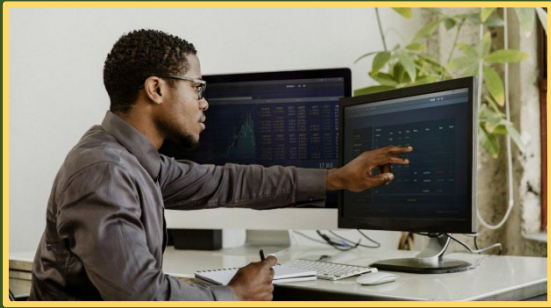



An Evaluation of the City of Austin Investments in Workforce Development



RMC Ray Marshall Center
for the Study of Human Resources
 **TEXAS LBJ School**
The University of Texas at Austin
Lyndon B. Johnson School of Public Affairs

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EVALUATION OF THE CITY OF AUSTIN INVESTMENT IN WORKFORCE DEVELOPMENT

2023 Annual Report

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Introduction

Background

Many Austin residents enjoy the advantages of the area's economic growth. The City of Austin unemployment rate for August 2023 was 3.8 percent with a median family income of \$110,300.¹ However, a considerable share of Austin residents and their families have limited access to the prosperity of the region. The 2022 estimate of Austinites living at or below 100% of the federal poverty level was 12.5 percent, representing an income threshold of \$23,030 for a household composed of a parent and two children.² In 2021, more than a fourth (27.3%) of all Austinites lived at or below 200% of the federal poverty level, representing an annual income threshold of \$43,920 for a parent with two children.³

The City of Austin strives to strategically advance equitable economic outcomes to ensure all Austin community members share in the benefits of community prosperity. To align with this goal, the Austin City Council adopted a strategic direction on March 8, 2018, to guide the development of the city: Austin Strategic Direction 2023. The directive outlines six priority strategic outcomes to build an equitable, sustainable economy to improve the lives of all Austin residents. One of the strategies: “Align local workforce skills with needs of employers and track outcomes with a special focus on economic improvement for people of color and historically marginalized communities,” (City of Austin, 2023), is the focus of this evaluation.

To support this strategic objective, the City of Austin Economic Development Department (EDD) and Austin Public Health (APH) have invested in local workforce development training providers to offer training opportunities to traditionally underserved, economically disadvantaged residents.⁴ Grantees offering workforce skills training must align their programming to meet employer needs in the following industries: Information Technology, Healthcare, Advanced Manufacturing, and Skilled Trades.

In addition to offering training at no-cost to participants, grantees are to provide wraparound supports and job placement services for up to 12 months following participant completion of training or job placement. Since program participants come from a range of diverse backgrounds with varying needs, wraparound services may take many forms, including, but not limited to, childcare, transportation assistance, digital access, and emergency financial assistance (including help with housing

¹ Texas Labor Market Statistics available at: <https://texaslmi.com>

² <https://www.census.gov?quickfacts/fact/table/austincitytexas/IPE120222>

³ <https://www.census.gov/data.html>

⁴ Households living at or below 85% of the Estimated State Median Income. See: <https://www.twc.texas.gov>.

costs and utilities). The target service population includes economically disadvantaged individuals from communities with historically imposed barriers to economic mobility, higher earnings, workplace benefits, and job stability.

The City of Austin has contracted with the Ray Marshall Center (RMC), an organized research unit at the LBJ School of Public Affairs at the University of Texas at Austin, to conduct an evaluation of the City's workforce training investments. The purpose of the evaluation is to identify within the City of Austin funded workforce development training ecosystem, programmatic or strategic elements that impact participant outcomes. Research findings will guide strategic planning for the City's workforce development efforts.

Report Organization

The following report is organized into three sections. The first presents an overview of the evaluation questions and research methods. The quantitative methodology discussion highlights the planned analysis of employment and wage outcomes. The qualitative methodology discussion presents detailed information regarding the development of the participant survey, the survey distribution plan, and participant interviews. The second section presents a brief profile of each service provider and its workforce development program(s). The concluding section outlines lessons learned during this first period of inquiry and additional questions researchers will consider as the evaluation evolves.

Evaluation Overview

The purpose of City of Austin's investment in local workforce development services is to support equitable access to the region's economic prosperity for all residents. Training opportunities target employer workforce needs that advance employment opportunities that will sustain household economic stability for area residents.

RMC's evaluation will analyze the City of Austin's workforce investments by examining participants' labor market experiences prior to entering the program and then tracking their labor market outcomes following program exit. Outcomes will vary across the spectrum of grantees, as expected given their varying service regimes and the unique barriers to training and employment experienced by the target populations each organization serves.

This evaluation draws on multiple data sources to answer the primary research question: What is the effect of City of Austin funded workforce development training participation upon participant employment outcomes? Outcomes to be examined include:

- Training participant perspectives regarding their training experience.
- Training participant employment elements: employment in field of training, full-time or part-time employment, promotions, earnings, W-2 or 1099 employment, employer provided benefits and continued training opportunities.
- Training participant perspectives regarding reasons for entering full- or part-time employment, and concerns regarding safety net benefit loss.
- Training participant perceptions regarding employment: changes in their sense of employability, work performance, employer/coworker support and relationships, and their work environment.

Data Sources

The evaluation of the City of Austin-funded workforce development programs draws from multiple data sources, including participant records maintained by each grantee organization, Unemployment Insurance (UI) earnings and benefits claim files, program participant surveys, participant interviews, interviews with program administrators and staff, program documents, grantee websites and social media, and published reports. Employment and earnings outcomes are reported for program exiters with social security numbers (SSNs) identified within the earnings data. Program exiters include program completers and participants who exit the program prior to completion for any reason. Each grantee determines participant exit status.

Two caveats should be noted about UI earnings data used for this evaluation. First, UI earnings records have known coverage gaps. Workers in industries with high levels of self-employment or independent contracting, such as construction, truck driving, and others employed in the gig economy are less likely to be in a UI-covered position. Researchers therefore acknowledge that the outcomes reported here for programs that train for construction and truck driving occupations likely undercount actual labor market outcomes. Further, workers who obtain employment outside of the state of Texas will not be found in the Texas UI data. Second, UI earnings records are subject to review and correction by workers and employers as part of the claim's determination process for UI benefits. Therefore, numbers reported here are based on the most recently available records.⁵ In addition, it should be noted that in Texas, monetary UI eligibility is based on the claimant earning sufficient earnings in at least two consecutive quarters of the five quarters prior to filing a claim for benefits. For the purposes of our

⁵ Any discrepancies are expected to be quite small.

study, this measure serves as a proxy measure for employment stability. Participants who receive services from more than one City of Austin-funded workforce development grantee during the study period are counted for each program in which they were enrolled.⁶

Quantitative Methodology

This analysis will use Texas Workforce Commission (TWC) employment and earnings data to evaluate program participant economic outcomes for individuals exiting workforce development services funded either partially or fully by the City of Austin. Program exiters include program completers and participants who exit the program prior to completion for any reason. Each grantee determines participant exit status. This evaluation will include program exiters with SSNs found in the available TWC wage data.

Table 1 presents the City of Austin workforce development grantee organizations, the programs within the organizations funded by the city, and the subgrantees. Grantees were contacted to determine if the funded programs collect participant SSNs. Table 1 identifies the training providers collecting individual level participant data that includes SSNs, and which programs offer training that supports an industry recognized certification. The programs collecting any participant SSNs were invited to enter into a data sharing agreement (DSA) with RMC. The following grantees have agreed to sign a DSA: Capital IDEA, Skillpoint Alliance, Goodwill of Central Texas, and Workforce Solutions Capital Area (Workforce and Education Readiness Continuum [WERC] and ReWorkNow 2.0 programs).

The data RMC receives from grantees will contain personal and confidential identifiers.⁷ All data transferred to RMC will be transferred in a secure and encrypted manner. RMC will provide grantees with detailed instructions on how to securely submit the data with each yearly written data request. The requested data elements are listed in Appendix A.

The only persons authorized to view participant data will be RMC employees. Data will be stored in a secure area at The University of Texas at Austin and subject to the provisions of RMC's procedures for use and protection of confidential data. A copy of these procedures will be attached to each data sharing agreement. All persons authorized to have access to the data have certified their understanding

⁶ WERC clients will be reported once, although they may have received services from more than one WERC service provider.

⁷ Once transferred to RMC's secure servers, identifiers will be stripped and replaced by our Data Manager created a de-identified dataset. Researchers will only ever access this de-identified data.

that they will be held individually liable for any and all criminal and civil penalties imposed for breach of confidentiality.

Table 1. Available Data: Grantees, programs, and subcontractors

Organizations	Programs and Subcontractors	Collect SSNs	Short-term, cert. training	Individual Level Data Available
Capital IDEA	Healthcare, IT, & Concordia Nursing Pilot	✓	Associate and Bachelors	✓
Skillpoint Alliance	Gateway	✓	✓	✓
Austin Urban Tech Movement	Awareness-to-Employment Pipeline	No	✓	✓
Goodwill of Central TX	Ready to Work	✓	✓	✓
Workforce Solutions Capital Area	WERC Workforce Services Subcontracts			Data in CaseWorthy
	American YouthWorks	✓	✓	✓
	Literacy Coalition of Central TX	✓	✓	✓
	Austin Area Urban League	✓	✓	✓
	Goodwill of Central Texas	✓	✓	✓
	C2GPS (WFSCA Career Center)	✓	✓	✓
	WERC Education Services Subcontractors			
	American YouthWorks (HS/GED)	✓	✓	✓
	Austin Area Urban League	✓	✓	✓
	El Buen Samaritano Episcopal Misión	No	No	✓
	Foundation Communities	No	No	✓
	Goodwill Industries of Central Texas (HS Excel Center)	✓	✓	✓
	Literacy Coalition of Central Texas (GED program)	limited	✓	✓
	Manos de Cristo	No	No	✓
	WFSCA Career Centers	✓	✓	✓
	ReWorkNow 2.0 Subcontracts			
	American YouthWorks	✓	✓	✓
	Skillpoint Alliance	✓	✓	✓
	The Arc	Does not report participant outcomes		
	WFSCA Career Centers	✓	✓	✓

Outcomes will be reported for unduplicated participants with SSNs found in TWC data across the periods examined. Outcomes reported include employment, earnings, qualification for UI benefits, and filing of UI claims.⁸ For each participant, the period examined begins four quarters prior to program entry, includes the quarter the participant exited services, and extends to include all post-service quarters available in the data. Outcomes will be reported for each participant cohort across all post-service quarters in which members of a cohort appear in the data. Table 2 identifies the dates data will be requested from the participating grantees and the data range dates. Researchers are cognizant of the numerous demands placed on organization staff, necessitating flexibility by RMC to negotiate different data delivery dates with some grantees.

Table 2. Program Exiters Data Request Dates and Data Range

Data Request Dates	Data Range Dates
2/15/2024	2/01/22 - 12/31/2023
2/15/2025	1/1/2024 - 12/31/2024
2/15/2026	1/1/2025 - 12/31/2025

The second annual report for this evaluation, in late 2024, will include outcomes for participants exiting services from 2/1/2022–12/31/2023. RMC does not capture TWC data in real-time. Due to the time lag in RMC receiving TWC data, participants exiting during the first quarter of 2022 will be represented in more post-service quarters than participants exiting during the last quarter of 2023.

Qualitative Methodology

The aim of the qualitative analysis is to provide insights into the behavior the research questions address and to enhance the understanding of the quantitative data analysis. The qualitative inquiry will include the review of available program information, the analysis of participant surveys and interviews, and staff interviews. The following discussion provides details regarding the participant survey development and distribution, and participant interviews.

⁸ More information on the outcome measures is presented in Appendix B: Description of Outcomes Table Elements.

Survey Participation: Organizations

Organizations providing workforce training that supports an industry recognized certification, license, or degree will be invited to participate in the distribution of the survey designed to address the primary research question and objectives. The remaining programs will be invited to collaborate with RMC to design a method that will provide program participants with an opportunity to provide insight into their experience of the services received.

Participant Survey Development

The original workplan proposed RMC collaborate with city funded programs to review each programs exit/evaluation survey and survey distribution procedure with the intention to attach questions specific for this evaluation. RMC was to coordinate a system with individual programs for RMC to access participant survey results for exiters funded through the City of Austin. City of Austin funded survey respondents were to be offered an opportunity to participate in additional follow up surveys.

RMC initiated conversations with six grantees (Skillpoint Alliance, Goodwill of Central Texas, Capital IDEA, AmericanYouth Works, Austin Area Urban League, and Austin Urban Technology Movement) to determine the potential for incorporating the City of Austin Workforce Evaluation survey questions into each organization's current inhouse program survey.

A review of the available program surveys, uniquely created to meet the needs of programs to obtain participant voices for program evaluation and continuous improvements, identified that the existing surveys do not address some of the questions of interest to this evaluation. Combining the questions of concern to this evaluation with existing surveys will lengthen the program surveys currently in use and could make the survey length burdensome. One grantee offered RMC the capacity to add two questions to the current survey, reporting that participants have expressed survey fatigue with the organization's current survey process. In addition, organizations have different procedures for conducting program assessment surveys. For example, short-term training programs have systems in place to invite all exiting participants to complete a program survey, others conduct an annual survey of all active participants.

Further, the programs offer participants an anonymous opportunity to complete the survey, making it impossible in some instances to identify the participants receiving training and support funded through the City. The RMC survey plan includes providing an incentive for survey completion and

recruits respondents to participate in future surveys and interviews. To this end, RMC requests respondents provide their name, address, and date of birth at the end of the survey.

The above listed issues support the need for a revised plan for the distribution of the participant survey questions for this evaluation. The following discussion identifies key issues resolved in the development and distribution of the survey instrument.

Survey Development

The RMC team reviewed available national surveys such as the U.S. Census Bureau's *American Community Survey* and *Current Population Survey*, as well as RAND Corporation's *American Working Conditions Survey* for relevant content and response options that have been determined to be valid and reliable. Some survey questions were adapted from these existing surveys, others were adapted from previous survey research conducted by RMC, and others were constructed by the research team to ensure the research questions of interest are being addressed. The organizations serve diverse groups of participants, necessitating the survey be adapted to be meaningful and accessible for all program participants. The research team is working with Skillpoint Alliance to pilot the survey this December to a limited number of training exiters. The final survey will be completed following a review of the pilot survey responses. A current draft of the survey is available as Appendix C.

Survey Distribution

To capture the program participants exiting prior to December 31, 2023, RMC will work with each organization to distribute a survey introduction and link to the first survey to program exiters. This first introduction and invitation to participate in the evaluation will be sent to program exiters through either a text message or email from a program staff person that is likely to be familiar to the potential respondent. Survey distribution plans are being created with each organization. Each organization will identify staff responsible for the survey distribution.

RMC will employ strategies to increase survey response rates using proven best practices. Recent research by Taylor and Serna (2020) identified that enhancements to text message prompts to complete surveys such as including the participant's name, sender name, and adding a picture receive higher student response rates than text messages that omit these enhancements. Another key process to improve response rates, is a follow-up message sent the day after the initial messages are sent. The follow-up message can increase the overall response rate by 40 percent (Juniper & Compton 2019). Following is a sample survey introduction created in collaboration with Skillpoint staff.

Sample Survey Introduction Message



Hi **PARTICIPANT FIRST NAME**, you may be aware that the City of Austin paid for your training at Skillpoint Alliance. The City of Austin is interested in your thoughts about your training and employment experiences. Below is a link to a brief survey asking questions about your thoughts on the training you received and your employment.

The survey takes ten minutes. Researchers at UT Austin Ray Marshall Center will be writing a report that will include Skillpoint Alliance training completers survey answers. Your survey answers will be kept confidential; your name will not be linked to your answers. Participation in the survey is completely voluntary and you will receive a \$25 HEB gift card for completing the survey. Here is the link to the survey: #####

Best wishes for your continued success. If you have questions about the survey, contact the researcher at: thomas.boswell@austin.utexas.edu

Follow up Surveys

The initial survey includes a final question asking participants if they are interested in being included in a group of participants who may be selected to participate in additional surveys and/or an interview with research staff. A system will be developed to select interested individuals to participate in additional surveys and interviews that will allow for the representation of a diverse group of participants. The follow up surveys and interviews will be coordinated and conducted by RMC researchers.

Participant Interviews

The initial survey, in addition to asking responders if they are interested in completing additional follow up surveys, will also invite respondents to enter into a pool of potential interviewees, 10 of whom will be selected to interview and receive an incentive. Interviews will be conducted in a manner convenient for the participant, either in-person, via Zoom, or telephone. In-person interviews will be conducted in a safe location agreed upon by the researcher and participant. Interview participants will be informed of how the information they provide will be used and how their confidentiality will be safeguarded. Interviewees will sign a consent to participate form. Interviews will be recorded with the participant's consent.

Interviews will be semi-structured with potential topic areas for discussion identified through a review of the larger cohort survey response. A content analysis will code and classify responses, identify themes, and assess the frequency of similar responses. The data will then be triangulated with information from staff conversations, participant survey responses, quarterly progress reports, and the review of available information for each training program.

Program Descriptions

The City of Austin invests workforce development funds in a broad array of programs serving the diverse population of Austin residents seeking to improve their knowledge and skills to enhance and advance work opportunities and achieve economic stability. Table 3 lists the grantees, their programs and subcontractors, the training provided, and the professional certifications, licenses, and degrees supported by the training.

All programs receiving City of Austin workforce development funds provide case management services, job readiness training, employment assistance, and support services provided directly through the grantee or through referring partnerships.

Table 3. Program Descriptions

Organization	Program	Training Offered	Certification/Licensure
Skillpoint Alliance	Gateway	Pre-apprentice Electrical	OSHA-10; Texas Department of Licensing and Regulation Apprentice Electrician License
		Pre-apprentice HVAC & Sheet Metal	OSHA-10; EPA 608 Universal; NCCER Construction Core; Texas Department of Licensing and Regulation Registered ACR Technician License
		Pre-apprentice Plumbing	OSHA-10; NCCER Construction Core; NCCER Plumbing Level 1; Texas State Board of Plumbing Examiners Plumber Apprentice License
		Certified Production Technician	OSHA-10 MSSC Certified Production Technician; Six Sigma White Belt
		Maintenance & Repair Technician	EPA 608 Type
Austin Urban Technology Movement	Awareness-to-Employment Pipeline	Cybersecurity	CompTia A+, Network+, Security+, CySA+ CSIS; CSAP; Fortinet Security Certification
		Data Analytics	Google Professional Certificate
		Data Science	IT Automation w/Python Google Professional Certification; Data Science Full Stack Certification
		IT Support	Google Professional Certification
		Java Code	Java Code Immersion Certificate
		System Administrator	Red Hat Certified System Administrator (RHCSA) 1 and 1; CompTIA A+
Capital IDEA	Career Express: Healthcare	Dental Hygiene; Radiology; Diagnostic Medical Sonography; Medical Lab Tech; Health Information Tech; Certified Occupational Therapy Assistant; Emergency Medical Assistant; Physical Therapist Assistant; Surgical Tech Assistant; Respiratory Care	Certification; Associate of Applied Science Degree; Some professions require a license
		Registered Nurse	Associate degree in Registered Nursing; registration or license
		Licensed Vocational Nurse	Level 1 Certification stackable credit to associate degree; License
	Career Express: Information Technology	Computer and User Support Specialist; Web Developer; Network Administrator	Associate of Applied Science Degree
	Concordia Nursing Pilot	Registered Nursing	Bachelor of Science in Nursing; License

Organization	Program	Training Offered	Certification/Licensure
Goodwill Industries of Central Texas	Ready to Work	This funding is not limited to the target occupation list. Training meets individual needs of participant. Most participants pursue CDL or health care training.	CDL or CDL renewal
			Professional Certification

Organization: Workforce Solutions Capital Area		
Workforce and Education Readiness Continuum (WERC) Subcontractors		
Program	Training Offered	Certification/Licensure
American YouthWorks	Intro to Skilled Trades; Basic Carpentry; Intro to Manufacturing; Additive Manufacturing; Intro to Healthcare; Medical Translator; IT Pathways I; IT Pathways II; Graphic Design I; Child Development; OSHA 30	OSHA 30 and various industry certifications
Literacy Coalition of Central TX	HVAC / GED	HVAC-R Technician Certification; Eligible for TDLR Registered ACR; Technician License
Austin Area Urban League	Pathway to a Career academy (PWTC): computer literacy, and occupational training including healthcare, construction, welding, customer service, hospitality, and information technology.	Certifications; CDL
Goodwill of Central Texas	Healthcare; medical assistant, nursing assistant, medical coding and billing, and phlebotomy; Skilled trades: basic commercial construction, commercial vehicle operator, electrical helper and building maintenance technician; Information technology: programing with python; Professional and business course: apartment leasing	Certifications; CDL
C2 Global Professional Services (C2GPS) WFSCA Career Centers	Software Developer; Commercial Drivers's License; Multi-Craft Core Curriculum (MC3); Certified Production Technician; Phlebotomy; HVAC; Administrative/Office; Medical Assistant	Certifications; CDL
El Buen Samaritano Episcopal Misión	Offers five-levels of English as a Second Language and computer skills classes	

Foundation Communities	English as a Second Language; College Hub supports those who face barriers to higher education and career readiness	
Manos de Cristo	Adult education courses such as computer, English as a Second Language and Citizenship classes	

Organization: Workforce Solutions Capital Area

ReWorkNow 2.0 Subcontractors

Program	Training Offered	Certification/Licensure
American YouthWorks	Intro to Skilled Trades; Basic Carpentry; Intro to Manufacturing; Additive Manufacturing; Intro to Healthcare; Medical Translator; IT Pathways I; IT Pathways II; Graphic Design I; Child Development; OSHA 30	OSHA 30 and various industry certifications
WFSCA Career Centers	Software Developer; Commercial Drivers's License; Multi-Craft Core Curriculum (MC3); Certified Production Technician; Phlebotomy; HVAC; Administrative/Office; Medical Assistant	Certifications; CDL
Skillpoint Alliance	Pre-Apprenticeship Electrical, Pre-Apprenticeship HVAC & Sheet Metal Technician, Certified Production Technician, and Pre-Apprenticeship Plumbing	See Skillpoint Alliance information presented earlier in this table.
The Arc	The Arc uses the ReWorkNow 2.0 funding to support two case managers providing employment support services to individuals with intellectual and developmental disabilities.	

Conclusions

The City of Austin strives to strategically advance equitable economic outcomes to ensure all Austin community members share in the benefits of community prosperity. To support this objective, the City of Austin Economic Development Department (EDD) and Austin Public Health (APH) have invested in local workforce development training providers to offer training opportunities to traditionally underserved, economically disadvantaged residents.

Researchers have engaged grantees to participate in this evaluation of the workforce outcomes of program participants and to collaborate in the distribution of a training participant survey. Evaluators have experienced a willingness on the part of grantees to enter into data sharing agreements with RMC to provide participants individual level data. RMC will request participant data three times throughout the evaluation timeframe.

The original research project work plan regarding the survey tool and the survey distribution plan has been modified to respond to the unique circumstances of the organizations delivering services. A survey tool has been developed to address the primary research question and research objectives. Survey distribution plans are being developed to limit the disruption to the flow of work at each program. The initial survey will be distributed with the assistance of program staff and follow up contacts concerning surveys and interviews will be performed by the evaluators.

Some organizations funded by the City provide services that strengthen participant's English competency, computer skills, and/or work readiness skills creating a path to employment, improved employment, and/or additional skills training. These organizations do not collect participant SSNs and will not be included in the outcomes evaluation, though participants may respond to the survey and/or be selected for interviews. Each organization will have an opportunity to work with evaluators to ensure program participant voices are included in this evaluation.

Sources

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Appendix A: Data Elements Requested

	City of Austin Data Elements	Description/Values
1	Name	
2	City of Austin Funded Participant	<ul style="list-style-type: none"> • Yes • No
3	Date of Birth	
4	Social Security Number	
5	Zip Code	
6	Gender Identification	<ul style="list-style-type: none"> • Male • Female • Non-Binary
7	Ethnicity	<ul style="list-style-type: none"> • Hispanic or Latino • Not Hispanic or Latino • Unknown
8	Race	<ul style="list-style-type: none"> • White • Black or African American • Asian • American Indian & Alaskan Native • Native Hawaiian or Pacific Islander • Other • Two or more races • Declined to Answer/Unknown
9	Veteran	<ul style="list-style-type: none"> • Yes • No
10	Highest Level of Education at Entry	<ul style="list-style-type: none"> • 1-12 with no diploma • High School Diploma or GED • Post-Secondary School
11	Judicially Involved at Entry	<ul style="list-style-type: none"> • Misdemeanor • Felony
12	Opportunity Youth at Entry	<p>16-24 year old participant that is not in school and not working</p> <ul style="list-style-type: none"> • Yes • No
13	Foster Youth	<p>Former or current foster youth</p> <ul style="list-style-type: none"> • Yes • No
14	Apprenticeship	<p>Entered a Registered Apprenticeship program</p> <ul style="list-style-type: none"> • Yes • No
15	Internship	<p>Entered an Internship job</p> <ul style="list-style-type: none"> • Yes • No
16	Housing Stability at Entry	<ul style="list-style-type: none"> • Stable

	City of Austin Data Elements	Description/Values
		<ul style="list-style-type: none"> At Risk of Losing Housing Homeless
17	Family/Household Size at Entry	Number of individuals in the family/household supported by the income used to determine eligibility for services
18	Date of birth of minor children aged 12 and under	Date of birth.
19	Average hourly wage earnings at time of program entry	
20	Average number of weekly hours worked at time of program entry	
21	Public benefits receiving at the time of enrollment.	
22	Program Start Date	Date participant started to receive services
23	Program Exit Date	Date participant last received services to include: <ul style="list-style-type: none"> Successful Program Completion Termination of Eligibility Participant Stepping Out of Training
24	Program Type or Course of Study	Program training component enrolled in
25	Completed Training Program	<ul style="list-style-type: none"> Yes or Date No
26	Credentials, Certificates, or Licenses Earned	Credentials earned are validated by a third party: this includes credentials such as GED, High School Diploma, CDL, CNA and others. Please specify the actual credential.
27	Post Training: Employment Start Date	
28	Post Training: Employment Type	<ul style="list-style-type: none"> W-2 1099
29	Post Training: Employment Starting Hourly Wage	
30	Post Training: Employment in Field of Training	<ul style="list-style-type: none"> Yes No
31	Post Training: Total Number of Hours Worked Per Week	
32	Hourly wage 45 days after completion of training	
33	Hourly wage 90 days after completion of training	
34	Hourly wage 90 days after completion of training	

Appendix B: Description of Outcomes Table Elements

Outcomes Measure	Description
Number of Participants	This represents the total number of unduplicated participant SSNs found in the Texas Workforce Commission (TWC) data across the time period examined. For each participant, the time <i>period examined</i> begins four quarters prior to program entry and extends to include all post-service quarters.
Quarterly Employment	This identifies the percentage of the <i>number of participants</i> found in the TWC data at any point during the <i>period examined</i> , who were employed based on earnings submitted by employers to TWC.
Average Quarterly Earnings	This represents paid earnings for individuals that were reported to TWC by employers.
Qualified for UI Benefits	This represents the share of participants who had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. *
Filed UI Claim	This represents the share of participants who submitted an Unemployment Insurance (UI) application.

*Note: In Texas, monetary eligibility is based on the claimant earning sufficient earnings in at least two quarters of the five quarters prior to filing a claim for benefits.

Appendix C: Participant Survey Pilot Draft

COA-RMC Draft Survey

Introduction: The City of Austin and local training providers would like to understand whether training programs like the one you participated in have helped students succeed professionally and personally. Below is a link to a brief survey asking questions about your training and work experience. The survey takes only XX minutes. Researchers at UT Austin Ray Marshall Center will be writing a report about survey responses to share with the city and the training programs the city funds. Your survey answers will be kept confidential; your name will not be linked to your answers. Participation in the survey is completely voluntary. At the end of the survey, if you would like to receive a \$25 HEB gift card, please give us your name and address, and for administrative purposes, your date of birth. Best wishes for your continued success in reaching your goals. If you have questions about the survey, contact the researcher at: thomas.boswell@austin.utexas.edu

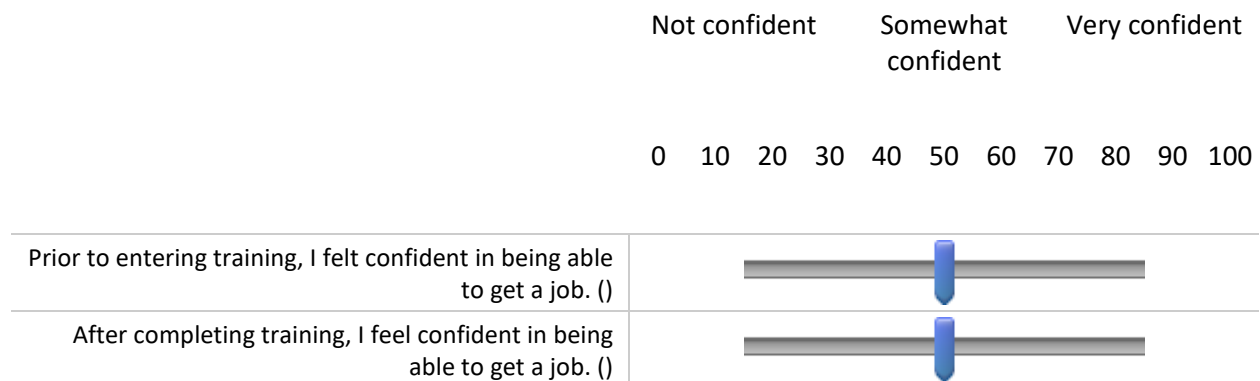
Consent Do you agree to participate in this survey?

No (1)

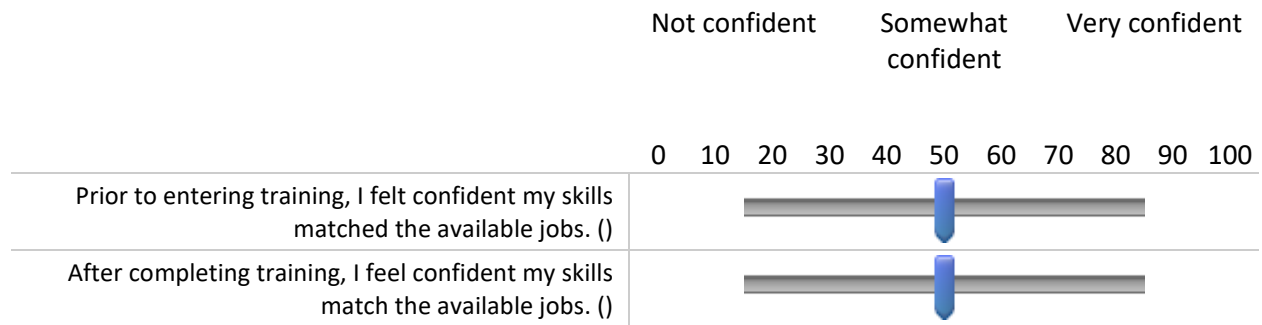
Yes (2)

SECTION 1 Employability: The following six questions ask about your thoughts on your employability both before and after training.

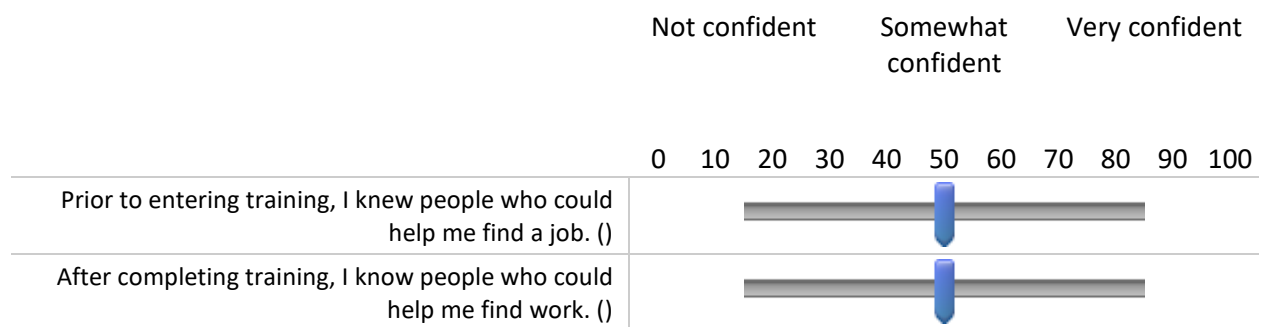
Q1.1 Your level of confidence in being able to get a job.



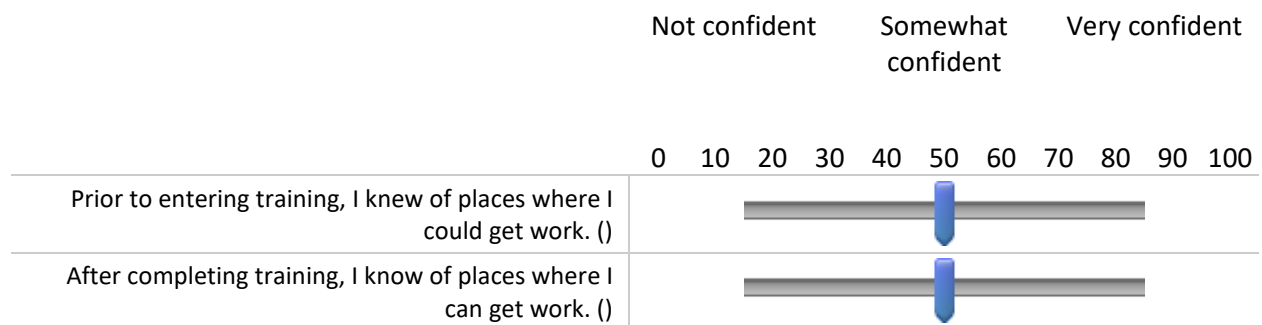
Q1.2 Your level of confidence that your skills match available jobs.



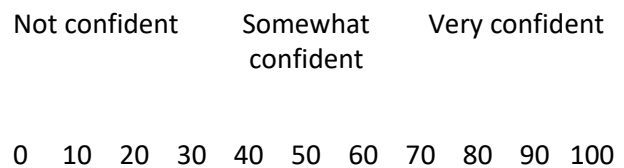
Q1.3 Your level of confidence in knowing people who can help you get a job.

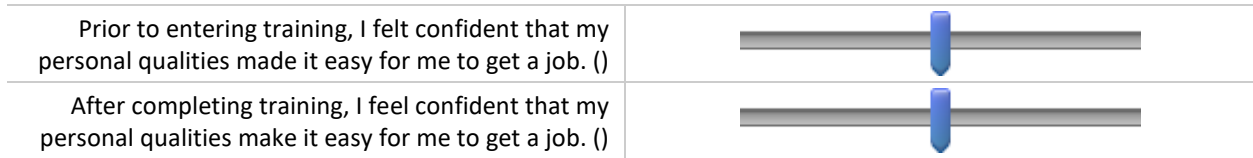


Q1.4 Your level of confidence in your knowledge of places where you can get work.

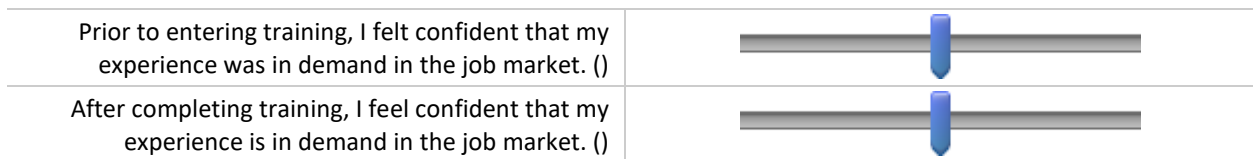
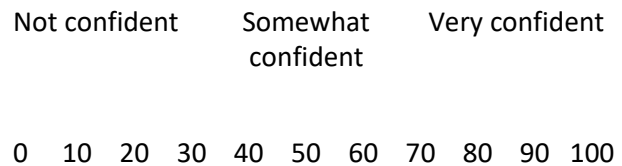


Q1.5 Your level of confidence in your personal qualities making it easier to get a job. Personal qualities are characteristics such as your attitude, dependability, patience, and drive.





Q1.6 Your level of confidence in your experience being in demand in the job market. Experience can mean work experience as well as life experiences that have prepared you for work.



SECTION 2 Workforce Training: The following questions are asking about the training you received.

Q2.1 You are taking this survey because you enrolled in a workforce training program, did you complete this training program?

- Yes, I completed training (1)
- No, I did not complete the training program (2)

Display This Question:

If You are taking this survey because you enrolled in a workforce training program, did you complete... = Yes, I completed training

Q2.1a Did you earn a training certification, and/or a diploma or degree?

Yes (1)

No (2)

Display This Question:

If Did you earn a training certification, and/or a diploma or degree? = Yes

Q2.1ai What type of certification, diploma, and/or degree did you earn? (check all that apply to you)

High School Diploma/GED (1)

Industry-Based Certification(s) (such as CDL, NCCER, CompTia, and others) (2)

Apprentice License (such as plumbing or electrical) (3)

Associate Degree (4)

Bachelor's Degree (5)

Display This Question:

If You are taking this survey because you enrolled in a workforce training program, did you complete... = No, I did not complete the training program

Q2.1b Which statements best describe the reasons you did not finish the program? Please read all the responses and check all that apply to your situation.

- I had child care troubles that made it hard for me to attend the program regularly. (1)
- I had personal or family responsibilities to take care of. (2)
- I did not have access to transportation to attend the program regularly. (3)
- I had issues with my housing that made it hard for me to attend the program regularly. (4)
- I had issues with the justice system that made it hard for me to attend the program regularly. (5)
- I did not like the program/The program was not right for me. (6)
- The program staff dropped me from the program. (7)
- Other, please share with us the reason why you left the program. (8)

Q2.2 Would you refer a friend or family member to the training program you attended?

- Yes (1)
- No (2)

Q2.3 Do you know anyone who left the training program before they could finish their training?

- Yes (1)
- No (2)

Display This Question:

If Do you know anyone who left the training program before they could finish their training? = Yes

Q2.3a If you know why, please share with us why the person left their training program before they could finish.

Q2.4 Was there a key support service you received that was necessary in order for you to enter and/or continue your training?

Yes (1)

No (2)

Display This Question:

If Was there a key support service you received that was necessary in order for you to enter and/or... = Yes

Q2.4a Please share with us the support service you received that was necessary for you to enter and continue your training.

Q2.5 Is there something more the training provider could have done to support you in working toward your education and training goal?

Q2.6 How much do you agree with the following sentences about your professional job search skills.

Completely Disagree Somewhat Agree Completely Agree

0 10 20 30 40 50 60 70 80 90 100

I know how to look for jobs online (i.e., LinkedIn, Craigslist, Indeed) ()	
I know how to learn about job fairs. ()	
I can write a resume. ()	
I can fill out a job-application. ()	
I can write a cover-letter. ()	
I prepare for job interviews by thinking about questions I may be asked. ()	
I prepare for job interviews by thinking about questions I may ask the interviewer. ()	
If I'm offered a job and I think the pay is too low, I can ask for more money. ()	

SECTION 3 Employment Information: The following group of questions asks about your current employment.

Q3.1 Do you have a job right now?

- Yes (1)
- No (2)

Skip To: End of Block If Do you have a job right now? = Yes

Q3.2 Are you currently working at a job using the skills you learned while in training?

- Yes (1)
- No (2)

Q3.3 How long have you been working at your current job?

- Less than 6 months (1)
- 6 months to 1 year (2)
- Between 1 and 2 years (3)
- More than 2 years (4)

Q3.4 What is your current job title at your main job?

Q3.5 Thinking about your main job, what is your pay per hour?

Q3.6 At your current job, how much do you work?

- Full time (35 hours a week or more) (1)
- Part time (less than 35 hours a week) (2)

Display This Question:

If At your current job, how much do you work? = Part time (less than 35 hours a week)

Q3.6a Please select all the following reasons you are currently working less than 35 hours a week

- I am attending school/training (3)
- To take care of children (4)
- To take care of other family members (6)
- I have health issues that keep me from working full time. (7)
- I have an earning limit to receive retirement and/or social security benefits. (10)
- If I work full-time, I will lose certain benefits my family needs such as food or housing benefits. (11)
- My job does not allow me to work full time. (1)

Display This Question:

If Please select all the following reasons you are currently working less than 35 hours a week = If I work full-time, I will lose certain benefits my family needs such as food or housing benefits.

Q3.6ai Please check the benefits that you currently receive if you

- Housing (1)
- Child Care (2)
- SNAP (3)
- Free or Reduced Meal Programs at my child's school (4)
- Utility Assistance (5)
- CHIP or Medicaid Insurance for a family member (6)
- Social Security Disability Benefits for a family member (7)

Display This Question:

If Please select all the following reasons you are currently working less than 35 hours a week = My job does not allow me to work full time.

Q3.6aii Would you work full time if your job allowed you to?

- Yes (1)
- No (2)
- I don't know (3)

Q3.7 Were you offered or can you sign-up for, any of the following listed benefits from your employer?
Check all the benefits your employer offers.

- Health Insurance (Paid partly by your employer) (1)
- Dental Insurance (2)
- Vision Insurance (3)
- Retirement/Pension benefits (4)
- Paid sick days (5)
- Paid vacation time-off for vacation or holidays (like Christmas or Labor Day) (6)
- Paid leave for family illness or medical emergency (7)
- Ability to work from home/Remote Work (8)
- Flexible working hours (9)
- Payment of college tuition (10)
- Employee stock ownership plans (11)
- None of the Above (12)

Q3.8 Since you started working at your current job, have you been promoted?

- Yes (1)
- No (2)

Q3.9 Do you ever work overtime hours, more than 40 hours during your work week?

- No (1)
- Yes (2)

Display This Question:

If Do you ever work overtime hours, more than 40 hours during your work week? = Yes

Q3.9a If you do work overtime hours, are you paid overtime rates (i.e., 1.5 times your salary?)

- No (1)
- Yes (2)

Q3.10 How do you describe your type of employment? Please read all the choices first and then select the one that best describes your work situation.

- I am employed by a company, organization, government, or higher education institution. (1)
 - I am a gig worker. (2)
 - I work through an only platform, such as Uber, Lyft, Doordash, or Instacart (3)
 - I work at a temporary job agency, such as Reliable Staffing or Ultimate Staffing. (4)
 - I am a day laborer, such as doing odd jobs. (5)
 - I am an independent contractor working for a company. (6)
 - I am self-employed (I own my own business (7)
-

Q3.11 Thinking about your main job, check all the statements that are mostly true.

- I feel physically safe at my job. (1)
- I believe my job will not harm my health. (2)
- My boss and co-workers are respectful toward me and each other. (3)
- I believe my workplace is a safe and supportive place for people of different races, ethnicity, ages, gender, and/or sexual orientation. (4)
- I have experienced unwelcome comments or behavior at work that made me feel offended, embarrassed, or hurt my feelings, such as mean jokes, name calling, hurtful gossip. (5)
- I believe I have been treated unfairly at work based on my gender, age, race/ethnicity, and/or sexual orientation. (6)
- At my job, I feel like I belong. (7)
- I feel appreciated by my co-workers and boss. (8)
- My job is stable and steady. (9)
- I believe my employer is happy with my work. (10)
- I plan to still be working here in one year. (11)
- I plan to still be working here in five years. (12)
- If my work had a job opening, I would encourage a friend or family member to apply. (13)
- If I am confused by a task at work, there is someone who is happy to help me. (14)

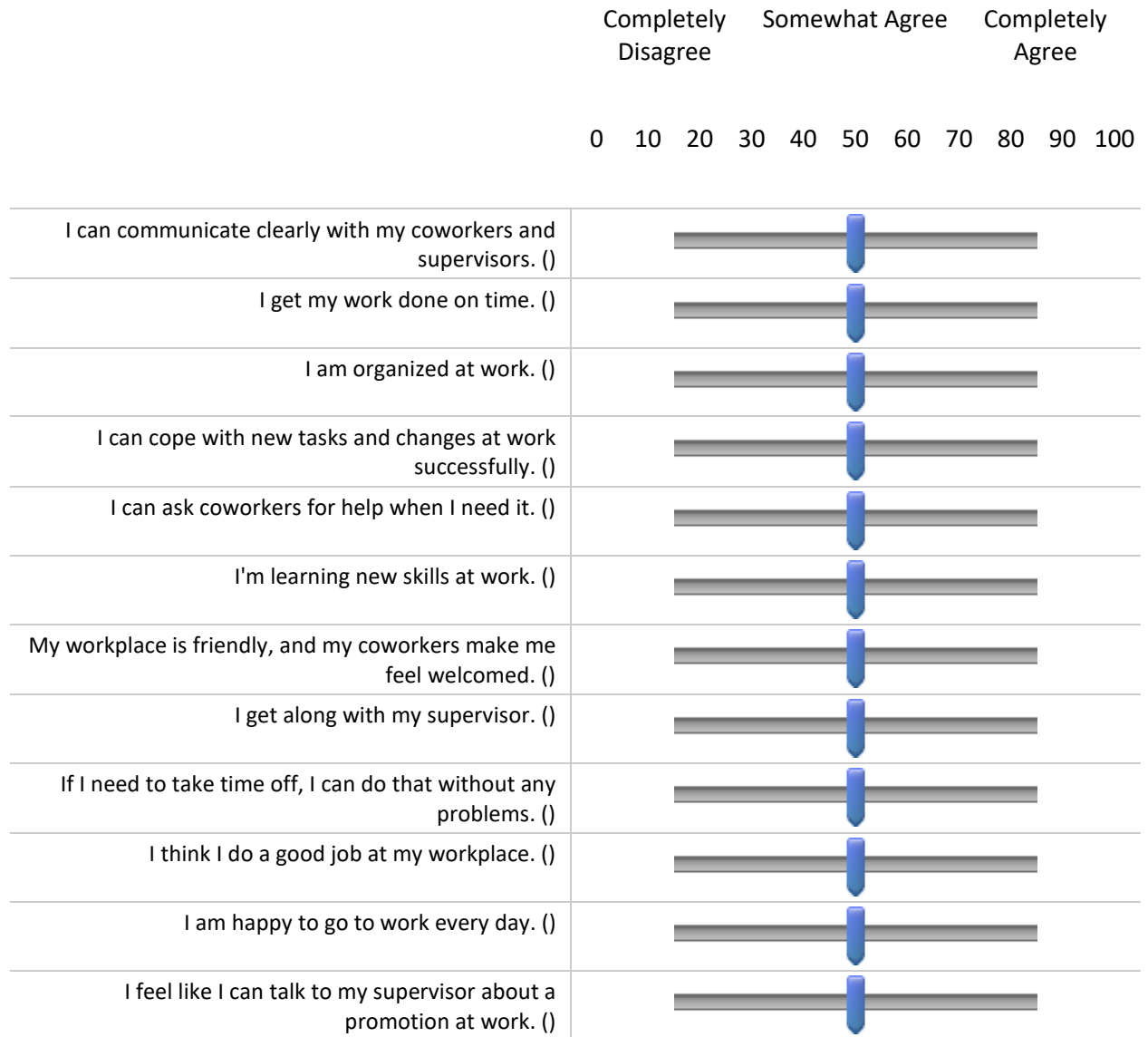
Q3.12 I believe if I stay at this workplace, in time, my employer will pay me more money.

- Yes (1)
- No (2)

Q3.13 I believe that at this workplace, I have a chance to get a promotion to a different job with more responsibility and better pay.

- Yes (1)
- No (2)

Q3.14 How much do you agree with the following sentences about your work?



Q3.15 Has your job paid for any training or classes that you can take to improve your skills?

Yes (1)

No (2)

Q3.16 Have you received additional training that was not provided by your employer. Training you found on your own and attended.

Yes (1)

No (2)

SECTION 4 Economic Stability Questions: This last section includes questions about your financial wellbeing.

Q4.1 Overall, which one of the following statements best describes how well you are doing financially these days?

Living comfortably (1)

Doing okay (2)

Just getting by (3)

It is difficult to get by (4)

Finances: How often do each of these statements apply to you?

Q4.2 I have money left over at the end of the month

Rarely (1)

About half the time (2)

Most of the time (3)

Q4.3 I am behind on my finances

- Rarely (1)
- About half the time (2)
- Most of the time (3)

Q4.4 Compared to before you completed your training, would you say that you (and your family) are better off, the same, or worse off financially?

- Much better off (1)
- Somewhat better off (2)
- About the same (3)
- Somewhat worse off (4)
- Much worse off (5)

Q4.5 Thinking about your parents when they were your age, would you say you (and your family) are doing better, the same, or worse financially than they were?

- Much better off (1)
- Somewhat better off (2)
- About the same (3)
- Somewhat worse off (4)
- Much worse off (5)

Q4.6 How would a \$400 emergency expense that you had to pay impact your ability to pay your other bills this month?

- I would be able to pay all my bills (1)
- I could not pay some of my bills (2)

Q4.7 Please identify the members of your current household that you provide financial support for. (Check all that apply)

- My spouse or partner (1)
- My child(ren) under age 18 (2)
- My adult child(ren) age 18 or older (3)
- My parent(s) (4)
- Other individuals (5)

Q4.8 Is your income the main source of money used to run your household?

- Yes (1)
- No (2)

Q4.9 What is the current range of your annual income, including overtime pay and bonuses?

- Less than 25,000 (1)
- 26,000-50,000 (2)
- 51,000-75,000 (3)
- 76,000-100,000 (4)
- More than 100,000 (5)

FINAL SECTION: Personal Information

Q5.1 Thank you for participating in this survey. We would like to send you a \$25 gift card. Please provide your name, your address, and your date of birth.

- First and Last Name (1) _____
- Street Address (2) _____
- City, State, and Zip Code (3) _____
- Date of Birth (4) _____

Q5.2 If you are interested in helping us in the future with more surveys about your employment, please put the phone number or email address that works best for you to receive a link to other surveys. You will receive a gift card for each survey you complete.

- Phone number: (1) _____
- Email address: (2) _____

Q5.3 The researchers are also hoping to interview some training participants. Are you interested in being selected to participate in an interview? You will receive a \$45 gift card if you are selected and agree to be interviewed.

- Yes (1)
- No (2)