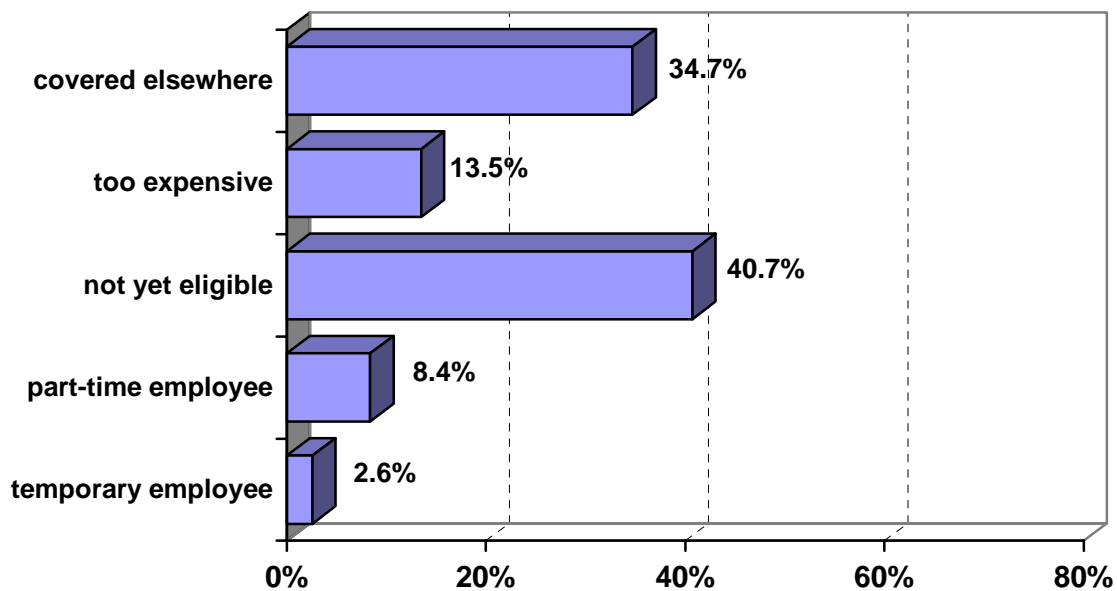


FIGURE 17: SATISFACTION WITH PROMOTION AND ADVANCEMENT PROSPECTS



Although 74% of participants who were employed said their employers made health insurance available to them, only about 51% of this group said they were currently covered under their employers' health insurance plans. The most common reason for not being covered was that participants have not been with their employers long enough to be eligible for coverage.

FIGURE 18: REASON FOR NOT BEING COVERED BY EMPLOYERS HEALTH INSURANCE



Two questions were used to measure participant's relative improvement in economic well-being. Participants were asked if they were better or worse off in terms of their job situation, and their household income.

FIGURE 19: RELATIVE IMPROVEMENT IN EMPLOYMENT OR JOB SITUATION

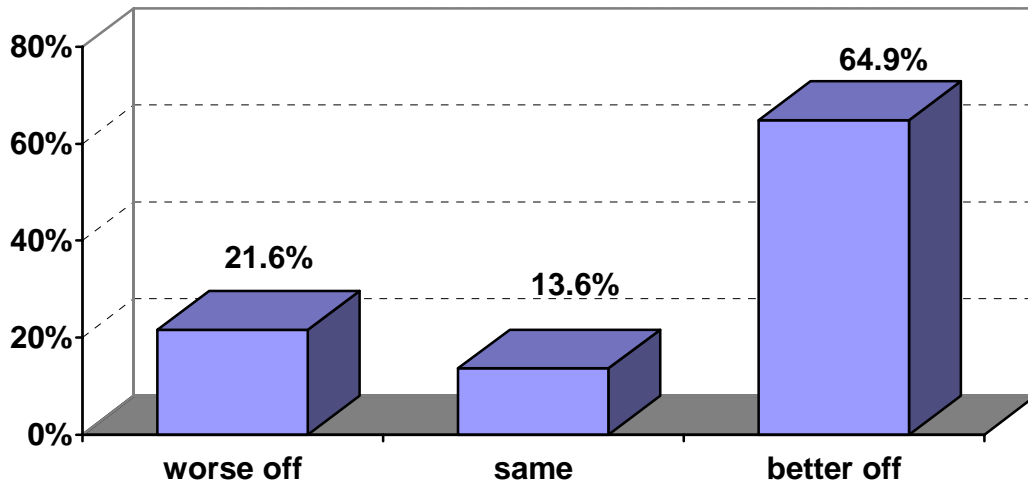
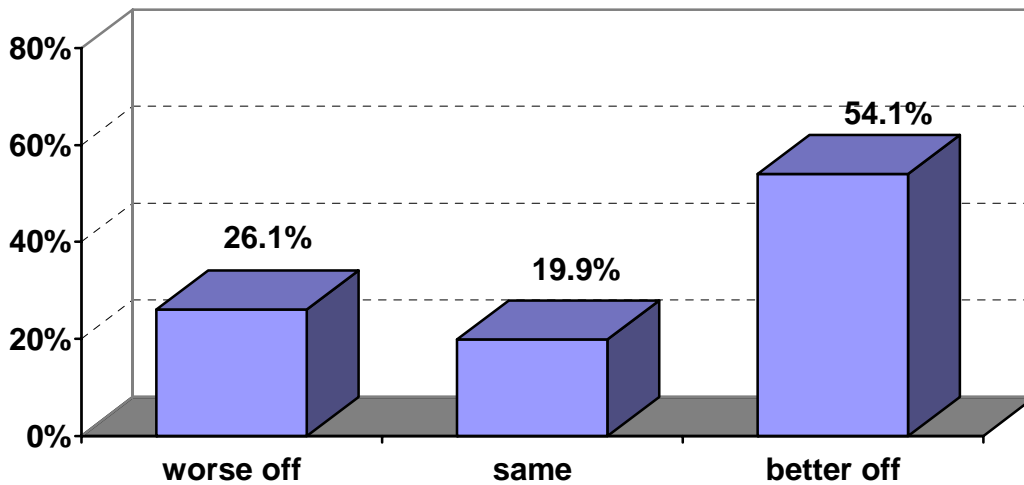


FIGURE 20: RELATIVE IMPROVEMENT IN HOUSEHOLD INCOME



Finally, participants were asked whether they would recommend the WIA program to friends or family who needed similar training or services. The distribution of responses to this item is rather positive, with over 91% of participants saying that it was likely they would recommend WIA to someone else.

FIGURE 21: LIKELIHOOD OF RECOMMENDING WIA TO FRIEND OR RELATIVE

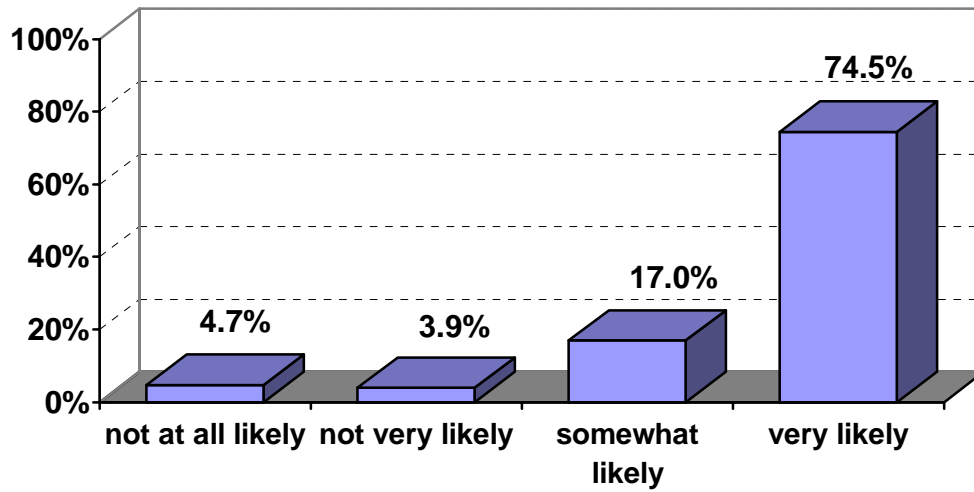


Table 8 presents the mean scores for the outcome questions above. The mean scores for the first two questions rating job satisfaction were provided on a scale of 1 to 5, where 1 implied “very dissatisfied” and 5 implied “very satisfied.” The mean scores for the third and fourth questions were provided on a 1 to 3 scale, where 1 implied “worse off” and 3 implied “better off.” The question addressing how likely respondents were to recommend the program to others was based on a scale of 1 to 4, where 1 implied “not at all likely” and 4 implied “very likely.”

TABLE 8: MEANS FOR OUTCOME VARIABLE QUESTIONS BY WIB

WIB	Satisfaction with last or current job	Satisfaction with potential for advancement	Current job better off than last job before program	Combined family income better off than before program	Recommend program to family or friend
1	4.28	3.71	2.64	2.50	3.86
2	3.78	3.43	2.12	1.98	3.61
3	3.78	3.53	2.62	2.44	3.60
4	3.86	3.17	2.43	2.38	3.53
5	4.13	3.62	2.46	2.25	3.49
6	4.19	3.64	2.46	2.39	3.66
7	4.05	3.54	2.47	2.30	3.67
8	4.11	3.57	2.64	2.34	3.57
9	3.57	3.07	2.09	1.98	3.27
10	3.92	3.55	2.61	2.34	3.64
11	3.53	3.14	2.33	2.23	3.33
12	3.94	3.55	2.35	2.14	3.77
13	3.86	3.66	2.57	2.41	3.35
14	4.19	3.58	2.65	2.39	3.77
15	4.19	3.85	2.70	2.51	3.80
16	4.04	3.56	2.65	2.61	3.88
17	3.99	3.62	2.45	2.37	3.69
18	3.51	3.05	2.18	1.95	3.32
19	4.28	3.77	2.58	2.53	3.75
20	3.79	3.28	2.26	2.13	3.53
Statewide Mean	3.96	3.48	2.43	2.28	3.61

Summary

WIA participants’ ratings of customer satisfaction met and exceeded the performance standards specified by the Ohio WIA Bureau for Program Year 2004. Evaluations of local WIA organizations and case managers were generally positive, as were ratings of specific training programs and services. Over half of the participants reported that they were better off in terms of their job satisfaction and household income, compared to their economic situation before they participated in WIA programs.