

# Local Investments in Workforce Development: 2011 Evaluation Update



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April 2011



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***Submitted to:***

Travis County Health and Human Services Department

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This report was prepared with funds provided through a grant and cooperative agreement from the Travis County Health and Human Services Department to the Ray Marshall Center for the Study of Human Resources at the University of Texas at Austin. The views expressed here are those of the authors and do not represent the positions of the funding agency or The University.

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# Introduction

## Background

Since 2006, the Ray Marshall Center for the Study of Human Resources at The University of Texas at Austin has conducted an evaluation of locally-funded workforce development services in Travis County, Texas. Seven local non-profit organizations receive annual funding to provide workforce development services to disadvantaged county residents; these organizations also receive funding from the City of Austin to provide similar services to disadvantaged City residents<sup>1</sup>. Services range from adult basic education to short- and long-term occupational skills training; often participants receive job search assistance, and some organizations provide wrap-around services to support participant success. The seven providers and their programs are described briefly below and more fully in the next chapter.

- ***Austin Academy*** provides training in computer skills and workplace competencies, GED preparation, and job search assistance to disadvantaged County residents. Participants often complete more than one program. A case manager works with each participant to identify and overcome potential barriers to success, such as child care, transportation, housing, or life skills issues. More information is available at: <http://www.austinacademy.org/>
- ***Austin Area Urban League*** provides training in basic office and workplace competency/job readiness skills; basic through advanced computer literacy classes; and GED preparation to disadvantaged County residents. More information is available at: <http://www.aaul.org/>
- ***American YouthWorks*** trains youth (ages 17-24) in two jobs programs built around the service-learning model, Casa Verde Builders and the Environmental Corps. These programs build students' academic and occupational skills through community service projects. More information is available at: <http://www.americanyouthworks.org/>
- ***Construction Gateway*** prepares individuals, primarily ex-offenders, for entry-level work in construction through a five-week, full-time program. Participants work with program staff to develop functional resumes and practice responding to questions about their criminal background during

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<sup>1</sup> The first report in this series was funded by the City of Austin.

mock interviews. More information is available at:  
<http://www.skillpointalliance.org/>

- **Crime Prevention Institute** provides pre- and post-release services, including one-on-one case management, training, and access to community resources, to individuals transitioning back into the community from incarceration in the state jail system's Travis County Unit. More information is available at: <http://www.cpiaustin.org/>
- **Capital IDEA** provides long-term training services to lift disadvantaged residents out of poverty and into family-sustaining occupations, predominantly nursing and allied health. Capital IDEA also provides wrap-around support services, case management, and a peer support network. More information is available at: <http://www.capitalidea.org/>
- **Goodwill Industries of Central Texas** assists individuals in overcoming employment barriers, such as physical and mental disabilities, homelessness, and criminal history, and connecting them with job opportunities. More information is available at: <http://www.austingoodwill.org/>

Outcomes for participants from 2001-2006 were documented in the first evaluation report series (Smith et al., 2007, 2008, 2010), including employment and earnings, as well as eligibility for and receipt of Unemployment Insurance (UI) benefits. In addition, researchers conducted a quasi-experimental impacts analysis to identify how participants fared in the labor market in relation to a matched comparison group of individuals receiving low-intensity job search and job placement assistance through local One-Stop Career Centers. This report provides a final summary of the first evaluation series, presenting outcomes and impacts for the 2001 -2006 participants<sup>2</sup>.

Starting with this report, the second evaluation series will examine a new cohort of participants from each of the workforce services providers: individuals who began a program in calendar year 2007 or 2008. Their outcomes and impacts (as feasible) will be analyzed across several research cycles moving forward.

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<sup>2</sup> Participants' start dates are generally from 2003 to 2006; individual providers may have included participants as early as 2001 or cutoff the cohort with the 2005 group.

## Evaluation Approach

The first evaluation series documented 2001-2006 participants' labor market outcomes and analyzed the labor market impacts of participation in workforce program services. The *outcomes evaluation* examines the share of participants in employment; average quarterly earnings of the employed; and participants' eligibility/claim for UI benefits. The analysis includes outcomes at points in time (two, six, ten, and fourteen quarters after leaving program services) and over all post-service quarters through March 2010 using Texas UI wage and claim records (through September 2010).

The *quasi-experimental impact analysis* seeks to gauge the "value-added" from workforce program participation by comparing labor market outcomes for participants with those of a matched comparison group. Comparison group members were drawn from The Workforce Information System of Texas (TWIST) records and include Travis County residents who registered for employment with the state's *WorkinTexas* program or who received job search services at local Workforce Solutions Career Centers. Quasi-experimental approaches tend to work well when participants for whom comparison groups are created have sufficient prior employment and earnings histories and when data are available on a sufficient number of variables with which to perform the match. Youth and ex-offenders are problematical in this regard precisely because their prior employment and earnings histories are either lacking or difficult to determine with any real confidence. Ex-offenders present an additional problem since offender status is generally lacking for comparison group members. The report presents quasi-experimental impacts only for groups/providers for which adequate matching could be performed. Net effects and adjusted net effects are included in the impact estimates; adjusted net effects have been modified to account for unmeasured socioeconomic and other differences not already controlled in the matching process. More information on the matching process and the quality of comparison groups is provided in Appendix A.

Two caveats should be noted about the data used for the evaluation. Incomplete participant records resulted in a number of individuals being dropped from the analysis. Labor market outcomes data were obtained from Texas UI wage and claim records. Employment in certain industries which rely heavily on self-employed



workers or independent contractors, such as construction and trucking, is a recognized gap in the coverage of the UI program (see Stevens, 2007). Researchers therefore acknowledge that employment and earnings outcomes reported here for some programs (e.g., Construction Gateway) likely undercount the actual labor market outcomes of participants.

## **Report Organization**

This report is organized into five sections including this Introduction. The second section presents final outcome and impact findings for the first evaluation series (2001-2006 participants). The next section introduces the new evaluation series, participants from 2007 and 2008, and provides labor market outcomes to date. The fourth section details findings on the only long-term training program in the evaluation, Capital IDEA. The final section summarizes findings to date from the evaluation of locally-funded workforce development services, and outlines next steps for the research. Two appendices complete the report: Appendix A details the quasi-experimental impact evaluation process; Appendix B provides detailed outcome tables by workforce service provider.

## **Final Update on Results for the 2001-2006 Cohorts**

This chapter presents the final research findings for individuals who participated in six locally funded, short-term workforce programs through 2006. The outcomes and impacts associated with each individual provider are detailed within separate sections below.

Labor market outcomes for the identified cohorts in each of the six programs are examined through the first quarter of 2010, while UI claims are examined through September 2010. The available data allow outcomes for each cohort to be tracked through at least fourteen quarters (3.5 years) post-service, a significant timeframe that includes the recent economic recession and beginning of the recovery. Outcomes in focus include: (1) employment; (2) earnings of those who were employed (i.e., conditional earnings)<sup>3</sup>; (3) UI benefit eligibility; and (4) UI receipt. Eligibility for UI benefits is based on length of employment, earnings levels, and reason for separation, among other factors. An individual must have sufficient earnings in UI-covered employment in at least two of the four quarters prior to separation to qualify for UI benefits – known as monetary eligibility. This measure also provides an indication of an individual's employment stability. The second UI measure looks at an individual's use of UI benefits, an important financial safety net in the event of job loss.

Also included for select workforce service providers are findings from the quasi-experimental impacts analysis. Impacts of participation in a local workforce program are compared with impacts of basic job search services available through local One-Stop Career Centers. The analysis examines impacts across the four outcome measures described above. The data presented in the chapter are summarized across all cohorts; annual cohorts are detailed in Appendix B.

### **American YouthWorks**

As described above, American YouthWorks (AYW) provides job training, education, and other services to disadvantaged youth through a service-learning model.

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<sup>3</sup> All dollar figures are reported in terms of nominal dollars and have not been adjusted for inflation. Since inflation rates are now quite low (less than 2%), such adjustments are not very important.

Since 1994, **Casa Verde Builders** has trained youth in green construction techniques by building more than 80 energy-efficient homes in East Austin. The **Environmental Corps**, or E-Corps, program involves youth in the construction, restoration, and maintenance of the natural environment, including parks and trails, habitat restoration, and forestry projects.

The program served 619 participants in 2005 and 2006 who are included in the study. The evaluation only documents outcomes for these participants; impacts were not estimated due to the difficulty of constructing an adequate comparison group for youth with limited employment histories. It should also be noted that employment, earnings, and other labor market outcomes may be limited to the degree that these youth were also pursuing subsequent education opportunities.

### ***Outcomes***

Table 1 details the four evaluation outcomes for American YouthWorks' 2005-2006 participants. Employment in the 14<sup>th</sup> quarter following program participation (3.5 years later) dropped slightly to 47.3% from 54.4% four quarters earlier. In all quarters following program participation, however, a little more than half (52%) of AYW participants were employed. This represents a significant increase from the 27.3% who were employed in the four quarters prior to starting the AYW program. Employed participants experienced strong earnings growth following their participation in the program. In the year prior to entry, participants earned an average of \$1,515 per quarter. By the end of the 14<sup>th</sup> quarter after leaving the program (3.5 years), employed participants were earning an average of \$3,720 per quarter – an increase of 146%.

Given their youth and limited employment history, few AYW participants were expected to have been monetarily eligible (i.e., qualified) for UI benefits prior to their participation in the workforce development program. In fact, only about 10% of AYW participants had sufficient employment and earnings history to qualify for UI benefits prior to participating in the program. By the 14<sup>th</sup> quarter after completing the program, almost 48% of participants had sufficient earning histories to meet the monetary eligibility requirements. No participants had filed an UI claim prior to starting at AYW.

In the 14<sup>th</sup> quarter after service 1.8% of AYW participants filed a UI claim, with 1.1% filing a claim across all post-service quarters.

**Table 1. American YouthWorks' 2005-2006 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>10th Qtr After Service Ends</b>	<b>14th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	27.3%	35.5%	46.2%	55.9%	54.4%	47.3%	52.0%
Average Quarterly Earnings	\$1,515	\$1,507	\$1,834	\$2,691	\$3,390	\$3,720	\$2,905
Qualified for UI Benefits	9.7%	.	.	33.1%	47.2%	47.8%	44.2%
Filed UI Claim	0.0%	0.2%	0.6%	0.3%	1.0%	1.8%	1.1%

Note: A dot indicates no data to report.

### **Austin Academy**

Austin Academy's participants can select from among several training programs, and many participants enroll in more than one. The **GED Preparation** program requires that adults test at the 9<sup>th</sup> grade level or higher in reading and at the 7<sup>th</sup> grade level or higher in math on the Test of Adult Basic Education (TABE). Through the six-week **Computer Literacy** program, participants build basic proficiency in Microsoft Office components, the internet, and email. The **Workplace Competency** program, a ten-week, full-time training, adds business math and communications to the Computer Literacy curriculum.<sup>4</sup> The computer and workplace competency programs require minimum scores at the 5<sup>th</sup> grade level or higher on the reading and math portions of the TABE.

<sup>4</sup> The Workplace Competency and job placement assistance programs have since been combined and reorganized into Austin Academy's current Job Readiness program. More information available at: <http://www.austinacademy.org/services.php>

Participants also access **job placement assistance** to find living-wage employment. Austin Academy provides training in job search strategies, including resume development and interviewing skills. The initial evaluation included 301 Austin Academy participants from 2001 through 2006. This section provides both labor market outcomes and impact estimates for these participants.

### ***Outcomes***

Table 2 presents outcome findings for Austin Academy's 2001-2006 participants. In the 14<sup>th</sup> post-service quarter (3.5 years following participation), about 61% of Austin Academy participants were employed. In the four quarters before starting their training, 52.7% of participants worked in UI-covered employment. For those Austin Academy participants who were employed, earnings in the year prior to starting the program averaged \$3,314 per quarter. In the 14<sup>th</sup> quarter after service, earnings for employed participants averaged \$4,963—an increase of approximately 50% over pre-program earnings.

Prior to starting their training with Austin Academy, less than half (45.5%) of participants met monetary eligibility requirements for UI benefits. Based on their employment and earnings history after finishing the Austin Academy program, more participants (almost 60%) had the potential to access this important safety net in the 14<sup>th</sup> post-service quarter. In the year before starting at Austin Academy, 2.5% of participants filed a claim for UI benefits. Three percent of participants filed a UI claim in the 14<sup>th</sup> post-service quarter, though the average in all post-service quarters was just 1.9%

**Table 2. Austin Academy's 2001-2006 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>10th Qtr After Service Ends</b>	<b>14th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	52.7%	49.8%	63.8%	60.8%	62.8%	61.1%	60.7%
Average Quarterly Earnings	\$3,314	\$2,721	\$3,622	\$4,234	\$4,882	\$4,963	\$4,619
Qualified for UI Benefits	45.5%	.	.	57.5%	56.5%	59.5%	57.6%
Filed UI Claim	2.5%	2.7%	0.7%	1.3%	1.3%	3.0%	1.9%

Note: A dot indicates no data to report.

### ***Impacts***

In order to understand how participants' outcomes compare to other similar individuals who did not participate in the training program, this evaluation includes a quasi-experimental impacts analysis. This analysis is performed by creating a matched comparison group of similar individuals who received job search and placement services through the federally-funded workforce investment system, typically at a Workforce Solutions Career Center in Travis County. More information on the matching process and the quality of comparison groups is provided in Appendix A.

Table 3 details the results of the impact analysis of Austin Academy participation, including both net effects and adjusted net effects (to account for unmeasured differences between the participants and comparison group members.) The discussion of impact estimates will focus on adjusted net effects. For Austin Academy's 2001-2005 participants, two of the four adjusted net effect estimates were statistically significant.<sup>5</sup> Participation in an Austin Academy training program had a

<sup>5</sup> The cohort of 2006 participants is excluded from this analysis because a statistically appropriate matched comparison group could not be established.

positive impact on qualification for UI benefits, increasing potential access to this safety net by 2.5 percentage points. The earnings measure estimate was also statistically significant; however, in this case the comparison group out-performed Austin Academy participants. Employed comparison group members earned an average \$384 *more* each quarter than participants.<sup>6</sup> Impact estimates for the other two measures were not statistically significant.

**Table 3. Quarterly Impacts, Austin Academy Participation (2001-2005)**

Impact Measure	Number of Post-Service Person-Qtrs	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Un-adjusted Net Effect	Adjusted Net Effect
Quarterly Employment	9004	59.7%	61.8%	2.1%	0.7%
Average Quarterly Earnings	5374	\$5,000	\$4,545	\$-455	\$-384**
Qualified for UI Benefits	6974	54.3%	58.8%	4.5%	2.5%*
Filed UI Claim	9816	2.3%	2.2%	(0.1%)	0.4%

Note: \*=significant at  $p < .05$ ; \*\*=significant at  $p < .01$

In Figure 1, earnings impacts are averaged across all participants, whether or not they were employed (i.e., unconditional earnings). This summary measure captures the impact over time of participation in the Austin Academy program. Austin Academy’s 2001-2005 participants tracked very closely with the comparison group during the eight pre-program quarters. Through 26 post-program quarters (6.5 years),

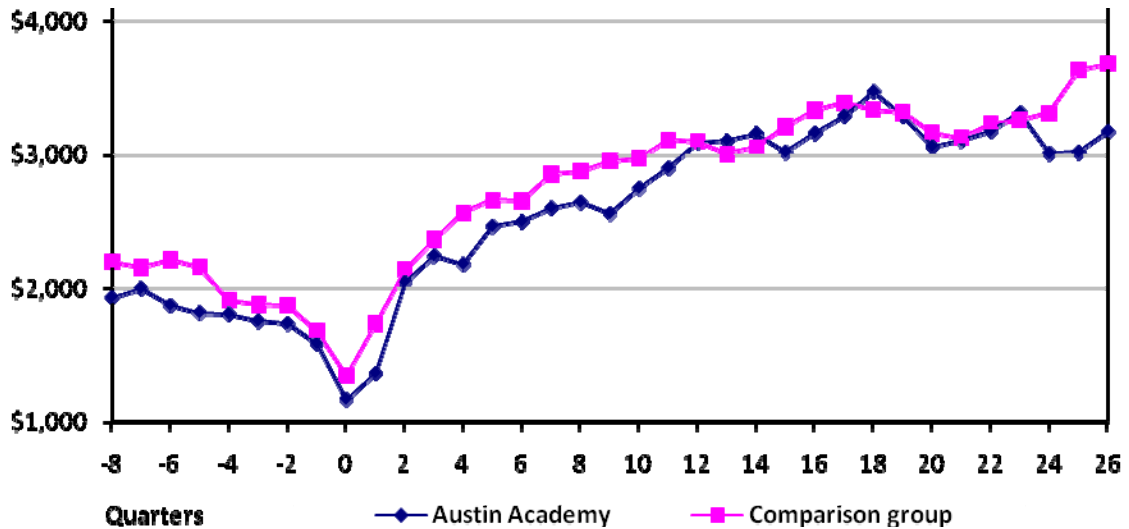
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<sup>6</sup> This is not to say that participants lost money: participants’ earnings growth was still strong relative to their pre-service earnings, as evidenced in

Table 2.

earnings for the Austin Academy participants fluctuated – sometimes participants performed better than the comparison group and sometimes they lagged. In the latest three quarters, participants again show an advantage.

**Figure 1. Austin Academy versus Comparison Group Earnings Over Time<sup>7</sup>**



### **Austin Area Urban League (AAUL)**

The Austin Area Urban League (AAUL) provides services similar to those at Austin Academy: GED preparation, computer skills and office administration training, and workplace competencies. The **Essential Office Skills/Workplace Literacy** program includes a focus on basic business and software skills, including business math and communications, office technologies, and workplace expectations. The program includes guest lectures by local employers, site visits to employers, mock interviews, and job placement assistance. The **Evening Computer Training** program is a six-week,

<sup>7</sup> In this figure and the ones that follow, the zero quarter is the quarter that participants entered the workforce training program. Participants in some programs enter and leave within a single quarter, while others – such as Capital IDEA participants – may be in the program for multiple quarters.



Microsoft Office course offered at three levels: introduction, intermediate, and advanced. Participants build skills in Word, Access, PowerPoint, and Excel. Computer classes are also offered on days and weekends. AAUL's **GED Preparation** program offers open entry/exit to individuals studying language arts, mathematics, science, and social studies in advance of the exam. The first evaluation series followed 334 participants from AAUL's 2004-2006 programs.

### ***Outcomes***

Austin Area Urban League's participant outcomes are detailed in Table 4. In the year prior to their participation in an AAUL workforce development program, approximately one-half of individuals were employed. Employment peaked in the second quarter (6 months) after service at 67.4% of participants. In the 14<sup>th</sup> quarter after service (3.5 years later) approximately 56% of AAUL participants were engaged in UI-covered employment. Prior to starting an AAUL program, employed individuals earned an average \$3,447 per quarter. Earnings for employed AAUL participants rose to an average \$5,461 in the 14<sup>th</sup> quarter after completing the program, an increase of approximately 58% over pre-program earnings.

Austin Area Urban League participants increased their ability to access UI benefits in the event of a layoff. In all quarters after service 57.2% had sufficient employment and earnings histories to meet monetary eligibility requirements for UI, compared with only 37% in the pre-service period. Additional evidence of employment stability for AAUL participants is the decline in UI claim filing. In the four quarters before service, 4.3% of participants had filed a UI claim, about the same share that filed a claim in the 6<sup>th</sup> quarter after leaving AAUL. In all post-service quarters, that share dropped to 2.6%.

**Table 4. Austin Area Urban League's 2004-2006 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>10th Qtr After Service Ends</b>	<b>14th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	49.1%	60.8%	67.4%	65.0%	59.9%	55.8%	61.3%
Average Quarterly Earnings	\$3,447	\$2,202	\$3,460	\$4,649	\$4,911	\$5,461	\$4,667
Qualified for UI Benefits	36.9%	.	.	58.7%	59.3%	54.1%	57.2%
Filed UI Claim	4.3%	6.0%	1.8%	4.5%	3.0%	3.4%	2.6%

Note: A dot indicates no data to report.

### ***Impacts***

The evaluation also includes an impacts analysis comparing AAUL 2004-2005 participant outcomes with the outcomes of individuals who received basic job search services through a local One-Stop Career Center.<sup>8</sup> The analysis presented in Table 5 shows that participation in an AAUL training program had a statistically significant impact on three of the four outcome measures. AAUL participants filed fewer claims for UI benefits (2.7 percentage points lower) than did the comparison group. For employed participants, however, the impact on average quarterly earnings was negative: employed comparison members made, on average, \$797 *more* than AAUL participants per quarter.<sup>9</sup> In addition, fewer participants than comparison group members (5.4 percentage points lower) met the monetary eligibility requirements for UI benefits.

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<sup>8</sup> The 2006 cohort is excluded from the impacts analysis as an appropriate comparison group could not be established.

<sup>9</sup> It should be noted that participants did not *lose* earnings; participant outcomes in Table 4 still demonstrate strong earnings gains.

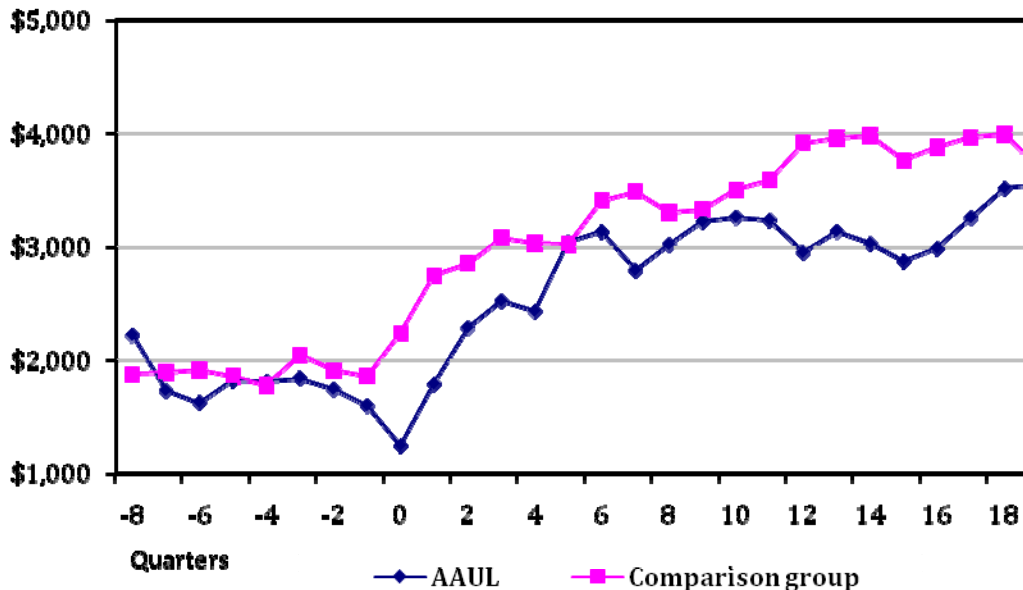
**Table 5. Quarterly Impacts, AAUL Participation (2004-2005)**

<b>Impact Measure</b>	<b>Number of Post-Service Person-Qtrs</b>	<b>All Qtrs Post-Service: Comparison Group</b>	<b>All Qtrs Post-Service: Treatment Group</b>	<b>Un-adjusted Net Effect</b>	<b>Adjusted Net Effect</b>
Quarterly Employment	2591	63.4%	63.0%	(0.3%)	(1.4%)
Average Quarterly Earnings	1870	\$5,619	\$4,608	-\$1,011	-\$797**
Qualified for UI Benefits	2166	59.6%	56.9%	(2.7%)	(5.4%)**
Filed UI Claim	3265	3.2%	1.9%	(1.3%)	(2.7%)**

Note: \*\*=significant at p<.01

Figure 2 presents the impact of AAUL participation on unconditional earnings. The analysis shows that AAUL 2004-2005 participants' earnings fluctuated around comparison group levels in the pre-service quarters. Participants had consistently lower earnings than comparison group members in 19 quarters (4.75 years) after completing the program; equaling their earnings only once.

**Figure 2. AAUL Versus Comparison Group Earnings Over Time**



### Construction Gateway

The Construction Gateway program helps participants, primarily ex-offenders, build general **construction worksite skills** and earn **OSHA certifications**. It should be noted that a significant share of construction workers are self-employed or independent contractors and are therefore not reported to the UI wage record system that forms the basis of the labor market outcomes data for this evaluation. Outcomes detailed below likely under-estimate actual employment and earnings of participants.

### Outcomes

The evaluation follows outcomes for 329 Construction Gateway participants from the 2002-2006 cohorts (Table 6). Almost half of participants were working in UI-covered employment (49.2%), earning an average of \$5,299, in the 14<sup>th</sup> quarter (3.5 years) after completing the program. These results are mixed – a year earlier, UI-covered employment was higher but average earnings were lower. Approximately 46% of participants met the monetary eligibility requirements for UI benefits and 2.4% filed a UI claim in the 14<sup>th</sup> post-service quarter.

**Table 6. Construction Gateway’s 2002–2006 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>10th Qtr After Service Ends</b>	<b>14th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	33.5%	38.9%	55.9%	50.2%	52.9%	49.2%	50.7%
Average Quarterly Earnings	\$4,577	\$1,952	\$3,140	\$4,072	\$4,747	\$5,299	\$4,729
Qualified for UI Benefits	25.4%	.	.	48.6%	45.3%	46.2%	44.4%
Filed UI Claim	2.9%	2.7%	0.6%	0.9%	1.2%	2.4%	1.9%

Note: A dot indicates no data to report.

***Impacts***

The impacts analysis compared labor market outcomes for 2002-2005 Construction Gateway participants with those of a matched comparison group who received basic job search services at a local One-Stop Career Center.<sup>10</sup> Participation in Construction Gateway had a statistically significant, but negative, impact on two measures: average quarterly earnings and qualification for UI benefits in the event of a job loss (Table 6). Quarterly earnings for Construction Gateway participants in UI-covered employment averaged \$655 *less* than the quarterly earnings of comparison group members. Given the nature of the training and targeted employment in an industry with low UI coverage, it is not unreasonable that more comparison group members met the monetary eligibility requirements for UI benefits. Impacts on the other two outcome measures were not statistically significant.

<sup>10</sup> The 2006 cohort is not included in this analysis because a statistically-appropriate matched comparison group could not be established.

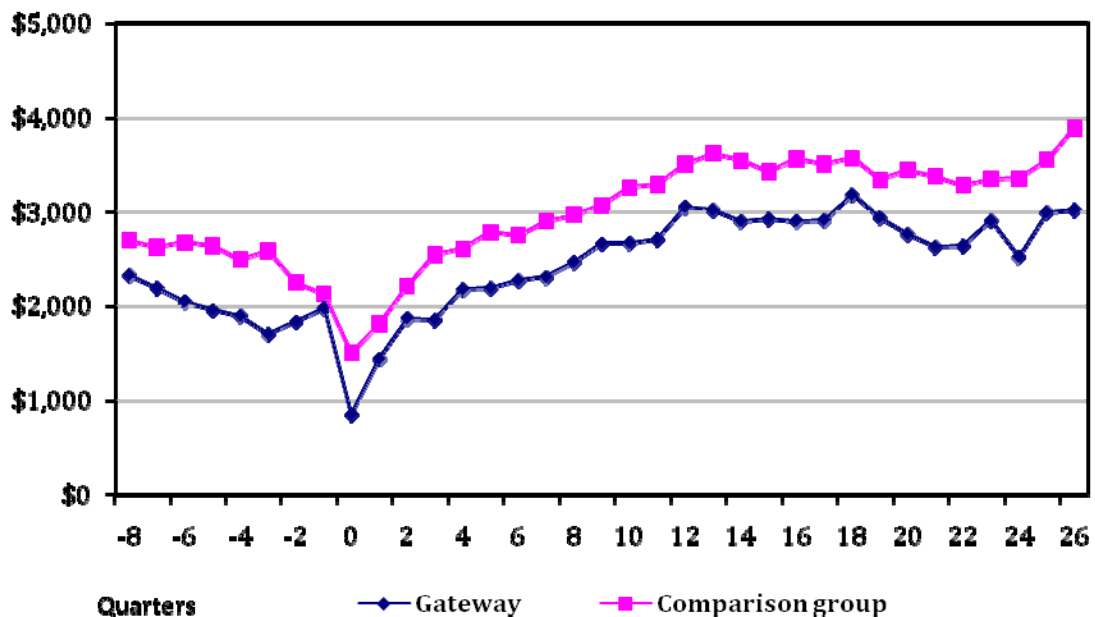
**Table 7. Quarterly Impacts, Construction Gateway Participation (2002-2005)**

Impact Measure	Number of Post-Service Person-Qtrs	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Un-adjusted Net Effect	Adjusted Net Effect
Quarterly Employment	8892	48.8%	50.8%	2.1%	(0.1%)
Average Quarterly Earnings	4335	\$6,136	\$4,970	-\$1,166	-\$655**
Qualified for UI Benefits	6917	45.0%	44.7%	(0.3%)	(2.1%)*
Filed UI Claim	9682	1.7%	2.1%	0.4%	0.3%

Note: \*=significant at p<.05; \*\*=significant at p<.01

Figure 3 below presents a summary measure of the impact of Construction Gateway participation over time, unconditional earnings (i.e., earnings across all participants whether or not employed). While earnings for Construction Gateway participants consistently lag those of the comparison group in both the pre- and post-service periods, the trajectories are very similar.

**Figure 3. Construction Gateway Versus Comparison Group Earnings Over Time**



## **Crime Prevention Institute**

Crime Prevention Institute (CPI) works with offenders pre- and post-release to support their transition back to the community. The **Targeted Project Re-Enterprise** helps individuals get and stay employed. Additional supports include transportation assistance, clothing, hygiene and work supplies, and job placement assistance. Participants who stay employed for 90 days earn a \$200 employment bonus, in addition to smaller incentive bonuses for 30 and 60 days retention. The outcomes evaluation series followed 218 participants from CPI's 2004-2006 cohorts. The program is not included in the impacts analysis because a statistically appropriate matched comparison group could not be established.

### ***Outcomes***

The latest UI data presented in Table 8 show declines across three of the four outcomes evaluation measures in the 14<sup>th</sup> post-participation quarter (3.5 years later). Employment in UI-covered jobs dropped to 26.8% for CPI participants, continuing the downward trend that began once individuals completed services. Looking across all evaluation quarters, employment was highest during the last quarter of program service. This may be due in part to the extra incentive participants had to work that quarter: CPI's 30-, 60-, and 90-day employment bonuses. Earnings, which were an average \$3,736 in the 10<sup>th</sup> quarter after service, dropped to an average \$2,976 in the 14<sup>th</sup> post-service quarter. There was a slight uptick in UI claims filed (2.2% in the 14<sup>th</sup> quarter) as well as the percentage of participants who qualified for UI benefits based on their employment and earnings histories (26.3%).

**Table 8. Crime Prevention Institute’s 2004-2006 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>10th Qtr After Service Ends</b>	<b>14th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	18.1%	49.1%	39.9%	34.4%	33.0%	26.8%	32.8%
Average Quarterly Earnings	\$1,995	\$2,087	\$2,374	\$3,299	\$3,736	\$2,976	\$3,145
Qualified for UI Benefits	19.8%	.	.	27.5%	25.7%	26.3%	25.7%
Filed UI Claim	0.7%	0.5%	0.9%	1.4%	1.4%	2.2%	1.5%

Note: A dot indicates no data to report.

### **Goodwill**

The evaluation followed 437 Goodwill participants from the 2003-2006 **Ready-to-Work** program. This program works with individuals who have significant barriers to employment such as disability or homelessness. Goodwill primarily uses County funds to provide services to individuals with a criminal background. Program components include job readiness/job search skills, basic computer training, and job placement/ retention assistance.

### **Outcomes**

Goodwill participants’ outcomes on the four evaluation measures were mixed in the 14<sup>th</sup> post-service quarter (Table 9). Employment rates dropped to 64.2% of participants, from a high of 73% employed in the 6<sup>th</sup> quarter after finishing Goodwill services. The percent of participants who met monetary eligibility requirements for UI benefits dropped to 64.4%, while there was an increase in claims filed to 4.8%. Earnings were positive, however, with employed participants earning an average \$5,557 in the 14<sup>th</sup> post-service quarter (3.5 years later), an earnings gain of almost 47% over the pre-program period.



**Table 9. Goodwill's 2003-2006 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>10th Qtr After Service Ends</b>	<b>14th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	58.1%	68.2%	72.5%	73.0%	67.0%	64.2%	66.3%
Average Quarterly Earnings	\$3,792	\$2,883	\$4,077	\$4,678	\$5,306	\$5,557	\$5,120
Qualified for UI Benefits	54.1%	.	.	66.8%	66.6%	64.4%	63.7%
Filed UI Claim	6.9%	6.4%	1.6%	2.1%	3.7%	4.8%	3.4%

Note: A dot indicates no data to report.

***Impacts***

The impacts analysis compared outcomes for 2003-2006 Goodwill participants with those of a matched comparison group who received job search assistance or other basic workforce services at a local Career Center. Goodwill participation had a statistically significant impact on three of the four evaluation measures, two of them positive (Table 10). Goodwill participation resulted in a 7 percentage point increase in quarterly employment and a 7.4 percentage point increase in monetary eligibility for UI benefits over the comparison group. Employed comparison group members, however, out-earned employed Goodwill participants by an average of \$240 per quarter over the entire post-service period.<sup>11</sup> There was no statistically significant difference in UI claims filed between the two groups.

<sup>11</sup> Goodwill participants earned less than the comparison group but did not lose money from program participation. See Table 9 and Figure 4 for more on earnings growth.

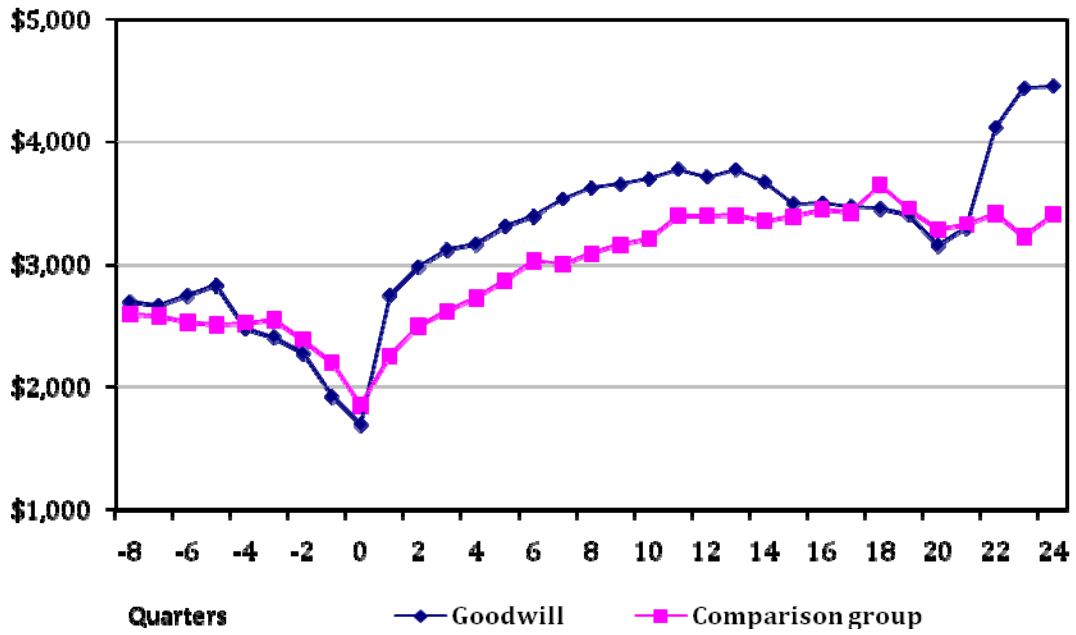
**Table 10. Quarterly Impact, Goodwill Participation (2003-2006)**

<b>Impact Measure</b>	<b>Number of Post-Service Person-Qtrs</b>	<b>All Qtrs Post-Service: Comparison Group</b>	<b>All Qtrs Post-Service: Treatment Group</b>	<b>Un-adjusted Net Effect</b>	<b>Adjusted Net Effect</b>
Quarterly Employment	16826	59.7%	66.4%	6.7%	7.0%**
Average Quarterly Earnings	10046	\$5,224	\$5,122	\$-102	\$-240**
Qualified for UI Benefits	12426	56.1%	63.7%	7.6%	7.4%**
Filed UI Claim	18586	3.6%	3.4%	(0.1%)	0.2%

Note: \*\*=significant at  $p < .01$

Figure 4 presents a summary of earnings over time regardless of employment (i.e., unconditional earnings), which gives another perspective on the combined impacts of program participation. Goodwill participants and the comparison group exhibit very similar earnings trajectories in the eight quarters prior to entering a workforce service or Goodwill program. In the first fourteen quarters (3.5 years) following program entry, Goodwill participants had greater earnings than the comparison group. Over the next seven quarters (1.75 years), participants' earnings fluctuated closely around those of the comparison group. Participants show a surge of earnings in the three most recent quarters. In the latest quarter for which data are available, 24 quarters after program entry or 6 years later, participants' unconditional earnings are about \$1,000 more than those of comparison group members.

Figure 4. Goodwill Versus Comparison Group Earnings Over Time



## **Introduction to the Evaluation of 2007-2008 Participants**

The evaluation of local workforce services will move forward from this report with a new evaluation series focused on 2007-2008 participants from each of the six short-term workforce services providers detailed in the previous chapter. The decision to move to a more recent set of participants stems in part from the nature of the workforce services provided by these programs. Workforce services offered by these providers are predominantly low-intensity job search and other assistance combined with short-term basic skills training for entry-level occupations and case management services (e.g., Goodwill). These types of programs, as intended, generally have the greatest impact on labor market outcomes in the quarters immediately following participation. Thus, continuing to report on outcomes and impacts many years following participation is less meaningful.

This chapter provides a brief introduction to the new cohorts from each provider and their associated workforce training programs. The outcomes evaluation will continue to track four measures:

1. Quarterly employment
2. Average quarterly earnings of those employed (i.e., conditional earnings)
3. Qualified for UI benefits (e.g., monetary eligibility based on employment and earnings history)
4. Filed a UI claim

Early labor market outcomes at the 2<sup>nd</sup> and 6<sup>th</sup> quarter after leaving program services are detailed, as well as summarized in the “all quarters after service” average through March 2010; UI claims data are presented through September 2010. Future reports will include quasi-experimental impacts based on matched comparison groups, similar to the process used to estimate impacts for the earlier cohorts described in the previous chapter.

## **American YouthWorks**

The new evaluation series includes 81 participants from American YouthWorks' 2007-2008 cohorts. The youth were served by two programs: 33 trained in **Casa Verde Builders**, and 48 joined the **Environmental Corps** (E-Corps) program. Seventeen participants were in adjudication or had other involvement with the criminal justice system. Thirty-eight AYW participants held a high school diploma at program entry; nineteen earned a diploma after starting at AYW. Program records also document that thirteen participants went on to further education and training after leaving Casa Verde Builders or the E-Corps.

Table 11 provides early labor market outcomes for 2007-2008 AYW participants at the 2<sup>nd</sup> and 6<sup>th</sup> quarter post-service (0.5 and 1.5 years after leaving training). The final column in the table averages outcomes over all post-service quarters through the first quarter of 2010. In the four quarters prior to beginning an AYW program, about 25% of participants worked in UI-covered employment. Substantially more participants were employed at the 6<sup>th</sup> quarter post-service (41%). Earnings also demonstrate growth, with employed participants earning about \$1,100 more in the 6<sup>th</sup> quarter after service than in the year prior to enrolling. The share of individuals who qualified for UI benefits based on their employment and earnings history almost doubled from the pre-service to the post-service period, averaging 28.4%. There was an uptick in UI claims filed in the sixth quarter after service to 3.3%, though claims filed in all post-program quarters averaged less than one percent.

**Table 11. American YouthWorks' 2007-2008 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	24.7%	14.8%	39.5%	41.0%	40.6%
Average Quarterly Earnings	\$1,647	\$2,037	\$2,199	\$2,763	\$2,939
Qualified for UI Benefits	14.8%	.	.	27.9%	28.4%
Filed UI Claim	0.3%	0.0%	0.0%	3.3%	0.9%

Note: A dot indicates no data to report.

### **Austin Academy**

The new evaluation series includes 115 Austin Academy participants, 53 in the 2007 cohort, and 62 in the 2008 cohort. The average age of participants in the cohorts was 32 and 34 years, respectively. The majority (58) participated in two or more of the four programs offered by Austin Academy: **GED preparation, job placement assistance, computer literacy, and workplace competency**.<sup>12</sup> Eighteen participants were missing program data.

Table 12 provides participant outcome data at several points in time. In the four quarters prior to starting an Austin Academy program, 55% of participants were employed and earned an average of \$3,705 per quarter. Employment increased in the 2<sup>nd</sup> quarter following service, but dropped at the 6<sup>th</sup> quarter (1.5 years after program completion) to about 54%. Earnings for those employed in the 6<sup>th</sup> quarter, however, were up—averaging \$4,591. The two measures related to UI benefits are mixed, with

<sup>12</sup> The Workplace Competency and job placement assistance programs have since been combined and reorganized into Austin Academy's current Job Readiness program. More information available at: <http://www.austinacademy.org/services.php>

the share of participants meeting the monetary eligibility requirements down slightly from the pre-service period and little difference in UI claims filed across all post-service quarters.

**Table 12. Austin Academy’s 2007-2008 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	55.0%	49.6%	60.0%	53.5%	55.2%
Average Quarterly Earnings	\$3,705	\$3,807	\$3,861	\$4,591	\$4,156
Qualified for UI Benefits	46.1%	.	.	45.1%	44.2%
Filed UI Claim	3.0%	0.9%	4.5%	1.4%	2.9%

Note: A dot indicates no data to report.

### **Austin Area Urban League**

Austin Area Urban League (AAUL) served 516 participants through its contracts with Travis County and the City of Austin that will be followed in the new evaluation series, 242 in 2007 and 274 in 2008. The majority of participants enrolled in either **GED Preparation** (44%) or **Essential Office Skills** training (48%), with the remainder in **Evening Computer Training**.

Table 13 presents labor market outcomes for these participants through the first quarter of 2010. Employment, which averaged about 53% in the four quarters prior to starting an AAUL program, peaked at about 55% in the 2<sup>nd</sup> quarter after service. Earnings of those employed, however, were highest at the 6<sup>th</sup> quarter after service at \$4,493, about 25% more than their average earnings in the four quarters prior to entry. The share of participants who met monetary eligibility requirements for UI benefits rose to approximately 47% in the 6<sup>th</sup> quarter service from 39% before starting the program. There was little change in the share filing UI claims.

**Table 13. AAUL's 2007-2008 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	52.7%	52.4%	54.9%	48.7%	50.6%
Average Quarterly Earnings	\$3,582	\$2,927	\$3,847	\$4,493	\$4,173
Qualified for UI Benefits	38.9%	.	.	46.6%	44.4%
Filed UI Claim	2.3%	3.9%	2.7%	4.3%	2.5%

Note: A dot indicates no data to report.

### **Construction Gateway**

The new evaluation series is following 184 Construction Gateway participants, 91 from 2007 and 93 from 2008. The majority (147) are ex-offenders with an average age of 37. It is important to note that the source of data for the outcomes evaluation, UI wage records, does not fully capture construction employment as a large number of jobs in the industry are filled by self-employed workers and independent contractors, who are not covered by UI. Therefore, the outcomes presented in Table 14 likely underestimate actual employment and earnings for Construction Gateway participants.

In the four quarters prior to starting the Construction Gateway program, less than one-fourth (23.1%) of participants were employed and earned on average \$2,978 per quarter. In the post-program period, employment in UI-covered positions stood at 56.5% in the 2<sup>nd</sup> quarter (6 months) after service, while earnings for those employed were strongest in the 6<sup>th</sup> quarter (1.5 years) after service with an average of \$3,931. The share of participants who would qualify for UI benefits in the event of a job loss based on their employment and earnings history rose to almost 45% in the 6<sup>th</sup> quarter after services ended. The share filing a claim for UI benefits was up in that quarter to 4.9%, though in all post-service quarters the average was only 2.4%.



**Table 14. Construction Gateway’s 2007-2008 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	23.1%	49.5%	56.5%	41.7%	46.4%
Average Quarterly Earnings	\$2,978	\$1,407	\$3,512	\$3,931	\$3,810
Qualified for UI Benefits	17.8%	.	.	44.8%	40.0%
Filed UI Claims	1.1%	1.1%	0.0%	4.9%	2.4%

Note: A dot indicates no data to report.

### **Crime Prevention Institute**

Crime Prevention Institute (CPI) served 218 participants who are included in the new evaluation set, 98 in 2007 and 120 in 2008. Almost sixty percent of participants had a high school diploma or GED; an additional ten percent had some college experience. The average age of the participants served by CPI was 41, with a range of 22 to 61 years.

Table 15 provides the labor market outcomes for CPI participants. As these individuals were transitioning out of the state jail system’s Travis County Unit, employment and earnings were not expected to be large in the pre-service period. Fewer than one-fifth of participants (18.2%) had reported employment in the four quarters prior to starting the CPI program, with average quarterly earnings at \$1,781. In the last quarter of service, employment rose to almost 38%, with earnings averaging \$2,439. While employment levels declined at the 2<sup>nd</sup> and 6<sup>th</sup> quarters post-service, participants who were employed showed earnings gains. Average quarterly earnings for those employed in the 6<sup>th</sup> quarter (1.5 years) after leaving the CPI program were \$3,526—an increase of approximately 76% over average pre-service earnings. The share of participants with sufficient employment and earnings to qualify for UI benefits

in the event of a job loss grew to 24.3% in the 6<sup>th</sup> quarter after service, with 1.4% of participants filing a UI claim that quarter.

**Table 15. Crime Prevention Institute’s 2007-2008 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	18.2%	37.7%	32.4%	20.9%	26.0%
Average Quarterly Earnings	\$1,781	\$2,439	\$3,452	\$3,526	\$3,128
Qualified for UI Benefits	20.5%	.	.	24.3%	19.8%
Filed UI Claim	0.2%	0.0%	0.0%	1.4%	1.2%

Note: A dot indicates no data to report.

## **Goodwill**

There are 451 participants in the 2007-2008 cohorts of Goodwill’s **Ready-to-Work** program, 171 and 280 participants respectively. Approximately two-thirds of participants had a criminal background. The Ready-to-Work program also serves homeless individuals and disadvantaged residents living in southeast Travis County.

Goodwill participants’ labor market outcomes are detailed in Table 16. In the four quarters prior to entering the Goodwill program, approximately half of participants were employed, earning an average of \$3,734 per quarter. In their last quarter of participation at Goodwill, the employment rate stood at 65% but dropped over the post-service period to an average of approximately 53% in all post-service quarters. For those participants who were employed, however, average quarterly earnings increased to \$5,899 in the 6<sup>th</sup> quarter (1.5 years) after finishing the program.

The outcomes related to UI benefits are mixed. Prior to starting at Goodwill, about 41% of participants met UI monetary eligibility requirements. In the 6<sup>th</sup> quarter after service, 65% of participants qualified for this important safety net. The 6<sup>th</sup> post-

service quarter also showed a sharp increase, to 8.3%, in the share of participants filing a claim for UI benefits; across all post-service quarters the average was 4.6%.

**Table 16. Goodwill's 2007-2008 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	49.4%	65.3%	57.0%	49.7%	52.9%
Average Quarterly Earnings	\$3,734	\$3,924	\$4,684	\$5,899	\$5,007
Qualified for UI Benefits	40.7%	.	.	64.3%	55.3%
Filed UI Claim	2.9%	3.7%	3.5%	8.3%	4.6%

Note: A dot indicates no data to report.

## Outcomes and Impacts From Investments in Long-Term Training, 2003-2008

### Capital IDEA

Capital IDEA has the distinction of being the only Travis County-funded workforce services provider offering long-term training for high-skill, high-wage occupations. Through its **College Prep Academy**, **occupational training programs**, and **weekly peer support sessions** with a career counselor, individuals are often involved with Capital IDEA over the course of several years. Support services available to participants include child care and transportation assistance.

Training programs (up to an associate's degree) are regularly reviewed by Capital IDEA to verify demand in the labor market. Current programs open to County residents include **nursing and allied health professions** (e.g., dental hygienist, medical lab technician, occupational/physical therapy assistant, surgical technician, emergency medical technician); **technology careers** (e.g., automotive technician, computer aided design, video game development, network/system administrator); and **professional trades** (e.g., electrician, lineman, plumber, power utilities technician, HVAC repair).

This section presents outcomes for 879 participants who started and either completed or dropped out of the Capital IDEA program between 2003 and 2008.<sup>13</sup> Employment and earnings outcomes are reported through March 2010, while UI claim files are reported through September 2010. Impact estimates are provided for the 2003-2004 cohorts, using the same comparison matching process described earlier and further detailed in Appendix A.

### *Outcomes*

Capital IDEA participants show strong employment, earnings, and UI benefit outcomes (Table 17). Quarterly employment rose from an average of about 48% in the four quarters prior to starting the program, to 69% in the sixth quarter after service

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<sup>13</sup> Prior evaluation reports followed 321 participants who either completed or dropped out of the program between 2003 and 2005 (Smith et al., 2007, 2008, and 2010).

(1.5 years later) – a follow-up point that is available for each of the 2003-2008 cohorts. Average quarterly earnings of those employed also rose over that period, from \$4,296 to \$6,694, an increase of approximately 56%. In the fourteenth quarter (3.5 years) post-service, average quarterly employment for the 2003-2006 Capital IDEA cohorts rose to almost 76%, with average quarterly earnings at \$7,342.

Capital IDEA participants also showed a strong increase in the share meeting monetary eligibility requirements for UI benefits in the event of a job loss. Prior to starting the program, 43.3% had earnings histories sufficient to qualify for UI benefits; in all post-service quarters that share rose to 70.4%. Participants exhibit a modest decline in UI claims filed, from the pre-service 3.4% to 2.5% in all post-service quarters.

**Table 17. Capital IDEA’s 2003-2008 Participant Outcomes**

<b>Outcome Measure</b>	<b>Four Qtrs Before Service</b>	<b>Last Qtr of Service</b>	<b>2nd Qtr After Service Ends</b>	<b>6th Qtr After Service Ends</b>	<b>10th Qtr After Service Ends<sup>1</sup></b>	<b>14th Qtr After Service Ends<sup>2</sup></b>	<b>All Qtrs After Service Ends</b>
Quarterly Employment	47.5%	65.7%	68.0%	69.0%	73.0%	75.8%	71.8%
Average Quarterly Earnings	\$4,296	\$5,479	\$6,224	\$6,694	\$7,224	\$7,342	\$6,931
Qualified for UI Benefits	43.3%	.	.	65.2%	69.6%	73.5%	70.4%
Filed UI Claim	3.4%	2.0%	2.0%	2.2%	1.6%	3.2%	2.5%

<sup>1</sup> Includes only participants from 2003-2007

<sup>2</sup> Includes only participants from 2003-2006

Note: A dot indicates no data to report.

### ***Impacts***

The impact analysis of participation in Capital IDEA’s 2003-2004 cohorts shows positive, statistically significant impacts across three of the four evaluation measures (Table 18). In relation to the matched comparison group, Capital IDEA participation resulted in a 10.9 percentage point increase in employment and average earnings of

\$1,223 *more* per quarter for those who were employed. Capital IDEA participation also had a strong impact (10.8 percentage points) on the share qualified for UI benefits in the event of a job loss. The effect of participation on UI claims filed was not statistically significant, but it worth noting that only about 2% of Capital IDEA participants and control group members filed UI claims.

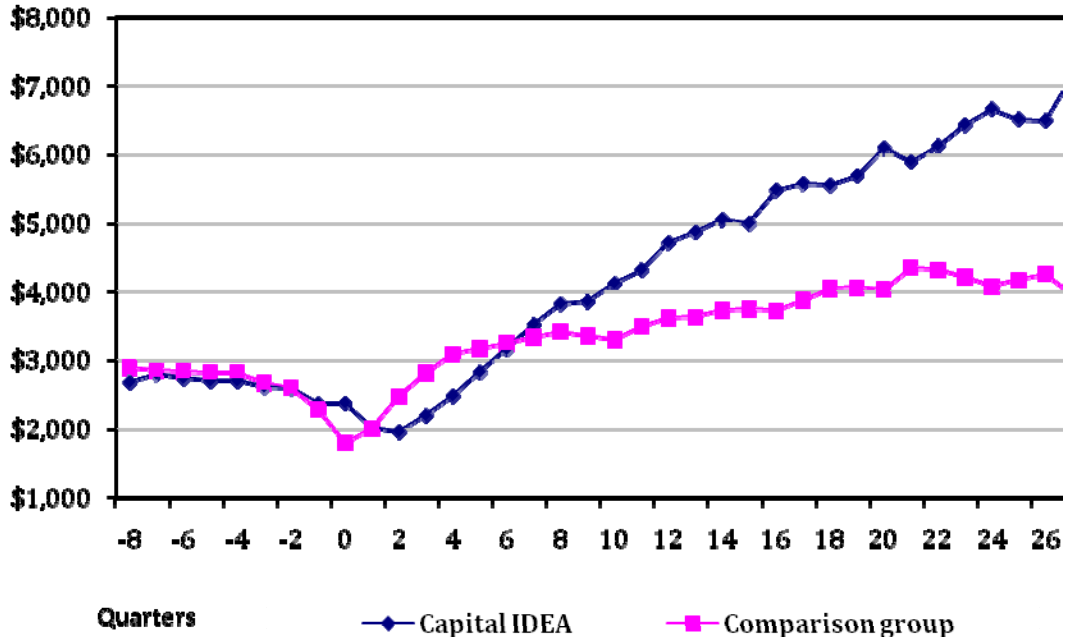
**Table 18. Quarterly Impacts, Capital IDEA Participation (2003-2004)**

Impact Measure	Number of Post-Service Person-Qtrs	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Un-adjusted Net Effect	Impact Measure
Quarterly Employment	8911	60.1%	76.1%	16.0%	10.9%**
Average Quarterly Earnings	5353	\$6,043	\$7,134	\$1,091	\$1,223**
Qualified for UI Benefits	6571	57.5%	73.7%	16.2%	10.8%**
Filed UI Claim	9877	2.1%	2.2%	0.1%	(0.1%)

Note: \*\*=significant at  $p < .01$

Figure 5 presents a more complete picture of how Capital IDEA participants performed in terms of earnings over time in relation to the comparison group regardless of employment (i.e., unconditional earnings). The figure shows that earnings trajectories in the eight quarters prior to entering either Capital IDEA or obtaining a workforce service through a local Career Center are similar for both groups. Participants lag the comparison group over the first five post-entry quarters (a time period in which most were still in training). Since the seventh post-entry quarter Capital IDEA participants have demonstrated strong earnings gains in relation to the comparison group, whose earnings have remained fairly flat after an initial rise. In the latest quarter for which data are available, 27 quarters after program entry or 6.75 years later, participants' unconditional earnings were more than \$3,000 per quarter over those of the comparison group.

Figure 5. Capital IDEA Versus Comparison Group Earnings Over Time



## **Summary and Next Steps**

The ongoing nature of the evaluation of Travis County-funded workforce development services provides researchers the opportunity to analyze different datasets over time. The short-term interventions that are primarily supported by Travis County funding have their most significant impacts in the immediate post-program periods. As more time elapses, it is possible that participants and comparison group members went on to complete additional education or occupational training which might affect their labor market trajectory. It is these unmeasured differences over time which make it harder to discern program impacts. Thus, this report is both a conclusion to the first evaluation series and the start of a new evaluation series focusing primarily on 2007-2008 participants in the group of programs providing short-term training and the more comprehensive long-term approach of Capital IDEA.

### **Summary of Findings**

Workforce development programs funded by Travis County's Health and Human Services Department between 2001 and 2006 appear to have made a positive difference in the labor market outcomes of participants. Outcomes are greatest in the immediate post-service quarters (especially at the 2<sup>nd</sup> and 6<sup>th</sup> quarters) with employed participants in some programs exhibiting longer-term earnings growth. For four programs in the impacts analysis—Austin Academy, Austin Area Urban League, Construction Gateway, and Goodwill—participation had a significant impact on at least one measure: increasing quarterly employment (Goodwill); increasing the share of participants who met the monetary eligibility requirements for UI benefits (American YouthWorks, Austin Academy, and Goodwill); or reducing the share who filed a claim for UI benefits (Austin Area Urban League).

The impacts analysis did find one negative association with participation in three of the short-term training programs, lower average quarterly earnings than the comparison group in the range of \$240 to \$655 less per quarter. While there is insufficient data to explore possible factors in the differences, this does suggest an



opportunity for technical assistance with local workforce service providers around wage advancement strategies.

For the two providers excluded from the impacts analysis due to the difficulty of creating an appropriate comparison group, there are still important findings from the outcomes evaluation. Participants in these programs—American YouthWorks and Crime Prevention Institute—showed gains in three labor market outcome measures from the pre- to post-service period: quarterly employment, the average quarterly earnings of those employed, and the share of participants monetarily eligible for UI benefits.

Early results from the evaluation of outcomes for 2007-2008 participants support the conclusion that short-term interventions produce their strongest outcomes in the most immediate post-service periods. The individuals in the second evaluation series left a workforce training program and entered the job market during the most recent economic recession. Most programs' participants show gains in one or more labor market outcome at the 2<sup>nd</sup> and 6<sup>th</sup> quarter post-service, and across all quarters after program exit through March 2010. The gains, however, appear to diminish over time.

Capital IDEA, the long-term occupational training program supported by the County, was the only provider to have a positive, statistically significant impact on average quarterly earnings of those employed. Participants earned on average \$1,223 per quarter more than the comparison group. Participation in Capital IDEA also was strongly associated with increased employment and eligibility for UI benefits in the event of a job loss. These results, especially in light of the more modest impacts for short-term interventions, suggest that longer-term investments in skills training yield large, lasting returns in the labor market.

## **Next Steps**

The first series in the *Local Investments in Workforce Development Evaluation* will conclude with a forthcoming cost-benefit analysis of select workforce service providers. That research will use the impacts from the quasi-experimental analysis

described in this report and participant cost data collected from providers to generate benefit-cost estimates.

The second series in the *Local Investments in Workforce Development Evaluation* will next report on 2007-2008 participant labor market outcomes at the 10<sup>th</sup> quarter post-service. That report will also include the first quasi-experimental impact analysis of the 2007-2008 cohorts in programs for which an appropriate comparison group can be constructed. The evaluation will continue to follow all of Capital IDEA's 2003-2008 cohorts—including additional participants who complete their training during the intervening time period—to better understand the long-term impacts of investments in intensive occupational training programs.



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## Appendix A. Quasi-Experimental Impacts Analysis

In an attempt to measure the impacts of locally-funded workforce services, researchers conducted a quasi-experimental analysis comparing labor market outcomes for workforce participants with those of a comparison group of similar non-participants. Quasi-experimental analysis has been shown to produce impact estimates comparable to those resulting from more rigorous and costly approaches involving the use of experimental designs that randomly assign individuals to treatment and control status.<sup>14</sup> In fact, for some groups, quasi-experimental estimates tend to understate employment and earnings impacts from workforce services. For these reasons, results presented in this report should be considered conservative estimates of the true impacts.

Quasi-experimental approaches tend to work well when participants for whom comparison groups are being created have sufficient prior employment and earnings histories and when data are available on a sufficient number of variables with which to perform the requisite match. Youth and ex-offenders are problematical in this regard precisely because their prior employment and earnings histories are either lacking or difficult to determine. Quasi-experimental impacts are presented only for those groups/providers for which adequate matching could be performed.

Potential comparison group members were drawn from two sources: individuals who either registered to look for employment using the state's WorkinTexas program or who received "core" services under the Workforce Investment Act (such as job-matching or resume development). Thus, the comparison group selected as described below is not a "no-services," but rather a "low-intensity services" group. The resulting impact estimates thus reflect the incremental value of the community's investments in workforce services. For providers that are primarily providing job search assistance and short-term training services (e.g., Austin Academy, Austin Area Urban League, Construction Gateway, Goodwill), impact estimates are likely to be biased downward even more so than expected, in that comparison group members may have received similar services. For providers like Capital IDEA that are providing longer-term, intensive skill investments, the estimated

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<sup>14</sup> For example, see Greenberg et al. (2006); Hollenbeck and Huang (2006); and Card et al. (2009).

impacts will be conservative estimates of the incremental value of local workforce investments over and above low-intensity services already available through WorkinTexas or WIA “core” services provided through Workforce Solutions Career Centers.

Workforce services participants were matched on a one-to-one basis with potential comparison group members using a method known as weighted multivariate matching. This technique places greater weights on those variables showing greater initial (pre-service) differences. Matching was done by selecting for each participant the one comparison group member judged most similar. Matching was done without replacement, with no caliper applied to eliminate poor matches, since doing so would have reduced the generalizability of the results.

Researchers were able to access matching variables for most participants in locally-funded workforce services. Exact matches carried out included: county of residence; year of entry into the program; and whether or not individuals had recently experienced an earnings dip of 20% or more. Distance matches were also carried out on up to 16 variables by treating them as numeric and including them in the overall multivariate distance measurement. These variables included: age (for those participants with a recorded birth date); gender; race/ethnicity (White, Black, Hispanic); time since first earnings; employed at entry; percent of time employed over four (4) years prior to program entry; average quarterly earnings over four (4) years prior to program entry; percent of time in any workforce development service in the year immediately prior to program entry (matched according to service intensity: high for training programs, and low for job placement services); any prior participation in Project RIO; any UI claims filed in the year prior to program entry; any UI benefits received in the year prior to program entry; and whether the individual’s earnings history qualified for UI if he/she were to lose a job. For those experiencing a recent earnings dip, the time since the earnings dip and the percent of earnings represented by the dip were also included in the matching process.

The adequacy of each comparison group for the quasi-experimental impacts analysis was judged by performing t-tests. These tests compared treatment and comparison groups on the same 19 dimensions. If the groups were statistically different at  $p < .01$  on more than two dimensions or if matches could not be made for 25% or more of

the dimensions, the comparison was considered inadequate. Table A-1 provides the results of these tests.

The Austin Academy, AAUL, Capital IDEA, Construction Gateway and Goodwill treatment groups did not differ from their respective comparison groups on any variables (see Appendix A for further details). American Youth Works differed from its comparison group only one variable, however, it could not be matched on five others; therefore, it is excluded from the impacts analysis. Similarly, Crime Prevention Institute could not be matched on five variables and is also excluded. Further research is planned to tailor the matching process more to the individual service providers and their target populations.

**Table A-1. Summary of Differences between Treatment and Selected Comparison Groups, by Provider**

	Austin Area Urban League (2004-05)	American Youth Works (2005-06)	Austin Academy (2001-05)	Capital IDEA (2003-04)	Crime Prevention Institute (2004-06)	Construction Gateway (2002-05)	Goodwill (2003-06)
Age							
Average earnings, 4 years prior							
Percent of earnings that earnings dip represents							
Employed at entry							
White		**					
Black		-			-	-	
Hispanic		-			-	-	
Gender, female					-		
Eligible for UI based on work history							
Percent of time employed, 4 years prior							
Time since first observed earnings, quarters							
Time since earnings dip, quarters							
Any UI benefits in prior year		-					
Any UI claims in prior year		-					
Any prior participation in Project RIO		-	-	-			
Any high-intensity workforce development in prior year	-				-		
Percent of time in high-intensity workforce development in prior year	-				-		
Any low-intensity workforce development in prior year							
Percent of time in low-intensity workforce development in prior year							
Pass or fail test for adequacy of comparison group	PASS	PASS	PASS	PASS	PASS	PASS	PASS

Note: \*\*=significantly different at p<.01, - =test could not be computed



## Appendix B. Labor Market Outcomes by Provider

### American YouthWorks

Outcome Measure	Cohort (Total Participants)	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr After Service Ends	6th Qtr After Service Ends	10th Qtr After Service Ends	14th Qtr After Service Ends	All Qtrs After Service Ends
Quarterly Employment	2005 (137)	24.3%	33.6%	41.6%	56.9%	55.5%	46.7%	51.2%
	2006 (482)	28.2%	36.1%	47.5%	55.6%	54.1%	47.5%	52.2%
	2007-08 (81)	24.7%	14.8%	39.5%	41.0%	.	.	40.6%
	Overall (700)	27.0%	33.1%	45.4%	54.6%	54.4%	47.3%	51.4%
Average Quarterly Earnings of the Employed	2005 (137)	\$1,408	\$1,424	\$1,860	\$2,424	\$2,964	\$3,557	\$2,833
	2006 (482)	\$1,541	\$1,529	\$1,827	\$2,768	\$3,514	\$3,765	\$2,928
	2007-08 (81)	\$1,647	\$2,037	\$2,199	\$2,763	.	.	\$2,939
	Overall (700)	\$1,529	\$1,535	\$1,871	\$2,696	\$3,390	\$3,720	\$2,906
Qualified for UI Benefits Based on Earnings History	2005 (137)	13.0%	.	.	30.7%	47.4%	50.4%	44.9%
	2006 (482)	8.8%	.	.	33.8%	47.1%	47.1%	43.9%
	2007-08 (81)	14.8%	.	.	27.9%	.	.	28.4%
	Overall (700)	10.3%	.	.	32.6%	47.1%	47.8%	43.9%
Filed a Claim for UI Benefits	2005 (137)	0.2%	0.0%	0.0%	0.0%	0.0%	4.4%	1.3%
	2006 (482)	0.0%	0.2%	0.8%	0.4%	1.2%	1.0%	1.0%
	2007-08 (81)	0.3%	0.0%	0.0%	3.3%	.	.	0.9%
	Overall (700)	0.1%	0.1%	0.6%	0.6%	1.0%	1.8%	1.1%

Note: A dot indicates no data to report.

## Austin Academy

Outcome Measure	Cohort (Total Participants)	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr After Service Ends	6th Qtr After Service Ends	10th Qtr After Service Ends	14th Qtr After Service Ends	All Qtrs After Service Ends
Quarterly Employment	2001-03 (97)	59.0%	49.5%	63.9%	57.7%	70.1%	64.9%	62.1%
	2004 (75)	44.7%	44.0%	53.3%	57.3%	56.0%	60.0%	55.7%
	2005 (73)	55.1%	57.5%	75.3%	71.2%	65.8%	67.1%	66.7%
	2006 (56)	49.1%	48.2%	62.5%	57.1%	55.4%	47.1%	56.6%
	2007 (53)	50.9%	52.9%	62.7%	58.1%	37.5%	.	58.9%
	2008 (62)	58.5%	46.8%	57.6%	46.4%	.	.	50.3%
	Overall (416)	53.3%	49.8%	62.8%	59.4%	61.5%	61.1%	60.1%
Average Quarterly Earnings of Those Employed	2001-03 (97)	\$3,440	\$2,527	\$3,559	\$4,309	\$4,885	\$5,096	\$4,920
	2004 (75)	\$2,517	\$1,780	\$3,271	\$3,567	\$4,349	\$4,781	\$4,372
	2005 (73)	\$3,364	\$3,117	\$3,515	\$4,360	\$4,380	\$4,333	\$4,170
	2006 (56)	\$3,950	\$3,603	\$4,304	\$4,798	\$6,375	\$6,240	\$4,943
	2007 (53)	\$3,806	\$3,869	\$4,327	\$4,693	\$3,960	.	\$4,342
	2008 (62)	\$3,629	\$3,750	\$3,423	\$4,394	.	.	\$3,861
	Overall (416)	\$3,426	\$3,017	\$3,683	\$4,296	\$4,854	\$4,963	\$4,575
Filed a Claim for UI Benefits	2001-03 (97)	4.1%	4.1%	1.0%	2.1%	1.0%	2.1%	2.6%
	2004 (75)	2.3%	1.3%	0.0%	0.0%	0.0%	2.7%	1.1%
	2005 (73)	1.7%	2.7%	1.4%	2.7%	2.7%	5.5%	2.3%
	2006 (56)	0.9%	1.8%	0.0%	0.0%	1.8%	2.0%	1.2%
	2007 (53)	0.9%	0.0%	3.9%	0.0%	12.5%	.	2.1%
	2008 (62)	4.8%	1.6%	5.1%	3.6%	.	.	3.9%
	Overall (416)	2.6%	2.2%	1.7%	1.3%	1.9%	3.0%	2.1%
Qualified for UI Benefits Based on Earnings History	2001-03 (97)	54.6%	.	.	56.7%	57.7%	63.9%	58.6%
	2004 (75)	43.0%	.	.	50.7%	53.3%	52.0%	52.7%
	2005 (73)	45.2%	.	.	69.9%	61.6%	65.8%	63.9%
	2006 (56)	33.5%	.	.	51.8%	51.8%	52.9%	53.9%
	2007 (53)	40.6%	.	.	44.2%	50.0%	.	45.4%
	2008 (62)	50.8%	.	.	46.4%	.	.	40.0%
	Overall (416)	45.7%	.	.	55.1%	56.2%	59.5%	57.0%

Note: A dot indicates no data to report.

## Austin Area Urban League

Outcome Measure	Cohort (Total Participants)	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr After Service Ends	6th Qtr After Service Ends	10th Qtr After Service Ends	14th Qtr After Service Ends	All Qtrs After Service Ends
Quarterly Employment	2004-05 (121)	52.7%	57.0%	70.2%	67.8%	66.1%	57.9%	63.5%
	2006 (213)	47.1%	62.9%	65.7%	63.4%	56.3%	54.3%	59.6%
	2007 (242)	54.1%	57.2%	58.8%	47.7%	47.2%	.	51.4%
	2008 (274)	51.4%	48.2%	51.5%	49.8%	.	.	49.4%
	Overall (850)	51.3%	55.7%	59.8%	55.5%	54.9%	55.8%	56.5%
Average Quarterly Earnings of Those Employed	2004-05 (121)	\$3,290	\$2,164	\$3,231	\$4,590	\$4,845	\$5,192	\$4,638
	2006 (213)	\$3,547	\$2,221	\$3,600	\$4,685	\$4,955	\$5,662	\$4,689
	2007 (242)	\$3,794	\$3,003	\$4,112	\$4,634	\$4,462	.	\$4,349
	2008 (274)	\$3,384	\$2,847	\$3,579	\$4,348	.	.	\$3,915
	Overall (850)	\$3,531	\$2,616	\$3,676	\$4,569	\$4,761	\$5,461	\$4,469
Filed a Claim for UI Benefits	2004-05 (121)	5.6%	6.6%	1.7%	3.3%	0.8%	3.3%	2.0%
	2006 (213)	3.6%	5.6%	1.9%	5.2%	4.2%	3.5%	3.1%
	2007 (242)	2.0%	4.1%	1.6%	3.7%	2.8%	.	2.2%
	2008 (274)	2.6%	3.6%	3.6%	4.8%	.	.	2.9%
	Overall (850)	3.1%	4.7%	2.4%	4.4%	2.9%	3.4%	2.6%
Qualified for UI Benefits in the Event of a Job Loss	2004-05 (121)	40.3%	.	.	55.4%	60.3%	57.9%	57.6%
	2006 (213)	35.0%	.	.	60.6%	58.7%	51.4%	56.9%
	2007 (242)	39.3%	.	.	49.0%	40.6%	.	44.7%
	2008 (274)	38.5%	.	.	44.1%	.	.	43.7%
	Overall (850)	38.1%	.	.	51.6%	52.0%	54.1%	53.1%

Note: A dot indicates no data to report.

## Capital IDEA

Outcome Measure	Cohort (Total Participants)	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr After Service Ends	6th Qtr After Service Ends	10th Qtr After Service Ends	14th Qtr After Service Ends	All Qtrs After Service Ends
Quarterly Employment	2003 (213)	62.6%	76.2%	76.1%	74.1%	76.6%	76.9%	76.2%
	2004 (105)	53.8%	74.3%	71.9%	76.5%	72.6%	74.6%	75.0%
	2005 (154)	38.5%	68.1%	75.4%	74.3%	68.7%	81.0%	74.1%
	2006 (188)	18.8%	45.9%	50.7%	53.0%	67.6%	56.5%	54.8%
	2007 (109)	61.9%	62.5%	61.3%	66.7%	100.0%	.	67.6%
	2008 (110)	59.8%	68.5%	70.0%	46.2%	.	.	67.4%
	Overall (879)	47.5%	65.7%	68.0%	69.0%	73.0%	75.8%	71.8%
Average Quarterly Employment of Those Employed	2003 (213)	\$4,374	\$5,133	\$6,184	\$6,967	\$7,316	\$7,555	\$7,226
	2004 (105)	\$4,056	\$4,895	\$6,261	\$6,465	\$7,526	\$7,540	\$6,843
	2005 (154)	\$4,689	\$6,382	\$6,808	\$6,406	\$7,500	\$7,077	\$7,052
	2006 (188)	\$4,045	\$6,928	\$6,491	\$6,184	\$6,109	\$5,269	\$6,250
	2007 (109)	\$4,156	\$5,210	\$6,566	\$8,969	\$8,715	.	\$7,159
	2008 (110)	\$4,269	\$4,002	\$4,242	\$5,245	.	.	\$4,199
	Overall (879)	\$4,296	\$5,479	\$6,224	\$6,694	\$7,224	\$7,342	\$6,931
Filed a Claim for UI Benefits	2003 (213)	5.6%	1.0%	1.5%	3.6%	2.1%	1.6%	2.2%
	2004 (105)	2.6%	3.0%	1.0%	0.0%	1.2%	4.2%	2.3%
	2005 (154)	3.4%	4.2%	4.1%	1.0%	0.0%	3.2%	2.9%
	2006 (188)	2.3%	0.6%	2.7%	2.6%	2.8%	13.0%	3.2%
	2007 (109)	2.5%	1.3%	1.6%	0.0%	0.0%	.	1.6%
	2008 (110)	2.7%	3.4%	0.0%	7.7%	.	.	1.8%
	Overall (879)	3.4%	2.0%	2.0%	2.2%	1.6%	3.2%	2.5%
Qualified for UI Benefits Based on Earnings History	2003 (213)	60.6%	.	.	75.1%	71.9%	75.3%	73.9%
	2004 (105)	50.0%	.	.	69.4%	75.0%	76.1%	73.6%
	2005 (154)	33.8%	.	.	69.3%	75.9%	71.4%	72.0%
	2006 (188)	16.9%	.	.	42.6%	47.9%	56.5%	46.3%
	2007 (109)	50.9%	.	.	66.7%	100.0%	.	79.7%
	2008 (110)	54.1%	.	.	53.8%	.	.	56.3%
	Overall (879)	43.3%	.	.	65.2%	69.6%	73.5%	70.4%

Note: A dot indicates no data to report.

## Construction Gateway

Outcome Measure	Cohort (Total Participants)	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr After Service Ends	6th Qtr After Service Ends	10th Qtr After Service Ends	14th Qtr After Service Ends	All Qtrs After Service Ends
Quarterly Employment	2002-03 (83)	43.1%	25.3%	49.4%	44.6%	47.0%	48.2%	44.9%
	2004 (87)	34.5%	37.9%	51.7%	52.9%	50.6%	50.6%	49.1%
	2005 (85)	30.9%	45.9%	64.7%	56.5%	62.4%	54.1%	60.1%
	2006 (74)	24.7%	47.3%	58.1%	45.9%	51.4%	43.2%	52.1%
	2007 (91)	25.8%	45.1%	59.3%	42.9%	31.4%	.	45.1%
	2008 (93)	20.4%	53.8%	53.8%	40.3%	.	.	48.5%
	Overall (513)	29.8%	42.7%	56.1%	47.4%	49.1%	49.2%	49.9%
Average Quarterly Employment of Those Employed	2002-03 (83)	\$6,835	\$1,532	\$3,117	\$4,065	\$4,621	\$5,636	\$5,506
	2004 (87)	\$4,491	\$2,287	\$3,312	\$4,500	\$5,168	\$5,666	\$5,023
	2005 (85)	\$3,044	\$2,625	\$3,506	\$4,390	\$4,872	\$5,218	\$4,409
	2006 (74)	\$2,501	\$1,139	\$2,513	\$3,049	\$4,212	\$4,488	\$3,426
	2007 (91)	\$3,497	\$1,598	\$3,556	\$3,979	\$5,360	.	\$3,968
	2008 (93)	\$2,335	\$1,250	\$3,464	\$3,867	.	.	\$3,577
	Overall (513)	\$4,132	\$1,726	\$3,274	\$4,030	\$4,816	\$5,299	\$4,571
Filed a Claim for UI Benefits	2002-03 (83)	3.9%	4.8%	1.2%	0.0%	2.4%	0.0%	1.8%
	2004 (87)	3.7%	2.3%	0.0%	2.3%	1.1%	3.4%	2.3%
	2005 (85)	3.2%	2.4%	1.2%	0.0%	1.2%	2.4%	2.1%
	2006 (74)	0.3%	1.4%	0.0%	1.4%	0.0%	4.1%	1.1%
	2007 (91)	1.9%	1.1%	0.0%	6.6%	0.0%	.	2.8%
	2008 (93)	0.3%	1.1%	0.0%	2.8%	.	.	1.9%
	Overall (513)	2.2%	2.1%	0.4%	2.2%	1.0%	2.4%	2.0%
Qualified for UI Benefits Based on Earnings History	2002-03 (83)	34.3%	.	.	41.0%	39.8%	32.5%	38.1%
	2004 (87)	27.9%	.	.	41.4%	44.8%	48.3%	44.9%
	2005 (85)	22.4%	.	.	58.8%	52.9%	57.6%	53.5%
	2006 (74)	15.9%	.	.	54.1%	43.2%	45.9%	44.6%
	2007 (91)	20.1%	.	.	47.3%	38.6%	.	40.8%
	2008 (93)	15.6%	.	.	41.7%	.	.	37.2%
	Overall (513)	22.7%	.	.	47.4%	44.1%	46.2%	43.9%

Note: A dot indicates no data to report.

## Crime Prevention Institute

Outcome Measure	Cohort (Total Participants)	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr After Service Ends	6th Qtr After Service Ends	10th Qtr After Service Ends	14th Qtr After Service Ends	All Qtrs After Service Ends
Quarterly Employment	2004 (23)	14.1%	60.9%	43.5%	43.5%	39.1%	39.1%	36.1%
	2005 (92)	22.8%	56.5%	48.9%	39.1%	37.0%	26.7%	35.9%
	2006 (103)	14.8%	39.8%	31.1%	28.2%	28.2%	22.7%	28.2%
	2007 (98)	16.2%	40.4%	38.8%	22.7%	16.2%	.	25.9%
	2008 (120)	19.8%	35.5%	27.0%	17.6%	.	.	26.2%
	Overall (436)	18.2%	43.4%	36.2%	29.0%	30.6%	26.8%	30.7%
Average Quarterly Employment of Those Employed	2004 (23)	\$1,341	\$2,919	\$3,013	\$3,917	\$3,860	\$1,920	\$3,216
	2005 (92)	\$2,143	\$2,094	\$2,118	\$3,135	\$3,507	\$3,559	\$3,124
	2006 (103)	\$1,930	\$1,795	\$2,535	\$3,290	\$3,966	\$2,675	\$3,147
	2007 (98)	\$1,158	\$2,069	\$3,053	\$3,002	\$3,228	.	\$2,825
	2008 (120)	\$2,196	\$2,785	\$3,941	\$4,808	.	.	\$3,567
	Overall (436)	\$1,887	\$2,241	\$2,851	\$3,365	\$3,697	\$2,976	\$3,141
Filed a Claim for UI Benefits	2004 (23)	1.1%	0.0%	0.0%	0.0%	4.3%	0.0%	1.0%
	2005 (92)	1.1%	1.1%	2.2%	0.0%	0.0%	2.2%	1.6%
	2006 (103)	0.2%	0.0%	0.0%	2.9%	1.9%	3.0%	1.6%
	2007 (98)	0.5%	0.0%	0.0%	1.0%	5.4%	.	0.8%
	2008 (120)	0.0%	0.0%	0.0%	2.0%	.	.	1.6%
	Overall (436)	0.5%	0.2%	0.5%	1.4%	2.0%	2.2%	1.4%
Qualified for UI Benefits Based on Earnings History	2004 (23)	12.0%	.	.	30.4%	30.4%	34.8%	27.6%
	2005 (92)	23.9%	.	.	33.7%	28.3%	26.7%	28.3%
	2006 (103)	18.0%	.	.	21.4%	22.3%	22.7%	21.8%
	2007 (98)	17.2%	.	.	24.7%	16.2%	.	19.2%
	2008 (120)	23.1%	.	.	23.5%	.	.	22.6%
	Overall (436)	20.1%	.	.	26.2%	24.3%	26.3%	24.7%

Note: A dot indicates no data to report.

## Goodwill Industries of Central Texas

Outcome Measure	Cohort (Total Participants)	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr After Service Ends	6th Qtr After Service Ends	10th Qtr After Service Ends	14th Qtr After Service Ends	All Qtrs After Service Ends
Quarterly Employment	2003 (34)	65.4%	73.5%	79.4%	91.2%	73.5%	73.5%	76.9%
	2004 (170)	65.0%	65.3%	66.5%	65.9%	61.2%	65.9%	61.6%
	2005 (146)	46.4%	63.0%	70.5%	73.3%	69.2%	61.6%	64.8%
	2006 (87)	61.5%	80.5%	85.1%	79.3%	72.4%	61.6%	75.9%
	2007 (171)	52.9%	72.9%	69.7%	50.8%	0.0%	.	58.4%
	2008 (280)	47.3%	60.3%	46.9%	44.0%	.	.	45.0%
	Overall (888)	53.7%	66.7%	65.4%	66.8%	66.9%	64.2%	63.7%
Average Quarterly Employment of Those Employed	2003 (34)	\$5,386	\$4,448	\$4,842	\$5,950	\$6,135	\$6,761	\$6,270
	2004 (170)	\$3,708	\$2,537	\$3,883	\$4,150	\$4,902	\$4,977	\$4,833
	2005 (146)	\$3,189	\$2,712	\$3,798	\$4,624	\$5,341	\$5,725	\$5,021
	2006 (87)	\$4,067	\$3,097	\$4,484	\$5,048	\$5,588	\$5,931	\$5,242
	2007 (171)	\$3,750	\$4,371	\$4,618	\$5,276	.	.	\$4,997
	2008 (280)	\$3,724	\$3,574	\$4,762	\$9,694	.	.	\$5,026
	Overall (888)	\$3,765	\$3,389	\$4,320	\$4,918	\$5,306	\$5,557	\$5,102
Filed a Claim for UI Benefits	2003 (34)	8.8%	2.9%	5.9%	0.0%	0.0%	0.0%	3.3%
	2004 (170)	8.5%	8.2%	1.2%	1.8%	3.5%	4.1%	3.3%
	2005 (146)	5.1%	3.4%	0.7%	2.7%	2.7%	5.5%	3.4%
	2006 (87)	5.7%	9.2%	2.3%	2.3%	6.9%	7.0%	4.1%
	2007 (171)	3.1%	5.3%	5.5%	8.3%	0.0%	.	4.6%
	2008 (280)	2.8%	2.7%	1.9%	8.0%	.	.	4.6%
	Overall (888)	4.8%	5.1%	2.5%	3.7%	3.7%	4.8%	3.7%
Qualified for UI Benefits Based on Earnings History	2003 (34)	65.4%	.	.	79.4%	91.2%	76.5%	78.1%
	2004 (170)	61.6%	.	.	59.4%	57.6%	58.2%	57.6%
	2005 (146)	42.5%	.	.	65.1%	66.4%	65.8%	63.2%
	2006 (87)	54.6%	.	.	79.3%	74.7%	69.8%	74.1%
	2007 (171)	43.7%	.	.	67.4%	0.0%	.	55.6%
	2008 (280)	38.8%	.	.	48.0%	.	.	51.4%
	Overall (888)	47.3%	.	.	66.2%	66.4%	64.4%	63.1%

Note: A dot indicates no data to report.