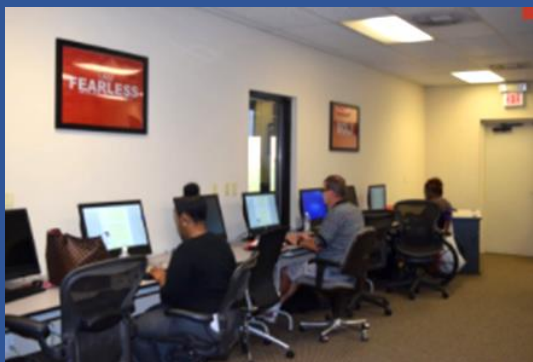


# INVESTING IN PEOPLE

## An Evaluation of Travis County Investments in Workforce Development



# EVALUATION OF TRAVIS COUNTY INVESTMENTS IN WORKFORCE DEVELOPMENT

2020 UPDATE

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**December, 2020**



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This report was prepared with funds provided through a grant and cooperative agreement with Travis County Health and Human Services to the Ray Marshall Center for the Study of Human Resources at the University of Texas at Austin. These data were derived by the Ray Marshall Center from a record set supplied by the Texas Workforce Commission (TWC). TWC specifically disclaims responsibility for any analysis, interpretations, or conclusions. The views expressed here are those of the authors and do not represent the positions of the funding agencies or The University.

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## LIST OF ACRONYMS

American YouthWorks	AYW
Austin Area Urban League	AAUL
Austin Career Institute	ACI
Austin Community College	ACC
Adult Basic Education	ABE
Certified Nurse Assistant	CNA
Commercial Driver’s License	CDL
English as a Second Language	ESL
Federal Poverty Guidelines	FPG
General Assessment of Instructional Need	GAIN
Goodwill Career and Technology Academy	GCTA
Health and Human Services	HHS
Heating, Ventilation, and Air Conditioning	HVAC
High School Diploma	HSD
High School Equivalency	HSE
High School Equivalency Certificate	HSEC
Individual Placement and Support	IPS
Professional Networking Partnership	PNP
Ray Marshall Center	RMC
Self-Sufficiency Matrix	SSM
Supplemental Assistance Nutrition Program	SNAP
System for Assessment and Group Evaluation	SAGE
Temporary Assistance for Needy Families	TANF
Test for Adult Basic Education	TABE
Texas Department of Licensing and Regulation	TDLR
Texas Success Initiative	TSI
Texas Workforce Commission	TWC
Unemployment Insurance	UI
WorkInTexas	WIT
Workforce Education and Readiness Continuum	WERC
Workforce Education and Readiness Continuum–Travis County	WERC-TC
Workforce Information System	TWIST
Workforce Solutions Capital Area	WFSCA



## INTRODUCTION

In FY 2016–FY 2019, Travis County invested over \$9.6 million through contracts with workforce development programs for low-income residents who tend to face challenges in finding steady employment with sufficient earnings to support themselves and their families.<sup>1</sup> These programs provide services ranging from Adult Basic Education (ABE), English as a Second Language (ESL) and high school equivalency certification (HSEC) programs, to short- and long-term skills training leading to certifications and/or associate degrees across a wide range of occupations. These occupations include nursing and allied health professions, information and electronic technologies, skilled trades, and other occupations in growth industries with good prospects for career advancement.

Four of the Travis County workforce development grantees receive county-funded assistance as a consortium, the Workforce Education and Readiness Continuum–Travis County (WERC-TC). WERC-TC providers are Workforce Solutions Capital Area Career Centers, Goodwill of Central Texas, Austin Area Urban League, and American YouthWorks. Four additional community-based organizations maintaining workforce development contracts with Travis County are included in this report: Literacy Coalition of Central Texas, Capital IDEA, LifeWorks, and Skillpoint Alliance. In addition, WERC-TC provider American YouthWorks also delivers services to participants through Travis County funding that is not WERC-TC (Table 1).

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<sup>1</sup> FY 2016–FY 2019 represent three years of renewable five year contracts.

**Table 1. Travis County Funded Workforce Development Programs**

<b>Workforce Education and Readiness Continuum–Travis County (WERC-TC)</b>
<ol style="list-style-type: none"> <li>1. Workforce Solutions Capital Area Career Centers</li> <li>2. Goodwill Industries of Central Texas</li> <li>3. Austin Area Urban League</li> <li>4. American YouthWorks: YouthBuild Austin and Texas Conservation Corps (This organization also receives non-WERC-TC funding from Travis County.)</li> </ol>
<b>Non-WERC-TC</b>
<ol style="list-style-type: none"> <li>1. Literacy Coalition of Central Texas: Career Development</li> <li>2. Capital IDEA: Long-Term Training</li> <li>3. LifeWorks: Workforce Development</li> <li>4. Skillpoint Alliance: Gateway</li> <li>5. American YouthWorks</li> </ol>

This evaluation examines outcomes and impacts for participants exiting the Travis County-funded community-based workforce programs between FY 2016 and FY 2019. To understand the impact of these services, the county has contracted with the Ray Marshall Center for the Study of Human Resources (RMC), an organized research unit in the LBJ School of Public Affairs at The University of Texas, to conduct a longitudinal evaluation of its investments. This evaluation report presents findings and analyses of programs funded during the first four years of a five-year on-going evaluation (FY 2016–FY 2020).

The following section presents an overview of the evaluation questions and research methods, followed by separate sections for each of the providers examined. Each provider section includes a brief profile of the provider and its workforce development program(s), a summary of participant demographic characteristics obtained at the time of program entry, and details outcomes and impacts for participants who exited the program during FY 2016–FY 2019. The findings include Unemployment Insurance (UI) wage data from four quarters prior to program entry, the quarter the client exited services, and up to 12 quarters post-exit (through March 31, 2020, the latest quarter for which UI wage data are available). The final section summarizes evaluation findings from FY 2016–FY 2019.

Outcomes and impacts vary across the spectrum of grantees, as expected given their varying services regimes and the unique barriers to training and employment experienced by the target populations each organization serves.

## EVALUATION OVERVIEW

The purpose of Travis County's investment in local workforce development services is to help low-income residents with weak labor force attachment build the skills needed for gainful employment. Accordingly, each program is evaluated based on its participants' outcomes. Output and outcome performance goals are established for each provider in its contract with the County. Among the various performance measures, four are shared across the majority of providers:

- number of unduplicated clients served;
- percentage of clients who obtain or improve employment, or who enter postsecondary education or training;
- percentage of clients who retained their placement for six months; and
- average wage at job entry.

Other performance measures are based on the type of service provided, for example:

- number of clients who enter Adult Basic Education (ABE), English as a Second Language (ESL), or secondary education either High School or a High School Equivalency Certification (HSEC) program;
- number of clients who enter and complete vocational/occupational skills training;
- number of clients who complete vocational/occupational training programs and earn an industry recognized certification; and
- number of clients who successfully complete internships.

Performance results of workforce development services and programs are detailed annually in the Workforce Development Community Impact Report prepared by the Travis County Health and Human Services department (HHS).<sup>2</sup> While these reports assess how a provider fared in relation to its

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<sup>2</sup> Travis County Workforce Development Community Impact Reports are available at: <https://www.traviscountytx.gov/health-human-services/research-planning/cir>

contractually-established performance goals, the focus is primarily on immediate and near-term objectives (e.g., wage at entry and the following two calendar quarters of employment).

The Ray Marshall Center’s evaluation extends the analysis of Travis County’s workforce investments by examining participants’ labor market experiences prior to entering the program and then tracking their labor market outcomes following program exit. This evaluation draws on multiple data sources to answer the following questions:

- are services being delivered as planned?
- who is being served?
- what outcomes are achieved?
- what are the impacts of the investment?

The outcomes evaluation focuses on four key labor market measures:

- average quarterly employment,
- average quarterly earnings of those employed,
- the share of participants meeting monetary eligibility requirements for UI benefits quarterly, and
- the share of participants filing a claim for UI benefits quarterly.

It should be noted that the third measure is a proxy measure for employment stability. In Texas, monetary UI eligibility is based on the claimant earning sufficient wages in at least two consecutive quarters of the five quarters prior to filing a claim for benefits. For the FY 2016–FY 2019 exiting participant groups, labor market outcomes are examined in the four quarters prior to entering the program, the last quarter of participation in provider services (the “exit quarter”), and up to 12 post-service quarters. Findings in this report examine results in the post-service period through March 31, 2020, the latest quarter for which UI wage data are available. The March 2020 data may reflect an impact of the COVID-19 pandemic on education and employment. Texas Governor Greg Abbott began issuing statewide Executive Orders in March 2020, restricting education and employment activities across the state.<sup>3</sup>

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<sup>3</sup> For more information on TX Governor Abbott’s COVID-19 Executive Orders see: <https://gov.texas.gov/coronavirus-executive-orders>

## DATA SOURCES

The evaluation of Travis County-funded workforce development programs draws from multiple data sources including participant records maintained by each grantee organization, UI wage and benefits claim files, The Workforce Information System of Texas (TWIST) and WorkInTexas (WIT) records, interviews with program administrators and staff, program documents, provider websites and social media, and published reports.

Two caveats should be noted about UI wage data used for this evaluation. First, UI wage records have known coverage gaps. Workers in industries with high levels of self-employment or independent contracting, such as construction and truck driving, are less likely to be in a UI-covered position.<sup>4</sup> Researchers therefore acknowledge that the outcomes reported here for programs that train for construction and truck driving occupations likely undercount actual labor market outcomes. Second, UI wage records are subject to review and correction by workers and employers as part of the claims determination process for UI benefits. Therefore, numbers reported here are based on the most recently available records.<sup>5</sup>

A total of 5,251 unduplicated participants were included in the dataset for this report (see Appendix A-1: Demographics of Travis County Workforce Development Program FY 2016–FY 2019 Exiters and Appendix A-2: Demographics of WERC-TC Program FY 2016–FY 2019 Exiters). Participants who received services from more than one Travis County-funded workforce development grantee during the study time period are counted for each program in which they were enrolled.<sup>6</sup>

Outcomes and impacts are reported for those participant's with social security numbers identified within the wage data. In addition, outcomes and impacts for selected sub-groups of program participants are presented in Appendices E-H.

## PROGRAM OUTCOMES

Outcomes are reported for unduplicated participants with SSNs found in the Texas Workforce Commission (TWC) data across the time period examined. Outcomes reported include quarterly

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<sup>4</sup> The Austin-based Workers Defense Project has thoroughly documented the extensive practice of hourly worker misclassification as contract employees in the construction industry in Austin and elsewhere in Texas. See *Building Austin, Building Injustice* (Workers Defense Project) 2009.

<sup>5</sup> Any discrepancies are expected to be quite small.

<sup>6</sup> WERC-TC clients were reported once, although they may have received services from more than one WERC-TC service provider.

employment, quarterly earnings, qualification for UI benefits, and filing of UI claims. For each participant the time 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 are reported for each fiscal year participant cohort (FY 2016, FY 2017, FY 2018 & FY 2019) across all post service quarters in which members of a cohort appear in the data. For example, the FY 2016 (10/1/2015–9/30/2016) cohort participants exited services during one of the four quarters represented in FY 2016, participants exiting during the first quarter of FY 2016 will be represented in more post-service quarters than participants exiting during the last quarter of the FY 2016. The outcomes data for each program is represented in a table followed by two descriptive figures. Each table includes all participant data collected for the purposes of this report, and for the time period examined. The figures illustrate employment and earnings outcomes over time excluding post-service quarters with partial cohort counts. More information on the outcomes measured, and a detailed table identifying participant exit quarters and post-service quarters is presented in Appendix B-1: Description of Outcomes Table Elements, and Appendix B-2: Participant Exit Quarters and Post-Service Quarters.

### **PROGRAM IMPACTS**

The quasi-experimental impact analysis gauges the “value-added” from workforce program participation by comparing labor market outcomes for participants with those of a matched comparison group. Impacts are analyzed by means of a quasi-experimental design that uses propensity score matching to select individuals from a pool of potential comparison group members who are comparable along multiple dimensions to those who received services supported by Travis County. Comparison group members were drawn from TWIST records and include Travis County residents who registered for employment with the state’s WIT program or who received job search services at local Workforce Solutions Career Centers or online. Thus, the impact analysis measures the incremental difference between those who received limited employment services with those who received the additional services in which Travis County invests.

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 judicially involved participants can be problematical in this regard precisely because their prior employment and earnings histories are either lacking or difficult to determine with any real confidence. Judicially involved

participants present an additional problem since the status of judicial involvement is generally lacking for comparison group members.

The report presents impacts for groups of program exiters for whom adequate matching could be performed. The analysis will include the estimation of unadjusted and adjusted net effects. The tables present the unadjusted net effect, simply the difference between mean outcomes for the participants and control groups. Impact graphs illustrate the unadjusted net effect of the comparison of average earnings over time, regardless of employment status (i.e., unconditional earnings), and of participants to the comparison group members at least four quarters prior to receiving services, at the quarter of service entry, and up to twelve quarters post-service entry.<sup>7</sup> Net effects (labeled as “impact measure” in the tables) account for unmeasured socioeconomic and other differences not already controlled for in the matching process. More information on the impacts measured, the matching process, and the quality of comparison groups is provided in Appendix C: Description of Impact Table Elements; and Appendix D: Quasi-Experimental Impacts Analysis.

Because of the way data are tracked in the WIT system, members of the comparison group were located in Travis County at the time the data were obtained by RMC; however, individuals may or may not have been located in Travis County during the time periods studied.

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<sup>7</sup>Unconditional earnings represent the average earnings for all program exiters and their matched comparison group, including individuals identified in the data earning zero dollars

## WORKFORCE AND EDUCATION READINESS CONTINUUM-TRAVIS COUNTY (WERC-TC)



WERC-TC functions as a part of a larger network of Austin and Travis County providers of workforce and educational services: the Workforce and Education Readiness Continuum (WERC). WERC is a City of Austin and Travis County-funded network of community partners linked to help prepare Austin-area residents to enter or reenter today's competitive job market. With at least 18 locations across eight partner organizations, WERC provides client services ranging from case management (including the development of an Individual Employment Plan and/or Individual Education Plan); Adult Basic Education (ABE), English as a Second Language (ESL); High School Equivalency Certification (HSEC) test preparation; job readiness instruction and job search assistance; paid internships; and assistance accessing a variety of occupational/vocational training options—including programs leading to industry-recognized credentials and occupational certifications and licenses. All occupational training must be provided by entities on the Texas Workforce Commission's statewide Eligible Training Provider System, linked back to an occupation on Workforce Solutions Capital Area's current targeted occupations list, and lead to a recognized credential.<sup>8</sup> WERC-TC is a component of the larger WERC program.

All WERC-TC participants must have an income below 200% of the Federal Poverty Guidelines (FPG); be a resident of Travis County; be at least 16 years old; and either be a United States citizen or have "Right-to-Work" status (or be in the process of gaining this status).

The following are educational prerequisites for participants to enter WERC-TC occupational training:

- Basic Soft Skills—Demonstrated through a learning assessment such as O-Net or other pre-assessment; and
- Education Specific Foundational Skills—Demonstrated through the Test for Adult Basic Education (TABE), client self-attestation, or a letter of foreign equivalency from a credentialed provider.<sup>9</sup>

WERC-TC funds four area workforce development service providers: Workforce Solutions Capital Area Career Centers, Goodwill Industries of Central Texas, Austin Area Urban League, and American

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<sup>8</sup> American YouthWorks YouthBuild programs are exempt from this requirement.

<sup>9</sup> In-house Occupational Training does not require the TABE assessment (with the exception of HSEC).



YouthWorks. Workforce Solutions Capital Area Workforce Board administers the program operating as the fiscal agent for WERC-TC funds, providing program oversight, quality assurance monitoring of client eligibility and performance outcomes, and supporting the continuum of care through partner frontline staff meetings as needed. Partner meetings offer an opportunity for staff to discuss challenges and best practices; and share information on available area workshops and services, policy updates and trends in quality assurance.<sup>10</sup> In FY 2018, WERC-TC programs were encouraged to register program participants to access WorkInTexas, an online job search resource.

Workforce Solutions Capital Area Workforce Board contracts with Goodwill to manage the WERC-TC data management software system (CaseWorthy) and provide technical support and system training on an ongoing basis. All four WERC-TC providers are required to directly enter into CaseWorthy client information; services and referrals provided; follow-up contacts; and outcomes, including employment, licensing or certification obtainment, rate of pay, and employment in field of training. CaseWorthy allows for the sharing of client data across programs, standardized reporting, and a single data repository for WERC-TC clients with a common intake form and income eligibility requirement of 200% FPG, allowing clients to be referred to different providers in the WERC continuum of care without repeating the intake process.<sup>11</sup> The target placement wage for the WERC-TC funded program in FY 2019 was \$12 per hour.

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<sup>10</sup> Information from a conversation with Gustavo Jimenez, Director of Performance and Kendra Campbell, Special Projects Coordinator, Workforce Solutions Capital Area on 3/26/2019. Updated information from Gustavo Jimenez, Director of Performance and Janee White, Quality Assurance Specialist, Workforce Solutions Capital Area on 3/9/2020.

<sup>11</sup> Information from a conversation with Amy Dutton, Special Projects Manager, and Kendra Campbell, Special Projects Coordinator, Workforce Solutions Capital Area. September 6, 2017 and June 6, 2018.

## PARTICIPANT PROFILE

The following analysis reports on the 2,770 unduplicated WERC-TC participants who exited the program in FY 2016–FY 2019.<sup>12</sup> Although the average age of WERC-TC participant exiters is 38, the program served youth as young as 16, and 22.9 percent of all exiters were fifty or older. The majority of exiters identified as either Black (46.3%) or White (40.7%). While information on the Hispanic ethnicity status is unknown for over a third of program participants, 22.2 percent identified as Hispanic. Most exiters were male (58%), with .3 percent identifying as transgender. The majority, 61.9 percent, reported having a 12<sup>th</sup> grade education or a HSEC, and 18.6 percent reported attending or graduating from college prior to program entry. Nearly 38 percent reported judicial involvement, and 7.7 percent identified as veterans. Over a one-fourth (26.9%) reported receiving any public benefits (receipt of public benefits is missing/unknown for 42.7% of the participants). The majority of the exiters report residing in the following areas: North Austin (21.1%), East Austin (28%), Eastern suburbs of Austin (16.1%) and South Austin (17.3%).

Among the 2,700 WERC-TC participants, 283 received services from more than one WERC-TC grantee across the program years examined in this analysis. Excluded from the outcomes and impacts analysis were two WERC-TC participants with earnings in excess of \$25,000 for several quarters. Included in the analysis are two participants who also received Literacy Coalition services and are counted in both the WERC-TC and Literacy Coalition outcomes and impacts.<sup>13</sup> An analysis of outcomes and impacts for two subgroups of WERC-TC participants identified in the data as non-judicially involved or judicially involved is presented in Appendix E: WERC-TC Non-Judicially Involved and Judicially Involved Participant Outcomes and Program Impacts.

## PARTICIPANT OUTCOMES

Table 2 presents WERC-TC participants who exited services (completed or dropped out) in FY 2016–FY 2019. Outcomes are reported for 2,766 participants with social security numbers identified within the wage data. Overall, in the four quarters prior to entering the program, quarterly employment in a UI-covered job in Texas for individuals serviced by WERC-TC was 47.1 percent. Average quarterly employment grew to just over 69 percent during the exit quarter and decreased by nearly 9 percentage

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<sup>12</sup> The 2,770 participants received services through one of the four WERC-TC collaborative organizations and two received services through the Literacy Coalition.

<sup>13</sup> The Literacy Coalition does not receive funding through the WERC-TC collaborative.

points four quarters post-service (60.7%). The data represents an average 13.6 percentage point gain in employment between the year prior to services and one year post-service. For those cohorts for whom data are available, quarterly employment continued to decrease during the eighth and twelfth quarters.

The overall increase of employment rates during the last service exit quarter (22.4 percentage points) may be attributed to the WERC-TC program's focus on quickly moving participants into employment, combined with enrolling participants in a limited number of paid internships. The Travis County Workforce Development Community Impact Reports for FY 2016–FY 2019 identified that WERC-TC enrolled 257 participants in paid internships with an 85 percent completion rate (Figure 1 further illustrates employment outcomes).

The available data identifies that overall wages grew from an average of \$4,582 in the four quarters pre-service to an average of \$6,017 four quarters post-service: a \$1,435 average increase representing a 31 percent wage gain (earnings outcomes are further illustrated in Figure 2). The available data for the FY 2016 and FY 2017 cohorts reports a continued increase in earnings throughout the twelfth and eighth quarters post-services, respectively.

Overall, prior to entering WERC-TC, 38.3 percent of participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training, approximately 56 percent met the requirements for eligibility. Few participants (2.4% overall) filed a claim for UI benefits in the period examined.

**Table 2. WERC-TC Participant Outcomes: FY 2016–FY 2019 Exiters**

Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	872	872	872	872	872	872	
FY 2017	715	715	715	715	715	266	
FY 2018	660	660	660	660	236	.	
FY 2019	521	521	521	166	.	.	
Overall	2768	2768	2768	2413	1823	1138	
<b>Quarterly Employment:</b>							
FY 2016	45.8%	73.3%	70.0%	63.8%	61.2%	58.9%	63.5%
FY 2017	39.9%	69.4%	62.1%	60.3%	55.4%	32.7%	56.3%
FY 2018	53.9%	66.7%	62.3%	60.0%	44.9%	.	58.7%
FY 2019	50.6%	67.2%	50.5%	49.4%	.	.	50.2%
Overall	47.1%	69.5%	62.4%	60.7%	56.8%	52.8%	59.3%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$4,574	\$4,603	\$5,773	\$6,041	\$6,691	\$7,320	\$6,421
FY 2017	\$4,239	\$4,443	\$5,498	\$5,779	\$6,652	\$4,978	\$5,891
FY 2018	\$4,522	\$4,322	\$5,562	\$6,090	\$5,657	.	\$5,802
FY 2019	\$5,047	\$4,847	\$5,940	\$6,755	.	.	\$6,134
Overall	\$4,582	\$4,542	\$5,677	\$6,017	\$6,570	\$6,981	\$6,134
<b>Qualified for UI Benefits:</b>							
FY 2016	38.0%	39.1%	47.3%	59.8%	54.4%	55.1%	54.1%
FY 2017	34.0%	37.8%	55.7%	55.7%	51.9%	47.4%	53.6%
FY 2018	42.3%	45.5%	50.3%	53.2%	47.5%	.	51.1%
FY 2019	39.6%	41.8%	51.1%	54.2%	.	.	51.8%
Overall	38.3%	40.8%	50.9%	56.4%	52.5%	53.3%	53.2%
<b>Filed UI Claim:</b>							
FY 2016	2.7%	1.2%	2.9%	2.1%	2.0%	1.7%	2.2%
FY 2017	2.6%	2.0%	1.3%	2.4%	1.7%	4.9%	2.1%
FY 2018	3.1%	1.4%	1.5%	1.5%	6.4%	.	2.3%
FY 2019	2.9%	2.3%	4.6%	6.6%	.	.	5.1%
Overall	2.8%	1.6%	2.5%	2.3%	2.4%	2.5%	2.4%

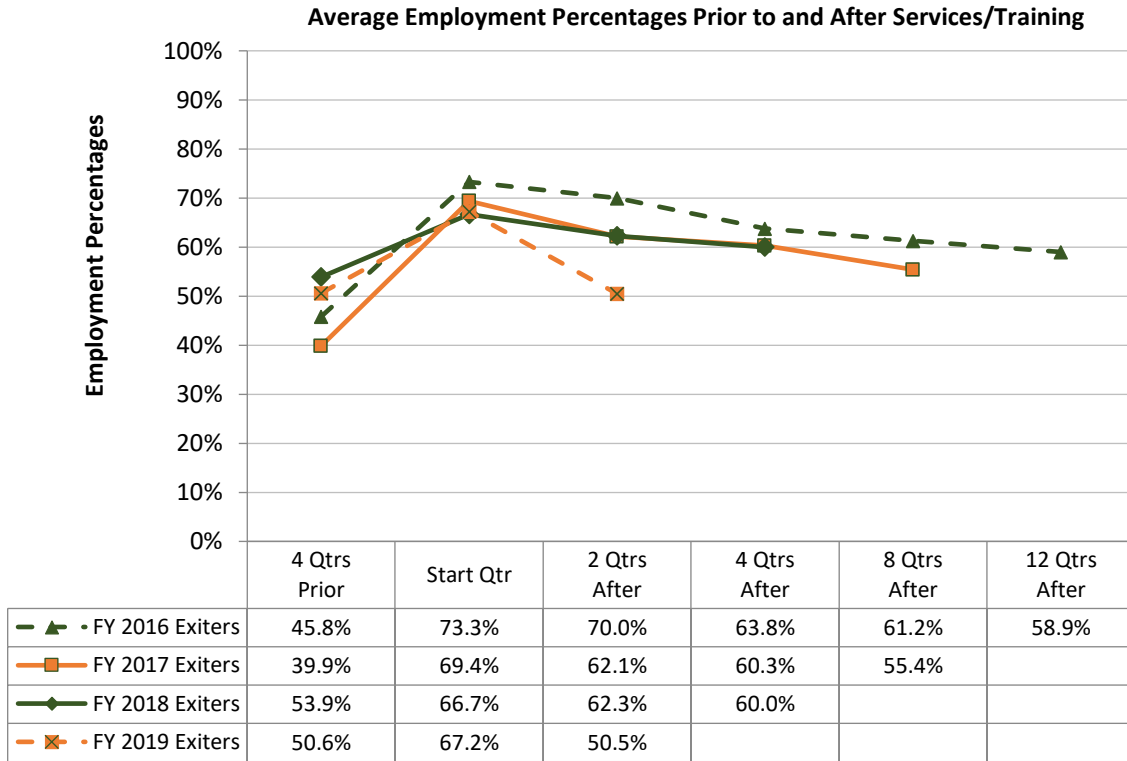
Source: WERC-TC participant records and Texas Workforce Commission UI wage and claim records.

Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 266 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 32.7% of the 266 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

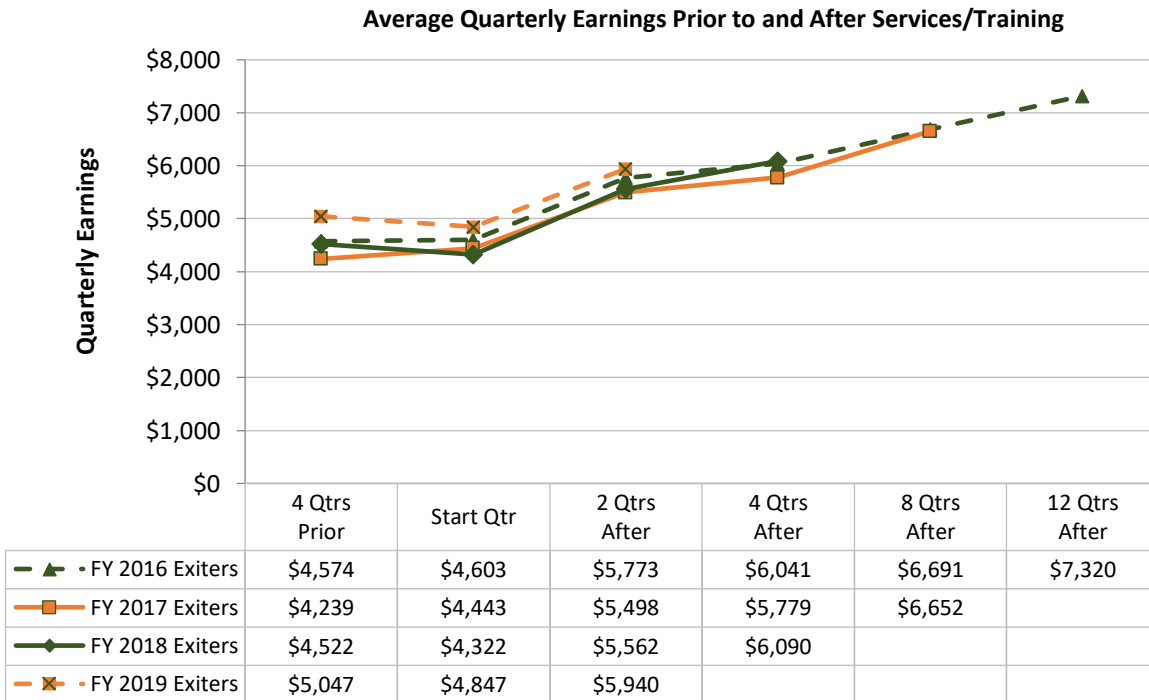
Note: WFSCA Career Centers had two participants with quarterly earnings in excess of \$25,000 for several quarters. These participants were removed from the above reported outcomes.

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure 1. Average Quarterly Employment for WERC-TC Exitters: FY 2016–FY 2019**



**Figure 2. Average Quarterly Earnings of Employed WERC-TC Exitters: FY 2016–FY 2019**



## PROGRAM IMPACTS

Table 3 presents findings from the impacts analysis comparing the outcomes for 2,618 WERC-TC FY 2016–FY 2019 exiters to the outcomes of a matched comparison group. The table presents impacts only for exiters for whom adequate matching could be performed. Participation in WERC-TC programs was positively associated with two of the four outcome measures of interest: a statistically significant 3.9 percentage point advantage in employment and a \$58 advantage in average quarterly earnings.

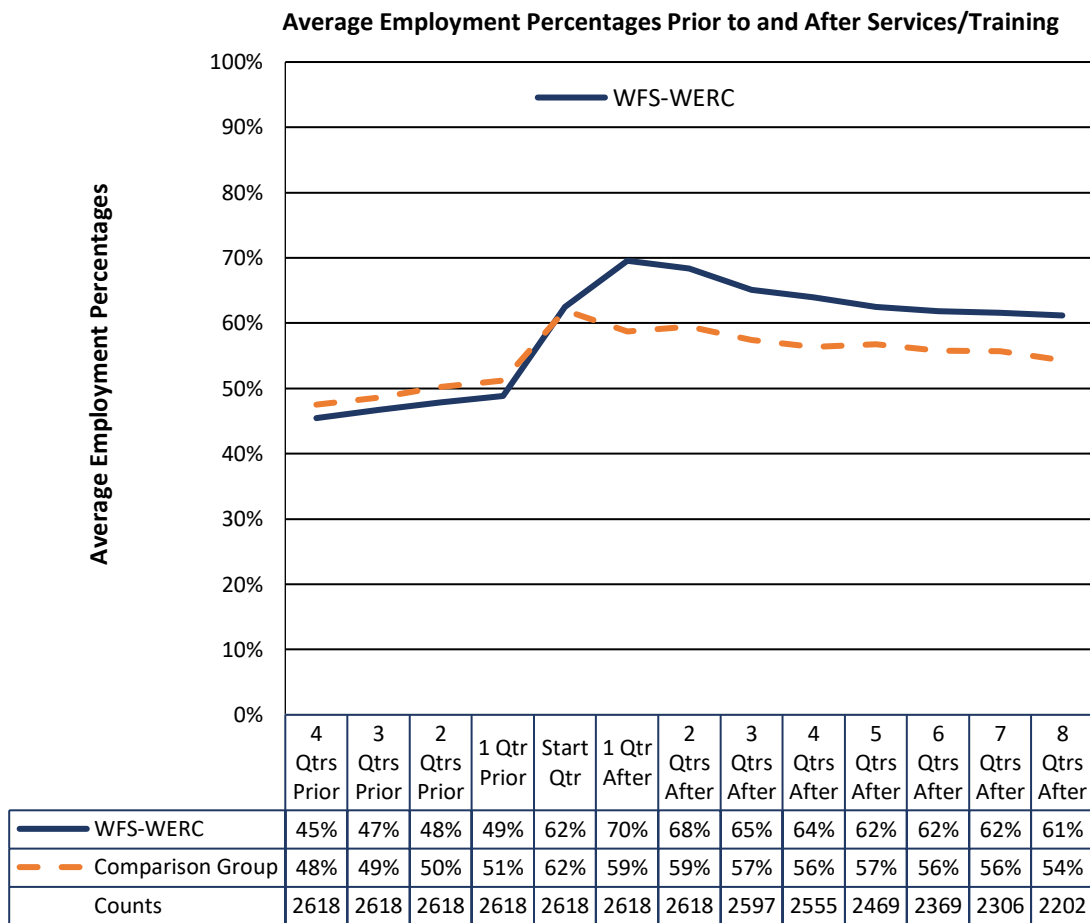
**Table 3. WERC-TC Quarterly Impacts: FY 2016–FY 2019 (n=2,618)**

Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	55.4%	60.6%	5.1%	3.9%**
Average Quarterly Earnings	\$6,409	\$6,380	-\$29	\$58
Qualified for UI Benefits	40.3%	41.2%	0.9%	0.0%
Filed UI Claim	0.95%	1.28%	0.32%	-0.04%

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

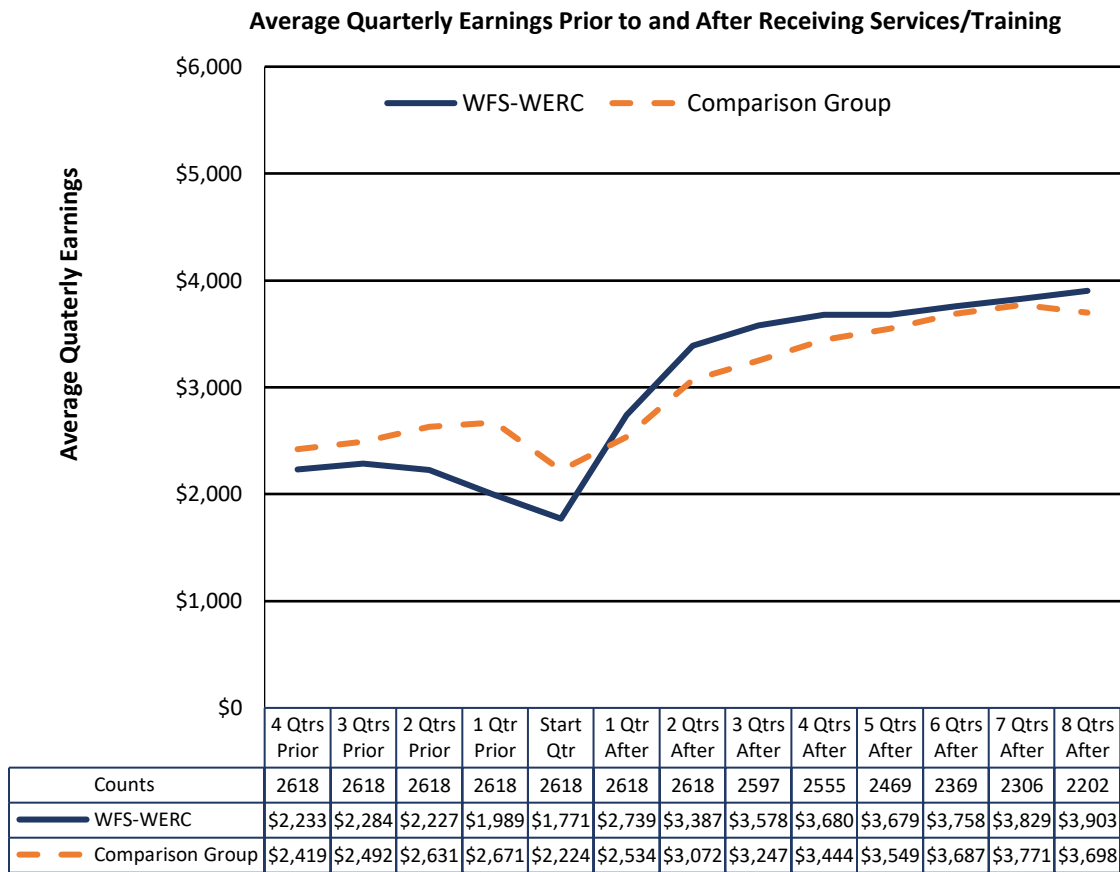
In Figure 3, the impact of participation in WERC-TC is examined by looking at participants' employment over time in relation to the comparison group's employment. The analysis shows that WERC-TC participants quickly outpaced the comparison group members during the first quarter following program exit and maintained a higher rate of employment over time compared to the comparison group.

**Figure 3. Employment Rates Over Time, WERC-TC Participants vs. Comparison Group: FY 2016–FY 2019**



In Figure 4, the impact of participation in WERC-TC is examined by looking at participants' earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group's unconditional earnings. The analysis shows that WERC-TC participants outpaced the comparison group members during the first quarter post-services. WERC-TC participant income leveled off making minor gains during the eighth post-service quarter.

**Figure 4. Unconditional Earnings Over Time, WERC-TC Participants vs. Comparison Group: FY 2016–FY 2019**





## DESCRIPTIONS OF WERC-TC FUNDED PROGRAMS

The following section further describes each of the WERC-TC funded organizations, the services and supports provided, the target populations served, a summary of demographic characteristics describing program participants at the time of program entry, and individual organization participant outcomes.<sup>14</sup> Table 4 presents each WERC-TC organization’s FY 2016, FY 2017, FY 2018, and FY 2019 exit counts with SSNs found in the wage data and included in the outcomes analysis.

**Table 4. WERC-TC Exiters by Program with SSNs Found in the Wage Data: FY 2016–FY 2019**

WERC-TC Programs	FY 2016 Exiters	FY 2017 Exiters	FY 2018 Exiters	FY 2019 Exiters	Total
Workforce Solutions Capital Area Career Centers	257	208	186	137	788
Goodwill	224	209	173	166	772
Austin Area Urban League	310	237	225	121	893
American YouthWorks	81	61	75	96	313
<b>Totals</b>	<b>872</b>	<b>715</b>	<b>659</b>	<b>520</b>	<b>2,766</b>

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<sup>14</sup> Demographics are reported on all exiters with SSNs provided by each organization. Outcomes are reported for all exiters with SSNs found in the wage data. Workforce Solutions Capital Area Career Centers and Austin Area Urban League each reported on one exiter that was not found in the wage data.

Workforce Solutions Capital Area is the local Workforce Development Board for Travis County. It is one of 28 local boards in Texas. The board oversees federal, state, and local employment and training programs.

In FY 2016, Workforce Solutions became the administrative agent for the WERC-TC, responsible for managing the annual distribution of \$630,315, which includes \$402,732 in funding for WFSCA Career Centers.



[www.wfscapitalarea.com](http://www.wfscapitalarea.com)

## Workforce Solutions Capital Area Career Centers

### Workforce Development Programs and Services

Workforce Solutions Capital Area Workforce Board operated the Travis County-funded Rapid Employment Model (REM) program through FY 2015. REM launched in 2006 as a pilot demonstration project then transitioned into the regular workforce program operations at the Workforce Solutions Capital Area Career Centers (WFSCA Career Center). The program was funded exclusively by Travis County. In FY 2016, the program and its funding were folded into the WERC-TC effort.

The purpose of the WFSCA Career Center WERC-TC program model is to accelerate the time it takes for individuals to become employed or reemployed with new skills and a marketable credential. Services are specifically targeted to disadvantaged county residents, in particular judicially involved individuals, TANF-Choices and SNAP recipients, low-income individuals, and those seeking financial assistance from the county.<sup>15</sup> Services include in-depth assessment, individual employment planning (IEP), intensive case management, and flexible service tracks leading to rapid employment with an average wage goal of \$12/hour.

Individuals participating in one of the frequently scheduled *Center Services Orientations* learn about the various programs available through WFSCA, including WERC-TC. WERC-TC case managers are available at three WFSCA Career Centers and other community center locations. All participants receive case management from specialists assigned to the program. The program specialist discusses training and employment options with each participant to determine the appropriate career pathway. Job-ready participants may be steered directly into limited pre-employment services and job search or a work

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<sup>15</sup> Temporary Assistance for Needy Families (TANF) Choices assists participants receiving cash assistance to transition from welfare to work through participation in work-related activities, including job search and job readiness classes, basic skills training, education, vocational training, and support services. Supplemental Nutrition Assistance Program (SNAP) provides a monthly supplement for purchasing nutritious food.

experience program for rapid placement. Others receive more intensive pre-employment, job search, and placement services, including WERC-TC funded internship opportunities, and short-term occupational training. The TABE or other objective assessment may be given to those seeking short-term training services to assess their readiness level for the desired skills training.

Participants select from a number of high-demand occupations for which short-term training is available, including general construction, electric and plumbing; administrative assistant, project management; certified nurse aide; and commercial vehicle operator. ESL, ABE, and HSEC test preparation are also available.

### **Support Services**

WFSCA Career Center clients are often co-enrolled in other programs providing support services. WFSCA Career Center staff regularly conduct WERC-TC recruitment efforts at various criminal justice transition sites and community centers. Additional referring programs include Workforce Innovation and Opportunity Act (WIOA), TANF Choices, and SNAP. Through co-enrollment, these programs help augment the wrap-around support services participants need to be successful.

Through WERC funds, job search participants can receive up to 12 weeks of transportation assistance while looking for employment, and training participants can receive up to 24 weeks transportation assistance while attending classes. Emergency assistance (utility payments, auto repairs, etc.) and assistance with work related expenses are also available on a case-by-case basis. Participants can receive a \$25 incentive upon entering employment and four additional \$25 incentives at each retention milestone.<sup>16</sup>

### **Participant Profile**

The following analysis reports on the 789 unduplicated WERC-TC WFSCA Career Center participants who exited the program for any reason in FY 2016–FY 2019. The average age of participant exiters is 41. Nearly half of the exiters identified as White (47.3%), 37.3 percent identified as Black, and 22.1 percent identified as Hispanic (32.1% of the sample had missing/unknown Ethnicity identification). Most exiters were male (68.7%) and the majority, 56 percent, reported having a 12<sup>th</sup> grade education or an HSEC, and nearly one-third reported attending or graduating from college (32.1%). Approximately

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<sup>16</sup> Information from a conversation with Amy Dutton, Special Projects Manager, and Kendra Campbell, Special Projects Coordinator, Workforce Solutions Capital Area at Capital Area September 6, 2017 and June 6, 2018.

one-third of participants reported judicial involvement (28.1%), 9 percent identified as veterans, and approximately one-fifth reported receiving any public benefits (41.1% of the sample had missing/unknown receipt of public benefits). The majority of the exiters report residing in the following areas: North Austin (28.3%), East Austin (22.8%), Eastern suburbs of Austin (12.3%) and South Austin (15.2%).

### Participant Outcomes

Table 5 presents WFSCA Career Center participants who exited services (completed or dropped-out) in FY 2016–FY 2019. Outcomes are reported for 788 participants with social security numbers identified within the wage data. Overall, in the four quarters prior to entering the program, quarterly employment in a UI-covered job in Texas for individuals serviced by WFSCA Career Centers was over half (56.7%). Average quarterly employment grew to 74 percent during the exit quarter and fell by nearly 9 percentage points by the fourth quarter post-service (65.1%). However, overall wages grew from an average of \$6,273 in the quarter before services and to an average of \$7,739 four quarters post-service: an increase of \$1,466 representing a 23 percent wage gain. The available data for the FY 2016 cohort in the eighth and twelfth quarters post-services reports a continued pattern of employment earnings growth (outcomes are further illustrated in Figure 5 and Figure 6).

Prior to entering WFSCA Career Centers, approximately 48 percent of participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training, approximately 64 percent met the requirements for eligibility. Few participants (less than 3.1% overall) filed a claim for UI benefits in the period examined.

**Table 5. WFSCA Career Center Participant Outcomes: FY 2016–FY 2019 Exiters**

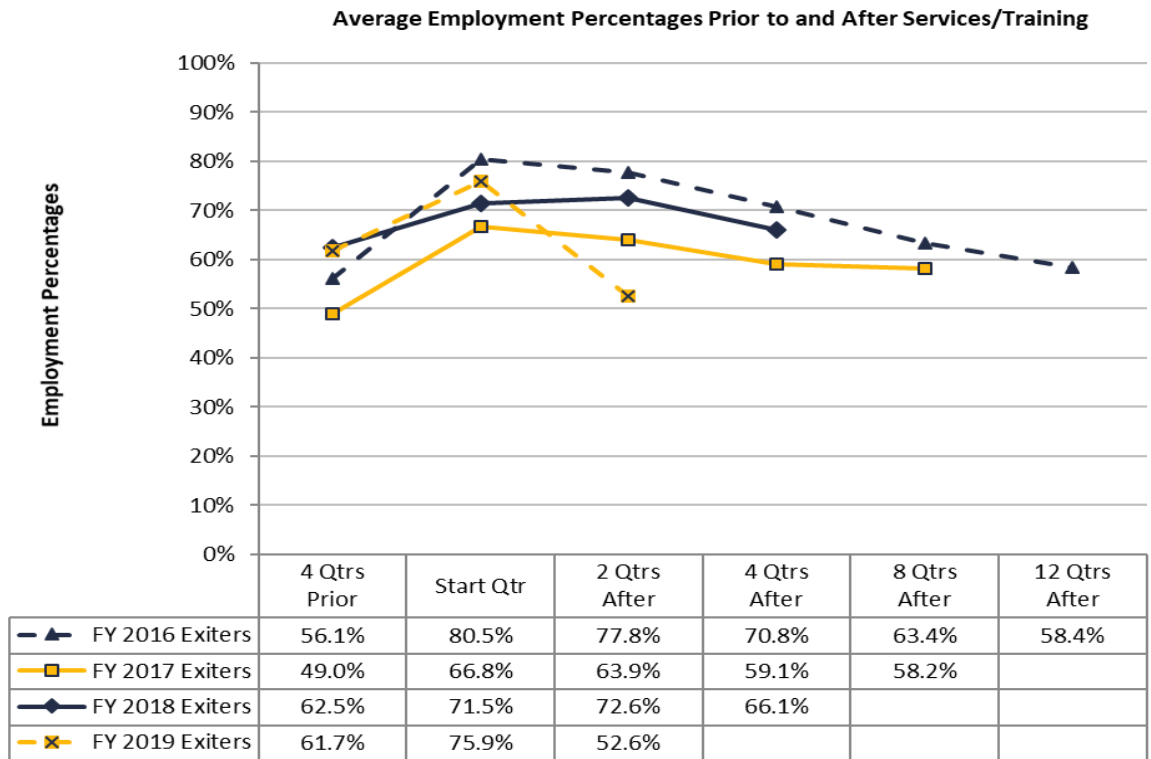
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	257	257	257	257	257	257	
FY 2017	208	208	208	208	208	51	
FY 2018	186	186	186	186	56	.	
FY 2019	137	137	137	42	.	.	
Overall	788	788	788	693	521	308	
<b>Quarterly Employment:</b>							
FY 2016	56.1%	80.5%	77.8%	70.8%	63.4%	58.4%	67.6%
FY 2017	49.0%	66.8%	63.9%	59.1%	58.2%	39.2%	58.8%
FY 2018	62.5%	71.5%	72.6%	66.1%	50.0%	.	66.8%
FY 2019	61.7%	75.9%	52.6%	54.8%	.	.	53.1%
Overall	56.7%	74.0%	68.5%	65.1%	59.9%	55.2%	63.8%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$5,886	\$5,649	\$7,412	\$7,614	\$8,548	\$8,955	\$8,064
FY 2017	\$5,517	\$5,107	\$6,505	\$7,062	\$7,906	\$5,514	\$7,055
FY 2018	\$6,566	\$5,843	\$6,717	\$7,843	\$6,324	.	\$7,163
FY 2019	\$7,443	\$6,665	\$7,774	\$11,790	.	.	\$8,747
Overall	\$6,273	\$5,745	\$7,063	\$7,739	\$8,099	\$8,550	\$7,661
<b>Qualified for UI Benefits:</b>							
FY 2016	49.7%	49.8%	52.9%	70.8%	60.3%	55.3%	59.8%
FY 2017	40.9%	45.7%	56.3%	56.7%	53.9%	45.1%	54.8%
FY 2018	50.4%	55.4%	60.2%	63.4%	53.6%	.	60.8%
FY 2019	55.8%	54.0%	59.1%	64.3%	.	.	60.3%
Overall	48.6%	50.8%	56.6%	64.2%	57.0%	53.6%	58.6%
<b>Filed UI Claim:</b>							
FY 2016	4.8%	2.3%	3.1%	3.5%	2.7%	3.1%	3.1%
FY 2017	4.2%	2.4%	2.4%	3.4%	2.4%	5.9%	3.0%
FY 2018	5.0%	1.6%	1.6%	0.5%	10.7%	.	2.3%
FY 2019	5.1%	1.5%	5.8%	2.4%	.	.	5.0%
Overall	4.7%	2.0%	3.1%	2.6%	3.5%	3.6%	3.1%

Source: WFSCA Career Center participant records and Texas Workforce Commission UI wage and claim records.

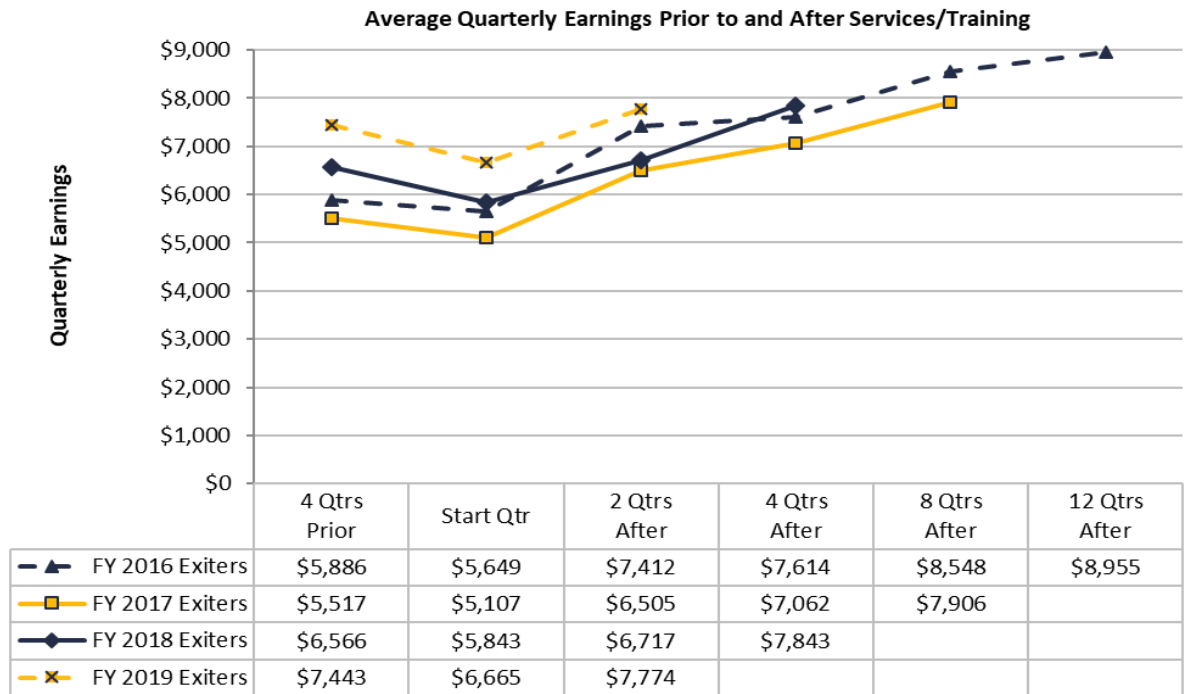
Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 51 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 39.2% of the 51 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure 5. Average Quarterly Employment for WFSCA Career Center Exiters: FY 2016–FY 2019**



**Figure 6. Average Quarterly Earnings for WFSCA Career Center Exiters: FY 2016–FY 2019**



Goodwill Industries of Central Texas provides services to justice involved individuals, the homeless, individuals with disabilities, individuals who lack a high school diploma or GED, opportunity youth, and others who face barriers in the labor market. Its mission:

“Transforming generations by empowering people through education, career training, and work.”\*

In FY 2016-FY 2019 Goodwill annually received \$137,439 funding through the WERC-TC collaborative.



\*<https://www.goodwillcentraltexas.org/education-job-training>

## Goodwill Industries of Central Texas

### Workforce Development Programs and Services

Goodwill’s education and training programs are accessible at several locations throughout Travis County, including the Goodwill Career and Technical Academy (GCTA), the Excel Center, and Workforce Advancement sites distributed around the City of Austin and Travis County.

In FY 2016, Goodwill joined the WERC-TC collaborative to enhance the continuum of education, training, and employment services available to participants with a focus on credentials valued by industry in occupations with career pathway potential and leading to a living wage. Services include case management; child care support; skills assessments; occupational and job-specific training; job search assistance; certifications; resume development and interviewing skills workshops.

The occupation focused training includes short-term training in three area high demand occupations, including 1) healthcare, nursing assistant and phlebotomy; 2) skilled trades, basic commercial construction, commercial vehicle operator, electrical helper and building maintenance technician; and 3) Technology, PC technician (preparation for A+ and Network+ certifications).<sup>17</sup> Furthermore, WERC-TC funding permits Goodwill to offer a number of paid internships for participants.

Goodwill provides services to individuals with complex barriers to employment: judicial involvement, homelessness, individuals with disabilities, individuals who lack a high school diploma or GED,

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<sup>17</sup> The GCTA programs are approved by the Texas Workforce Commission (TWC) Career Schools and Colleges. The GCTA Nursing Assistant Program is also approved by the Department of Aging and Disability Services (DADS). See: <https://www.goodwillcentraltexas.org/education-job-training/goodwill-career-technical-academy>

opportunity youth, and others who face barriers in the labor market. Goodwill works with a number of organizations to accept referrals of potential participants, including Travis Correctional Complex, the Austin Transitional Center, Austin Resource Center for the Homeless (ARCH), Foundation Communities, Salvation Army, Integral Care, SAFE Alliance, and other providers serving the homeless.

### **Support Services**

Justice involved individuals receive job readiness assistance from career case managers specifically trained to guide participants to incorporate their history into the job search process. Service delivery incorporates a Transtheoretical Cognitive Transformation approach: this approach recognizes that the process of change occurs in stages over time while individuals develop a sense of self-efficacy. Participants receive information on the federal bonding program, career options and limitations, and how to write to and speak with employers about their circumstances. Goodwill Business Solutions staff conduct outreach to employers to learn what skills participants need to be able to demonstrate to gain employment, and this information informs the training programs. In coordination with the UT Law School, Goodwill hosts Texas law expunction project clinics and driver's license recovery clinics.<sup>18</sup>

The Goodwill Norwood Park location is a walk-in site for the Ending Community Homelessness Coalition (ECHO). Case managers encourage and assist all homeless individuals to complete the ECHO coordinated assessment to match individuals with appropriate housing assistance. Case managers may work with participants to develop housing stability plans and assist qualifying participants to apply for additional supports. Other services offered to participants, based on their individual needs, include transportation, help in obtaining identification cards, mental health services (four mental health professionals offer on-site services), child care referrals, connections to food pantries, and resources for work/interview clothes.<sup>19</sup>

Participants can earn \$25 from Goodwill for every 30 days of employment retention up until 180 days of job retention. This incentive encourages participants to maintain a connection to the program

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<sup>18</sup> For additional information see: Texas Law Expunction Project, <https://law.utexas.edu/probono/projects/special-projects/texas-law-expunction-project/> and Driver's License Recovery Clinic, <https://law.utexas.edu/probono/opportunities/court-debt-relief-and-drivers-license-recovery-intake-with-drivers-license-recovery-project-2-2-2-2/>

<sup>19</sup> Information from a conversation with Goodwill staff Erin Halstead Kingsbury, Director of Program Administration Workforce Advancement and Jennifer Tucker, Vice President, Workforce Advancement on 3-25-2019. Information updated from a conversation with Jennifer Tucker, Vice President, Workforce Advancement on 3-11-2020.



and continued involvement in case management services.

### Participant Profile

Among the 772 unduplicated Goodwill participants who exited the program for any reason in FY 2016–FY 2019, the average age is 41. Over 40 percent of participants identified as White (43.1%), 47.9 percent identified as Black, with 21.6 percent identifying as Hispanic (32.6% of the sample had missing/unknown Ethnicity identification). Most exiters were male (56.6%) and the majority, 66.7 percent reported having a 12<sup>th</sup> grade education or a HSEC with 17.5 percent reporting less than a 12<sup>th</sup> grade education. Over 45 percent of participants reporting judicial involvement (45.5%), 7.1 percent identified as veterans, and 30.7 percent reported receiving any public benefits (43.9% had missing/unknown receipt of public benefits). The majority of the exiters report residing in the following areas: East Austin (26%), North Austin (21.9%), Eastern suburbs of Austin (17.5%) and South Austin (18%).

### Participant Outcomes

Table 6 presents Goodwill participants who exited services (completed or dropped-out) in FY 2016–FY 2019. Outcomes are reported for 772 participant social security numbers identified within the wage data. Overall, nearly half of the participants serviced by Goodwill were employed in the four quarters prior to entering the program. Employment increased to nearly 80 percent during the last quarter of service, yet declined to 64.7 percent by the fourth quarter post-service (a decline by approximately 15 percentage points). However, overall wages grew from an average of \$4,053 in the quarter before services and to an average of \$5,879 four quarters post-service: a \$1,826 average wage gain representing a 45 percent increase in earnings. The FY 2016 cohort participants represented in the data experienced a 15 percent increase in employment from 48 percent in the four quarters prior to services, to 63 percent in the twelfth quarter post service. Similarly, a \$2,824 increase in quarterly wages was reported across the same time period for the FY 2016 cohort (employment and earnings outcomes are further illustrated in Figure 7 and Figure 8).

Prior to entering Goodwill services, approximately 41 percent of participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after exiting services, approximately 65 percent met the requirements for eligibility. Very few participants (2.4% overall) filed a claim for UI benefits in the period examined.

**Table 6. Goodwill Participant Outcomes: FY 2016–FY 2019 Exiters**

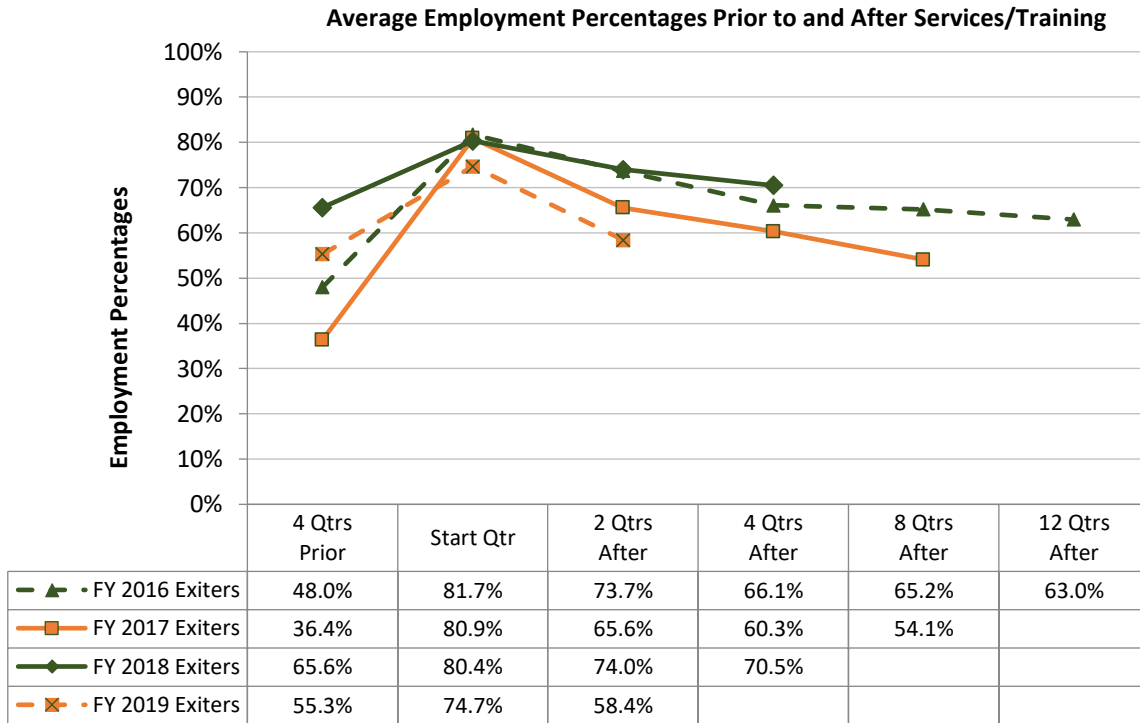
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	224	224	224	224	224	224	
FY 2017	209	209	209	209	209	96	
FY 2018	173	173	173	173	55	.	
FY 2019	166	166	166	65	.	.	
Overall	772	772	772	671	488	320	
<b>Quarterly Employment:</b>							
FY 2016	48.0%	81.7%	73.7%	66.1%	65.2%	63.0%	67.0%
FY 2017	36.4%	80.9%	65.6%	60.3%	54.1%	30.2%	56.0%
FY 2018	65.6%	80.4%	74.0%	70.5%	54.6%	.	69.8%
FY 2019	55.3%	74.7%	58.4%	58.5%	.	.	58.4%
Overall	50.4%	79.7%	68.3%	64.7%	59.2%	53.1%	63.1%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$4,515	\$5,183	\$5,956	\$6,288	\$6,952	\$7,339	\$6,605
FY 2017	\$3,729	\$4,407	\$5,504	\$5,686	\$6,695	\$5,004	\$5,857
FY 2018	\$3,746	\$4,645	\$5,818	\$6,024	\$7,106	.	\$6,046
FY 2019	\$4,161	\$4,045	\$5,336	\$4,458	.	.	\$5,089
Overall	\$4,053	\$4,619	\$5,691	\$5,879	\$6,868	\$6,940	\$6,137
<b>Qualified for UI Benefits:</b>							
FY 2016	39.0%	43.3%	58.9%	68.8%	57.6%	59.8%	61.3%
FY 2017	35.3%	34.0%	69.4%	61.2%	50.7%	45.8%	58.5%
FY 2018	49.9%	60.1%	65.3%	63.6%	67.3%	.	64.8%
FY 2019	43.1%	49.4%	60.8%	63.1%	.	.	61.5%
Overall	41.3%	45.9%	63.6%	64.5%	55.7%	55.6%	61.0%
<b>Filed UI Claim:</b>							
FY 2016	2.5%	0.9%	4.0%	1.8%	1.8%	0.5%	2.0%
FY 2017	2.8%	2.9%	0.5%	1.0%	1.4%	6.3%	1.7%
FY 2018	2.8%	1.7%	2.3%	2.9%	9.1%	.	3.5%
FY 2019	2.6%	1.8%	3.6%	7.7%	.	.	4.8%
Overall	2.6%	1.8%	2.6%	2.4%	2.5%	2.2%	2.4%

Source: Goodwill participant records and Texas Workforce Commission UI wage and claim records.

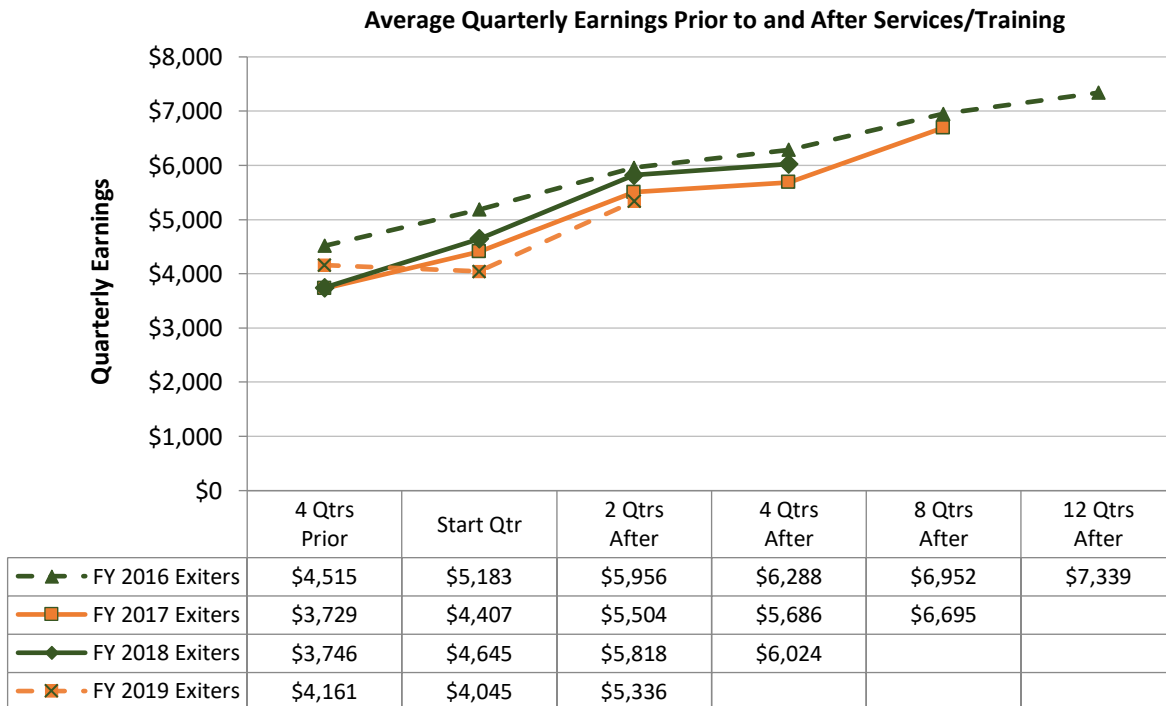
Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 96 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 30.2% of the 96 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure 7. Average Quarterly Employment for Goodwill Exiters: FY 2016–FY 2019**



**Figure 8. Average Quarterly Earnings for Goodwill Exiters: FY 2016–FY 2019**



## Austin Area Urban League

### Workforce Development Programs and Services

The AAUL Workforce and Career Development program supports participants' financial self-sufficiency by providing career counseling, job placement assistance, professional development workshops, occupational training tracks, financial literacy, and long-term employment retention strategies.

Approximately half of program participants are judicially involved, including residents of the Austin Transitional Center. AAUL has developed a workforce development curriculum, Pathway to a Career Academy (PWTC). PWTC integrates a Cognitive Behavior Therapy (CBT) framework to guide AAUL clients to think differently about themselves and employment.<sup>20</sup> The program endeavors to "meet the participant where they are" and help them to build the skills, beliefs and attitudes they need to be successful.

PWTC is a four week training course focused on developing financial literacy, workplace literacy (such as business math and business communications both verbal and written), computer skills (emphasizing Microsoft Office suite and Internet/email basics), and job readiness skills. The training also exposes participants to office technology, such as multi-line phone systems and fax/copy machines. At the conclusion of the PWTC training, each participant delivers a class presentation to demonstrate the knowledge they

"The mission of the Austin Area Urban League (AAUL) is to provide tools to African-Americans and underserved populations to build a foundation for social and economic equality." \*

AAUL strives to achieve this mission by focusing on educational improvement, employment readiness, health and wellness, and the preservation of affordable housing.

In FY 2016, AAUL joined the collaborative WERC-TC to help individuals attain certifications and credentials valued by employers.

In FY 2016-FY 2019, AAUL received \$45,744 WERC-TC funding for each program year.



\*<http://www.aaul.org/>

have learned, gain experience expressing themselves, and receive support from the group.

Technical training is provided in partnership with Goodwill, ACC, Consulting Solutions, the College of Health Care Professionals, and Ascension Seton Medical Center. Participants receive CDL

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<sup>20</sup> Research supports the efficacy of CBT for judicially involved individuals to change their beliefs about themselves in the world and their future, thus contributing to behavior that supports healthy attitudes, relationships and behaviors. Hoffman, Asnaani, Vonk, Sawyer, and Fang. (2012). The Efficacy of Cognitive Behavioral Therapy: A Review of Meta-analyses. *Cognitive Therapy and Research*. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3584580/>

training through Goodwill. CNA training is provided through ACC and Goodwill. Medical assistant training is provided in partnership with Ascension Seton Medical Center and the College of Health Care Professionals. ACC also provides medication aide, and logistics and supply chain-management training. Technology training, including Comptia A+ and foundation technology network training, is offered through Consulting Solutions. AAUL staff report many participants are interested in CDL training, but due to limited funding and the expense of the course (in FY 2018 the cost increased from \$3,600 to \$4,500), AAUL is unable to meet the need.<sup>21</sup> AAUL also has funding through the WERC-TC collaborative to offer a limited number of paid eight-week internships.<sup>22</sup>

PWTC job readiness training provides assistance with résumé writing and interviewing; job search best practices; job leads and referrals. AAUL has established relationships with hiring managers in healthcare, insurance, customer service, construction, information technologies, and education among other fields. Given the weak work histories and barriers to employment of most participants (the majority of who are judicially involved), AAUL works with a number of area Fair-Chance employers, including the City of Austin and Travis County. The City of Austin's Fair Chance Hiring Ordinance, which took effect April 4, 2016, aims to reduce recidivism and unemployment and increase re-integration for qualified job applicants with criminal histories.<sup>23</sup> The ordinance places restrictions on certain private employers regarding when they can ask about a job applicant's criminal history and how that information can be used. Travis County Commissioner's Court established Guidelines for Hiring Ex-Offenders providing opportunities for the successful reintegration of persons with a criminal history to obtain gainful employment within Travis County and the private sector.<sup>24</sup>

### **Support Services**

AAUL works to connect participants with resources in the community, including the UT School of Law sponsored Texas Law Expunction Project clinics, Dress for Success clothing for women, and the Huston-Tillotson chapter of Omega Psi Phi, along with various faith-based agencies, for interview and work clothes for male participants. Bus passes and gas cards are also provided as funding allows. AAUL operates its own vans to transport groups of individuals to and from classes. Incentives, \$25 gas cards and bus passes are provided at 30-day intervals to support attainment of the 6-month employment

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<sup>21</sup> Information from a conversation with Charelesa Russell, Workforce Program Manager, March, 2019 and February, 2020.

<sup>22</sup> Information from a conversation with Darnise Bowens-Jones, Workforce Program Manager, June, 2018.

<sup>23</sup> For more information visit: [http://www.austintexas.gov/sites/default/files/files/HR/ORD\\_20160324-019.pdf](http://www.austintexas.gov/sites/default/files/files/HR/ORD_20160324-019.pdf)

<sup>24</sup> For more information visit: <https://www.traviscountytexas.gov/human-resources/jobs/guidelines>

retention target. AAUL also helps with work-related expenses, refers to Workforce Solutions for child care, and can provide emergency assistance.

### Participant Profile

The following analysis reports on the 894 unduplicated AAUL participants who exited the program for any reason in FY 2016–FY 2019. The average age of participant exiters is 40 with 63.9 percent identified as Black, 31.8 percent identified as White, and 14.7 percent identifying as Hispanic. However, a significant share (35.1%) are missing/unknown data on this variable. Just over half of the exiters were male (50.4%). A plurality of exiters, 76.3 percent, reported having a 12<sup>th</sup> grade education or a HSEC, and 16.1 percent reported less than a 12<sup>th</sup> grade education. Nearly half of all exiters reported judicial involvement (48.8%). Just over 6 percent identified as veterans and 29.3 percent reported receiving any public benefits (38.8% of the sample had missing/unknown receipt of public benefits). The majority of the exiters report residing in the following areas: Eastern suburbs of Austin (22.9%), East Austin (33.1%), and North Austin (19.1%).

### Participant Outcomes

Table 7 presents AAUL participants who exited services (completed or dropped-out) in FY 2016–FY 2019. Outcomes are reported for 893 participants whose social security numbers were identified within the wage data. Overall, in the four quarters prior to entering the program, quarterly employment for individuals serviced by AAUL was approximately 41 percent, increasing to 62.5 percent during the last service quarter, and decreasing to 56.2 percent by the fourth quarter post-service. Overall, wages grew from an average of \$3,784 in the quarter before services to \$4,817 four quarters post-service, which amounts to a \$1,033 average wage increase representing nearly a 27 percent earnings gain. The FY 2016 cohort represented in the data experienced a 15.2 percent increase in employment from 38.4 percent in the four quarters prior to services to 53.6 percent in the twelfth quarter post service. Similarly, a \$2,663 increase in quarterly wages was reported across the same time period for the FY 2016 cohort, increasing from \$3,642 in the four quarters prior to services increasing to \$6,305 in the twelfth quarter post services, representing a 73 percent increase in wages (employment and earnings outcomes are further illustrated in Figure 9 and Figure 10).

Prior to entering AAUL services, approximately 34 percent of participants overall had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year

after leaving training, approximately 47 percent met the requirements for eligibility. Few participants (2.2% overall) filed a claim for UI benefits in the period examined.

**Table 7. AAUL Participant Outcomes: FY 2016–FY 2019 Exiters**

Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	310	310	310	310	310	310	
FY 2017	237	237	237	237	237	99	
FY 2018	225	225	225	225	103	.	
FY 2019	121	121	121	39	.	.	
Overall	893	893	893	811	650	409	
<b>Quarterly Employment:</b>							
FY 2016	38.4%	65.2%	62.6%	58.1%	55.5%	53.6%	57.4%
FY 2017	35.8%	64.6%	57.4%	60.8%	52.7%	32.3%	54.0%
FY 2018	46.3%	57.8%	49.8%	50.7%	43.7%	.	49.0%
FY 2019	46.5%	60.3%	47.1%	46.2%	.	.	46.9%
Overall	40.8%	62.5%	55.9%	56.2%	52.6%	48.4%	54.1%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$3,642	\$3,348	\$4,389	\$4,561	\$5,281	\$6,305	\$5,095
FY 2017	\$3,732	\$4,054	\$4,827	\$5,095	\$5,750	\$5,070	\$5,197
FY 2018	\$3,589	\$3,078	\$4,354	\$4,797	\$4,388	.	\$4,546
FY 2019	\$4,523	\$4,769	\$5,906	\$5,288	.	.	\$5,757
Overall	\$3,784	\$3,665	\$4,674	\$4,817	\$5,335	\$6,105	\$5,058
<b>Qualified for UI Benefits:</b>							
FY 2016	33.0%	31.0%	38.4%	47.4%	49.4%	48.4%	45.9%
FY 2017	29.6%	36.3%	48.1%	52.3%	51.1%	46.5%	50.0%
FY 2018	38.0%	37.3%	40.4%	41.3%	37.9%	.	40.3%
FY 2019	36.2%	38.8%	48.8%	38.5%	.	.	46.3%
Overall	33.8%	35.1%	42.9%	46.7%	48.2%	47.9%	46.0%
<b>Filed UI Claim:</b>							
FY 2016	1.9%	0.7%	2.6%	1.6%	1.9%	1.6%	1.9%
FY 2017	1.5%	1.3%	1.3%	3.4%	1.7%	4.0%	2.4%
FY 2018	2.8%	1.3%	1.3%	1.8%	2.9%	.	1.8%
FY 2019	2.7%	5.8%	3.3%	7.7%	.	.	4.4%
Overall	2.1%	1.7%	2.0%	2.5%	2.0%	2.2%	2.2%

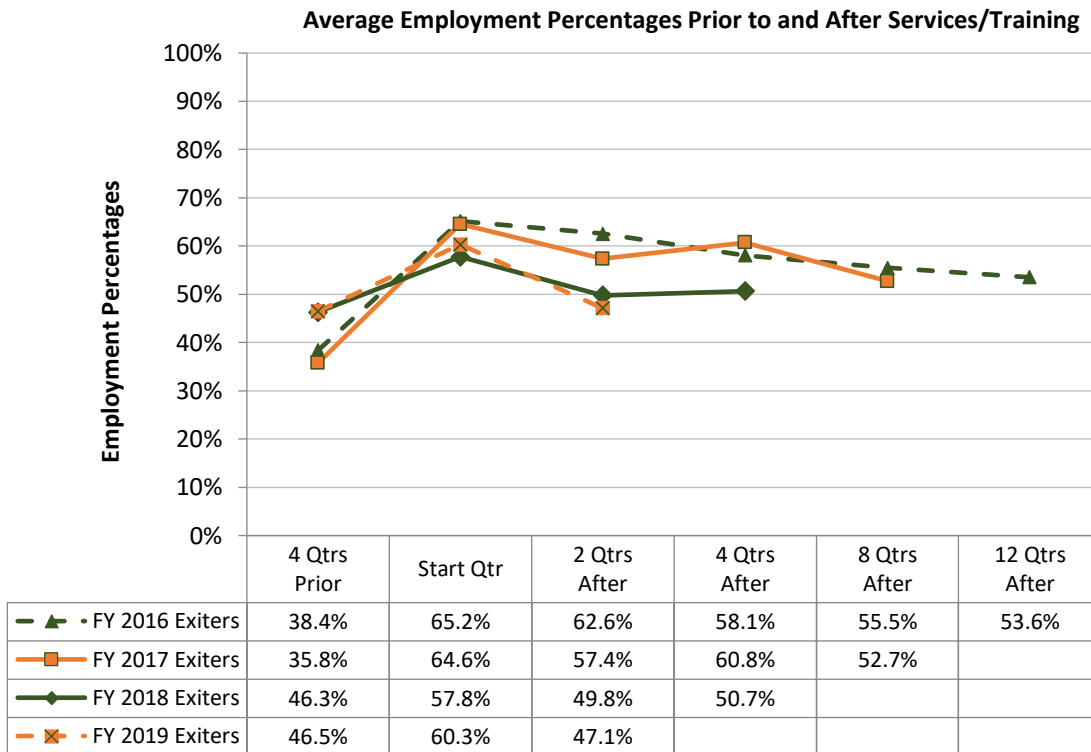
Source: AAUL participant records and Texas Workforce Commission UI wage and claim records.

Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 99 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 32.3% of the 99 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

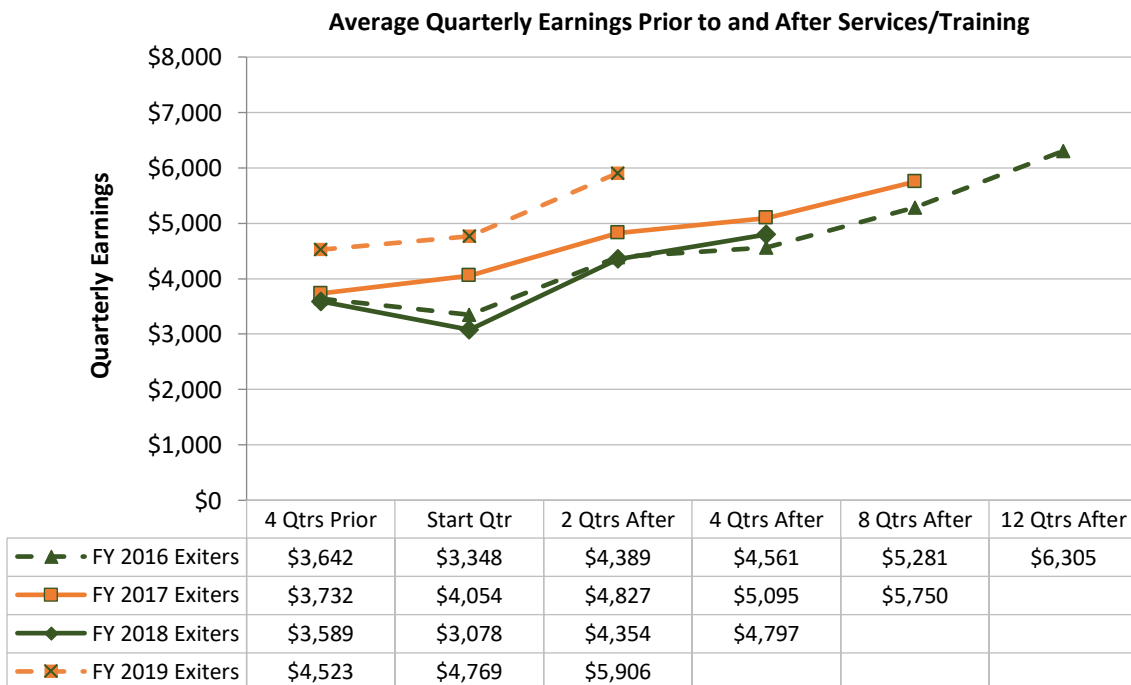
Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.



**Figure 9. Average Quarterly Employment for AAUL Exitters: FY 2016–FY 2019**



**Figure 10. Average Quarterly Earnings for AAUL Exitters: FY 2016–FY 2019**



The mission of American YouthWorks is

“...to provide young people with opportunities to build careers, strengthen communities, and improve the environment through education, on-the-job training, and service to others.”\*

AYW offers job training programs as well as HS, HSEC, and college classes. An integrated service learning model provides participants with academic instruction combined with occupational skills development and community service projects.

In FY 2016–FY 2019, Travis County annually invested \$145,000 workforce development funds combined with Metro Parks Project funding of \$100,000. YouthBuild also receive \$44,401 in funding from WERC-TC.



\*[www.americanyouthworks.org](http://www.americanyouthworks.org)

## American YouthWorks

### Workforce Development Programs and Services

Travis County funds two training programs through American YouthWorks (AYW): YouthBuild Austin and the Texas Conservation Corps. YouthBuild Austin offers three training tracks: Casa Verde Builders, Media Corps, and Health Corps.<sup>25</sup>

#### **YouthBuild**

YouthBuild Austin is part of the national initiative led by the U.S. Departments of Labor and Housing & Urban Development. Participants typically range in age from 16-24 years old, have an income at or below 200% FPG, and experience challenges that are best served through the YouthBuild education model.

YouthBuild programs use a Service Learning Academy model that combines occupational skills training and academic instruction with community service projects. Prior to entering class, students participate in a weeklong orientation process. Orientation includes, among other topics, a *Mental Toughness Workshop* to increase student resilience and confidence.

In FY 2019, AYW entered into partnership with Goodwill to open a Goodwill Excel Center at the AYW location in South Austin. YouthBuild students enroll in the Goodwill Excel Center to complete their high school diploma or obtain a HSEC while participating in one of the three training tracks: Casa Verde, Media Corps, or Health Corps. Participants often complete multiple tracks and certifications. Participants with a HSD/HSEC may be assessed using the TABE to determine their preparedness for their chosen training and may receive remediation to achieve the required scores to be successful in their training track.

<sup>25</sup> Non-WERC-TC AYW Travis County funded participants are discussed later in this report.

Students participating in the Early College Start program attend either the ACC classes at the Riverside campus or onsite at AYW through the ACC Distance Learning program.

**Casa Verde** students learn green energy-efficient construction skills while repairing houses for low-income families or building micro-homes for homeless individuals. The Casa Verde training takes approximately nine months to complete. Participants can earn up to 18 articulated credit hours at ACC upon completion of the construction training. Participants also earn certifications through the Occupational Safety and Health Administration and the Home Builders Association. Casa Verde offers a Multi-Craft Core Curriculum pre-apprenticeship training program for participants with a HSEC or high school diploma and staff work to increase partnerships with area employers to offer three week paid pre-apprenticeships in sheet metal, carpentry, plumbing, and electrical.

**Media Corps** students learn computer technology and graphic design while building and repairing computers for low-income area residents. Students work with the City of Austin's Digital Inclusion Program and the DeWitty Center to refurbish the City's used computers to be donated or installed in libraries and recreation centers across the city.<sup>26</sup> Further, students can obtain certification in Adobe, Microsoft Office suite, CompTIA, IT Foundations, Network Plus, and they may earn college credits through ACC's distance learning program. During the summer of 2018, the agency worked toward another partnership with ACC to enroll participants in an on-site ACC for credit, distance learning course, *Introduction to Computing*, through the ACCelerator program.

**Health Corps** students earn certification as Community Health Workers and Nurse Aides while gaining experience volunteering to provide health screenings at community health fairs, organizing blood donation events, and volunteering with local health care providers.<sup>27</sup> AYW contracts with ACC to provide the course instructor. Recent upgrades to the health corps equipment combined with facility improvements enabled AYW to become an official training provider reducing the time between program graduation and certification testing.<sup>28</sup>

In FY 2016, YouthBuild entered into a partnership with the juvenile justice system to provide services to justice involved youth through a New Start program. This program enrolls students as young

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<sup>26</sup> The DeWitty Center is a City of Austin job training and employment center.

<sup>27</sup> Information from the AYW website: <http://americanyouthworks.org/programs/youthbuild/>

<sup>28</sup> Information from a conversation with Britni Trustman, Assistant Director–Grants Management and David Clauss, YouthBuild Austin Program Director, August, 2017; and May, 2018. Information updated through a conversation with David Clauss in May, 2019 and February, 2020.

as 16 into the program. YouthBuild developed a re-entry specialist case manager position to work with justice involved youth. Sixteen year old students who enroll in HS/HSEC programs and pursuing YouthBuild certifications may need an extended time with the program to complete their HSD/HSEC goals. New Start offers rolling enrollment and enhanced mental health services. Staff members conduct outreach and recruitment for Del Valle and Garner Betts juvenile justice facility residences. AYW anticipates providing a pre-release program at Del Valle beginning April 2019.

AYW employs a full-time Mentor Coordinator to work with area employers to implement the Professional Networking Partnership (PNP) program. Through the PNP, employers have an opportunity to meet students, assist in developing interview skills, and offer job shadowing opportunities.

### ***Texas Conservation Corps***

The Texas Conservation Corps program trains youth (ages 18-28) to build, restore, and maintain the natural environment.<sup>29</sup> Through work in parks, nature trails, wildlife habitats, and disaster relief services, participants learn environmental management and safety practices. Contracts with Travis County, the City of Austin, the Texas Parks and Wildlife department, and the National Parks Service, among others, give participants real work experience while creating benefits for the broader community.<sup>30</sup>

### **Support Services**

In addition to job training and on-site access to the Goodwill Excel Center, YouthBuild provides a number of wrap-around support services to help individuals succeed, including case management and counseling services. All staff are trained in Restorative Justice Practices, and this philosophy has been integrated into the program service delivery.<sup>31</sup> Additional resources leveraged by AYW include interns from the University of Texas School of Nursing and School of Social Work.

Transportation assistance is provided in a variety of forms: bus passes, gas cards, emergency car repair funds, and AYW van transportation. The program also provides uniforms and safety equipment, tools, clothing for interviews, on-site child care, and emergency assistance for food, diapers, and other necessities. YouthBuild participants receive a bi-weekly stipend, and Texas Conservation Corps members

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<sup>29</sup> Conservation Corps offers a summer youth program for high school students and recent graduates ages 15-18.

<sup>30</sup> AYW Texas Conservation Corp. also manages a fee for services model to cover expenses and provide opportunities for youth.

<sup>31</sup> Restorative Justice as a general framework for responding to school-based conflict emphasizes mitigating harm; attending to root causes of conflict; and, fostering relationships, empathic dialogue, and community accountability (Sandwick, Hahn, and Hassoun, A., 2019).

receive a living expense allowance to help cover their cost of expenses while in training. The stipend and living allowance are provided through co-enrollment in AmeriCorps and other funding sources.

A college-prep *Mental Toughness Workshop 2* was developed in coordination with Jobs for the Future (JFF), Greater Texas Foundation and ACC. AYW staff are trained in the JFF model, *Back on Track: A postsecondary success pathway*. *Back on Track* is a college bridge program providing case management services including college navigation support, leadership development, and advocacy skill development, both within and outside of the classroom. Students also receive Texas Success Initiative (TSI) assessment preparation support.

Beyond the academic and occupational skills training, the AYW transition team provides YouthBuild participants with employability skills, Life Skills, and financial literacy training. Opportunities for job shadowing, job site tours, and paid internships are designed to connect students with prospective employers and prepare participants for employment and apprenticeship programs. Full-time counselors help participants overcome other obstacles to success and promote retention in employment or post-secondary education through on-going support services for all YouthBuild Alumni. The program partners with the WERC collaborative to connect participants with other training opportunities and employment support services. The target wage for those who enter employment was \$10 per hour minimum in 2019.

Included in this array of student support is a two-generation early childhood care and education program. AYW collaborates with Child Inc. and United Way to provide on-site quality early childhood care and education services to children ages 0-5.<sup>32</sup> The program provides case management services, a diaper bank, family field trips, parenting education/support sessions (scheduled during the school day to encourage attendance), and parent/child activities with an opportunity for facilitators to model helpful parenting behavior to encourage healthy bonding between parent and child. Children who attend the program remain enrolled at no cost while the parent remains enrolled in the program and maintains regular attendance.<sup>33</sup>

### Participant Profile

The following analysis reports on the 313 unduplicated AYW participants who exited the

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<sup>32</sup> Child Inc. is the Austin area Head Start/Early Head Start grantee.

<sup>33</sup> David Clauss, YouthBuild Austin Program Director, participates in the United Way sponsored 2-Gen Stakeholder Network. strategic planning.

program for any reason in FY 2016–FY 2019. Although AYW reports fewer WERC-TC exiters than other agencies, the AYW subgroup serves the largest percentage of exiters with less than a 12<sup>th</sup> grade education, nearly half (52.7%), and the highest percentage of exiters 19 years old and younger (36.1%), with an average exiter age of 21. Providing services to Opportunity Youth with limited education and workforce experience results in longer service delivery periods per participant. Fewer than half of the exiters identified as White (44.4%), 15.3 percent identified as Black, and 44.7 percent identified as Hispanic (Race/Ethnicity were missing/unknown for 32.9% and 22.7% of participants respectively). Over half of the program exiters were males (55.9%). Veteran status was identified by 9.3 percent and 13.1 percent identified judicial involvement. Nearly 30 percent of exiters received any public benefits (54.6% of the sample had missing/unknown receipt of public benefits). The majority of the exiters reported residing in South Austin (47%) and East Austin (31%).

### Participant Outcomes

Table 8 presents AYW WERC-TC participants who exited services (completed or dropped-out) in FY 2016–FY 2019. Outcomes are reported for the 313 participants whose social security numbers were identified within the wage data. In the four quarters prior to entering the program, overall quarterly employment for individuals serviced by AYW was 32.9 percent, increasing to nearly 52 percent four quarters post service. For participants exiting the program in FY 2016, employment increased from 35.8 percent in the four quarters prior to services, doubling to 70.4 percent in the twelfth quarter post services. For the FY 2016 cohort, earning across time increased by \$3,846, from \$2,085 in the fourth quarter before services to \$5,931 during the twelfth quarter post services. Outcomes are further illustrated in Figure 11 and Figure 12.

Prior to entering AYW services, only 17.7 percent of participants overall had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training, 43 percent met the requirements for eligibility. Few participants (1.2% overall) filed a claim for UI benefits in the period examined.

**Table 8. AYW WERC-TC Participant Outcomes: FY 2016–FY 2019 Exiters**

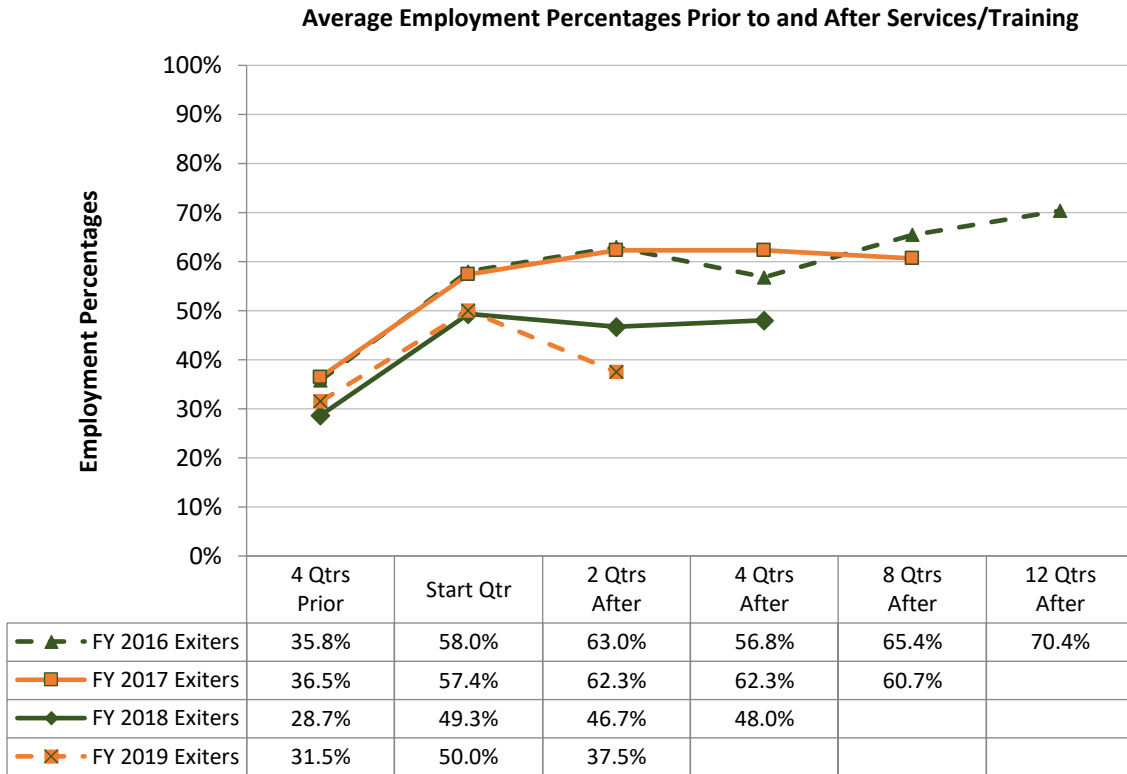
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	81	81	81	81	81	81	
FY 2017	61	61	61	61	61	20	
FY 2018	75	75	75	75	22	.	
FY 2019	96	96	96	20	.	.	
Overall	313	313	313	237	164	101	
<b>Quarterly Employment:</b>							
FY 2016	35.8%	58.0%	63.0%	56.8%	65.4%	70.4%	63.9%
FY 2017	36.5%	57.4%	62.3%	62.3%	60.7%	30.0%	58.6%
FY 2018	28.7%	49.3%	46.7%	48.0%	13.6%	.	43.0%
FY 2019	31.5%	50.0%	37.5%	15.0%	.	.	33.6%
Overall	32.9%	53.4%	51.1%	51.9%	56.7%	62.4%	53.9%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$2,085	\$3,133	\$4,016	\$4,811	\$4,834	\$5,931	\$4,930
FY 2017	\$2,058	\$3,682	\$4,352	\$4,534	\$5,470	\$2,586	\$4,669
FY 2018	\$2,087	\$1,897	\$3,914	\$4,290	\$3,960	.	\$4,099
FY 2019	\$2,130	\$3,169	\$4,075	\$6,048	.	.	\$4,227
Overall	\$2,093	\$2,985	\$4,087	\$4,603	\$5,059	\$5,613	\$4,656
<b>Qualified for UI Benefits:</b>							
FY 2016	17.3%	24.7%	30.9%	46.9%	45.7%	66.7%	47.5%
FY 2017	23.4%	29.5%	36.1%	45.9%	52.5%	65.0%	46.8%
FY 2018	18.3%	12.0%	20.0%	38.7%	27.3%	.	29.1%
FY 2019	14.1%	14.6%	25.0%	35.0%	.	.	26.7%
Overall	17.7%	19.5%	27.5%	43.0%	45.7%	66.3%	40.5%
<b>Filed UI Claim:</b>							
FY 2016	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.3%
FY 2017	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
FY 2018	0.7%	0.0%	0.0%	0.0%	4.6%	.	0.6%
FY 2019	0.5%	0.0%	6.3%	10.0%	.	.	6.9%
Overall	0.4%	0.0%	1.9%	0.8%	0.6%	1.0%	1.2%

Source: AYW participant records and Texas Workforce Commission UI wage and claim records.

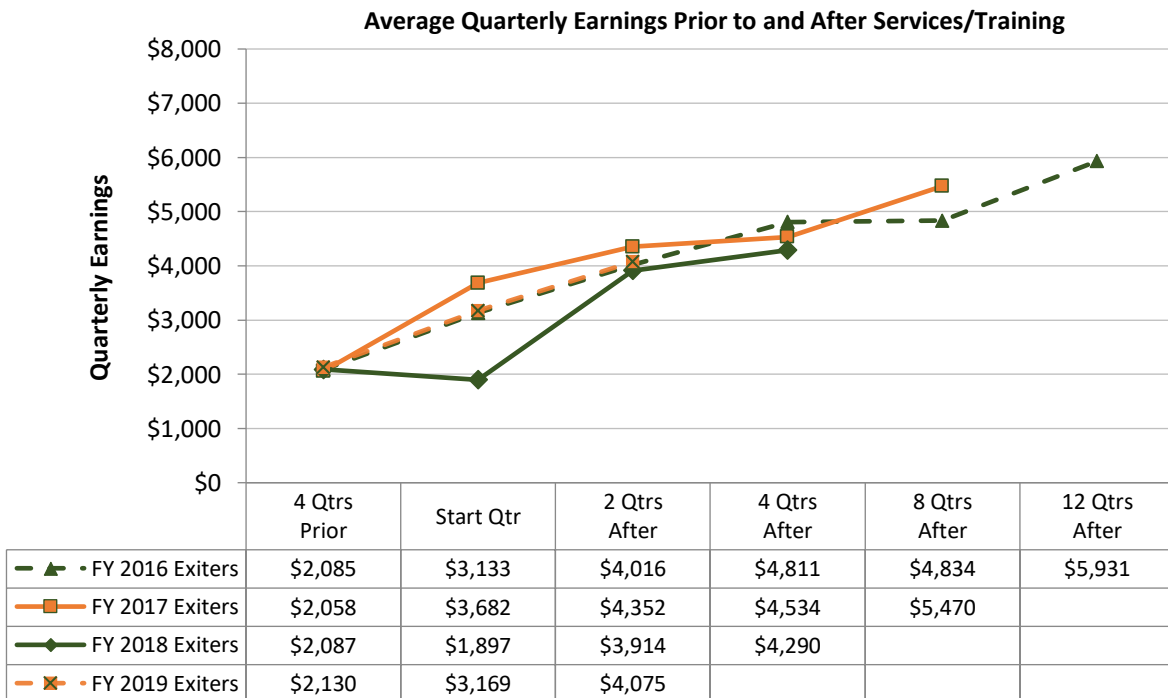
Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 20 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 30% of the 20 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure 11. Average Quarterly Employment for AYW WERC-TC Exitters: FY 2016–FY 2019**



**Figure 12. Average Quarterly Earnings for AYW WERC-TC Exitters: FY 2016–FY 2019**





## **Non-WERC-TC Travis County Funded Programs**

The next section of this report describes the organizations receiving non-WERC-TC Travis County funding: Literacy Coalition of Central Texas, Capital IDEA, LifeWorks, Skillpoint Alliance, and American YouthWorks. For each organization this section presents a brief profile of the provider and its workforce development program(s), a summary of participant demographic characteristics obtained at the time of program entry, and outcomes and impacts for participants who exited the program during FY 2016–FY 2019. The report presents impacts only for groups/providers for which adequate matching to a comparison group could be performed.

## LITERACY COALITION OF CENTRAL TEXAS

### Workforce Development Programs and Services

In 2014, the Literacy Coalition of Central Texas (LCCT) merged with the Ascend Center for Learning and *English @ Work*, started a bilingual parenting program, and added a workforce development component to their collaborative capacity-building programs across a number of partner sites.<sup>34</sup>

As the Ascend Center merged with the LCCT, the organization developed what is identified today as the Career Development Program. The program builds on the LCCT's network of community-based adult education service providers to implement a workforce development curriculum that integrates literacy, HSE, and English as a second language instruction, with workforce preparation skill building and occupational training. Services are targeted for very low-skilled, working age adults who are currently enrolled in adult literacy programming (ABE, HSEC, and ESL), and who have goals to improve their employment status. The program works to utilize the capacity of community literacy services to:

- build career awareness,
- increase job readiness skills, and
- increase employment and career advancement.

The Literacy Coalition of Central Texas:

“... improves the quality and increases the availability of literacy services for Central Texans.” \*

The core strategy of the organization is to embed its programming in the business, healthcare and nonprofit sectors.

In FY 2016–FY 2019, Travis County invested approximately \$271,196 in two Literacy Coalition programs: Workforce Infusion (\$241,196) and Literacy Illuminates (\$30,000).



The LCCT recruits interested individuals through their network of adult literacy partner organizations and through the Literacy Illuminates initiatives discussed later in this report section. Each partner site works with two LCCT AmeriCorps members (an instructor and a job coach) who are trained to implement the Career Development program in the context of each site's existing literacy services.<sup>35</sup>

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<sup>34</sup> The LCCT coordinates services at a total of 20 sites: 19 are community partners and one site is operated directly by the LCCT (The Learning Center at LCCT headquarters).

<sup>35</sup> During the first year of transition to the Workforce Infusion (FY 2016) model, AmeriCorps members who were teaching ESL/ABE were trained to add workforce prep and career development services into their teaching and their work with students.

Students currently enrolled in literacy programs meet with AmeriCorps members to complete an intake process to establish goals and a plan to obtain educational and employment goals. Participants take the TABE at the beginning of their participation in the program and retested after 50-60 hours of instruction.

Students interested in advanced workforce preparation receive job readiness, skill-building services, and they work with a job coach to complete an Individual Learning Plan to further outline their educational and career goals. Students participate in an eight week, Monday through Thursday, 3 hour a day, job readiness program that is offered during both daytime and evening hours at six sites. The job readiness training curriculum includes: computer literacy, the Microsoft Office suite and Google Drive system, job etiquette, letter and email writing, job application writing, resume development, job searching, and interview skills. The job coach connects students to additional resources as needed. In FY 2019, the target wage for those who enter employment was \$11.00 per hour.

The team of job coaches meets monthly to strategize on working with area employers. The team works to create relationships with general managers and business owners who offer higher than typical entry level wages focused on the hospitality and food service industries. The LCCT, in coordination with WERC, sponsors students to attend the Austin Career Institute (ACI) HVAC program, and partners with Skillpoint Alliance to provide an ESL CNA class. The ACI program coordinates curriculum delivery with the English @ Work program, and staff report the program is popular with participants.<sup>36</sup> Staff report a 100% completion rate among LCCT students participating in the HVAC program.<sup>37</sup>

Job coaches use text messaging to follow-up with employed participants, and they offer an incentive gift card program to track client academic achievements and employment and job retention rates. Participants who complete 35 hours of class time receive a \$20 gift card; those obtaining a certification, such as HVAC or CNA, receive a \$40 card. Participants who provide documentation of six months employment retention receive a \$50 gift card, and those with documentation regarding an improved employment situation receive a \$100 card.<sup>38</sup>

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<sup>36</sup> English @ Work, a LCCT program, features a unique approach to teaching English-language skills by contextualizing and customizing curriculum for specific workplace needs.

<sup>37</sup> Information from a conversation with Melanie Moore, MA, Chief Executive Officer, Ashlee Kraus, Program Manager, Career Development, LCCT. March 14, 2019.

<sup>38</sup> Information from a conversation with Jessica Jones, Program Coordinator, Courtney Salcedo, Director of Service Programs, Marykate Hammer, Career Development Program Manager, and Sarah Forbes, Partnerships Program Manager, LCCT, February 24, 2020.

Literacy Illuminates is the LCCT’s community-wide outreach and education effort. The program endeavors to raise general awareness about the literacy services in the area, distribute educational and informational materials to low-literate parents of young children—to promote high literacy rates among their children—and to better connect social service professionals to the literacy resources available for their clients. The outreach campaign includes Spanish radio announcements regarding available services and service enrollment periods, a Facebook presence, and tabling at targeted community events, such as area school enrollment events.<sup>39</sup> In fall 2019, LCCT was awarded free advertising space on CapMetro buses through the CapMetro Cares project, a nonprofit partnership program. Staff worked with an IBM graphic design intern to create the ads.

### **Support Services**

The LCCT staff and volunteers have identified that many program participants have experienced violence and trauma. Staff and AmeriCorps volunteers have received training in trauma informed practice to: 1) recognize the pervasive impact of trauma on individuals, families and communities; 2) inform service delivery; and 3) prepare staff to make appropriate referrals for support and services.<sup>40</sup> AmeriCorps volunteers also receive training on motivational interviewing, a style of relationship building that supports participants to overcome internal barriers to realizing their goals.

Literacy Coalition of Central Texas partner sites each deliver varying support services to participants. At each site, the AmeriCorps volunteers maintain and update a site manual that includes site specific supports available for students and a listing of additional common referral sources. Students enrolled at the LCCT Learning Center sites are eligible to access a number of support services.<sup>41</sup> The Learning Centers employ a full-time case manager/participant support specialist and a social services coordinator who work to improve program persistence and completion by offering support services such as transportation assistance, primarily in the form of bus passes, but LCCT has also provided assistance with auto repairs and gas cards. The organization also provides emergency rent or utility assistance on a case-by-case basis. The social services coordinators make referrals to organizations throughout Travis County based on participant need.

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<sup>39</sup> Information from a conversation with Sadia Tirmizi , Director of Community Engagement, LCCT. May 14, 2018.

<sup>40</sup> Information from a conversation with Melanie Moore, MA, Chief Executive Officer, Ashlee Kraus, Program Manager, Career Development, LCCT. March 14, 2019. Trauma-informed principles are relatively new in educational settings. Their efficiency in mental health and social work with adults is well documented (Muskett, 2014).

<sup>41</sup> LCCT coordinates four Learning Center sites: LCCT Headquarters, Santa Rita Courts, Booker T. Washington Terrace and Juan Navarro Family Resource Center.

Child care is a noted need for parenting participants, and parents may be referred to Child Inc. to apply for Early Head Start/Head Start services. In addition, staff report that students often create informal child care arrangements among themselves. Literacy Coalition of Central Texas staff participate in the United Way of Greater Austin 2-Gen Strategic Planning Committee.

The Travis County Workforce Development Community Impact Reports for FY 2016-FY 2019, identify that in each fiscal year, the LCCT served over 1,000 participants through the Career Development program. Many LCCT partners who provide services to non-English speaking populations maintain that requesting SSN's on intake forms will create a barrier to services. In FY 2018, LCCT staff began working in earnest with area partners to encourage the requesting of SSN's from participants at the time of program entry, particularly for those individuals receiving work readiness skill-building services.

### Participant Profile

This analysis reports on the available data of 404 Literacy Coalition participants who exited the program in FY 2016–FY 2019.<sup>42</sup> The average age of Literacy Coalition participant exiters is 36 and nearly 13 percent are 50 or older. Over half of the program exiters identified as Hispanic (52.2%), with 38.9 percent identifying as White and 22.8 percent identifying as Black (race/ethnicity was missing/unknown for 25.7% and 23.3% respectively). Most exiters were female (57.2%). Over one-fourth of exiters report less than a 12th grade education (education level is missing/unknown for 53% of the participants). Exiters report residing primarily in the following areas: East Austin (34.2%), South Austin (28.7%). and North Austin (21%).<sup>43</sup>

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<sup>42</sup> Literacy programs are not required by Travis County to request social security numbers from clients.

<sup>43</sup> Information on exiter judicial involvement, veteran status and receipt of public benefits were missing/unknown from the reported data.

### Participant Outcomes

Table 9 presents the available data for Literacy Coalition participants who exited services (completed or dropped out) in FY 2016–FY 2019. Outcomes are reported for the 404 participants whose social security numbers were identified within the wage data. In the four quarters prior to entering the program, overall quarterly employment for the Literacy Coalition exiters was 54 percent. Overall, average quarterly employment grew to 63.4 percent during the exit quarter, followed by minor fluxuations in employment for many of the remaining quarters for those for whom data are available. The FY 2016 cohort data reports a 9 percent increase in employment across all quarters examined.

The average overall earnings during the pre-service quarters was \$5,209. Noteworthy are the range of pre-service earnings reported for each cohort. Pre-service earnings varied by nearly \$1,000 between each of the first three cohorts: \$3,837; \$4,899; and \$5,860 respectively. Similarly, earnings reported for the second quarter post-services for these three cohrots varied by over \$1,000. The FY 2018 cohort earning gain of over \$1,600 by the fourth quarter post-services may reflect the earnings of Literacy Coalition participants who completed the vocational training and received an industry recognized certificate (21 participants completed the training and received an industry recognized certificate). The FY 2019 cohort also includes 30 participants who completed training and received an industry recognized credential; however, a similar earnings gain was not identified in the available data. This may be a result of the training completion quarter being further into the fiscal year, and/or possibly the impact of the COVID-19 pandemic on hiring practices in the Travis County area (outcomes are further illustrated in Figure 13 and Figure 14).

Prior to entering Literacy Coalition, 43.1 percent of participants overall had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training, 54.3 percent met the requirements for eligibility. Very few participants (1.1% overall) filed a claim for UI benefits in the period examined. Appendix F: Literacy Coalition Workforce Training Program Participant Outcomes, provides additional outcomes analysis of Literacy Coalition’s 176 program exiters identified in the data as having received a work readiness certificate, as well as of 51 participants identified as having completed vocational training and received an industry recognized certificate.

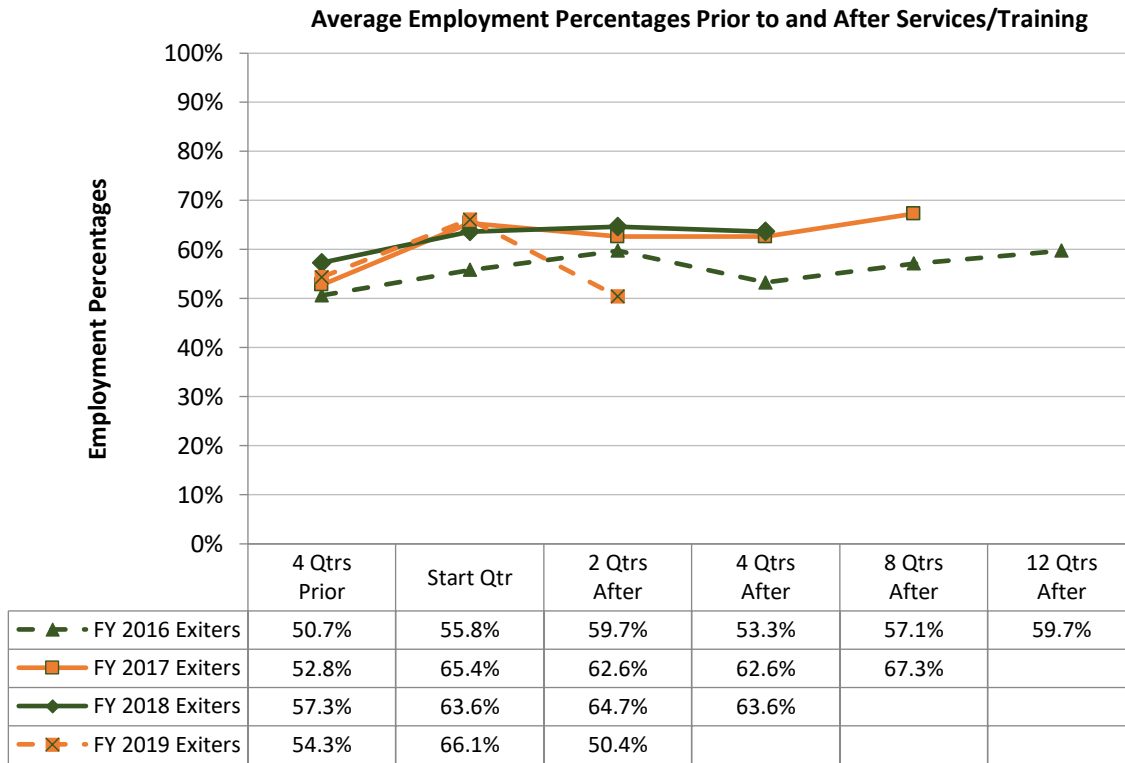
**Table 9. Literacy Coalition Participant Outcomes: FY 2016–FY 2019 Exiters**

Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	77	77	77	77	77	77	
FY 2017	107	107	107	107	107	.	
FY 2018	99	99	99	99	16	.	
FY 2019	121	121	121	54	.	.	
Overall	404	404	404	337	200	77	
<b>Quarterly Employment:</b>							
FY 2016	50.7%	55.8%	59.7%	53.3%	57.1%	59.7%	57.5%
FY 2017	52.8%	65.4%	62.6%	62.6%	67.3%	.	64.2%
FY 2018	57.3%	63.6%	64.7%	63.6%	31.3%	.	61.7%
FY 2019	54.3%	66.1%	50.4%	53.7%	.	.	51.4%
Overall	54.0%	63.4%	58.9%	59.4%	60.5%	59.7%	59.4%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$3,837	\$3,654	\$3,992	\$4,494	\$4,709	\$4,841	\$4,507
FY 2017	\$4,899	\$5,645	\$5,259	\$4,896	\$5,968	.	\$5,389
FY 2018	\$5,860	\$5,824	\$7,022	\$7,501	\$2,391	.	\$7,075
FY 2019	\$5,728	\$5,801	\$6,355	\$5,723	.	.	\$6,151
Overall	\$5,209	\$5,403	\$5,769	\$5,754	\$5,362	\$4,841	\$5,612
<b>Qualified for UI Benefits:</b>							
FY 2016	37.0%	39.0%	41.6%	49.4%	49.4%	48.1%	47.1%
FY 2017	46.0%	43.0%	49.5%	57.0%	55.1%	.	53.9%
FY 2018	43.4%	50.5%	54.6%	55.6%	75.0%	.	56.5%
FY 2019	44.0%	48.8%	48.8%	53.7%	.	.	50.3%
Overall	43.1%	45.8%	49.0%	54.3%	54.5%	48.1%	51.8%
<b>Filed UI Claim:</b>							
FY 2016	2.0%	2.6%	0.0%	2.6%	1.3%	1.3%	1.3%
FY 2017	1.6%	0.0%	0.9%	0.0%	0.9%	.	0.6%
FY 2018	1.3%	0.0%	1.0%	0.0%	0.0%	.	0.5%
FY 2019	1.0%	0.0%	1.7%	3.7%	.	.	2.3%
Overall	1.4%	0.5%	1.0%	1.2%	1.0%	1.3%	1.1%

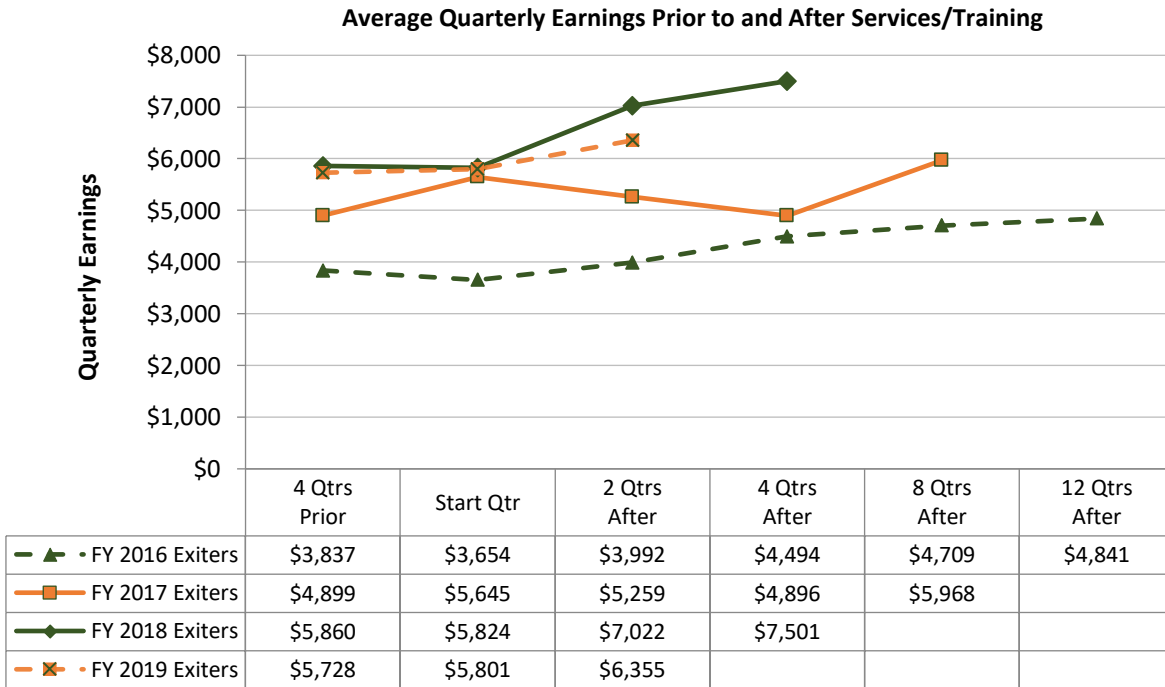
Source: Literacy Coalition participant records and Texas Workforce Commission UI wage and claim records.

Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2018, 16 participants had exit dates that allowed their post-service quarters to extend to 8 qtrs and 31.3% of the 16 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs. Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure 13. Average Quarterly Employment for Literacy Coalition Exiters: FY 2016–FY 2019**



**Figure 14. Average Quarterly Earnings for Literacy Coalition Exiters: FY 2016–FY 2019**





## Program Impacts

Table 10 presents findings from the impacts analysis comparing the outcomes of 401 Literacy Coalition FY 2016–FY 2019 exiters to the outcomes of a matched comparison group. The table presents impacts only for exiters for whom adequate matching could be performed. Participation in Literacy Coalition programs was positively associated, though not statistically significant, with one of the outcomes measured: an increase in quarterly employment (3.2%). Participation was also associated with a slight increase in the share of participants who filed for UI benefits and a statistically significant lower quarterly earnings of \$1006.

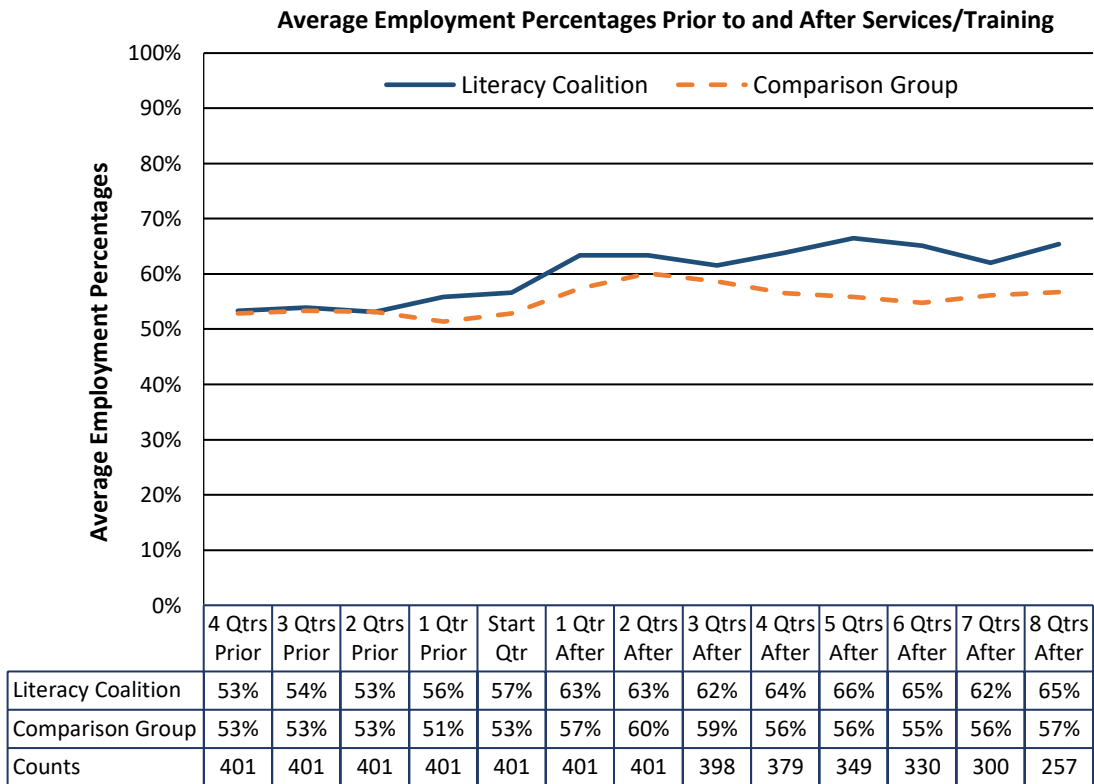
**Table 10. Literacy Coalition Quarterly Impacts: FY 2016–FY 2019 (n=401)**

Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	57.8%	63.0%	5.2%	3.2%
Average Quarterly Earnings	\$6,282	\$5,664	-\$619	-\$1006**
Qualified for UI Benefits	43.1%	41.9%	-1.2%	0.0%
Filed UI Claim	0.58%	0.88%	0.31%	0.19%

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

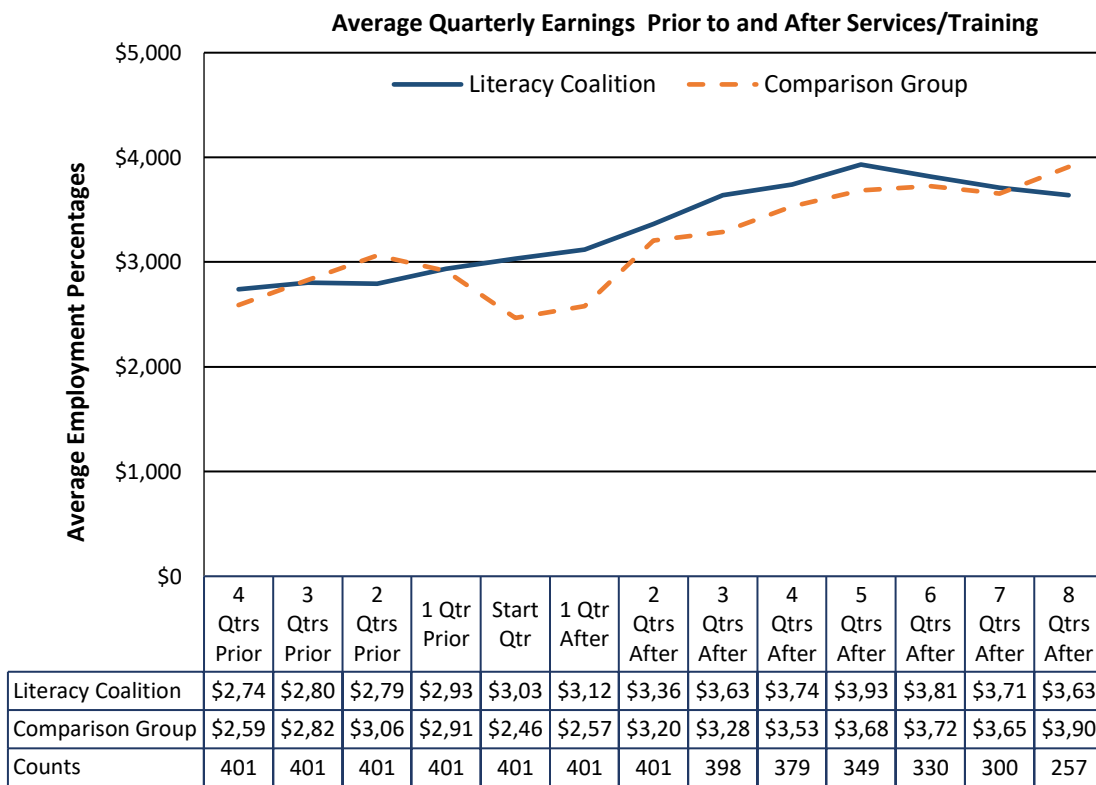
In Figure 15, the impact of participation in Literacy Coalition is examined by looking at participants' employment over time in relation to the comparison group's employment. The analysis shows that Literacy Coalition participant employment rates outpaced the control group members during the second quarter post-services, and maintained higher employment rates over time compared to the comparison group.

**Figure 15. Employment Rates Over Time, Literacy Coalition Participants vs. Comparison Group: FY 2016-FY 2019**



In Figure 16, the impact of participation in Literacy Coalition is examined by looking at participants' earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group's unconditional earnings. The analysis shows that Literacy Coalition participants' earnings outpaced the comparison group and increased through the fifth quarter post-services, declining in the sixth and seventh quarters, and being slightly outpaced by the comparison group for the eighth quarter for those for whom data are available.

**Figure 16. Unconditional Earnings Over Time, Literacy Coalition Participants vs. Comparison Group: FY 2016–FY 2019**



## CAPITAL IDEA

### Workforce Development Programs and Services

Capital IDEA is a sectoral workforce development program offering training in health care, information technology, and other leading industries such as professional trades and applied technologies.<sup>44</sup> Each training program supported by Capital IDEA is identified by area employers as an occupation in high-demand, paying \$20.00 or more per hour for occupations requiring an associate degree, and at least \$12.00 per hour for other certifications.

Eligible applicants must be at least 18 years old, have a HSEC or High School diploma, lack an associate or higher degree, meet reading and math skills requirements, and report a household income at or below 200% FPG.<sup>45</sup>

Capital IDEA staff maintains relationships with area high schools by attending career fairs and working with counselors who refer students to the program. Capital IDEA also recruits Skillpoint Alliance and Goodwill CNA program completers, and it receives referrals from other organizations in the area.

Interested individuals must attend a one-hour CareerUp program information session, complete an application, take a skills

and vocational assessment, and schedule an initial meeting with staff. CareerUp sessions are offered at various sites within Travis County including the Travis County funded LifeWorks workforce development program. As an alternative to attending the information session in person, Capital IDEA offers a four-part CareerUp video series as well as an online application and dashboard for prospective students to track their application progress.

Applicants are carefully screened for suitability and commitment through an assessment process

“Capital IDEA’s mission is to lift working adults out of poverty and into living wage careers through education and career advancement.”\*

The program provides non-traditional, low-income students with the opportunity to pursue long-term training in high-wage, high-demand occupations. Capital IDEA collaborates with employers and training providers to help prepare participants for good jobs with family-supporting wages and benefits.

In FY 2016–FY 2019, Travis County annually invested \$760,800 in Capital IDEA programming.



\*[www.capitalIDEA.org](http://www.capitalIDEA.org)

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<sup>44</sup> Union apprenticeships are available through UA Local 286 Plumbers & Pipefitters and Election Local Union 520. Internships are available for IT students through a number of local employers and non-profit organizations.

<sup>45</sup> The majority of Capital IDEA’s participants are non-traditional, first generation college students.

including the TABE and the System for Assessment and Group Evaluation (SAGE).<sup>46</sup> Applicants participate in a career counseling session to review assessment results and prepare an Individual Services Strategy to outline the training and support services needed to meet their educational and career goals. The last step in the selection process is an interview with a Capital IDEA director who makes the final recommendations on acceptance of applicants.

Participants scoring as low as a 5<sup>th</sup> grade level on the TABE are judged to be unlikely to pass the Texas Success Initiative assessment (TSI), which is required for college admission, are enrolled in Capital IDEA's College Prep Academy. A recent report distributed by the Austin Area Chamber (2018) regarding college readiness rates identified that approximately 40 percent of Austin ISD recent high school graduates were not college ready.<sup>47</sup> The College Prep Academy, offered at the ACC Highland Campus, is an intensive 6.5 hour per day, five-day a week, 12 week program designed to build math, reading, writing, and study skills. The College Prep Academy training is customized to meet student specific needs and often students succeed on the TSI within a shorter time frame. Less than 10 percent of participants require more than one semester of the academy; those who do continue with a second College Prep Academy training typically need additional support in math. Ninety-five percent of Capital IDEA students enroll in ACC, the remaining students enroll in Temple College. Overall, the average length of enrollment for participants is 3.5 to 4 years in training, plus two years of job placement assistance with follow-up and guidance as needed.<sup>48</sup>

Each student is assigned a career navigator to help guide them through the higher education system, offering one-on-one and group support sessions. Topics for these sessions are driven by student needs and their ability to navigate the college experience. Navigators meet individually with students at the start of each semester to make sure they stay on the right track. Throughout the semester, career navigators continue communicating with students through telephone calls, text messaging, email, and video conferencing platforms.

In 2018, Capital IDEA received funding to develop a needs assessment algorithm to calculate and objectively identify the areas in which each student may face challenges and need more focused support and assistance. Staff are evaluating and refining the use of a student needs assessment survey,

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<sup>46</sup> The SAGE assessment evaluates interests, strengths, and aptitudes, and cognitive abilities in order to assess a candidate's fit for and commitment to a particular career field.

<sup>47</sup> For more information on the Austin Chamber of Commerce Report see: <https://www.austinchamber.com/blog/chamber-program-participants-report-higher-than-average-college-readiness-scores>

<sup>48</sup> Those who withdraw or suspend participation usually do so at about 2.5 years, typically for financial, personal health, or family issues, according to Capital IDEA Executive Director, Steve Jackobs, during a conversation on August 28, 2015.

distributed at the beginning of each semester, to assess and categorize student needs (situational, personal or academic) to efficiently respond to each student’s unique situation. The first student survey was piloted in August 2019.<sup>49</sup> The student assessment information is intended to identify areas of need for service delivery and guide the equitable assignment of caseloads among Capital IDEA career navigators.

Students are encouraged to be self-sufficient by working part-time during training. Financial literacy and job readiness are core competencies of the program supported through ongoing discussions with, and support from, career navigators.

### **Support Services**

Capital IDEA covers the cost of tuition, fees, books, uniforms, tools, training software, and anything required on a class syllabus.<sup>50</sup> Participants receive assistance with purchasing school supplies including backpacks, printer ink, and paper. The program also covers the cost of other services important to learning, such as eye examinations and eyeglasses. Emergency financial assistance is also available on a case-by-case basis to help with things like utility bills and mortgage and rent assistance.

ACC students have access to free Cap Metro services through the “green pass” program, which provides free bus, rail, and Express Bus services in the region for the entire semester. WFSCA provides child care services for Capital IDEA participants living in Travis County. Capital IDEA employs a full-time program specialist to assist participants navigating the child care process and offers supplemental child care support for qualifying parents who do not receive support through WFSCA.<sup>51</sup> Capital IDEA has a network of informal and formal relationships with area social service providers. Participants in need of mental health counseling may be referred to the Samaritan Center or LifeWorks. Other partners include Dress for Success, Blue/Brown Santa, food banks, the Housing Authority, Foundation Communities, the Safe Alliance, and many others.

### **Participant Profile**

This analysis reports on 753 Capital IDEA participants who exited the program in FY 2016–FY

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<sup>49</sup> Information from conversations with Eva M. Rios-Lleverino, Deputy Executive Director, Capital IDEA. March 15, 2019 and February 21, 2020.

<sup>50</sup> Workforce Solutions Capital Areas’ (WFSCA) WIOA program partners with Capital IDEA to provide limited funding for some of these training related costs.

<sup>51</sup> Capital IDEA participates in the United Way sponsored 2-Gen Stakeholder Network.

2019. The average age of Capital IDEA participant exiters is 30. Over half (55.9%) identified as White, with 23.9 percent identifying as Black and 41 percent identifying as Hispanic (Race/Ethnicity was missing/unknown for 25.7% and 31.2% respectively). Most exiters were female (69.6%) and half reported a 12<sup>th</sup> grade education or HSEC, with 49.3 percent reporting having attended college. Judicial involvement is reported for 9.2 percent, 1.6 percent identified as veterans, and 27.2 percent reported receiving any public benefits (judicial involvement, veteran status and receipt of public assistance was missing/unknown for approximately 29% of participants). The majority of the exiters report residing in three areas: East Austin (24.3%), North Austin (26.7%), and South Austin (24.6%).

### Participant Outcomes

Table 11 provides an overview of labor market outcomes for Capital IDEA FY 2016–FY 2019 exiters. Outcomes are reported for 753 participant social security numbers identified within the wage data. In the four quarters prior to enrolling in Capital IDEA, overall quarterly employment was approximately 67 percent, rising during the last quarter of service to an average of 72.5 percent. These high rates of employment are consistent with the Capital IDEA philosophy of client self-sufficiency: it recruits into the program employed, low-wage earners and encourages them to maintain and/or obtain employment throughout their participation in the program. Program exiters continued to exhibit strong employment levels (79%) during the four quarters post-service. The FY 2016 cohort experienced quarterly employment rates as high as 80 percent throughout the two years following services, yet they experienced a decrease of five percentage points in the twelfth quarter post-service. Earnings in the pre-service quarter averaged \$4,610 for employed participants. During the four post-service quarters, overall Capital IDEA exiters earned an average of \$9,110, representing nearly a 100 percent increase over pre-service earnings. Income continued to rise during the eighth and twelfth service quarters for those for whom data are available (outcomes are further illustrated in Figure 17 and Figure 18).

Prior to entering Capital IDEA, over half, 57.5 percent of students, overall had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training, nearly three-quarters (71.7%) met the requirements for eligibility. Very few participants (1.5% overall) filed a claim for UI benefits in the period examined.

**Table 11. Capital IDEA Participant Outcomes: FY 2016–FY 2019 Exiters**

Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	175	175	175	175	175	175	
FY 2017	148	148	148	148	148	79	
FY 2018	221	221	221	221	123	.	
FY 2019	209	209	209	99	.	.	
Overall	753	753	753	643	446	254	
<b>Quarterly Employment:</b>							
FY 2016	68.3%	72.0%	80.0%	80.0%	80.0%	75.4%	78.9%
FY 2017	68.2%	71.0%	87.8%	84.5%	79.7%	64.6%	81.1%
FY 2018	63.9%	73.3%	76.9%	78.7%	65.0%	.	75.0%
FY 2019	70.0%	73.2%	70.8%	69.7%	.	.	70.5%
Overall	67.5%	72.5%	78.1%	79.0%	75.8%	72.1%	77.2%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$4,469	\$6,350	\$8,225	\$8,606	\$8,894	\$9,784	\$8,864
FY 2017	\$4,292	\$4,687	\$8,762	\$9,826	\$10,729	\$10,658	\$9,851
FY 2018	\$4,654	\$5,111	\$7,937	\$8,824	\$8,998	.	\$8,501
FY 2019	\$4,901	\$4,813	\$8,491	\$9,555	.	.	\$8,829
Overall	\$4,610	\$5,232	\$8,327	\$9,110	\$9,559	\$10,027	\$9,023
<b>Qualified for UI Benefits:</b>							
FY 2016	55.6%	65.1%	64.0%	71.4%	72.0%	74.3%	70.4%
FY 2017	61.4%	64.2%	64.2%	76.4%	81.1%	77.2%	74.4%
FY 2018	54.2%	56.1%	61.1%	70.1%	75.6%	.	67.8%
FY 2019	59.7%	65.6%	64.1%	68.7%	.	.	65.6%
Overall	57.5%	62.4%	63.2%	71.7%	76.0%	75.2%	70.0%
<b>Filed UI Claim:</b>							
FY 2016	0.3%	0.6%	0.6%	1.1%	2.3%	1.1%	1.3%
FY 2017	0.5%	0.7%	0.7%	0.7%	1.4%	1.3%	1.0%
FY 2018	1.0%	0.0%	0.0%	0.0%	5.7%	.	1.2%
FY 2019	1.2%	0.0%	3.8%	3.0%	.	.	3.6%
Overall	0.8%	0.3%	1.3%	0.9%	2.9%	1.2%	1.5%

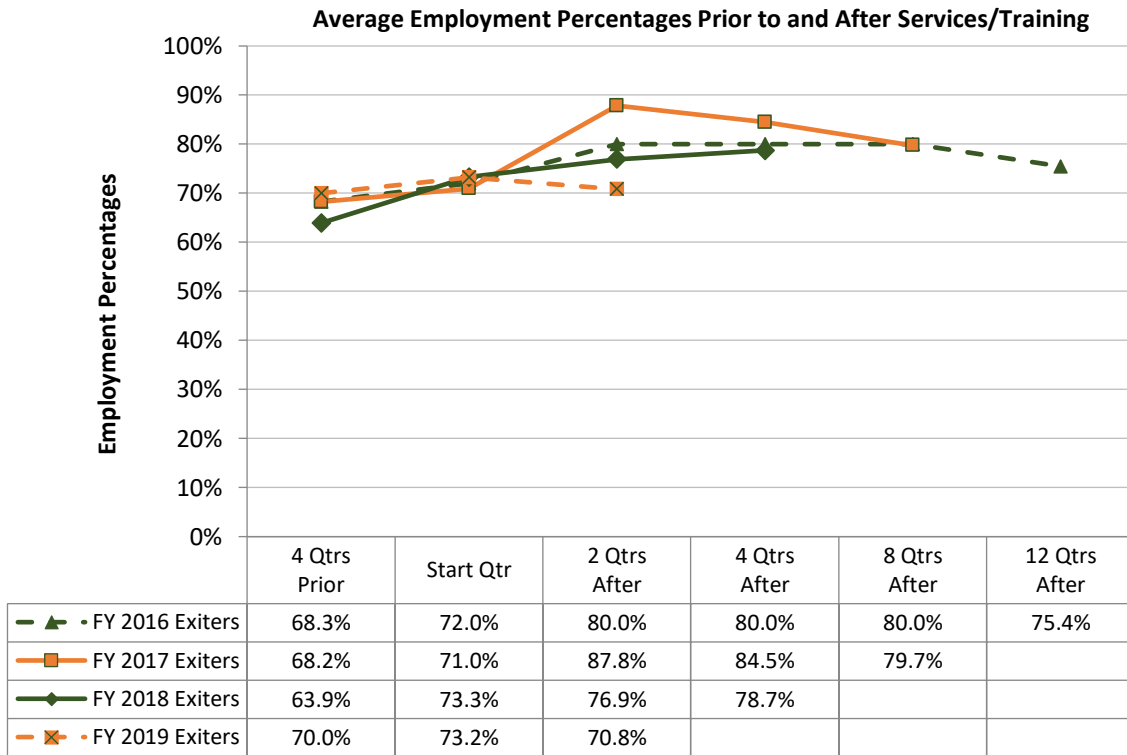
Source: Capital IDEA participant records and Texas Workforce Commission UI wage and claim records.

Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 79 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 64.6% of the 79 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

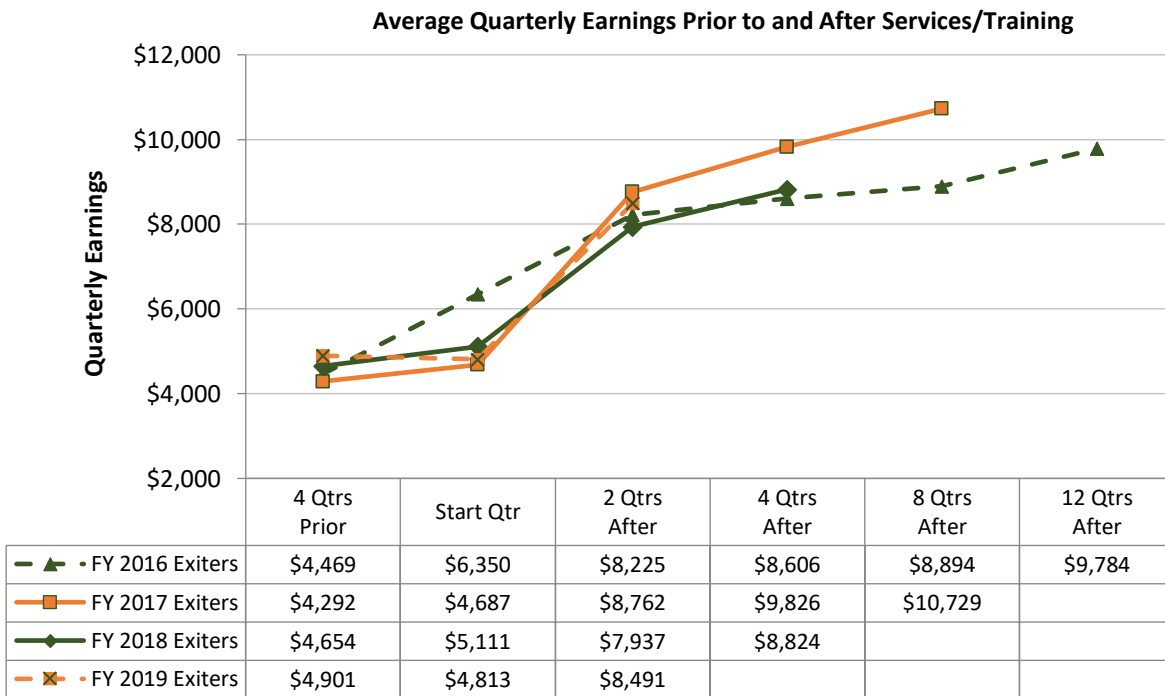
Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.



**Figure 17. Average Quarterly Employment for Capital IDEA Exiters: FY 2016–FY 2019**



**Figure 18. Average Quarterly Earnings of Employment Capital IDEA Exiters: FY 2016–FY 2019**



Program Impacts

Table 12 presents findings from the impacts analysis comparing the outcomes of 606 Capital IDEA FY 2016–FY 2019 exiters to the outcomes of a matched comparison group. The table presents impacts only for exiters for whom adequate matching could be performed. Participation in Capital IDEA was positively associated with three of the four outcome measures of interest. Statistically significant positive associations include a \$1,526 advantage in wages, and a 16.5 percentage point advantage in the share employed. Capital IDEA exiters also experienced a 0.6 percentage point lower rate of filing for UI benefits.

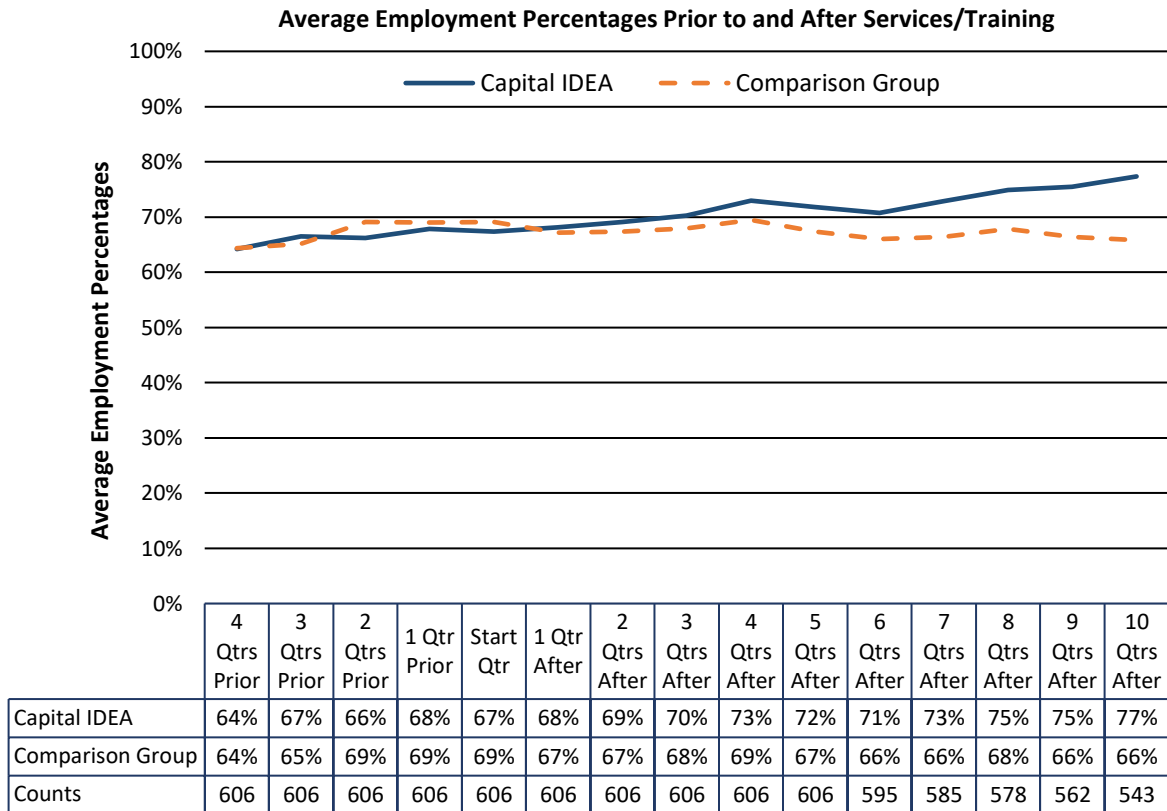
**Table 12. Capital IDEA Quarterly Impacts: FY 2016–FY 2019 (n=606)**

Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	65.7%	78.2%	12.5%	16.5%**
Average Quarterly Earnings	\$6,676	\$8,822	\$2,147	\$1526**
Qualified for UI Benefits	63.0%	62.7%	-0.3%	0.0%
Filed UI Claim	1.6%	0.6%	-1.1%	-0.6%

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

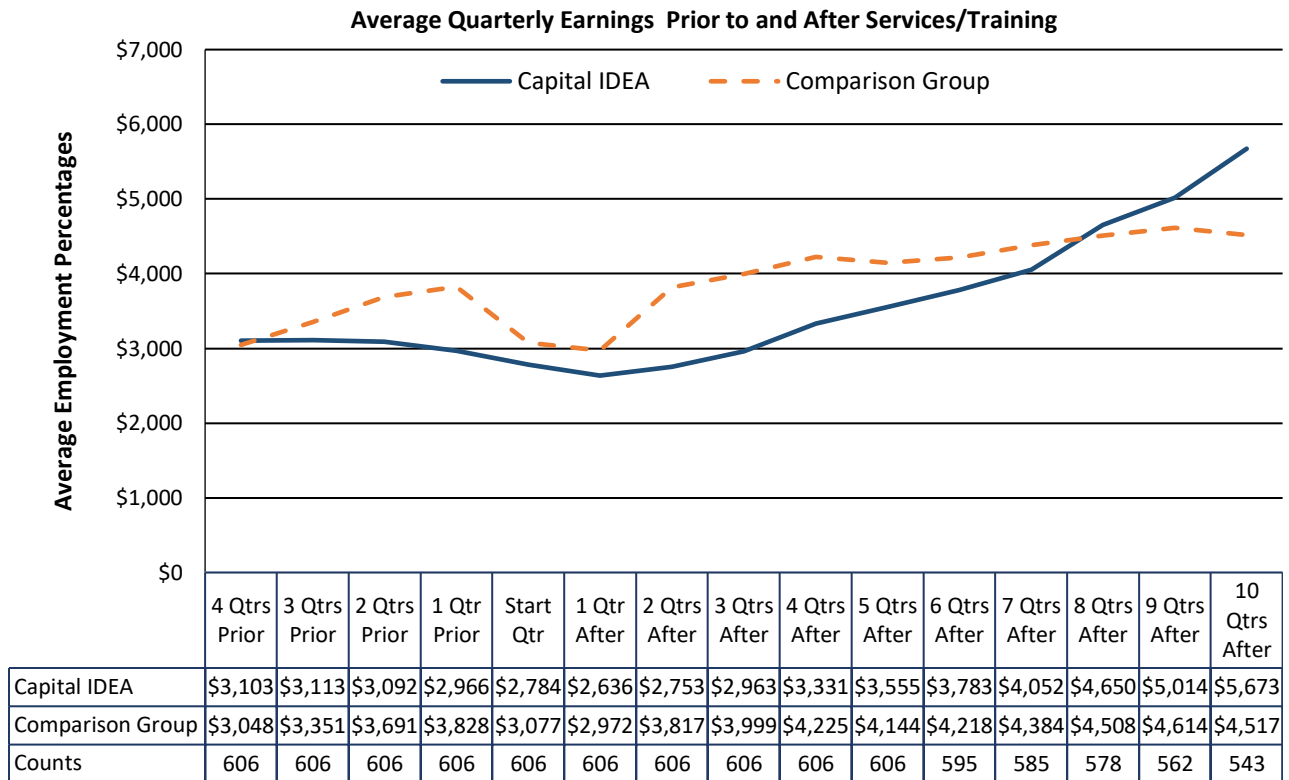
In Figure 19 the impact of participation in Capital IDEA services is examined by looking at participants' employment over time in relation to the comparison group's employment. The analysis shows that Capital IDEA participants' average quarterly rate of employment exceeds the rate of the comparison group for all post-service quarters.

**Figure 19. Employment Rates Over Time, Capital IDEA Participants vs. Comparison Group: FY 2016–FY 2019**



In Figure 20 the impact of participation in Capital IDEA services is examined by looking at participants' earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group's unconditional earnings. The analysis shows that Capital IDEA participants' average quarterly wages make relatively steady gains beginning during the first post-service quarter and exceed the average quarterly wages of the comparison group during the eighth post-service quarter. For those for whom data are available, Capital IDEA participants continued to gain in earnings for the remaining available quarters in relation to the comparison group.

**Figure 20. Unconditional Earnings Over Time, Capital IDEA Participants vs. Comparison Group: FY 2016–FY 2019**



The LifeWorks mission is to fearlessly advocate for youth and families seeking their path to self-sufficiency through comprehensive service delivery including housing, counseling, education, and workforce development.

LifeWorks provides services for youth and young adults (ages 16 to 26) facing major obstacles to achieving their goals including: homelessness, trauma, abuse, and foster and judicial involvement.

In FY 2016–FY 2019, Travis County annually invested \$241,196 in LifeWorks education and workforce development programming.



[www.lifeworksaustin.org](http://www.lifeworksaustin.org)

## LIFEWORKS

### Workforce Development Services

LifeWorks was formed in 1998 through the merger of Pathways Community Counseling, Child & Family Service, Teenage Parent Council of Austin, and Youth Options. The goal of the merger was to establish a continuum of support for youth and families experiencing crises.

LifeWorks creates an integrated and comprehensive system of support for youth and young adults experiencing homelessness, youth aging out of foster care, young parents, and youth involved with the juvenile justice system.<sup>52</sup> LifeWorks provides a continuum of services: housing, counseling, education, and workforce development supports.<sup>53</sup> Education and workforce programs provide literacy and HSEC test preparation classes, connections to other area training opportunities (ACC, Skillpoint Alliance, and Goodwill), workforce placement and critical skill-building support. Youth and families may access one or multiple LifeWorks programs with continuity.

In FY 2016, Travis County funded LifeWorks to implement the Individual Placement and Support (IPS) model, an evidence-based, supported employment model developed at Dartmouth College. The model, originally designed to assist adults with

serious mental health challenges in obtaining and maintaining employment, is utilized to serve transition-aged youth, who have experienced trauma, to overcome obstacles to workplace success. The

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<sup>52</sup> LifeWorks is an aftercare transition services provider for foster youth, these services are funded by Texas DFPS.

<sup>53</sup> In January 2017, Austin was awarded a \$5.2 MM Youth Homelessness Demonstration Program (YHDP) grant by the U.S. Department of Housing and Urban Development (HUD) to create a locally coordinated community response to prevent and end homelessness for unaccompanied youth by 2020. The Ending Community Homelessness Coalition (ECHO) is collaborating with LifeWorks to accomplish this goal. *Ending Youth Homelessness in Austin/Travis County*. Available at: <http://www.lifeworksaustin.org/research-resources/>

core premise of IPS is the belief that work promotes mental wellness. The IPS model priority is the support of participants in their efforts to achieve steady, meaningful employment in competitive jobs. Subsequent vocational training and career development occurs alongside paid employment. Essential to the IPS model are the relationships staff develop and maintain with employers ensuring job placements that meet the needs of both the employee and employer.<sup>54</sup>

Participants with a desire to enter the workforce are referred to the IPS program by a LifeWorks staff member, or are identified during case staffing, have a valid ID and Social Security Card, and have identified employment as a goal.<sup>55</sup> Individuals entering the workforce program have an established relationship with a LifeWorks case manager who works in collaboration with the IPS employment specialist. Employment specialists focus on employment assessment, the development of relationships with employers, job placement, job coaching, and follow-along supports. Industries such as retail, food service, hospitality, and some skilled trades are typical employers of participants. Employment support services include, at a minimum, weekly visits for the first month of employment followed by monthly contact. Visits occur in locations that work best for the client, such as a local coffee shop or library. Supports are individualized and can range from wake-up phone calls and transportation assistance, to assistance learning specific job tasks and support with on-the-job interpersonal relationships. For FY 2018, the targeted average starting wage for employment was \$12.00 per hour. An IPS employment specialist is available two days each week at the LifeWorks Youth & Family Resource Center to provide information regarding the program to interested youth and to assist in developing résumés and cover letters, locating and applying to jobs, and preparing for interviews.

LifeWorks HSEC preparation program and literacy programs offer HSEC test preparation, academic tutoring, life skills training, career awareness, computer skills training, and information on available training options provided through ACC and other area workforce development programs. Education services are offered at Lifeworks' South location Monday through Thursday at a variety of times in collaboration with ACC through the Adult Education and Literacy Consortium, as well as the Literacy Coalition of Central Texas. The Literacy Coalition coordinates AmeriCorps volunteers to support the direct education services. All students are assessed using the TABE, and an individualized service

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<sup>54</sup> Information from a conversation with LifeWorks staff Nicholas Winowsky, Program Director, Workforce Development, Literacy & HSEC; Jackie Platt, Division Director, Education and Workforce Development; Kate Bennet, Director of Grants and Contracts Compliance; and Danielle Owens, Chief Program Officer on 3-13-2019 and 3-3-2020.

<sup>55</sup> Team staffing of clients include case managers, career navigators and a mental health specialist.

plan is developed to identify service needs and to monitor educational progress. While studying in the program, each student's educational progress is assessed monthly. In FY 2019, a new partnership with UT Austin Dell Medical School Health Leadership Apprentice (HLA) Program provided up to 20 volunteers to tutor students in science subjects and offer health education. Youth pair up one-on-one with HLA volunteer tutors, and tutors also work with groups of students.

LifeWorks offers college readiness assistance to program participants who have a HSEC or HSD. Supports may include, but are not limited to, familiarizing clients with educational institutions, helping to complete applications, tutoring, navigating financial aid, providing direct assistance for books and supplies, and introducing clients to campus resources and personnel.

### **Support Services**

At intake, each client works with their case manager to complete an initial assessment using a Self-Sufficiency Matrix (SSM). The SSM identifies client strengths, needs, and goals in order to guide case managers to provide support and make referrals. LifeWorks directly assists clients with housing, counseling, and transportation services, while referring to a variety of service providers within Travis County to provide services such as child care, health care, additional training beyond a HSEC, and other supports. The SSM, reviewed and updated quarterly, is used to track clients' movement across programs and measure the impact of services. The SSM is also used by staff to identify effective program interventions.<sup>56</sup>

On the continuum of mental health supports, LifeWorks offers participants an opportunity to meet with peer support specialists. With the supervision and guidance of the LifeWorks counseling department, each peer support specialist brings their own personal experience of recovery from mental health, substance use, or trauma to offer emotional support, knowledge, skills, and practical assistance in connecting youth to resources and opportunities.<sup>57</sup> Peer support specialists often assist youth in engaging with ongoing mental health services including counseling and psychiatric services.

### **Participant Profile**

In FY 2017–FY 2019, over half of LifeWorks participants included in this analysis were female

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<sup>56</sup> Information from a conversations with Jackie Platt, Division Director, Education and Workforce Division, Nicholas Winowsky, Program Director, Workforce Development and HSEC Programs, and Peg Gavin, Director of Grants and Contracts, LifeWorks. 9/13/ 2017 and 4/24/2018.

<sup>57</sup> Peer Supporters must be in full recovery and complete specialized training and certifications to be eligible to guide and support our clients toward wellness. See: LifeWorks Facebook post 12-21-2018.

(54.4%) with 1.9 percent identifying as transgender. The average age of participant exiters is 20, with 57.8 percent being 19 or younger. The majority of exiters identified as White (60%), while 23.8 percent identified as Black and 48.1 percent identified as Hispanic. Two-thirds of participants had less than a 12<sup>th</sup> grade education. Although judicial involvement status was missing/unknown for 78 percent of participants, approximately 22 percent reported judicial involvement and less than one percent identified as veterans. Just over twenty percent reported receiving any public benefits (receipt of public benefits is missing/unknown for 77.5% of the participants). The majority of the exiters report residing in two areas: South Austin (40.6%) and East Austin (31.9%).

### Participant Outcomes

In FY 2018, RMC and Travis County adjusted the outcomes analysis to report program outcomes for all program participants for whom SSNs are available, not just program exiters. Table 13 provides an overview of labor market outcomes for 160 LifeWorks FY 2017–FY2019 participant social security numbers identified within the wage data (This analysis tracks outcomes for each quarter of service following the service entry quarter rather than post-service quarters). Overall, in the four quarters prior to services, 38.4 percent of individuals included in this analysis were employed increasing to 53.4 percent during the second service quarter for those whom data are available. Overall average earnings four quarters before services was \$2,305 increasing to \$2,627 during the fourth service quarter. Prior to entering LifeWorks, overall 20.5 percent of participants had sufficient employment and earnings history to meet the monetary eligibility requirements for UI eligibility increasing to 36.1 percent during the fourth service quarter. Overall, 1.4 percent filed a claim for UI benefits during the service quarters (outcomes are further illustrated in Figures 21 and 22).



**Table 13. LifeWorks Participant Outcomes: FY 2016–FY 2019**

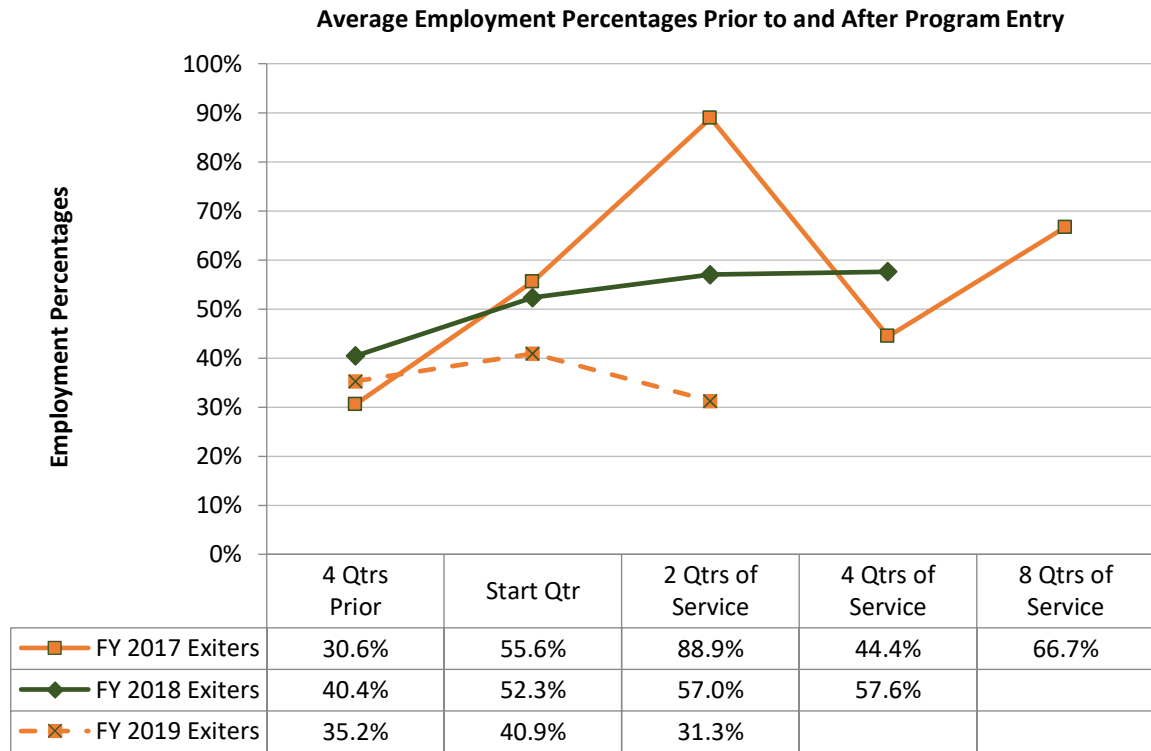
Cohort Outcome Measure	Four Qtrs Before Service	1st Qtr of Service	2nd Qtr Post-Service Entry	4th Qtr Post-Service Entry	8th Qtr Post-Service Entry	12th Qtr Post-Service Entry	All Service Qtrs
<b>Number of Participants:</b>							
FY 2017	9	9	9	9	9	2	
FY 2018	107	107	107	99	17	.	
FY 2019	44	44	32	11	.	.	
Overall	160	160	148	119	26	2	
<b>Quarterly Employment:</b>							
FY 2017	30.6%	55.6%	88.9%	44.4%	66.7%	50.0%	65.5%
FY 2018	40.4%	52.3%	57.0%	57.6%	23.5%	.	54.7%
FY 2019	35.2%	40.9%	31.3%	27.3%	.	.	30.2%
Overall	38.4%	49.4%	53.4%	53.8%	38.5%	50.0%	52.2%
<b>Average Qrtly Earnings:</b>							
FY 2017	\$1,331	\$1,776	\$1,631	\$2,747	\$2,919	\$7,127	\$2,562
FY 2018	\$2,492	\$2,438	\$2,743	\$2,684	\$3,884	.	\$2,753
FY 2019	\$1,956	\$1,534	\$1,255	\$1,377	.	.	\$1,283
Overall	\$2,305	\$2,190	\$2,442	\$2,627	\$3,305	\$7,127	\$2,605
<b>Qualified for UI Benefits:</b>							
FY 2017	11.1%	11.1%	11.1%	33.3%	11.1%	50.0%	20.7%
FY 2018	20.1%	26.2%	28.0%	36.4%	17.7%	.	30.9%
FY 2019	23.3%	25.0%	21.9%	36.4%	.	.	25.6%
Overall	20.5%	25.0%	25.7%	36.1%	15.4%	50.0%	29.2%
<b>Filed UI Claim:</b>							
FY 2017	0.0%	11.1%	0.0%	0.0%	11.1%	0.0%	3.5%
FY 2018	0.5%	0.0%	0.9%	1.0%	5.9%	.	1.4%
FY 2019	1.1%	0.0%	0.0%	0.0%	.	.	0.0%
Overall	0.6%	0.6%	0.7%	0.8%	7.7%	0.0%	1.4%

Source: LifeWorks participant records and Texas Workforce Commission UI wage and claim records.

Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who entered the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these participants to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 2 participants had program entry dates that allowed their post-entry service quarters to extend to 12 qtrs and only 1, (50%) was identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

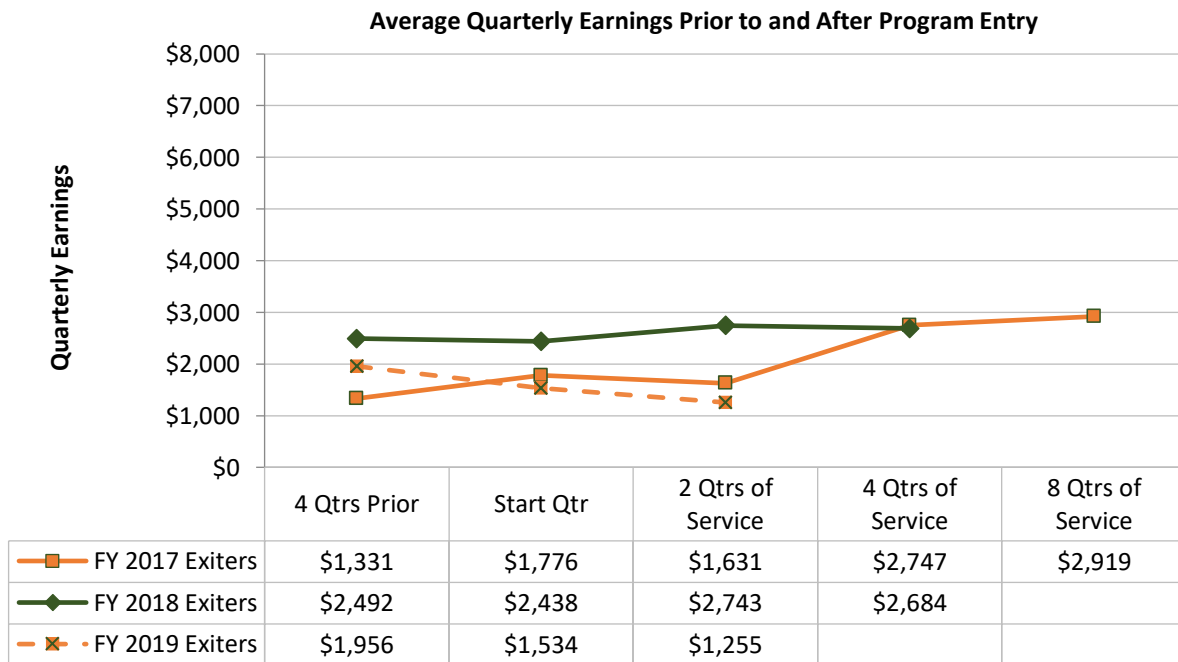
Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure 21: Average Quarterly Employment for LifeWorks Participants: FY 2017–FY 2019**



Note: FY 2017 represents only 9 participants.

**Figure 22: Average Quarterly Earnings for LifeWorks Participants: FY 2017–FY 2019**



Skillpoint Alliance is a regional workforce intermediary providing short-term occupational skills training through its Gateway program. Skillpoint's mission is

“...to provide a gateway for individuals to transform their lives through rigorous skills-based training and education.”\*

Skillpoint connects individuals, training providers, employers, and other community organizations together to meet identified workforce skills gaps.

In FY 2016–FY 2019, Travis County annually invested \$270,800 in the Gateway program.



\*[www.skillpointalliance.org](http://www.skillpointalliance.org)

## SKILLPOINT ALLIANCE

### Workforce Development Programs and Services

The Skillpoint Alliance Gateway program objective is to employ individuals in high-demand occupations, at a livable wage, through short-term training. Depending on the occupation targeted, the full-time training program may range from four to seven weeks. Each curriculum emphasizes project-based learning opportunities with a combination of class time and active hands-on skill development. The program targets individuals with challenges to employment, including a history of judicial involvement, TANF and SNAP recipients, veterans, the homeless, and opportunity youth. The majority of program participants report an income less than 200% FPG.

Since 2010 the Gateway program has offered a number of different certification programs, including nurse aide and medical assistant; culinary arts; office administration; construction trades including HVAC, electrical, plumbing, drywall installation, concrete finishing and painting; and machine operator. In FYs 2016-2019, the program offered training and certification in nurse aide, pre-apprentice electrical, HVAC technician, and pre-apprentice plumbing.

In 2019, Skillpoint relocated to a larger facility. Throughout FY 2019, the organization secured funding and material donations to build and supply classroom space for the

pre-apprentice electrical and plumbing programs, and the HVAC program. Most program training is being provided at the new facility including a new advanced manufacturing program that will begin enrolling participants in 2020.

In order to be successful in the fast-paced training environment, participants in the skilled trade programs must have a HSD or HSEC and demonstrate an 8<sup>th</sup> grade reading and math academic competency on the General Assessment of Instructional Need (GAIN) skills test. Individuals who do not

obtain the required scores on screening tests to enter the program may be referred to Literacy Coalition for remediation.

Skillpoint prepares participants for the workforce by creating a worksite style environment throughout the training period. Participants are expected to arrive on-time, be prepared to work and conduct themselves in a professional manner. The skilled trade programs convene a *tailgate* every morning to discuss any shop issues and reinforce employment readiness skills. In addition to the skills needed to be successful in the workplace, staff provide application and resume development, interview preparation and practice sessions, job site visits, how to discuss potential challenges to employment during interviews (such as previous judicial involvement), and how to respond to multiple offers from a number of employers. Skillpoint staff maintain a number of employer partnerships. These partnerships extend to participants opportunities for direct introductions to employers seeking to hire skilled workers and offer paid apprenticeship positions. For FY 2019, the targeted minimum starting wage for employment was \$12.00 per hour.

### **Mentorship Program**

In FY 2018, Skillpoint was awarded a grant to develop and implement a mentorship program. Skillpoint staff with experience in high school and secondary education mentorship programs designed the local model. The goal of the program is to strengthen industry employer partnerships and help participants navigate their initial entrance into the industry. The mentorship model relies upon industry employers to participate as mentors to inform curriculum, and provide relevant conversations with participants about the industry and the culture of the industry. Mentors for the pre-apprentice plumbing and electrical programs are invited to classes throughout the four weeks of instruction and to attend the graduation *skills challenge*, where program graduates have an opportunity to demonstrate the skills they have learned to prospective employers.

In FY 2018, the mentorship program introduced a number of changes in the pre-apprentice electrical training and in FY 2019, the mentorship model was successfully applied to the pre-apprentice plumbing program.

### **Pre-apprentice Electrical Training**

In 2017, in response to employer feedback, Skillpoint updated the electrical program curriculum changing the course structure from eight to four weeks. The updated curriculum was piloted in January 2018. Staff continue to work with electrical union and open shop mentors to ensure the curriculum supports the skills needed for hire, maintaining the program efficiency. With this new training model,

Skillpoint intends to increase the number of classes offered and participants trained.

Mentors also provide some of the employment readiness training by presenting to participants realistic information regarding a number of issues; including being late for work, interview questions, what employers are looking for in trade, interpersonal skills, how to conduct oneself, and relationships on the job. By participating in the mentorship program, employers increase their understanding of the program, and get acquainted with participants preparing to become potential employees. Staff members report it is not uncommon for participants to receive more than one offer from area employers.

Staff members report anecdotal positive responses from employers as a result of the implementation of the mentorship program. Skillpoint is in the process of developing a formal feedback loop with area employers who hire program completers to inform and update course curriculum to meet employer needs.

#### **Pre-apprentice Plumbing Training**

The mentorship component for the plumbing program rolled out in FY 2019. Implementation is following the structure developed for the pre-apprentice electrical program with staff engaging mentors to ensure the curriculum supports the skills needed for hire, increasing the program efficiency. This allowed the course to be compressed from seven to four weeks.

#### **Nurse Aide Program**

The Nurses Aide training program currently partners with the Focused Care at Stonebriar facility. The 150-hour program offers a five week/four days a week program to accommodate the needs of parenting and employed participants. In FY 2018, other changes included scheduling more time for certification exam preparation, and a shorter waiting period between graduation and certification testing. Skillpoint will pay for up to three efforts for participants to pass the certification exam. Further, in collaboration with Literacy Coalition, an ESL CNA course has been developed.

Capital IDEA staff attend Skillpoint hiring events to recruit CNA course completers to continue their education and training along the nursing career pathway with Capital IDEA support.

#### **Support Services**

In addition to covering the full cost of the training and professional development activities noted above, Skillpoint also provides substantial support services to help participants cope with the travel,

equipment, and clothing requirements of the programs. Services include bus passes, tools, work clothes, shoes, and books. Upon securing employment, Skillpoint provides participants with the tools and equipment needed to enter the job.

During class orientation, the admissions coordinators introduce the student success coordinator who provides ongoing support, and connects participants with other resources in the community as needed. The success coordinator also assists the CNA students in accessing the tutoring support needed to pass their certification exams, and provides follow up services after graduation. Administrative staff work with employers to facilitate opportunities for a new start for participants with judicial involvement histories.

### Participant Profile

Among the 665 Skillpoint Alliance participants included in this evaluation who exited the program during FY 2016–FY 2019, the average participant age was 31. A third of exiters identified as Black (32%), while 18.5 percent identified as White, and 31.4 percent identified as Hispanic (Race/Ethnicity data were missing/unknown for 40% and 27% of participants respectively). Most exiters were female (52.6%). Approximately one third reported having attended or having graduated from college, and 52.3 percent reported a 12<sup>th</sup> grade or HSEC education level. Judicial involvement was reported for 13.5 percent of participants, while 5.7 percent of participants reported veteran status. Receipt of public benefits is missing/unknown for all participants. The majority of the exiters report residing in the following areas: East Austin (20.3%), South Austin (21.1%), North Austin (13.1%), and Northern suburbs (12%).

### Participant Outcomes

Table 14 provides an overview of Skillpoint participant outcomes. Outcomes are reported for 665 participants whose social security numbers were identified within the wage data. Overall, in the four quarters prior to entry, quarterly employment in a UI-covered job in Texas averaged 63.9 percent, with the overall employment rate one-year post-service increasing to 74 percent. Of interest is the overall employment rate for all post-service quarters, 71.7 percent, the highest overall employment rate for all post-service quarters for the short-term training programs evaluated in this report.

Overall average wages for the four quarters prior to service was \$4,310, increasing on average to \$5,288 one year post-services. FY 2016 exiters overall average earnings reported in the twelfth quarters post-service for those whom data was available increased to \$6,448. (outcomes are further illustrated in Figures 23 and 24).

Overall, prior to entering Skillpoint over half (53.7%) of participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training 64.4 percent met the requirements for eligibility. Very few participants (less than 2.1% overall) filed a claim for UI benefits in the period examined.

An additional analysis of the outcomes and impacts for two subgroups of Skillpoint program exiters identified in the data as participating in CNA or skilled trades training is presented in Appendix G: Skillpoint Alliance CNA and Skilled Trades Training Participant Outcomes and Program Impacts.

**Table 14. Skillpoint Participant Outcomes: FY 2016–FY 2019 Exiters**

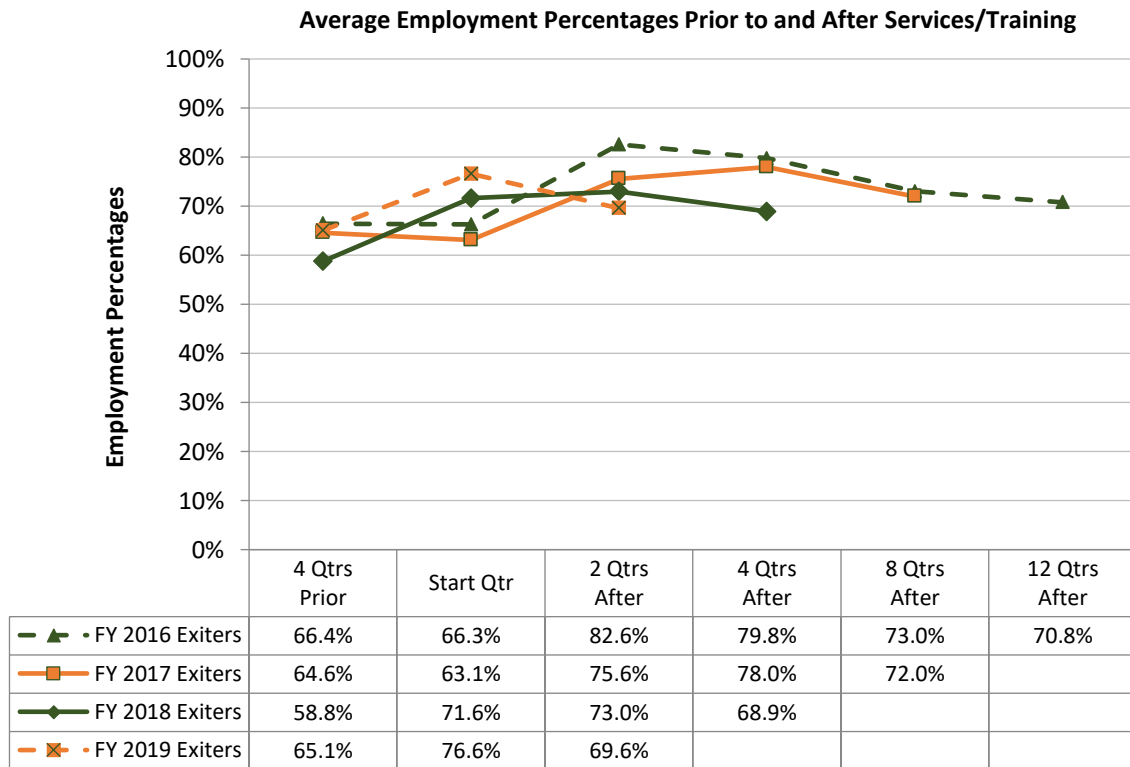
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	178	178	178	178	178	178	
FY 2017	168	168	168	168	168	69	
FY 2018	148	148	148	148	77	.	
FY 2019	171	171	171	76	.	.	
Overall	665	665	665	570	423	247	
<b>Quarterly Employment:</b>							
FY 2016	66.4%	66.3%	82.6%	79.8%	73.0%	70.8%	76.5%
FY 2017	64.6%	63.1%	75.6%	78.0%	72.0%	46.4%	71.7%
FY 2018	58.8%	71.6%	73.0%	68.9%	42.9%	.	65.2%
FY 2019	65.1%	76.6%	69.6%	61.8%	.	.	67.2%
Overall	63.9%	69.3%	75.3%	74.0%	67.1%	64.0%	71.7%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$4,041	\$2,934	\$5,059	\$4,932	\$5,893	\$6,281	\$5,507
FY 2017	\$4,241	\$3,127	\$4,712	\$4,890	\$6,231	\$7,103	\$5,402
FY 2018	\$4,309	\$3,316	\$5,290	\$5,762	\$5,728	.	\$5,548
FY 2019	\$4,666	\$3,667	\$6,333	\$6,449	.	.	\$6,366
Overall	\$4,310	\$3,275	\$5,323	\$5,288	\$6,018	\$6,448	\$5,587
<b>Qualified for UI Benefits:</b>							
FY 2016	55.1%	57.9%	60.7%	64.6%	66.9%	65.7%	64.5%
FY 2017	52.7%	53.6%	56.6%	61.9%	66.7%	62.3%	61.8%
FY 2018	55.2%	52.7%	54.7%	62.8%	66.2%	.	60.3%
FY 2019	51.8%	57.3%	62.6%	72.4%	.	.	65.6%
Overall	53.7%	55.5%	58.8%	64.4%	66.7%	64.8%	63.0%
<b>Filed UI Claim:</b>							
FY 2016	2.0%	2.8%	1.7%	1.7%	2.8%	0.0%	1.5%
FY 2017	2.4%	3.6%	0.6%	2.4%	3.0%	1.5%	1.9%
FY 2018	2.7%	2.7%	2.0%	1.4%	5.2%	.	2.4%
FY 2019	1.5%	2.3%	2.3%	5.3%	.	.	3.2%
Overall	2.1%	2.9%	1.7%	2.3%	3.3%	0.4%	2.1%

Source: Skillpoint participant records and Texas Workforce Commission UI wage and claim records.

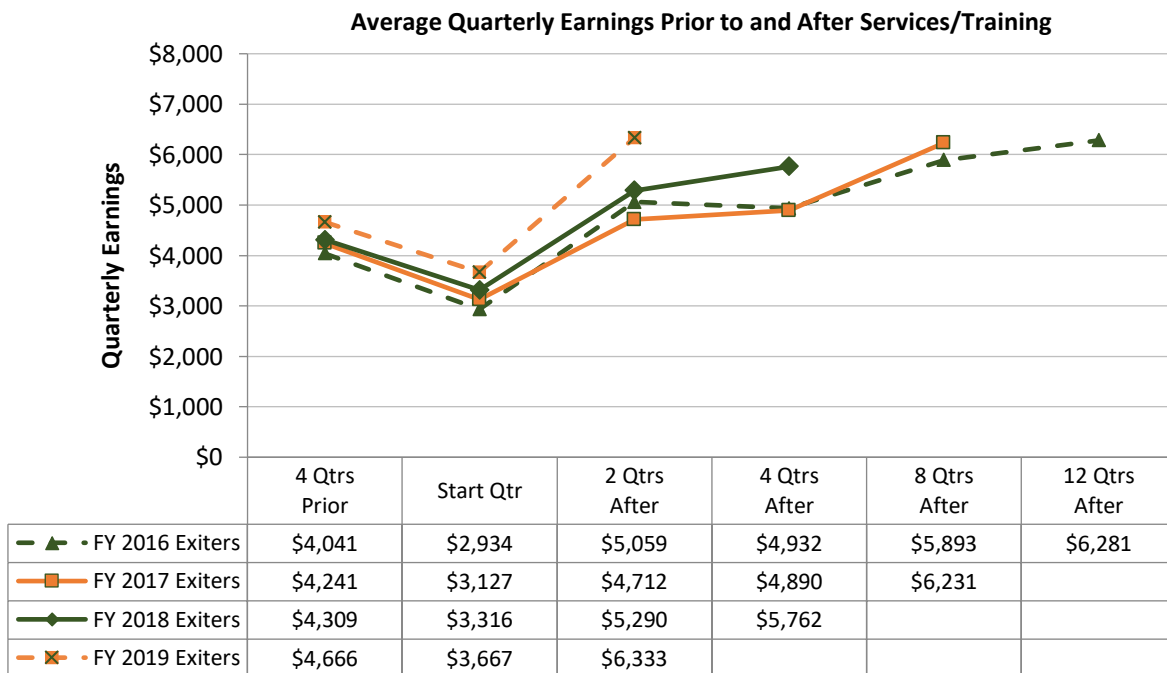
Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 69 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 46.4% of the 69 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs. Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.



**Figure 23. Average Quarterly Employment for Skillpoint Exiters: FY 2016–FY 2019**



**Figure 24. Average Quarterly Earnings of Employed Skillpoint Exiters: FY 2016–FY 2019**



Program Impacts

Table 15 presents findings from the impacts analysis comparing the outcomes of the Skillpoint FY 2016–FY 2019 exiters to the outcomes of a matched comparison group. Participation was positively associated with two of the four outcome measures of interest: a statistically significant 11.5 percentage point advantage in employment, and a 0.1 percentage point decrease in the share that filed for UI benefits. Participation was also associated with statistically significant lower quarterly earnings of \$1,142. Skillpoint Alliance staff report that nearly half of program participants during the time period examined were trained as nurses aids, an occupation that typically pays lower wages; furthermore, as many as 20 percent of participants enrolled in construction trade training enter apprenticeship programs that also pay relatively lower wages.<sup>58</sup>

**Table 15. Skillpoint Quarterly Impacts: FY 2016–FY 2019 (n=608)**

Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	63.1%	73.5%	10.4%	11.5%**
Average Quarterly Earnings	\$6,723	\$5,773	-\$950	-\$1142**
Qualified for UI Benefits	56.0%	58.0%	2.0%	0.0%
Filed UI Claim	0.79%	0.89%	0.10%	-0.10%

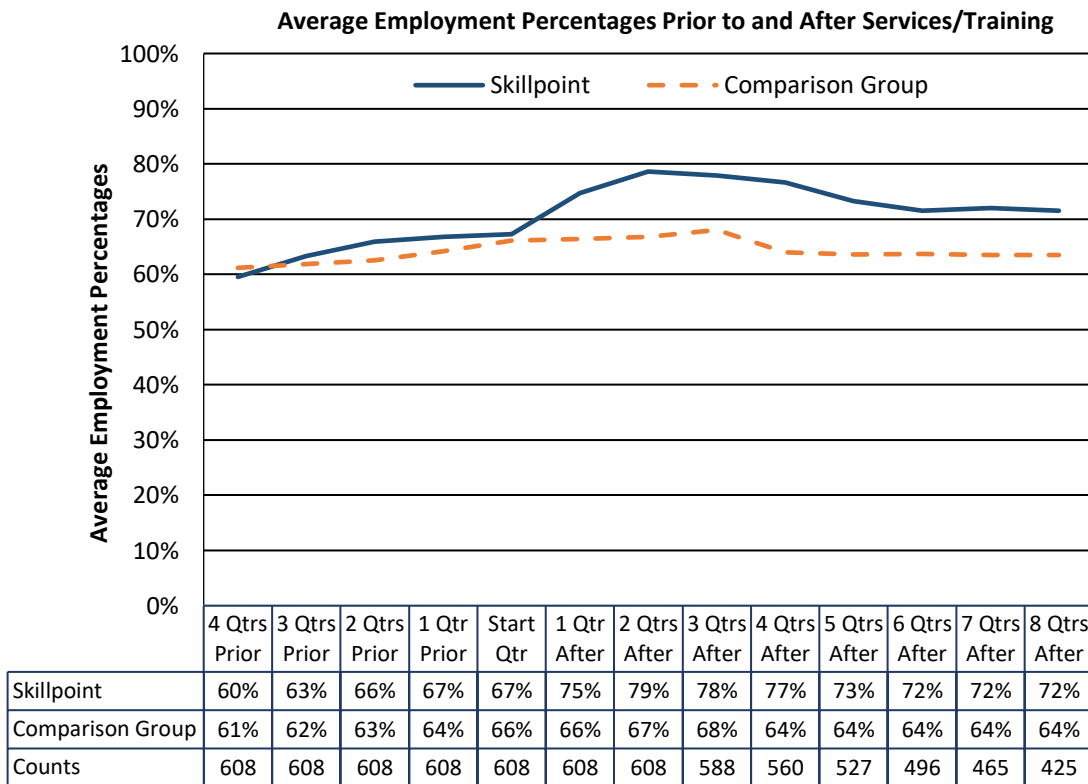
Note: \*\*=significant at p<.01; \*= significant at p<.05

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<sup>58</sup> Information from an email exchange with Aaron Hill, Oct. 23, 2018. An additional analysis of the outcomes and impacts for two subgroups of Skillpoint program exiters identified in the data as participating in CNA or skilled trades training is presented in Appendix G: Skillpoint Alliance CNA and Skilled Trades Training Participant Outcomes and Program Impacts.

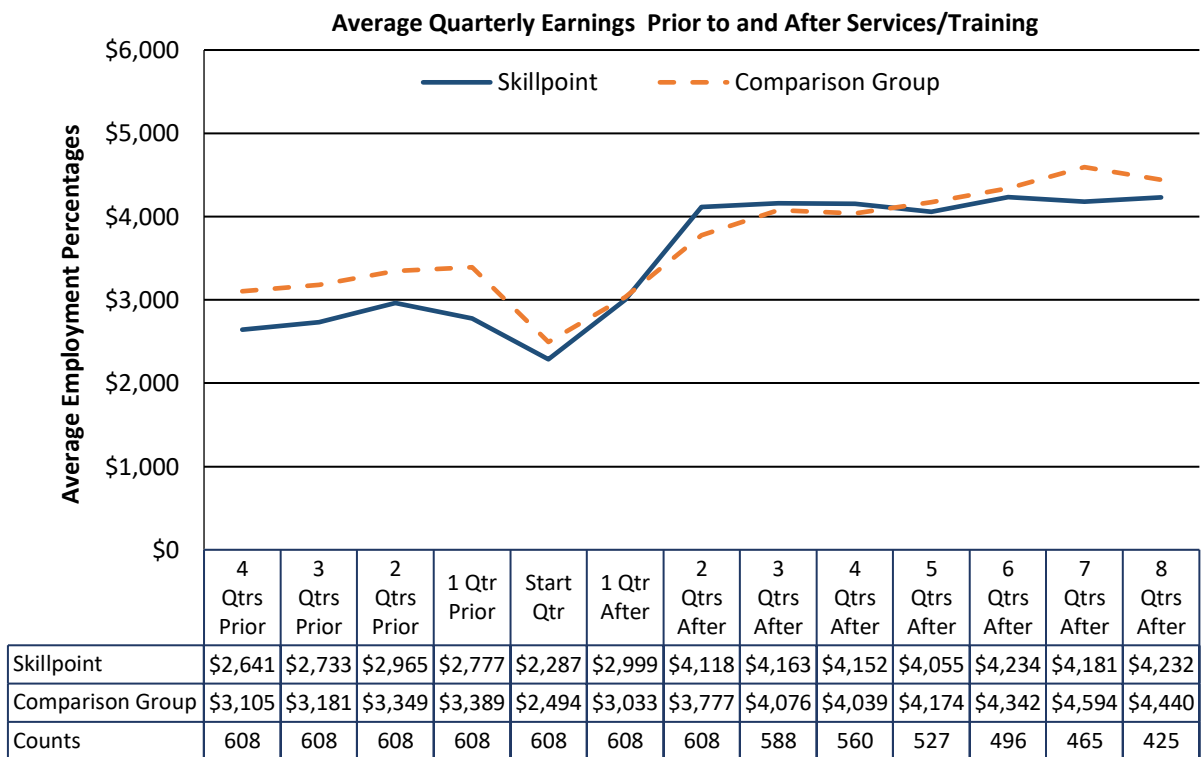
In Figure 25, the impact of participation in Skillpoint services is examined by looking at participant’s employment rate over time in relation to the comparison group’s employment rate. The analysis shows that Skillpoint participants’ employment rate nearly matched the comparison group employment rate during the quarter services began, and steadily increased to maintain a higher rate of employment, even as the overall employment rate of both groups dropped during the remaining quarters for which data were available. The higher employment rate of Skillpoint participants in relation to the comparison group is statistically significant.

**Figure 25. Employment Rate Over Time, Skillpoint Participants vs. Comparison Group  
FY 2016–FY 2019**



In Figure 26, the impact of participation in Skillpoint services is examined by looking at participants' earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group's unconditional earnings. The analysis shows that Skillpoint participants' wages slightly surpassed the matched comparison group wages by the second quarter post-services. The earnings gain was maintained in the remaining quarters for which data were available; however the comparison group earnings gain slightly surpassed Skillpoint earnings during the seventh and eighth quarters.

**Figure 26. Unconditional Earnings Over Time, Skillpoint Participants vs. Comparison Group  
FY 2016–FY 2019**



## AMERICAN YOUTHWORKS NON-WERC-TC PARTICIPANTS

AYW workforce development county funding is channeled through three contracts: WERC-TC, Workforce Development (direct to AYW), and the Travis County Metro Parks Project.<sup>59</sup> The services and participants reported in this section are only funded through Travis County Workforce Development and Travis County Metro Parks funding, and are identified as non-WERC-TC funded participants. YouthBuild participants receiving services through WERC-TC are reported in the previous WERC-TC section of this report.

### Participant Profile

This AYW participant analysis reports on 499 participants who exited the program in FY 2016–FY 2019. AYW provides services to youth as young as 16, with over one-third of participants ranging in age from 16 to 19 (35.5%), and nearly 62 percent of participants ranging in age from 20 to 29 years. The average age of AYW participant exiters is 21. The majority of exiters identified as White (48.9%), with 9.6 percent identified as Black, and 30.5 percent identified as Hispanic. Most exiters were male (58.7%) with .6 percent identifying as transgender. One third of participants had less than a 12<sup>th</sup> grade education. Although judicial involvement status was missing/unknown for 68 percent of participants, approximately 17 percent reported judicial involvement.<sup>60</sup> The majority of the exiters reported residing in two areas: South Austin (34.7%) and East Austin (25.9%).

Outcomes and impacts are reported for 499 participants with social security numbers identified within the wage data. Additional analysis of the TxCC participants are presented in Appendix H: American YouthWorks Texas Conservation Corps Training Participant Outcomes and Program Impacts.

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<sup>59</sup> The Metro Parks Project can be understood as a transfer of HHS funds to Travis County passed through to AYW for a subsidized work experience program.

<sup>60</sup> Data elements were missing/unknown for the following demographic variables: Education, 19 percent; race, 27 percent; ethnicity, 78 percent; and judicial involvement was missing/unknown 72 percent. Veteran status and receipt of public benefits were not reported for the exiting participants. AYW is designed to support primarily youth, thus veteran status may not be an applicable data element.

### Participant Outcomes

Table 16 provides an overview of labor market outcomes for American YouthWorks participants who exited services (completed or dropped out), from FY 2016–FY 2019. Overall, in the four quarters prior to entering the program, 28.5 percent were employed. Quarterly employment among all cohorts grew on average to 42.5 percent during the second quarter post-services, and increased slightly during the fourth quarter post-service to 44.3 percent. In the eighth and twelfth quarters, for the FY 2016 and FY 2017 cohorts for whom data was available, the rate of employment declined.

Pre-program earnings overall averaged \$2,666 for those employed in the year prior to service entry. In the second quarter after service, average earnings rose to \$4,139 and continued to rise to \$4,871 one year post-service. Earnings continued to rise in the studied quarters for those whom data was available (outcomes are further illustrated in Figure 25 and Figure 26).

Prior to entering AYW, only 18.7 percent of participants overall had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after exiting services, approximately 33.5 percent met the requirements for eligibility. Very few participants (less than .8% overall) filed a claim for UI benefits in the period examined.

**Table 16. American YouthWorks Participant Outcomes: FY 2016–FY 2019 Exiters**

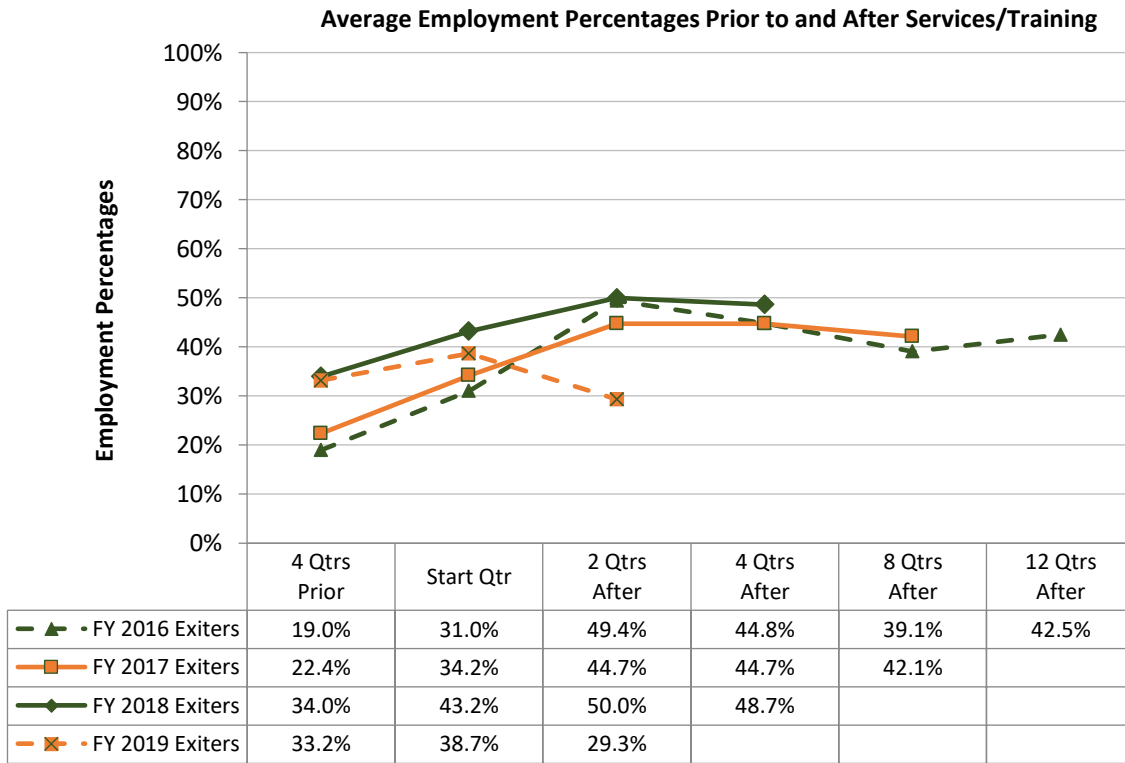
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	87	87	87	87	87	87	
FY 2017	114	114	114	114	114	55	
FY 2018	148	148	148	148	62	.	
FY 2019	150	150	150	57	.	.	
Overall	499	499	499	406	263	142	
<b>Quarterly Employment:</b>							
FY 2016	19.0%	31.0%	49.4%	44.8%	39.1%	42.5%	44.0%
FY 2017	22.4%	34.2%	44.7%	44.7%	42.1%	30.9%	42.1%
FY 2018	34.0%	43.2%	50.0%	48.7%	35.5%	.	46.9%
FY 2019	33.2%	38.7%	29.3%	31.6%	.	.	30.0%
Overall	28.5%	37.7%	42.5%	44.3%	39.5%	38.0%	42.0%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$2,090	\$2,203	\$4,159	\$5,098	\$6,542	\$6,703	\$5,543
FY 2017	\$2,932	\$2,016	\$3,715	\$4,368	\$6,022	\$7,625	\$4,975
FY 2018	\$2,813	\$2,314	\$4,507	\$5,157	\$6,173	.	\$5,004
FY 2019	\$2,572	\$2,675	\$3,994	\$4,658	.	.	\$4,187
Overall	\$2,666	\$2,348	\$4,139	\$4,871	\$6,224	\$6,993	\$5,053
<b>Qualified for UI Benefits:</b>							
FY 2016	16.7%	11.5%	11.5%	33.3%	37.9%	41.4%	31.0%
FY 2017	13.8%	12.3%	11.4%	30.7%	36.0%	30.9%	26.7%
FY 2018	22.8%	20.3%	15.5%	36.5%	33.9%	.	27.4%
FY 2019	19.7%	16.7%	13.3%	31.6%	.	.	18.4%
Overall	18.7%	15.8%	13.2%	33.5%	36.1%	37.3%	26.7%
<b>Filed UI Claim:</b>							
FY 2016	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.3%
FY 2017	0.7%	0.9%	0.0%	0.0%	0.0%	1.8%	0.3%
FY 2018	0.2%	0.0%	0.0%	0.0%	4.8%	.	0.8%
FY 2019	0.5%	0.0%	3.3%	1.8%	.	.	2.9%
Overall	0.4%	0.2%	1.0%	0.5%	1.1%	0.7%	0.8%

Source: AYW participant records and Texas Workforce Commission UI wage and claim records.

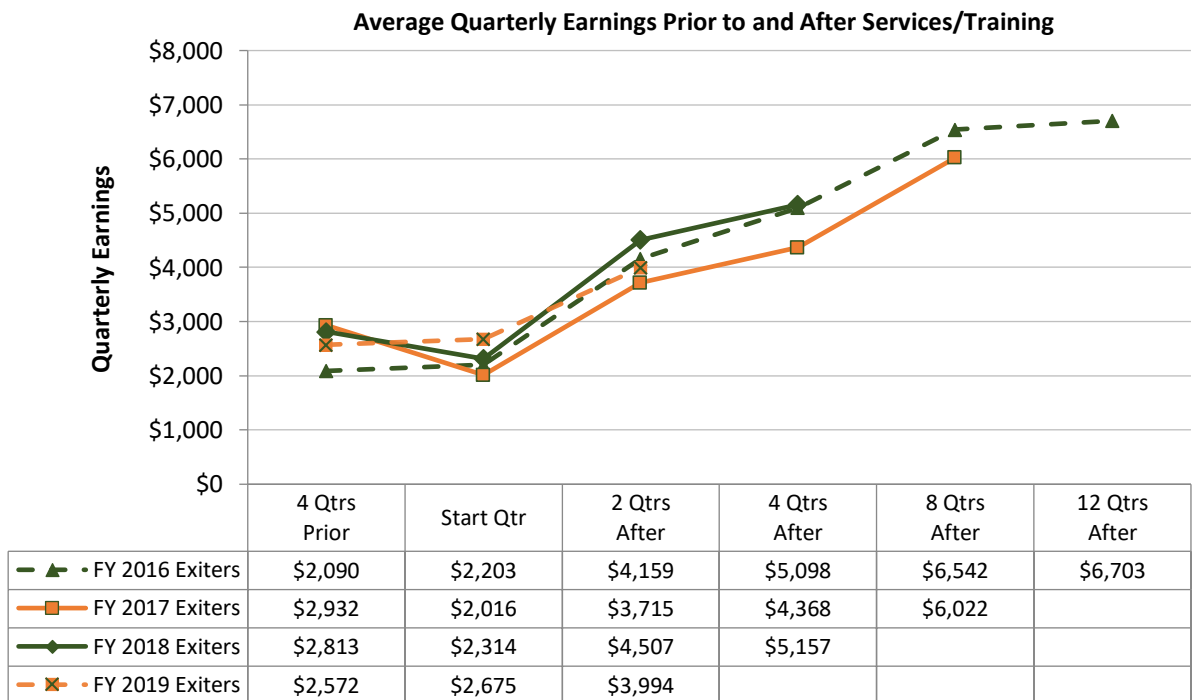
Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 55 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 30.9% of the 55 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure 27. Average Quarterly Employment for American YouthWorks Exiters: FY 2016–FY 2019**



**Figure 28. Average Quarterly Earnings of Employed American YouthWorks Exiters: FY 2016–FY 2019**





*Program Impacts:*

Table 17 presents findings from the impacts analysis comparing the outcomes of 385 AYW FY 2016–FY 2019 exiters to the outcomes of a matched comparison group. The table presents impacts only for exiters for whom adequate-matching could be performed. Participation was associated with very modest gains in employment (0.4%) and a statistically significant lower quarterly earnings of \$1,187.

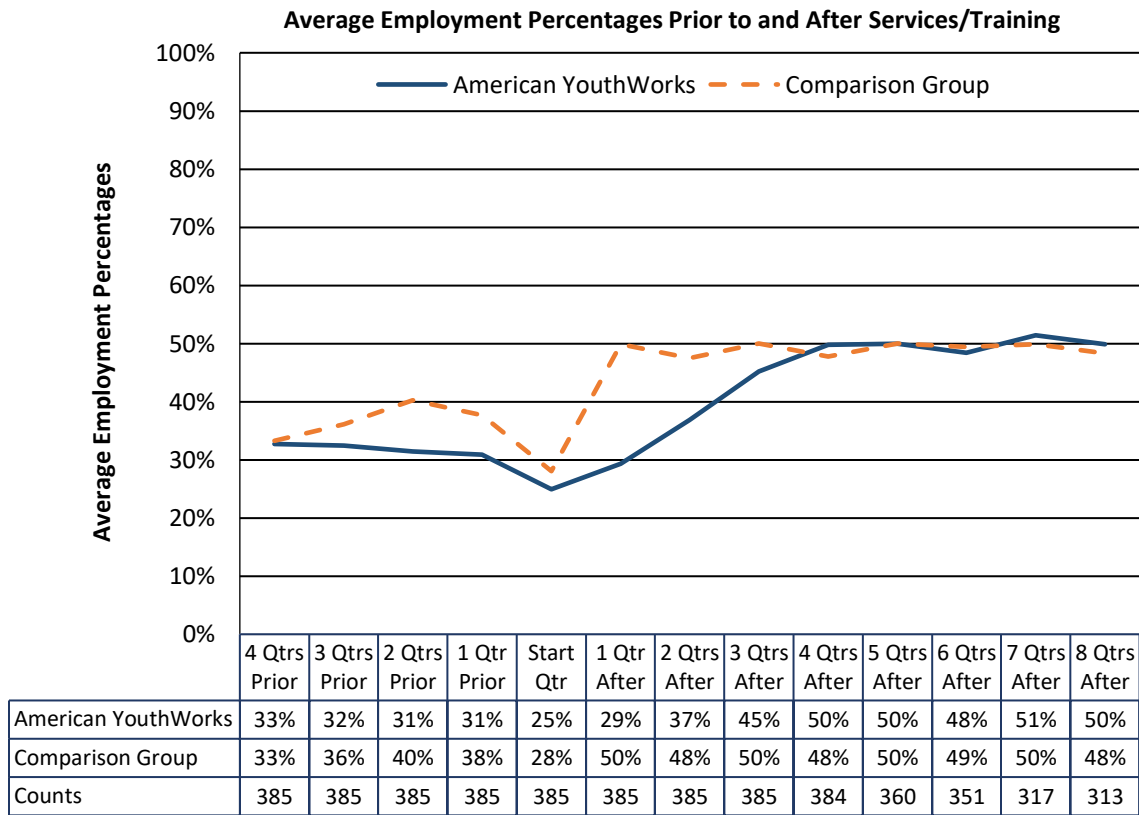
**Table 17. AYW Non-WERC-TC Participant Quarterly Impacts: FY 2016–FY 2019 (n=385)**

Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	48.0%	48.4%	0.4%	0.4%
Average Quarterly Earnings	\$5,638	\$4,875	-\$763	-\$1187**
Qualified for UI Benefits	23.0%	20.6%	-2.4%	0.0%
Filed UI Claim	0.3%	0.34%	0.04%	0.18%

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

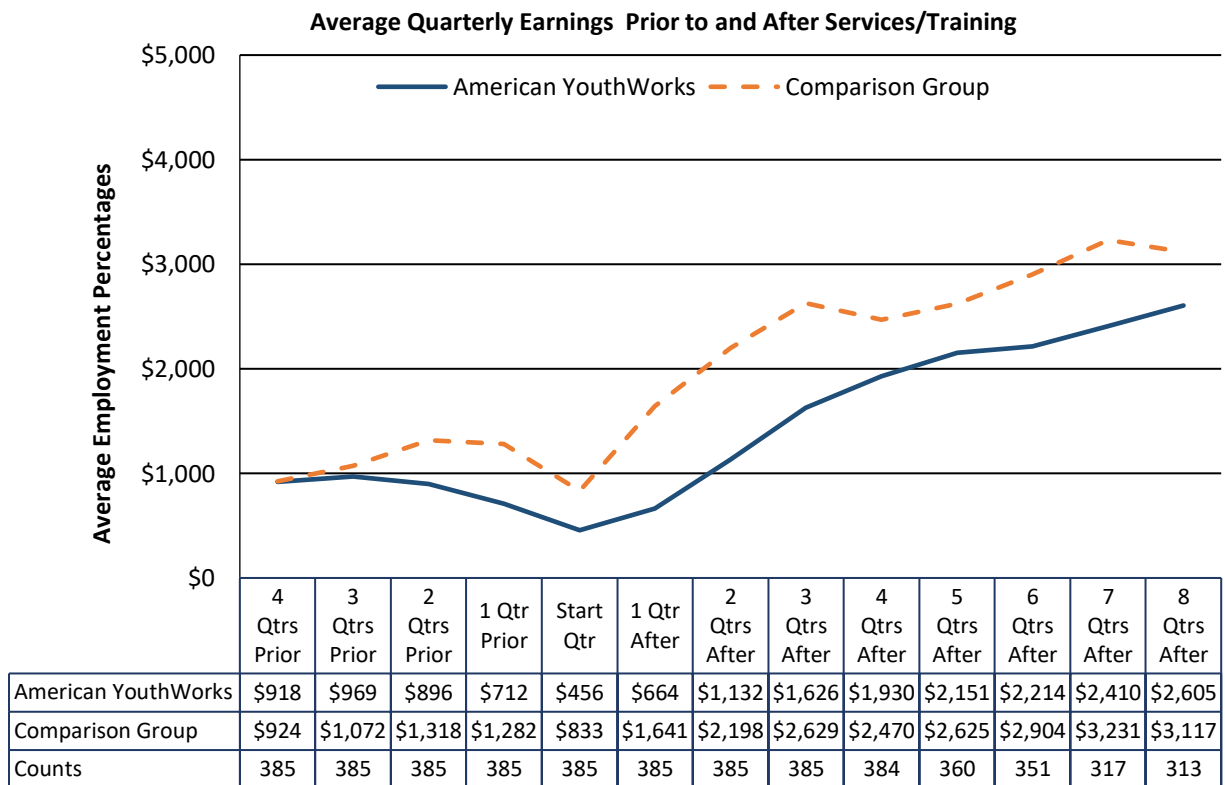
In Figure 29, the impact of participation in AYW services is examined by looking at participant’s employment rate over time in relation to the comparison group’s employment rate. The analysis shows that AYW participants’ employment rate, although lower than the matched comparison group employment rate throughout the majority of the quarters examined, AYW participants made steady gains in employment matching the comparison group in employment during the fifth quarter for which data was available.

**Figure 29. Employment Rate over Time, AYW Non-WERC Participants vs. Comparison Group: FY 2016–FY 2019**



In Figure 30, the impact of participation in AYW services is examined by looking at participants’ earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group’s unconditional earnings. The analysis shows that although participants’ wages did not exceed the comparison group wages during the majority of the examined quarters, AYW participants’ wages did steadily increase across all quarters post-service entry.

**Figure 30. Unconditional Earnings over Time, AYW Non-WERC Participants vs. Comparison Group: FY 2016–FY 2019**



## CONCLUSIONS

Travis County, Texas, invests local tax dollars in a continuum of services to improve opportunities for disadvantaged residents, including long-standing investments in workforce development services. Through contracts with a mix of workforce development providers and programs, the County funds opportunities that span from adult basic education to short-term job skills training, all the way up to longer-term occupational training for high-wage careers. Each provider has established target populations for its services, with many using County funds to serve individuals facing considerable obstacles to employment, such as homelessness or a judicial involvement.

### **Participant Outcomes**

The variety of services and target populations makes cross-provider comparisons inappropriate. The providers can be grouped, however, by service length—whether short- or long-term or by population served. Of the seven providers examined for this report, six offer relatively short-term services.<sup>61</sup> Average quarterly employment and average quarterly earnings for participants from all six programs increased in the post-service period.

The two programs serving the largest shares of the 1,050 WERC-TC judicially involved participants (Goodwill 33%; AAUL 42%), a population with potentially weak employment histories, saw overall across all post-services quarters an average quarterly employment gain of 12.7 percent and 13.3 percent respectively. Overall quarterly earnings across all post-service quarters were not comparable between the two organizations exiters. The data identified a \$2,000 overall increase across all post-service quarters for Goodwill exiters, yet the data identified only a \$403 gain in reported earnings for AAUL exiters. A detailed review of the types of trainings supported by the two programs and the income potential for the training types, may provide some additional insight into these difference in the final FY 2016-FY 2020 report.

AYW provides services through both WERC-TC and Non-WERC-TC Travis County funding. The program serves the largest share of Travis County/WERC-TC funded youth ages 14-19 (285; 48%), with an average participant age of 21. AYW has also increased the share of exiters with a history of judicial involvement across the four fiscal years. In FY 2016 AYW 19 (11%) of exiters identified as having had

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<sup>61</sup> LifeWorks was excluded from this discussion. The LifeWorks outcomes analysis includes all program participants and is not limited to program exiters.

judicial involvement, in FY 2019, 44 (18%) exiters identified as having had judicial involvement. AYW exiters served by either funding stream represent 14 percent of all AYW exiters included in this analysis, compounding the employment barriers for the youth the program serves. AYW WERC-TC participants were identified in the data to have the highest overall employment gain, 21 percent across all post-service quarters, and the second highest overall earnings gain \$2,563.

Skillpoint and WFSCA Career Centers saw an average overall employment percentage-point increase of over seven percent, and quarterly earnings increase ranging from \$1,277 for Skillpoint participants, to \$1,388 for WFSCA Career Center participants. Literacy Coalition (serving a population with low literacy and educational attainment), participants had modest gains in both employment and earnings, a 5.5 percentage-point increase in employment and \$403 increase in earnings.

Participants of Capital IDEA, the long-term training provider in the evaluation, showed particularly strong earnings gains in the post-service period.<sup>62</sup> Average quarterly earnings for those employed were up more than \$4,400 from the average pre-service earnings. Capital IDEA participants have the highest pre-service employment rate of 67.5 percent, a reflection of the programs mission to serve the working poor. The average quarterly employment increased by 9.7 percent during the period examined.

Participation in any skills building training appears to have some association with increased employment stability, as evidenced by higher shares of participants in all of the programs meeting the monetary eligibility requirements for Unemployment Insurance Benefits in the post-service period. Overall, few participants from any program submitted a claim for UI benefits in the quarters examined.

### **Program Impacts**

The analysis compares the outcomes of participants to those of a matched comparison group to assess the value-added of participation in a Travis County-funded workforce development program.<sup>63</sup> The analysis reveals positive, statistically significant gains in quarterly employment for participants receiving services through the WERC-TC collaboration (including WFSCA Career Centers, Goodwill, AAUL and AYW), Capital IDEA, and Skillpoint. Participation in the Literacy Coalition programs revealed a

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<sup>62</sup> Overall, the average length of enrollment for participants is 3.5 to 4 years in training, plus two years of job placement assistance with follow-up and guidance as needed.

<sup>63</sup> Despite a large degree of positive outcomes and unadjusted net effects, these results are descriptive in nature and do not control for differences between program participants and the comparison group. Propensity score matching is used to account for differences in observable characteristics between the program participants and the comparison group. This method allows us to attribute impacts to program participation.

positive 3.2 percent advantage. AYW non-WERC-TC funded program was associated with minor positive impacts on employment: 0.4 percent. AYW non-WERC-TC employment impacts may be influenced by the secondary education aspirations of the program participant TxCC subgroup, explored further in Appendix H.

A positive \$1,526 statistically significant earnings gain was associated with participation in Capital IDEA. Participation in a WERC-TC collaborative program was associated with a minor positive earnings gain of \$58. AYW non-WERC-TC, Literacy Coalition and Skillpoint participation was associated with statistically significant lower average quarterly earnings of approximately \$1,000. As mentioned earlier in this discussion, both AYW non-WERC-TC and the Literacy Coalition serve populations with lower literacy and educational levels. Approximately half of the Skillpoint participants receive CNA training, an occupation with low wage potential, an issue discussed further in Appendix G.

### **COVID-19**

The findings in this report examine post-service wage data through March 31, 2020. For all programs included in this analysis, business as usual was interrupted by the COVID-19 pandemic beginning in mid-March. Many training providers did not return to normal service patterns following the Austin area academic mid-March spring break. The data appears to capture early influences of the COVID-19 on rates of employment and the share of exiters filing for unemployment benefits.

Table 18 presents employment outcomes for AYW and Capital IDEA participants by cohort for the last service quarter and the second quarter post-service. The FY 2019 cohort represented in this table entered employment during the quarter including the March 2020 data. Of interest is the increase in the rates of employment for cohorts FY 2016-FY2018, compared to the decrease in the rate of employment for the FY 2019 cohort. This pattern is observed for all programs examined in this report

**Table 18. COVID-19: AYW & Capital IDEA Employment Outcomes**

Quarterly Employment	Last Qtr of Service	2nd Qtr Post-Service	Increase /Decrease
<b>American YouthWorks n=499</b>			
FY 2016 n=87	31.0%	49.4%	+18.4%
FY 2017 n=114	34.2%	44.7%	+10.5%
FY 2018 n=148	43.2%	50.0%	+6.8%
FY 2019 n=150	38.7%	29.3%	-9.3%
<b>Capital IDEA n=753</b>			
FY 2016 n=175	72.0%	80.0%	+8.0%
FY 2017 n=148	71.0%	87.8%	+16.9%
FY 2018 n=221	73.3%	76.9%	+3.6%
FY 2019 n=209	73.2%	70.8%	-2.4%

Table 19 presents WERC-TC program exit rates of filling for Unemployment Insurance benefits. The shaded cells represent post-service quarters that include the March 31, 2020 data. The data reveals a higher rate of application for benefits during this time period compared to all other post-service quarters. The WERC-TC exiter data represents a typical pattern found in most program UI claims data.

**Table 19. COVID-19: WERC-TC Participant Filed UI Claims Outcomes**

Filed UI Claim	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Workforce Solutions: WERC-TC</b>					
FY 2016 n=872	2.9%	2.1%	2.0%	1.7%	2.2%
FY 2017 n=715	1.3%	2.4%	1.7%	4.9%	2.1%
FY 2018 n=660	1.5%	1.5%	6.4%	.	2.3%
FY 2019 n=521	4.6%	6.6%	.	.	5.1%
TOTAL n=2,768	2.5%	2.3%	2.4%	2.5%	2.4%

### Next Steps

This workforce development evaluation report presents the analysis of outcomes and estimated net impacts of the Travis County investments in programs funded the first four years of a five year on-going evaluation (FY 2016–FY 2019). Future reports will continue to evaluate participant outcomes and program impacts in addition to presenting meaningful analysis of program participant subgroups to

assist with the interpretations of the outcomes and impacts, including the influence of COVID-19 on training programs and employment. Furthermore, WERC-TC program participants who receive services from more than one of the programs within the collaborative will be evaluated as a subgroup of interest. Future reports will include a higher percentage of the overall Literacy Coalition participants as program staff work with area partners to encourage reporting of participant social security numbers. Going forward, LifeWorks staff continue to institute systems to capture participant social security numbers that will contribute to RMCs ability to report on LifeWorks participant outcomes, and possibly program impacts in the final FY 2016–FY 2020 report.



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## APPENDIX A-1: DEMOGRAPHICS OF TRAVIS COUNTY WORKFORCE DEVELOPMENT PROGRAM FY 2016–FY 2019 EXITERS

	Literacy Coalition of Central Texas	Capital IDEA	Lifeworks	Skillpoint	American YouthWorks	WERC-TC
<b>Number of Participants with SSNs</b>	411	753	160	665	499	2771
Number of records removed due to duplicate SSNs	7	0	0	0	0	1
<b>Number of unduplicated participants included in analysis</b>	404	753	160	665	499	2770*
<b>Gender</b>						
Female	57.2%	69.6%	54.4%	52.6%	40.7%	41.7%
Male	42.8%	30.4%	43.8%	47.4%	58.7%	58.0%
Transgender	0.0%	0.0%	1.9%	0.0%	0.6%	0.3%
Missing/Unknown	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Race</b>						
White	38.9%	55.9%	60.0%	18.5%	48.9%	40.7%
Black	22.8%	23.9%	23.8%	32.0%	9.6%	46.3%
Asian	3.2%	4.8%	1.3%	1.7%	2.0%	1.7%
Two Or More Races	0.2%	1.7%	10.0%	3.6%	4.0%	2.0%
Other	9.2%	9.3%	3.8%	4.2%	4.6%	2.5%
Missing/Unknown	25.7%	4.4%	1.3%	40.0%	30.9%	6.8%
<b>Ethnicity</b>						
Hispanic	52.2%	41.0%	48.1%	31.4%	30.5%	22.2%
Non-Hispanic	24.5%	27.8%	20.6%	41.8%	0.0%	45.7%
Missing/Unknown	23.3%	31.2%	31.3%	26.8%	69.5%	32.1%
<b>Age</b>						
14 - 19 years	4.0%	8.4%	54.4%	14.1%	34.5%	5.6%
20 - 29 years	24.0%	45.2%	45.6%	39.5%	61.7%	24.3%
30 - 39 years	11.6%	32.0%	0.0%	26.3%	0.4%	25.5%
40 - 49 years	14.1%	10.5%	0.0%	10.7%	0.0%	21.7%
50 - 59 years	11.1%	3.2%	0.0%	6.5%	0.0%	17.4%
60 years and older	2.0%	0.5%	0.0%	2.6%	0.0%	5.1%
Missing/Unknown	33.2%	0.3%	0.0%	0.3%	3.4%	0.4%
Average Age	36	30	20	31	21	38

\*This total includes two Literacy Coalition program participants receiving services from a Career Center but were not enroll in WERC-TC.

(Demographics Continued)

	Literacy Coalition of Central Texas	Capital IDEA	Lifeworks	Skillpoint	American YouthWorks	WERC-TC
<b>Education Level</b>						
Less than 12th grade	27.5%	0.7%	66.3%	7.2%	33.3%	19.5%
12th grade or HSEC	18.6%	49.3%	23.8%	52.3%	49.3%	61.9%
Attended or Graduated College	1.0%	49.3%	5.0%	36.2%	3.4%	18.6%
Missing/Unknown	53.0%	0.8%	5.0%	4.2%	14.0%	0.0%
<b>Area of Residence</b>						
Central Austin	4.7%	2.3%	1.3%	2.0%	3.8%	3.7%
North Austin	21.0%	26.7%	14.4%	13.1%	3.8%	21.1%
Northern Suburbs	3.5%	10.1%	2.5%	12.0%	2.4%	4.8%
East Austin	34.2%	24.3%	31.9%	20.3%	25.9%	28.0%
Eastern Suburbs	3.5%	6.6%	3.8%	7.1%	3.2%	16.1%
South Austin	28.7%	24.6%	40.6%	21.1%	34.7%	17.3%
Southern Suburbs	1.2%	0.4%	1.3%	4.2%	5.6%	0.2%
West Austin	1.5%	3.6%	2.5%	1.5%	1.4%	2.6%
Western Suburbs	0.5%	0.3%	0.0%	0.9%	2.4%	0.4%
Other/Unknown	1.2%	1.2%	1.9%	17.9%	16.8%	5.9%
<b>Judicial Involvement</b>						
Yes	0.0%	9.2%	21.9%	13.5%	14.8%	37.9%
No	0.0%	63.1%	0.0%	65.0%	17.2%	62.1%
Missing/Unknown	100.0%	27.8%	78.1%	21.5%	67.9%	0.0%
<b>Receives Public Benefits</b>						
Yes	0.0%	27.2%	22.5%	0.0%	0.0%	26.9%
No	0.0%	45.0%	0.0%	0.0%	0.0%	30.4%
Missing/Unknown	100.0%	27.8%	77.5%	100.0%	100.0%	42.7%
<b>Veteran</b>						
Yes	0.0%	1.6%	0.6%	5.7%	0.0%	7.7%
No	0.0%	67.5%	99.4%	94.3%	0.0%	92.1%
Missing/Unknown	100.0%	30.9%	0.0%	0.0%	100.0%	0.3%

**APPENDIX A-2: DEMOGRAPHICS OF WERC-TC  
FY 2016–FY 2019 EXITERS BY PROGRAM**

	WFSCA Career Centers	Goodwill WERC	Austin Area Urban League	American YouthWorks
<b>Number of Participants with SSNs</b>	789	772	894	313
Number of records removed due to duplicate SSNs	0	0	0	0
<b>Number of unduplicated participants included in analysis</b>	789	772	894	313
<b>Gender</b>				
Female	31.2%	43.1%	49.2%	43.5%
Male	68.7%	56.6%	50.4%	55.9%
Transgender	0.1%	0.3%	0.3%	0.6%
Missing/Unknown	0.0%	0.0%	0.0%	0.0%
<b>Race</b>				
White	47.3%	42.7%	31.8%	44.4%
Black	37.3%	47.9%	63.9%	15.3%
Asian	3.7%	0.9%	0.7%	1.6%
Two Or More Races	2.4%	2.6%	0.8%	2.9%
Other	3.0%	2.6%	1.9%	2.9%
Missing/Unknown	6.3%	3.2%	1.0%	32.9%
<b>Ethnicity</b>				
Hispanic	22.1%	21.6%	14.7%	44.7%
Non-Hispanic	45.9%	45.7%	50.2%	32.6%
Missing/Unknown	32.1%	32.6%	35.1%	22.7%
<b>Age</b>				
14 - 19 years	0.8%	1.0%	3.2%	36.1%
20 - 29 years	18.1%	15.2%	24.6%	62.0%
30 - 39 years	28.0%	32.9%	25.3%	1.9%
40 - 49 years	27.6%	26.2%	20.0%	0.0%
50 - 59 years	20.5%	19.3%	18.9%	0.0%
60 years and older	4.7%	5.3%	6.9%	0.0%
Missing/Unknown	0.3%	0.1%	1.0%	0.0%
Average Age	41	41	40	21

(WERC-TC demographics by program continued)	WFSCA Career Centers	Goodwill WERC	Austin Area Urban League	American YouthWorks
<b>Education Level</b>				
Less than 12th grade	11.9%	17.5%	16.1%	52.7%
12th grade or HSEC	56.0%	66.7%	76.3%	24.0%
Attended or Graduated College	32.1%	15.8%	7.6%	23.3%
Missing/Unknown	0.0%	0.0%	0.0%	0.0%
<b>Area of Residence</b>				
Central Austin	6.1%	3.1%	2.5%	2.9%
North Austin	28.3%	21.9%	19.1%	6.4%
Northern Suburbs	6.2%	5.7%	4.3%	0.6%
East Austin	22.8%	26.0%	33.1%	31.0%
Eastern Suburbs	12.3%	17.5%	22.9%	2.9%
South Austin	15.2%	18.0%	8.1%	47.0%
Southern Suburbs	0.0%	0.5%	0.0%	0.3%
West Austin	4.9%	2.1%	1.0%	2.9%
Western Suburbs	0.9%	0.3%	0.0%	0.3%
Other/Unknown	3.3%	4.9%	9.1%	5.8%
<b>Judicial Involvement</b>				
Yes	28.1%	45.5%	48.8%	13.1%
No	71.9%	54.5%	51.2%	86.9%
Missing/Unknown	0.0%	0.0%	0.0%	0.0%
<b>Receives Public Benefits</b>				
Yes	20.0%	30.7%	29.3%	28.1%
No	38.9%	25.4%	31.9%	17.3%
Missing/Unknown	41.1%	43.9%	38.8%	54.6%
<b>Veteran</b>				
Yes	9.0%	7.1%	6.4%	9.3%
No	91.0%	92.1%	93.6%	90.1%
Missing/Unknown	0.0%	0.8%	0.0%	0.6%

## APPENDIX B-1: DESCRIPTION OF OUTCOMES TABLE ELEMENTS

Outcomes Measure	Description
<b>Number of Participants</b>	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 <b><i>period examined</i></b> begins four quarters prior to program entry and extends to include all post-service quarters.
<b>Quarterly Employment</b>	This identifies the percentage of the <b><i>number of participants</i></b> found in the TWC data at any point during the <b><i>period examined</i></b> , who were employed based on wages submitted by employers to TWC.
<b>Average Quarterly Earnings</b>	This represents paid wages for individuals that were reported to TWC by employers.
<b>Qualified for UI Benefits</b>	This represents the share of participants who had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits.*
<b>Filed UI Claim</b>	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 wages in at least two quarters of the five quarters prior to filing a claim for benefits.

## APPENDIX B-2: PARTICIPANT EXIT QUARTERS AND POST-SERVICE QUARTERS

Appendix B-2 illustrates the time period analyzed in this report. The graph identifies each fiscal year exit quarters and all post service quarters extending to the second quarter of FY 2020, the last quarter data are available.

Fiscal Years	2015-2016				2016-2017				2017-2018			
	10/1/15-12/31/15	1/1/16-3/31/16	4/1/16-6/31/16	7/1/16-9/30/16	10/1/16-12/31/16	1/1/16-3/31/16	4/1/17-6/31/17	7/1/17-9/30/17	10/1/17-12/31/17	1/1/18-3/31/18	4/1/18-6/31/18	7/1/18-9/30/18
2015-2016 Program Exiters	Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr				8 <sup>th</sup> Qtr			
		Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr				8 <sup>th</sup> Qtr		
			Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr				8 <sup>th</sup> Qtr	
				Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr				8 <sup>th</sup> Qtr
2016-2017 Program Exiters					Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr			
						Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr		
							Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr	
								Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr
2017-2018 Program Exiters									Exit Qtr		2 <sup>nd</sup> Qtr	
										Exit Qtr		2 <sup>nd</sup> Qtr
											Exit Qtr	
												Exit Qtr
2018-2019 Program Exiters												

Fiscal Year	2018-2019				2019-2020	
	10/1/18-12/31/18	1/1/19-3/31/19	4/1/19-6/31/19	7/1/19-9/30/19	10/1/19-12/31/19	1/1/20-3/31/20
2015-2016 Program Exiters	12 <sup>th</sup> Qtr				16 <sup>th</sup> Qtr	
		12 <sup>th</sup> Qtr				16 <sup>th</sup> Qtr
			12 <sup>th</sup> Qtr			
				12 <sup>th</sup> Qtr		
2016-2017 Program Exiters	8 <sup>th</sup> Qtr				12 <sup>th</sup> Qtr	
		8 <sup>th</sup> Qtr				12 <sup>th</sup> Qtr
			8 <sup>th</sup> Qtr			
				8 <sup>th</sup> Qtr		
2017-2018 Program Exiters	4 <sup>th</sup> Qtr				8 <sup>th</sup> Qtr	
		4 <sup>th</sup> Qtr				8 <sup>th</sup> Qtr
	2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr			
		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr		
2018-2019 Program Exiters	Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr	
		Exit Qtr		2 <sup>nd</sup> Qtr		4 <sup>th</sup> Qtr
			Exit Qtr		2 <sup>nd</sup> Qtr	
				Exit Qtr		2 <sup>nd</sup> Qtr

## APPENDIX C: DESCRIPTION OF IMPACT TABLE ELEMENTS

Impact measure	All Available Post-Service Qtrs Data: Comparison and Treatment Group	Unadjusted Net Effect	Impact Measure
<b>Quarterly Employment</b>	Group mean employment rate across all available quarters post-service.	Percentage point difference between mean employment rates for treatment and control groups.	Percentage point difference between mean employment rates for treatment and control group adjusted for any differences in their matching characteristics (Match characteristics include a number of variables that may influence the strength of the match relationship between the two groups, including demographics, prior employment status and earnings, etc.).
<b>Average Quarterly Earnings</b>	Group average earnings across all available quarters post-service.	Difference between the average earnings for treatment and control groups.	Difference between the average earnings for treatment and control group adjusted for any differences in their matching characteristics (Match characteristics include a number of variables that may influence the strength of the match relationship between the two groups, including demographics, prior employment status and earnings, etc.).
<b>Qualified for UI Benefits</b>	Percentage of group members who qualified for UI benefits across all available quarters post-service.	Percentage point difference between treatment and control group members who qualified for UI benefits.	Percentage point difference between treatment and control group members who qualified for UI benefits adjusted for any differences in their matching characteristics (Match characteristics include a number of variables that may influence the strength of the match relationship between the two groups, including demographics, prior employment status and earnings, etc.).
<b>Filed UI Claim</b>	Percentage of group members who filed a UI claim across all available quarters post-service.	Percentage point difference between treatment and control group members who filed a UI claim.	Percentage point difference between treatment and control group members who filed a UI claim adjusted for any differences in their matching characteristics (Match characteristics include a number of variables that may influence the strength of the match relationship between the two groups, including demographics, prior employment status and earnings, etc.).



## APPENDIX D: 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>64</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.

Potential comparison group members were drawn from two sources: individuals who either registered to look for employment using the state's *WorkinTexas* (WIT) program or who received "core" services under the Workforce Investment Act or WIA (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.

Workforce services participants were matched on a one-to-one basis with potential comparison group members using a method known as propensity score matching. Matching was done by selecting for each participant the one comparison group member judged most similar. Matching was done with replacement, with a caliper of 0.1 to remove the least similar matches.

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 11 variables by treating them as numeric and including

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<sup>64</sup> For example, see Greenberg et al. (2006); Hollenbeck and Huang (2006); and Card et al. (2009).

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 years prior to program entry; average quarterly earnings over four 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); prior participation in any WIT service; 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. Table D1 identifies the covariates used in the development of the propensity scores for creating matches for each program.

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 dimensions. If the groups were statistically different at  $p < .01$  on two or more dimensions, the comparison was considered inadequate (see Table D1).

**Table D1 . Covariates Used in the Propensity Score Matching By Provider: FY 2016-2019**

	American Youth Works	Capital IDEA	Literacy Coalition of Central Texas	Skillpoint	Workforce Solutions - WERC
<b>Demographics</b>					
Age	√	√	√	√	√
White	√	√			
Black	√				
Hispanic		√	√		
Race unknown					
Gender	√	√	√	√	√
Education Level	√			√	√
<b>Work and Earnings History</b>					
Average earnings, 4 years prior	√	√	√	√	√
Had earnings dip of 20% or more	√	√	√	√	√
Maximum earnings dip in prior 2 years, percent	√	√	√	√	√
Employed at entry	√	√	√	√	√
Eligible for UI based on work history	√	√	√	√	√
Percent of time employed, 4 years prior	√	√	√	√	√
Time since first observed earnings, quarters	√	√	√	√	√
Any UI benefits in prior year				√	√
Any UI claims in prior year				√	√
<b>Workforce Development Services</b>					
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					
Any WIT service in prior year					

Note: √=variable used to identify match comparison group. Differences between the treatment and control group for identified variables are not statistically significant at  $p < .01$

## **APPENDIX E: WERC-TC NON-JUDICIALLY INVOLVED AND JUDICIALLY INVOLVED PARTICIPANT OUTCOMES AND PROGRAM IMPACTS**

The following analysis reports on outcomes and impacts for the 2,768 unduplicated WERC-TC participants who exited the program in FY 2016–FY 2019 identified in the data as non-judicially involved or judicially involved: 1,718 and 1,050 participants respectively.

### **Participant Outcomes**

The outcomes evaluation exams participants' labor market experiences prior to entering the program, and then tracking their labor market outcomes following program exit up to the twelfth quarter post-service for those whom data was available.

#### **Participant Outcomes: Participants identified as non-judicially involved**

Table E1 provides an overview of labor market outcomes for 1,178 non-judicially involved WERC-TC participants who exited services (completed or dropped out) from FY 2016–FY 2019. Overall, in the four quarters prior to entering the program 54.6 percent were employed in a UI-covered job in Texas. Average quarterly employment grew to just over 70.3 percent during the exit quarter and decreased by nearly 5 percentage points four quarters post-service (65.8%). The data represents an average 11.2 percentage point gain in employment between the year prior to services, and one year post-service. For those cohorts for whom data are available, quarterly employment continued to decrease during the eighth and twelfth quarters (Figure E2 further illustrates employment outcomes).

The available data identifies that wages grew from an average of \$4,982 in the four quarters pre-service to an average of \$6,267 four quarters post-service: a \$1,365 average increase representing a 26 percent wage gain (earnings outcomes are further illustrated in Figure E2). The available data for the FY 2016 cohort reports a continued increase in earnings throughout the eighth and twelfth quarters post-services.

Overall prior to entering WERC-TC 43.6 percent of participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training, approximately 62 percent met the requirements for eligibility. Few participants (2.6% overall) filed a claim for UI benefits in the period examined.

**Table E1. WERC-TC Non-Judicially Involved Participant Outcomes: FY 2016–FY 2019 Exiters**

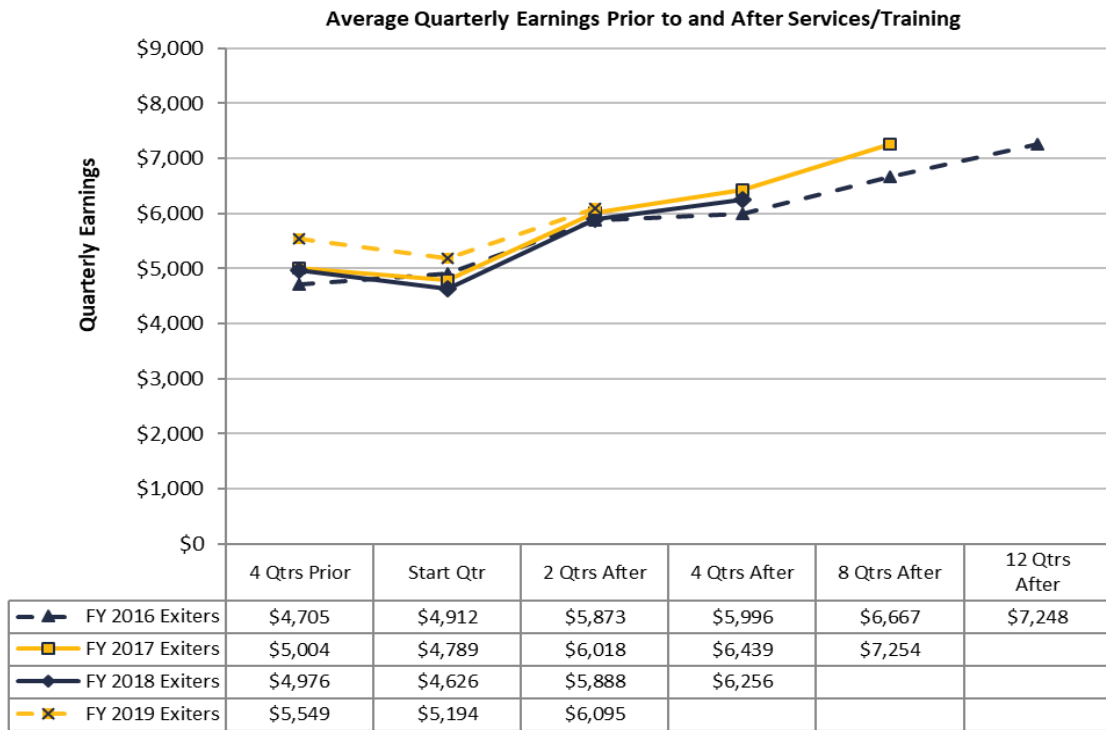
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	689	689	689	689	689	689	
FY 2017	251	251	251	251	251	64	
FY 2018	443	443	443	443	152	.	
FY 2019	335	335	335	100	.	.	
Overall	1718	1718	1718	1483	1092	753	
<b>Quarterly Employment:</b>							
FY 2016	54.2%	73.2%	73.2%	67.9%	65.6%	62.8%	67.4%
FY 2017	53.7%	69.3%	68.5%	70.5%	66.5%	35.9%	66.0%
FY 2018	56.2%	68.9%	64.8%	62.8%	44.1%	.	60.9%
FY 2019	53.8%	67.2%	53.4%	53.0%	.	.	53.3%
Overall	54.6%	70.3%	66.5%	65.8%	62.8%	60.6%	64.6%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$4,705	\$4,912	\$5,873	\$5,996	\$6,667	\$7,248	\$6,418
FY 2017	\$5,004	\$4,789	\$6,018	\$6,439	\$7,254	\$5,439	\$6,515
FY 2018	\$4,976	\$4,626	\$5,888	\$6,256	\$6,417	.	\$6,106
FY 2019	\$5,549	\$5,194	\$6,095	\$8,140	.	.	\$6,562
Overall	\$4,982	\$4,874	\$5,934	\$6,267	\$6,785	\$7,157	\$6,384
<b>Qualified for UI Benefits:</b>							
FY 2016	43.9%	47.0%	54.1%	64.6%	59.7%	59.2%	59.4%
FY 2017	44.7%	50.2%	59.0%	63.0%	64.5%	53.1%	61.4%
FY 2018	43.3%	48.5%	53.3%	58.5%	50.7%	.	55.1%
FY 2019	42.3%	45.4%	52.5%	62.0%	.	.	54.7%
Overall	43.6%	47.6%	54.3%	62.3%	59.5%	58.7%	58.4%
<b>Filed UI Claim:</b>							
FY 2016	3.4%	1.5%	3.5%	2.2%	2.3%	2.0%	2.5%
FY 2017	3.3%	2.8%	1.2%	3.6%	2.8%	7.8%	2.9%
FY 2018	3.2%	1.4%	1.1%	0.9%	7.2%	.	1.9%
FY 2019	3.1%	2.4%	3.0%	8.0%	.	.	4.1%
Overall	3.3%	1.8%	2.4%	2.4%	3.1%	2.5%	2.6%

Source: WERC-TC participant records and Texas Workforce Commission UI wage and claim records.

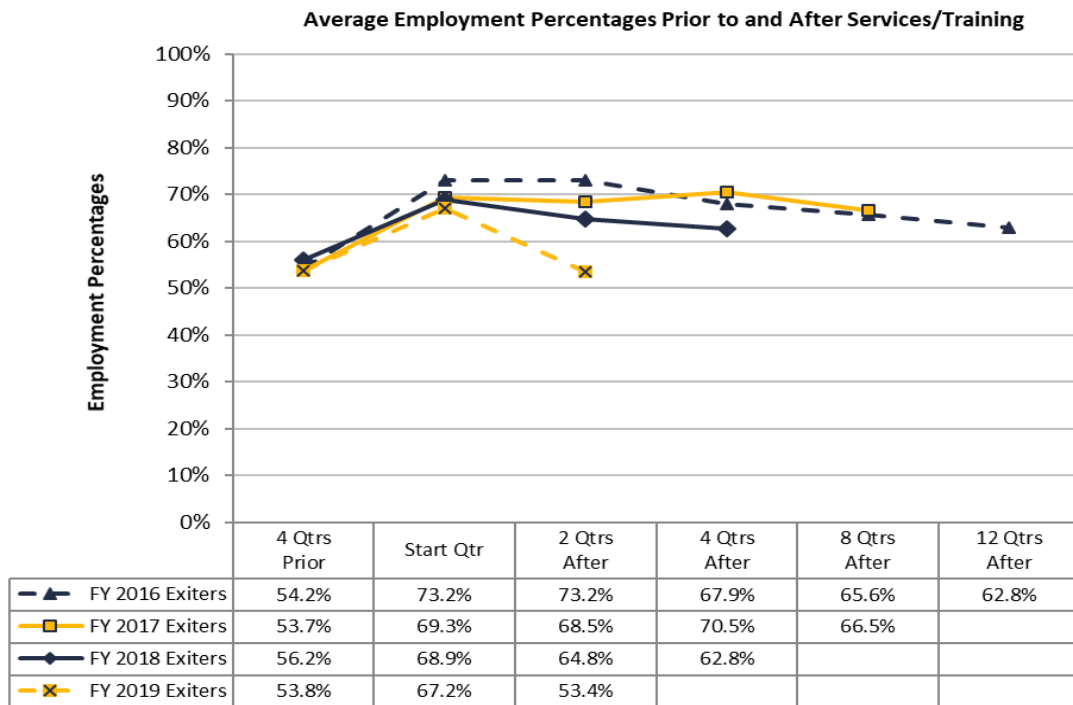
Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 64 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 35.9% of the 64 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure E1. WERC-TC Non-Judicially Involved Participant Quarterly Employment: FY 2016–FY 2019 Exitters**



**Figure E2. WERC-TC Non-Judicially Involved Participant Quarterly Earnings: FY 2016–FY 2019 Exitters**



## **Participant Outcomes: Participants Identified as Judicially Involved**

Table E2 provides an overview of labor market outcomes for 1,050 WERC-TC participants who exited services (completed or dropped out) from FY 2016–FY 2019 and were identified in the data as judicially involved. Overall, in the four quarters prior to entering the program, 35 percent were employed in a UI-covered job in Texas. Average quarterly employment grew to just over 68.3 percent during the exit quarter, and decreased by nearly 16 percentage points four quarters post-service (52.6%). Overall, the data represents an average 17.6 percentage point gain in employment between the year prior to services and one year post-service. For those cohorts for whom data are available, quarterly employment continued to decrease during the eighth and twelfth quarters. (Figure E3 further illustrates employment outcomes).

The available data identifies that wages grew from an average of \$3,561 in the four quarters pre-service to an average of \$5,519 four quarters post-service: a \$1,958 average increase representing a 55 percentage wage gain (earnings outcomes are further illustrated in Figure E4). The available data for the FY 2016 and FY 2017 cohorts reports a continued increase in earnings throughout the eighth and twelfth quarters post-services. The FY 2016 cohort data reports an employment increase of 30 percentage points and an earnings increase of \$5,001 between the four quarters prior to services and the twelfth quarter post-services.

Overall prior to entering WERC-TC, 29.7 percent of participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training, approximately 47 percent met the requirements for eligibility. Few participants (2.1% overall) filed a claim for UI benefits in the period examined.

**Table E2. WERC-TC Judicially Involved Participant Outcomes: FY 2016–FY 2019 Exiters**

Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	183	183	183	183	183	183	
FY 2017	464	464	464	464	464	202	
FY 2018	217	217	217	217	84	.	
FY 2019	186	186	186	66	.	.	
Overall	1050	1050	1050	930	731	385	
<b>Quarterly Employment:</b>							
FY 2016	14.3%	73.8%	57.9%	48.1%	44.8%	44.3%	48.8%
FY 2017	32.4%	69.4%	58.6%	54.7%	49.4%	31.7%	51.4%
FY 2018	49.3%	62.2%	57.1%	54.4%	46.4%	.	54.3%
FY 2019	44.9%	67.2%	45.2%	43.9%	.	.	44.8%
Overall	35.0%	68.3%	55.8%	52.6%	47.9%	37.7%	50.7%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$2,705	\$3,451	\$5,295	\$6,279	\$6,822	\$7,706	\$6,435
FY 2017	\$3,554	\$4,257	\$5,168	\$5,320	\$6,214	\$4,813	\$5,480
FY 2018	\$3,467	\$3,635	\$4,807	\$5,699	\$4,350	.	\$5,118
FY 2019	\$3,963	\$4,224	\$5,611	\$4,223	.	.	\$5,255
Overall	\$3,561	\$3,982	\$5,178	\$5,519	\$6,149	\$6,429	\$5,616
<b>Qualified for UI Benefits:</b>							
FY 2016	15.6%	9.3%	21.3%	41.5%	34.4%	39.3%	34.2%
FY 2017	28.2%	31.0%	53.9%	51.7%	45.0%	45.5%	49.6%
FY 2018	40.3%	39.2%	44.2%	42.4%	41.7%	.	43.1%
FY 2019	34.7%	35.5%	48.4%	42.4%	.	.	46.8%
Overall	29.7%	29.7%	45.2%	46.9%	42.0%	42.6%	44.6%
<b>Filed UI Claim:</b>							
FY 2016	0.1%	0.0%	0.6%	1.6%	0.6%	0.6%	0.8%
FY 2017	2.2%	1.5%	1.3%	1.7%	1.1%	4.0%	1.7%
FY 2018	3.0%	1.4%	2.3%	2.8%	4.8%	.	2.9%
FY 2019	2.4%	2.2%	7.5%	4.6%	.	.	6.8%
Overall	2.0%	1.3%	2.5%	2.2%	1.4%	2.3%	2.1%

Source: WERC-TC participant records and Texas Workforce Commission UI wage and claim records.

Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 202 participants had exit dates that allowed their post-service quarters to extend to 12 qtr and 31.7% of the 202 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.



Figure E3. WERC-TC Judicially Involved Participant Quarterly Employment: FY 2016–FY 2019 Exiters

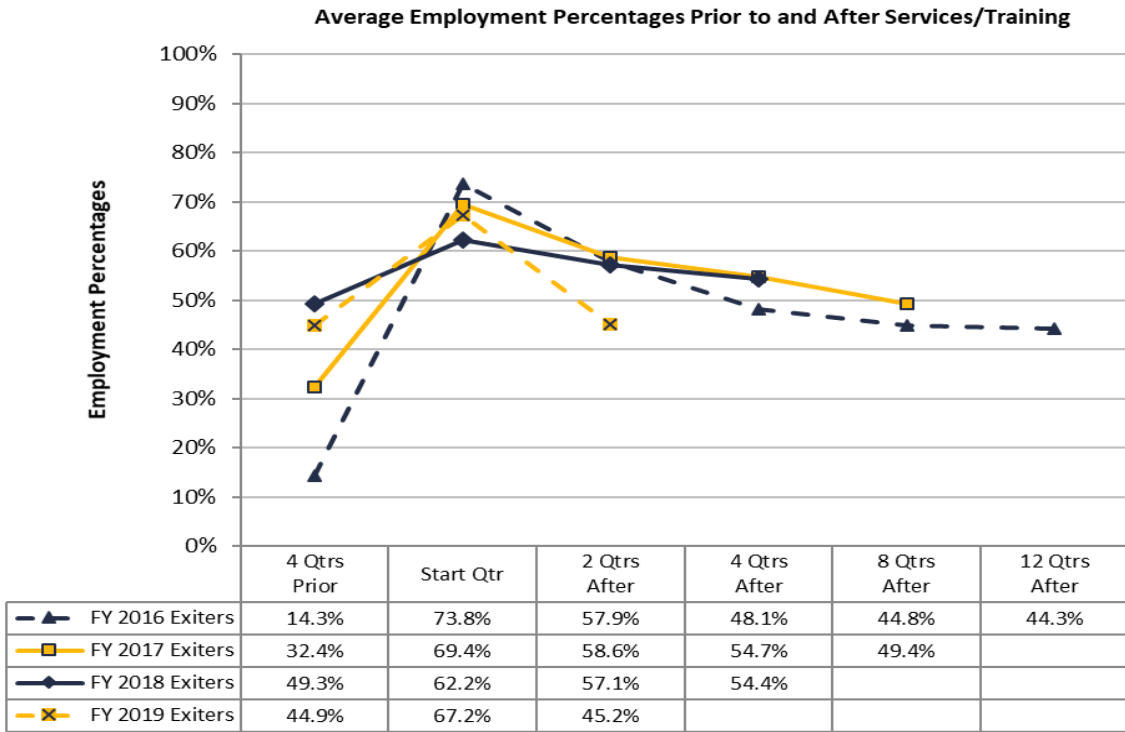
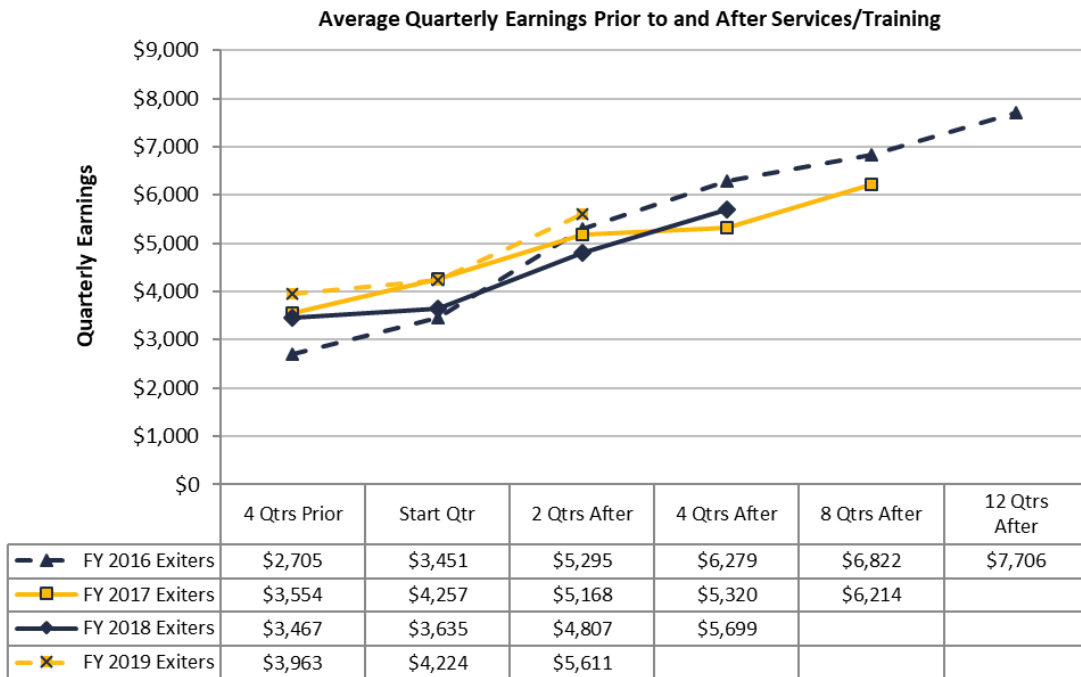


Figure E4. WERC-TC Judicially Involved Participant Quarterly Earnings: FY 2016–FY 2019 Exiters



## Discussion of Participant Outcomes

Table E3 represents the labor market outcomes for WERC-TC participants who exited services (completed or dropped out), from FY 2016–FY 2019, and were identified in the data as non-judicially involved or judicially involved. The table presents the overall cohorts outcomes for the four quarters before and four quarters post-services. Overall, the cohorts, both groups experienced an increase in employment rates, average earnings, and those qualifying for UI benefits. Of interest are the changes over time in the rate of employment and amount of average earnings when comparing the two groups. The increase in the employment rate and average earnings reported for judicially involved participants represent greater changes over time when compared to the non-judicially involved participants. The judicially involved participants’ quarterly employment rate increased by 17.6 percentage points compared to the non-judicially involved participants increase of 13.7 percentage points. The judicially involved participants’ average earnings also reflect a greater increase of \$1,958 compared to the non-judicially involved participants’ average earnings increase of \$1,285.

**Table E3. WERC-TC Judicially Involved and Non-judicially Involved Overall Outcomes  
Four Qtrs Pre-Service and Fourth Qtr Post-Service: FY 2016-2019**

Overall Cohorts Outcome Measure	Four Qtrs Before Service	4th Qtr Post-Service	Change Over Time
<b>Number of Participants:</b>			
non-judicial involvement	1,718	1,483	
judicial involvement	1,050	9,30	
<b>Quarterly Employment:</b>			
non-judicial involvement	54.2%	67.9%	+13.7%
judicial involvement	35.0%	52.6%	+17.6%
<b>Average Qrtly Earnings:</b>			
non-judicial involvement	\$4,982	\$6,267	+\$1,285
judicial involvement	\$3,561	\$5,519	+\$1,958
<b>Qualified for UI Benefits:</b>			
non-judicial involvement	43.6%	62.3%	+18.7%
judicial involvement	29.7%	46.9%	+17.2%
<b>Filed UI Claim:</b>			
non-judicial involvement	3.3%	2.4%	-0.9%
judicial involvement	2.0%	2.2%	0.2%

Source: WERC-TC participant records and Texas Workforce Commission UI wage and claim records.

## Program Impact Analysis

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. Impacts are analyzed by means of quasi-experimental design that uses propensity score matching to select individuals who are comparable along multiple dimensions, to those who received services supported by Travis County. Comparison group members were drawn from TWIST records and include Travis County residents who registered for employment with the state’s WIT program, or who received job search services at local Workforce Solutions Career Centers or online. Thus, the impact analysis measures the incremental difference between those who received limited employment services, with those who received the additional services in which Travis County invests.

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. The following impact analysis has an inherent weakness in that participants identified in the WERC-TC data as non-judicially involved or judicially involved could not be matched with similarly identified individuals within the wage date.

### Program Impact: Participants Identified as Non-judicially Involved

Table E4 presents findings from the impacts analysis comparing the outcomes of 1,487 WERC-TC FY 2016–FY 2019 exiters identified as non-judicially involved, to the outcomes of a matched comparison group. Participation in WERC-TC programs was positively associated with one of the four outcome measures of interest: a 6.4 percentage point advantage in employment. The employment advantage is statistically significant.

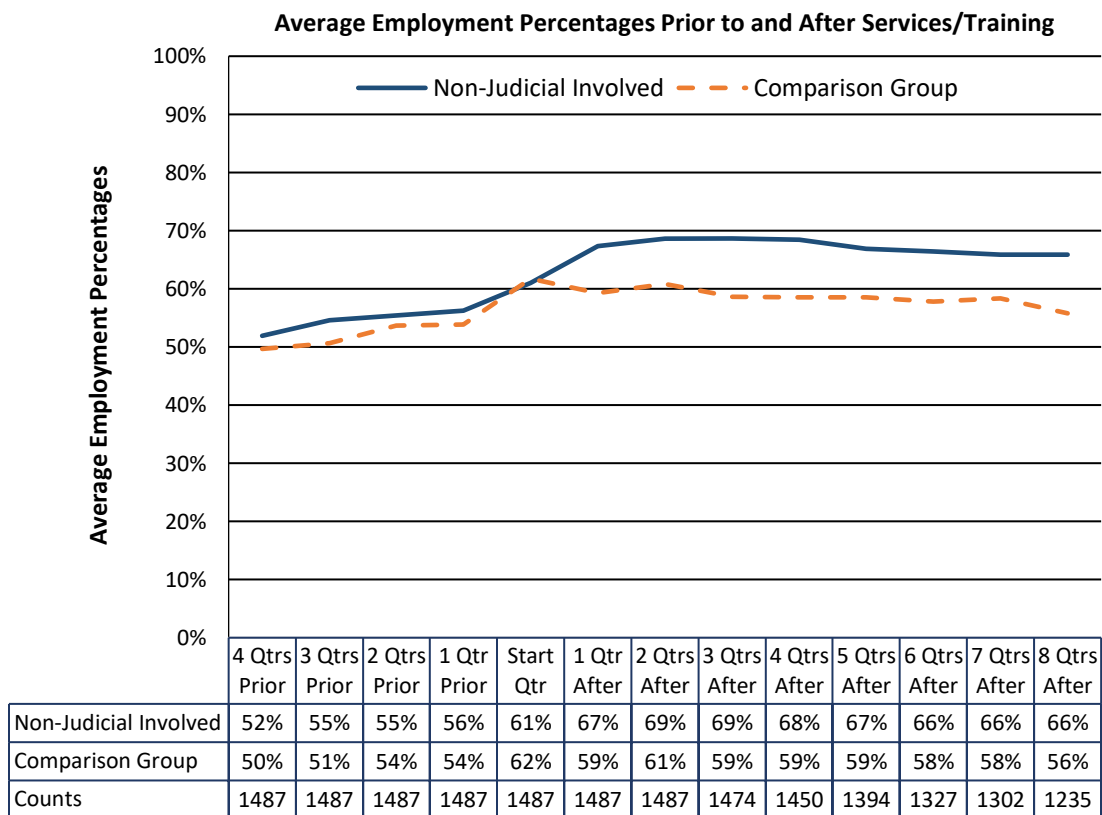
**Table E4. WERC-TC Non-Judicially Involved Participant Quarterly Impacts: FY 2016–FY 2019 (n=1,487)**

Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	56.8%	65.3%	8.5%	6.4%**
Average Quarterly Earnings	\$6,711	\$6,508	-\$202	\$39
Qualified for UI Benefits	44.1%	49.8%	5.7%	0.0%
Filed UI Claim	1.1%	1.42%	0.36%	0.03%

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

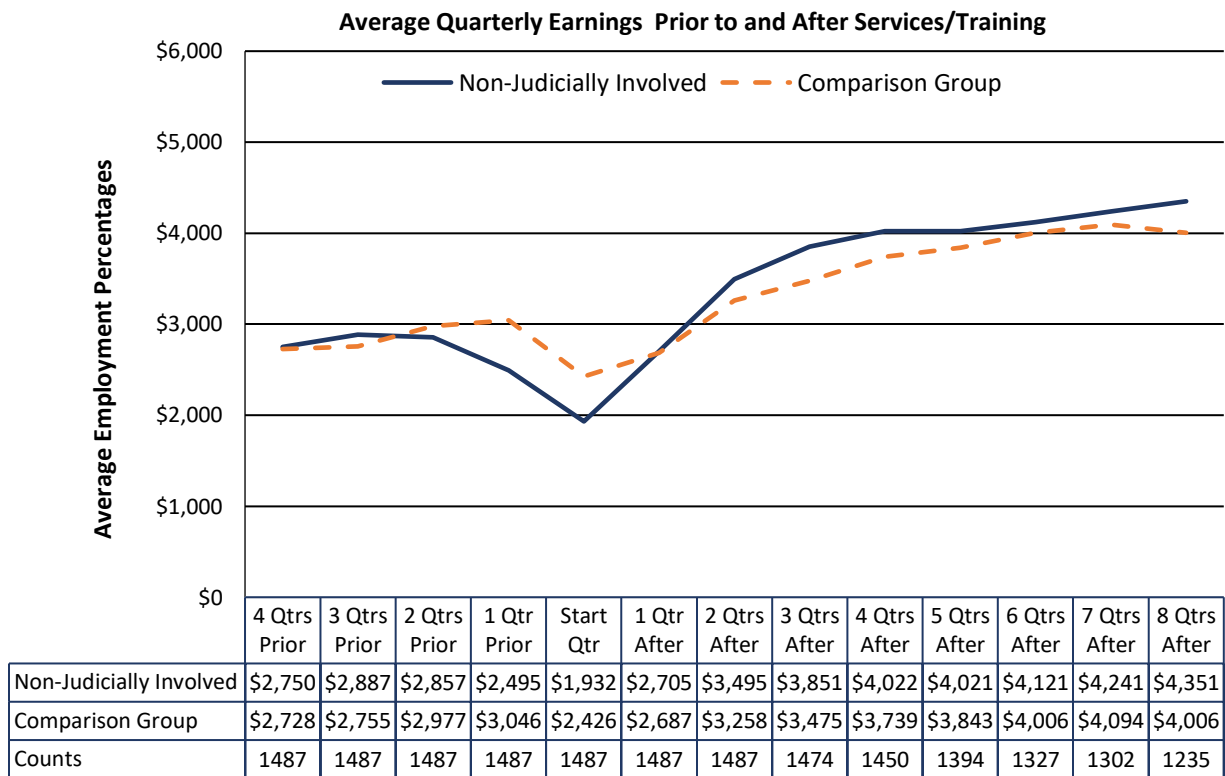
In Figure E5, the impact of participation in WERC-TC services for non-judicially involved participants is examined by looking at participants' employment rate over time in relation to the comparison group's employment rate. The analysis shows that non-judicially involved participants' employment rate matched the comparison group's employment rate during the quarter services began, and steadily increased to maintain a higher rate of employment, even as the overall employment rate of both groups slightly dropped during the remaining quarters for which data were available. The higher employment rate of WERC-TC non-judicially involved participants in relation to the comparison group is statistically significant.

**Figure E5. Employment Rates over Time, WERC-TC Non-Judicially Involved Participants vs. Comparison Group: FY 2016–FY 2019**



In Figure E6 the impact of participation in WERC-TC services for those participants identified as non-judicially involved is examined by looking at participants' earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group's unconditional earnings. The analysis shows that WERC-TC participants' wages slightly surpassed the matched comparison group wages by the second quarter after service entry. The earnings gain was maintained yet leveled off, nearly matching the comparison group by the fifth quarter, than continuing to slightly increase in the remaining quarter for which data were available.

**Figure E6. Unconditional Earnings Over Time, WERC-TC Non-Judicially Involved Participant vs. Comparison Group: FY 2016–FY 2019**



**Program Impacts: Participants identified as judicially involved**

Table E5 presents findings from the impacts analysis comparing the outcomes of 878 WERC-TC FY 2016–FY 2019 program exiters identified as judicially involved to the outcomes of a matched comparison group. The analysis did not yield statistically significant results. As reported earlier in this report section, the following impact analysis has an inherent weakness in that participants identified in the WERC-TC data as non-judicially involved, or judicially involved, could not be matched with similarly identified individuals within the wage date.

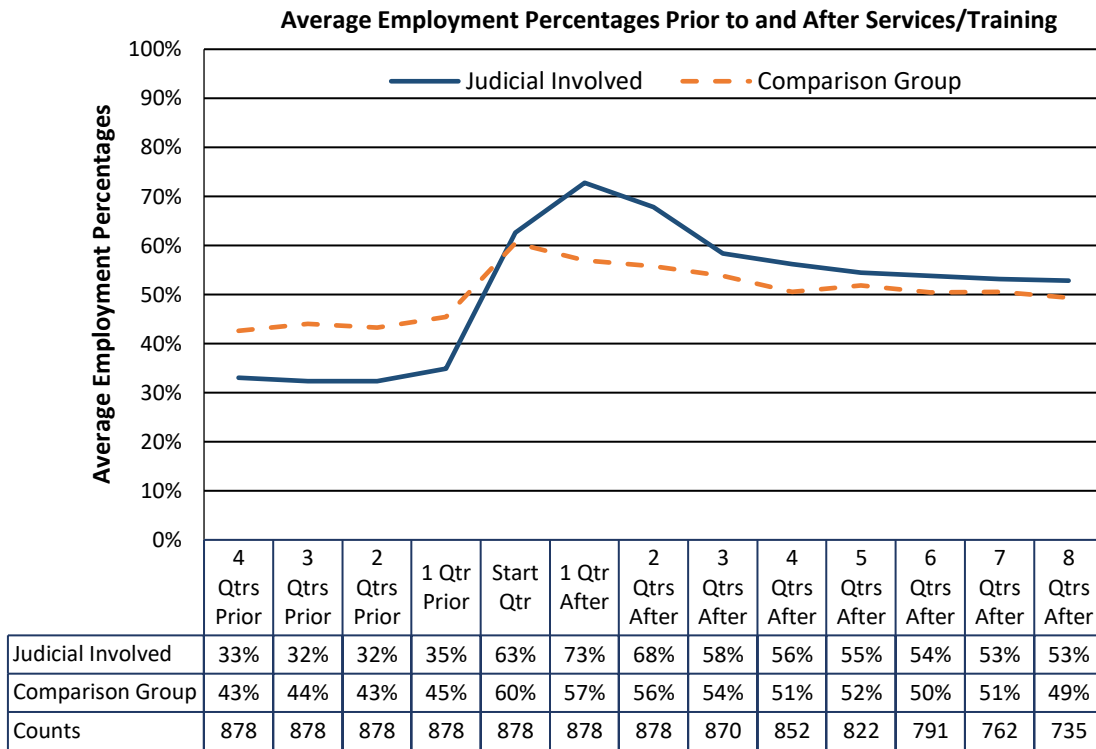
**Table E5. WERC-TC Judicially Involved Participant Quarterly Impacts: FY 2016–FY 2019 (n=878)**

Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	50.9%	52.1%	1.2%	1.2%
Average Quarterly Earnings	\$5,900	\$5,890	-\$10	-\$44
Qualified for UI Benefits	31.4%	23.2%	-8.2%	0.0%
Filed UI Claim	0.8%	1.05%	0.26%	-0.09%

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

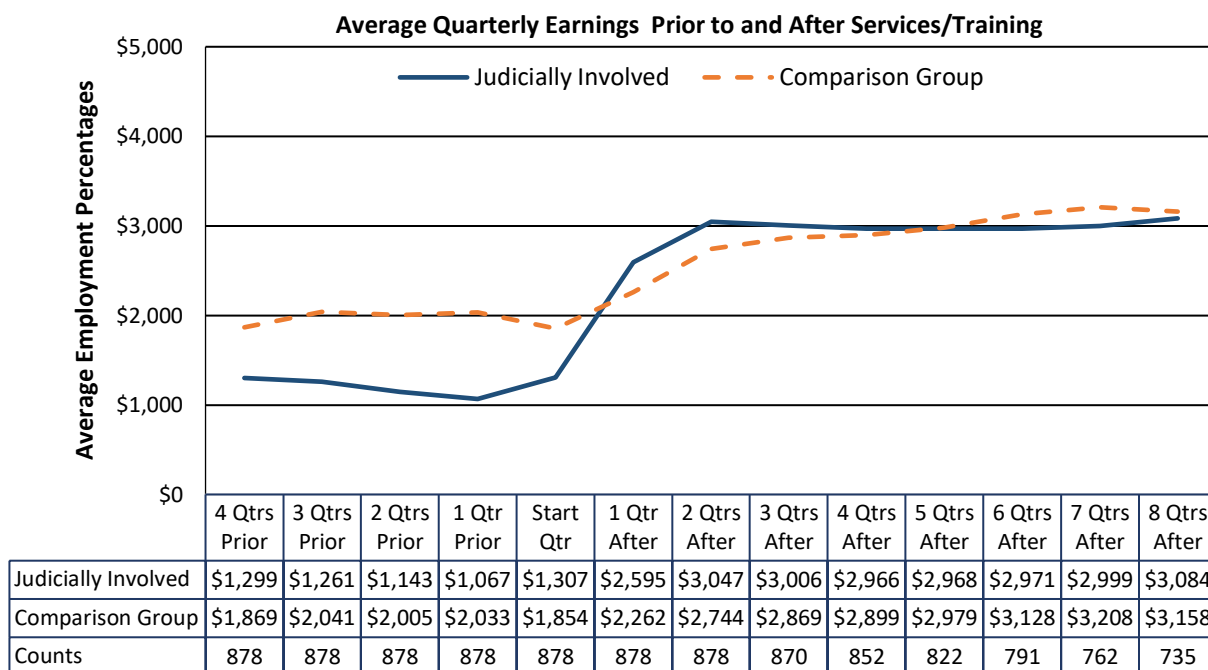
In Figure E7, the impact of participation in WERC-TC services for judicially involved participants is examined by looking at participants’ employment rate over time in relation to the comparison group’s employment rate. The analysis shows that judicially involved participants’ employment rate matched the comparison group employment rate during the quarter services began, increased during the second quarter following service entry, then sharply decreased yet maintained an advantage over employment rates of the match comparison group across the examined post-service quarters. The increase of employment immediately following service entry, in relation to the comparison group may be a reflection of the number of judicially involved program participants entering temporary paid internships that did not result in permanent employment. Also, the difference in employment rates for the two groups prior to the service entry quarter, may represent a weakness in creating a matched comparison group for this population.

**Figure E7. Employment Rates over Time, WERC-TC Judicially Involved Participants vs. Comparison Group: FY 2016–FY 2019**



In Figure E8, the impact of participation in WERC-TC services for those participants identified as judicially involved is examined by looking at participants’ earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group’s unconditional earnings. The analysis shows that WERC-TC participants’ wages slightly surpassed the matched comparison group wages during the first quarter post-service and is maintained until the fifth post-service quarter when the comparison group average quarterly income slightly outpaces the WERC-TC judicially involved participants.

**Figure E8. Unconditional Earnings Over Time, WERC-TC Judicially Involved Participant vs. Comparison Group: FY 2016–FY 2019**



### Discussion of Program Impacts

This impact analysis has an inherent weakness in that participants identified in the WERC-TC data as non-judicially involved, or judicially involved, could not be matched with similarly identified individuals within the wage data. The above presented Figures (E7 and E8), depict a gap in both employment and earnings history between the judicially involved participants and their matched comparison group, *prior to the service entry quarter*. This gap may represent weaker employment histories for the judicially involved prior to service entry, and a challenge in matching judicially involved participants to a comparison group. Table E6 presents the program impacts for all WERC-TC participants compared to the program impacts for the non-judicially involved and judicially involved participants. As discussed earlier in this appendix, program participation was statistically significant for the non-judicially involved participants' quarterly employment. A positive average quarterly earnings impact is identified for the non-judicially involved participants, contributing to the positive average quarterly earnings increase for all WERC-TC participants.



**Table E6. WERC-TC, Non-judicially and Judicially Involved Participant Impacts:  
FY 2016–FY 2019**

Impact measure	WERC-TC Program Impact		
	All WERC-TC Participants	Non-judicially Involved Participants	Judicially Involved Participants
Quarterly Employment	3.9%**	6.4%**	1.2%
Average Quarterly Earnings	\$58	\$39	-\$44
Qualified for UI Benefits	0.0%	0.0%	0.0%
Filed UI Claim	-0.04%	0.03%	-0.09%

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

## APPENDIX F: LITERACY COALITION WORKFORCE TRAINING PROGRAM PARTICIPANT OUTCOMES

Among the 404 FY 2017–FY 2019 Literacy Coalition participants with SSN’s identified in the data, 246 received work readiness skill building services, with 179 completing a work readiness credential. In addition, 51 FY 2018 participants enrolled in vocational training and all 51 completed the training receiving an industry recognized certification.

### **Participant Outcomes:**

The outcomes evaluation exams participants’ labor market experiences prior to entering the program, and then tracking their labor market outcomes following program exit up to the 12<sup>th</sup> quarter post-service for those whom data was available.

#### **Participant Outcomes: Participants received work readiness credential**

Table F1 provides an overview of labor market outcomes for 179 Literacy Coalition workforce training completers: Those participants who received a work readiness credential. Prior to entering the program, 56.3 percent were employed in a UI-covered job in Texas. Average quarterly employment grew to 66 percent by the fourth quarter post-service, increasing to 70.9 percent for the FY 2016 cohort in the eighth quarter post-service. Overall, the data represents a 9.7 percentage point gain in employment between the year prior to services, and the fourth post-service quarter (employment outcomes are further illustrated in Figure F1).

The available data identifies that wages grew from an average of \$5,901 in the four quarters pre-service to an average of \$6,836 two quarters post-service: a \$935 average wage gain (earnings outcomes are further illustrated in Figure F2). The available data for the FY 2018 cohort reports a continued increase in earnings to \$7,735 during the fourth quarter post-service.

Overall, prior to entering workforce training, 45.3 percent of participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. One year after leaving training, 59.7 percent met the requirements for eligibility. Few participants (0.8% overall) filed a claim for UI benefits in the period examined.

**Table F1. Literacy Coalition Workforce Readiness Training Completers in FY 2017–FY 2019**

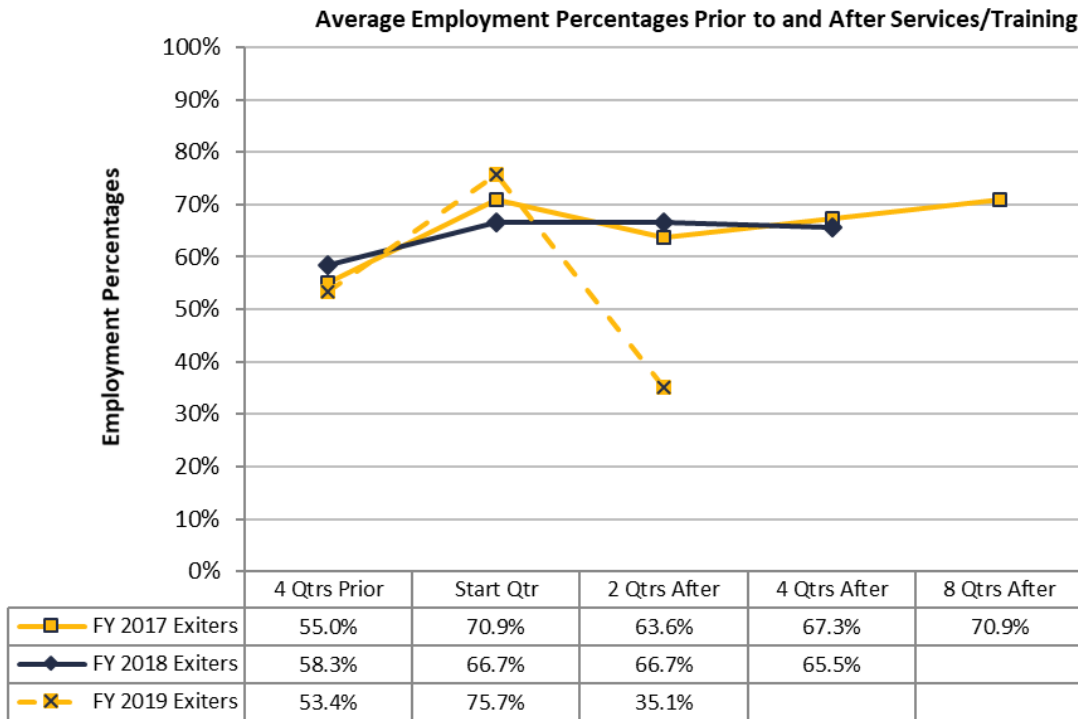
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>						
FY 2017	55	55	55	55	55	
FY 2018	87	87	87	87	10	
FY 2019	37	37	37	.	.	
Overall	179	179	179	144	65	
<b>Quarterly Employment:</b>						
FY 2017	55.0%	70.9%	63.6%	67.3%	70.9%	67.3%
FY 2018	58.3%	66.7%	66.7%	65.5%	20.0%	63.6%
FY 2019	53.4%	75.7%	35.1%	.	.	35.9%
Overall	56.3%	69.8%	59.2%	66.0%	63.1%	62.4%
<b>Average Qrtly Earnings:</b>						
FY 2017	\$5,429	\$6,282	\$6,236	\$5,631	\$6,553	\$6,146
FY 2018	\$5,885	\$5,935	\$7,147	\$7,735	\$2,194	\$7,349
FY 2019	\$6,668	\$6,920	\$6,662	.	.	\$6,196
Overall	\$5,901	\$6,264	\$6,787	\$6,836	\$6,340	\$6,730
<b>Qualified for UI Benefits:</b>						
FY 2017	46.8%	47.3%	52.7%	61.8%	61.8%	58.8%
FY 2018	44.0%	50.6%	56.3%	57.5%	70.0%	57.6%
FY 2019	46.0%	56.8%	54.1%	.	.	56.4%
Overall	45.3%	50.8%	54.8%	59.7%	63.1%	58.0%
<b>Filed UI Claim:</b>						
FY 2017	0.0%	0.0%	1.8%	0.0%	0.0%	0.6%
FY 2018	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%
FY 2019	2.0%	0.0%	5.4%	.	.	5.1%
Overall	1.1%	0.0%	1.7%	0.0%	0.0%	0.8%

Source: Literacy Coalition participant records and Texas Workforce Commission UI wage and claim records.

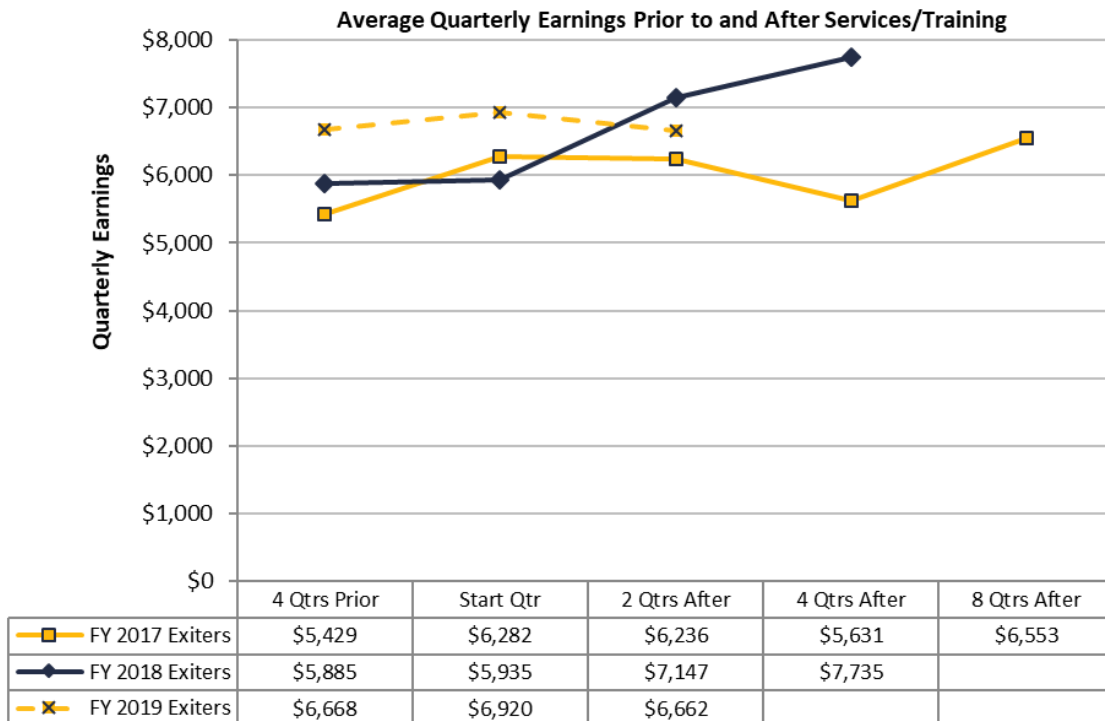
Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2018, 10 participants had exit dates that allowed their post-service quarters to extend to 8 qtr and 20% of the 10 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure F1. Literacy Coalition Workforce Readiness Training Completers Average Quarterly Employment: FY 2017–FY 2019**



**Figure F2. Literacy Coalition Workforce Readiness Training Completers Average Quarterly Earnings: FY 2017–FY 2019**



### **Participant Outcomes: Completed vocational training and received industry recognized certificate**

The LCCT FY 2018 and FY 2019 cohort data includes a group of 51 participants who completed vocational training and received an industry recognized certificate. Table F2 presents employment and earnings outcomes for this group of program participants. Prior to entering the program, 62.8 percent were employed in a UI-covered job in Texas. One year after services, the average quarterly employment for the FY 2018 cohort grew to 81 percent, representing a 10 percentage point gain in employment. The FY 2019 cohort experienced a decrease in employment from 83.3 percent during the last service quarter, to 33.3 percent in the second quarter post-service. This decrease in employment may be an indicator of the impact of the COVID-19 pandemic on employment beginning in March of 2020, the last month of available data included in this report (employment outcomes are further illustrated in Figure F3).

The data identifies that overall wages grew from an average of \$7,583 in the four quarters pre-service, to an average of \$8,239 by the second quarter post-service, a \$656 average wage gain. The FY 2018 cohort wages grew from \$8,144 prior to services, to \$9,309 during the fourth quarter post-services, a \$1,165 wage increase (earnings outcomes are further illustrated in Figure F4).

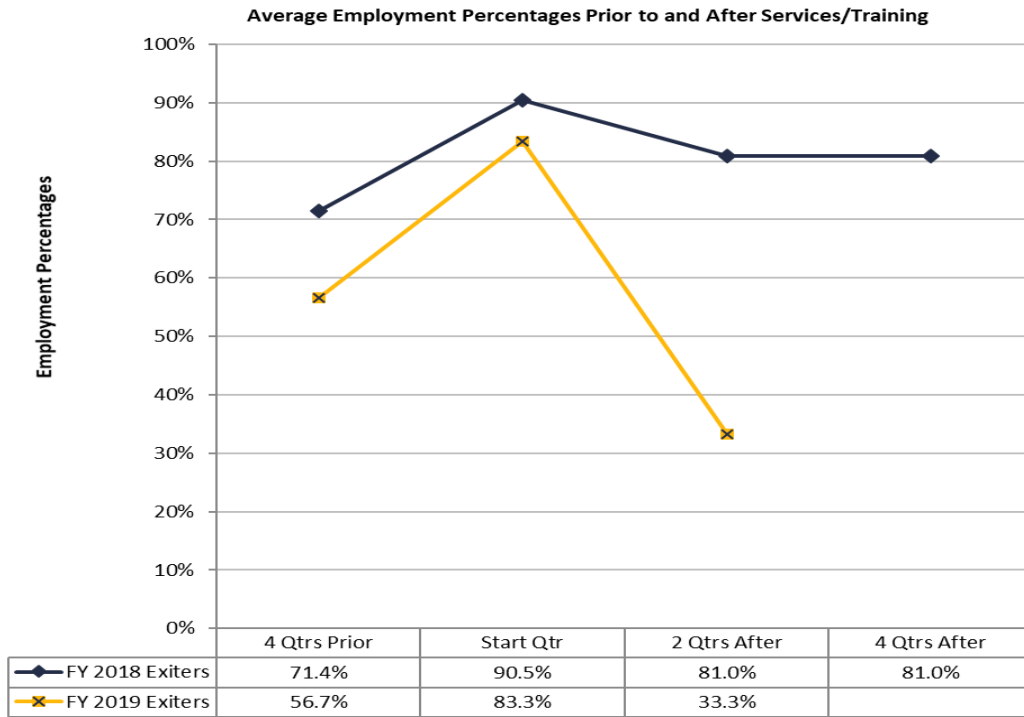
Overall, prior to entering workforce training, 47.6 percent of participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. Two quarters after leaving training, 74.5 percent met the requirements for eligibility. Overall few participants (2.6%) filed a claim for UI benefits in the period examined.

**Table F2. Literacy Coalition Participants Receiving Industry Recognized Certification FY 2018 & FY 2019**

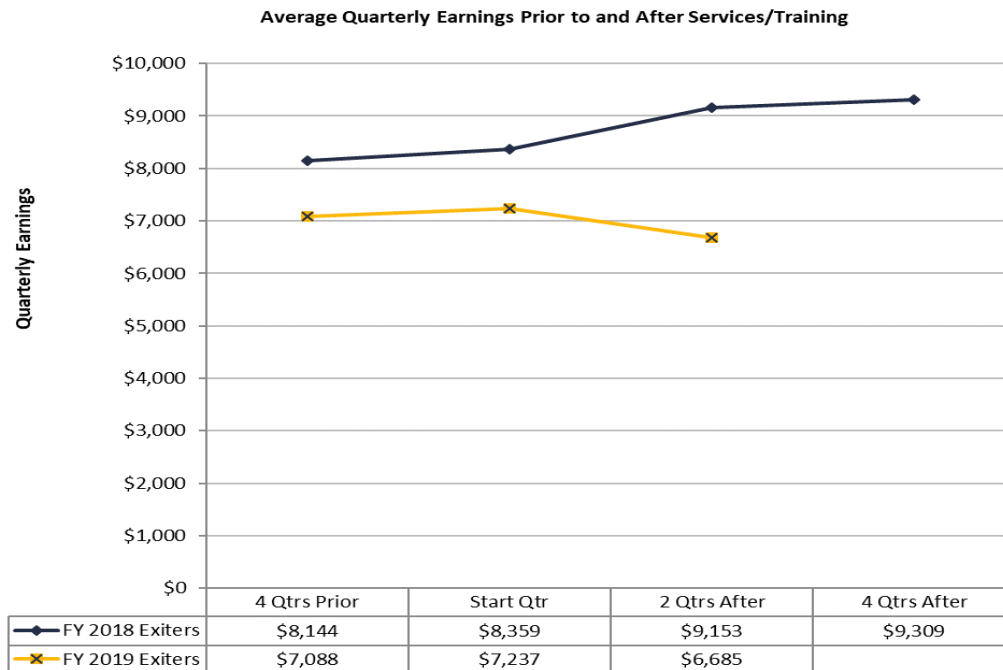
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>						
FY 2018	21	21	21	21	.	
FY 2019	30	30	30	.	.	
Overall	51	51	51	21	.	
<b>Quarterly Employment:</b>						
FY 2018	71.4%	90.5%	81.0%	81.0%	.	73.9%
FY 2019	56.7%	83.3%	33.3%	.	.	32.3%
Overall	62.8%	86.3%	52.9%	77.3%	.	57.1%
<b>Average Qrtly Earnings:</b>						
FY 2018	\$8,144	\$8,359	\$9,153	\$9,309	.	\$0
FY 2019	\$7,088	\$7,237	\$6,685	.	.	\$0
Overall	\$7,583	\$7,721	\$8,239	\$9,309	.	\$0
<b>Qualified for UI Benefits:</b>						
FY 2018	45.2%	61.9%	90.5%	81.0%	.	87.0%
FY 2019	49.2%	66.7%	63.3%	.	.	64.5%
Overall	47.6%	64.7%	74.5%	81.8%	.	77.9%
<b>Filed UI Claim:</b>						
FY 2018	0.0%	0.0%	0.0%	0.0%	.	0.0%
FY 2019	2.5%	0.0%	6.7%	.	.	6.5%
Overall	1.5%	0.0%	3.9%	0.0%	.	2.6%

Source: Literacy Coalition participant records and Texas Workforce Commission UI wage and claim records.  
 Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure F3. Literacy Coalition Participants Receiving Industry Recognized Certification Average Quarterly Employment: FY 2018 & FY 2019**



**Figure F4. Literacy Coalition Participants Receiving Industry Recognized Certification Average Quarterly Earnings: FY 2018 & FY 2019**



## **Discussion of Participant Outcomes**

The FY 2017–FY 2019 cohorts include 179 participants who received a credential for completing work readiness training. A subgroup of 51 completed vocational training receiving an industry recognized certificate, representing approximately 41 percent of the FY 2018–FY 2019 cohorts. The FY 2019 cohort receiving an industry recognized certification represents 81 percent of all FY 2019 completers of work readiness training, influencing the low employment rate for both groups in the second post-service quarter. However, the FY 2018 cohort receiving an industry recognized certification representing approximately 24 percent of all FY 2018 completers of work readiness training reported an average fourth quarter post-service income of \$9,309, representing an \$1,574 higher wage than all completers of work readiness training.



## **APPENDIX G: SKILLPOINT ALLIANCE CNA AND SKILLED TRADES TRAINING PARTICIPANT OUTCOMES AND PROGRAM IMPACTS**

### **Participant Outcomes**

The following analysis reports on outcomes and impacts for the 665 unduplicated Skillpoint Alliance participants who exited the program in FY 2016–FY 2019 identified in the data as CNA training participants, or skilled trades training participants: 345 and 320 participants respectively.

#### **Participant Outcomes: CNA training participants**

The outcomes evaluation exams participants' labor market experiences prior to entering the program, and then tracking their labor market outcomes following program exit up to the twelfth quarter post-service for those whom data was available.

Table G1 provides an overview of labor market outcomes for Skillpoint CNA training participants who exited services (completed or dropped out) from FY 2016–FY 2019. Overall, in the four quarters prior to entering the program 64.1 percent were employed in a UI-covered job in Texas. Average quarterly employment grew to 75.5 percent by the fourth quarter post-service. The data represents a 11.4 percentage point gain in employment between the year prior to services and one year post-service. The available data for the FY 2016 cohort reports an employment gain of 8.6 percentage points across all post-service quarters (Figure G1 further illustrates employment outcomes).

The available data identifies that wages grew from an average of \$4,061 in the four quarters pre-service, to an average of \$4,631 four quarters post-service: a \$570 average wage gain (earnings outcomes are further illustrated in Figure G2). The available data for the FY 2016 and FY 2017 cohorts reports a continued increase in earnings throughout the eighth and twelfth quarters post-services.

Overall, prior to entering Skillpoint, 52.2 percent of CNA training participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training, 62.3 percent met the requirements for eligibility. Few participants (2.0% overall) filed a claim for UI benefits in the period examined.

**Table G1. Skillpoint CNA Training Participant Outcomes: FY 2016–FY 2019 Exiters**

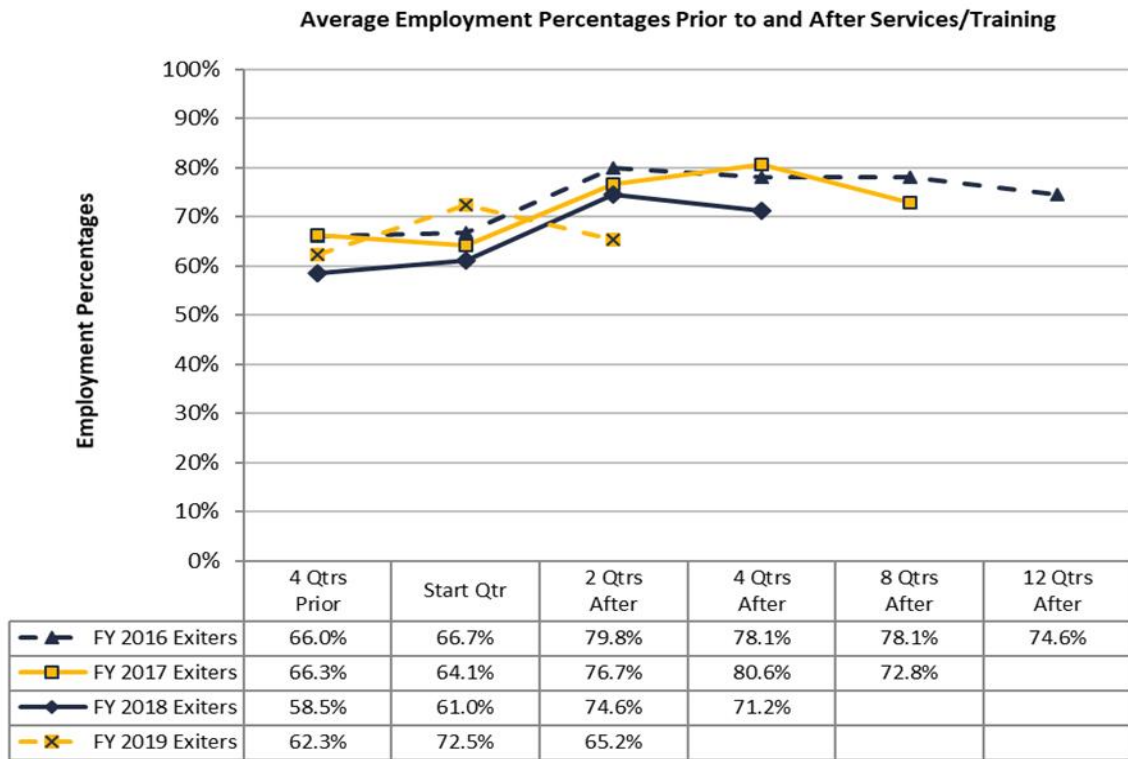
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	114	114	114	114	114	114	
FY 2017	103	103	103	103	103	49	
FY 2018	59	59	59	59	42	.	
FY 2019	69	69	69	34	.	.	
Overall	345	345	345	310	259	163	
<b>Quarterly Employment:</b>							
FY 2016	66.0%	66.7%	79.8%	78.1%	78.1%	74.6%	77.6%
FY 2017	66.3%	64.1%	76.7%	80.6%	72.8%	42.9%	72.1%
FY 2018	58.5%	61.0%	74.6%	71.2%	35.7%	.	63.1%
FY 2019	62.3%	72.5%	65.2%	58.8%	.	.	63.1%
Overall	64.1%	66.1%	75.1%	75.5%	69.1%	65.0%	72.2%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$3,835	\$3,064	\$4,942	\$4,692	\$5,217	\$5,611	\$5,109
FY 2017	\$4,044	\$3,082	\$4,264	\$4,096	\$5,282	\$5,759	\$4,628
FY 2018	\$3,800	\$2,612	\$4,610	\$4,873	\$5,274	.	\$4,818
FY 2019	\$4,695	\$3,640	\$5,579	\$6,072	.	.	\$5,731
Overall	\$4,061	\$3,124	\$4,790	\$4,631	\$5,249	\$5,641	\$4,963
<b>Qualified for UI Benefits:</b>							
FY 2016	52.2%	58.8%	64.0%	64.0%	70.2%	69.3%	66.9%
FY 2017	53.9%	54.4%	57.3%	60.2%	68.9%	65.3%	62.6%
FY 2018	54.2%	57.6%	55.9%	61.0%	66.7%	.	60.6%
FY 2019	49.6%	53.6%	58.0%	64.7%	.	.	60.2%
Overall	52.5%	56.2%	59.4%	62.3%	69.1%	68.1%	63.9%
<b>Filed UI Claim:</b>							
FY 2016	1.5%	2.6%	1.8%	1.8%	2.6%	0.0%	1.5%
FY 2017	2.2%	4.9%	0.0%	1.9%	2.9%	2.0%	1.7%
FY 2018	3.0%	3.4%	5.1%	0.0%	9.5%	.	4.4%
FY 2019	0.7%	0.0%	0.0%	2.9%	.	.	1.0%
Overall	1.8%	2.9%	1.5%	1.6%	3.9%	0.6%	2.0%

Source: Skillpoint Alliance participant records and Texas Workforce Commission UI wage and claim records.

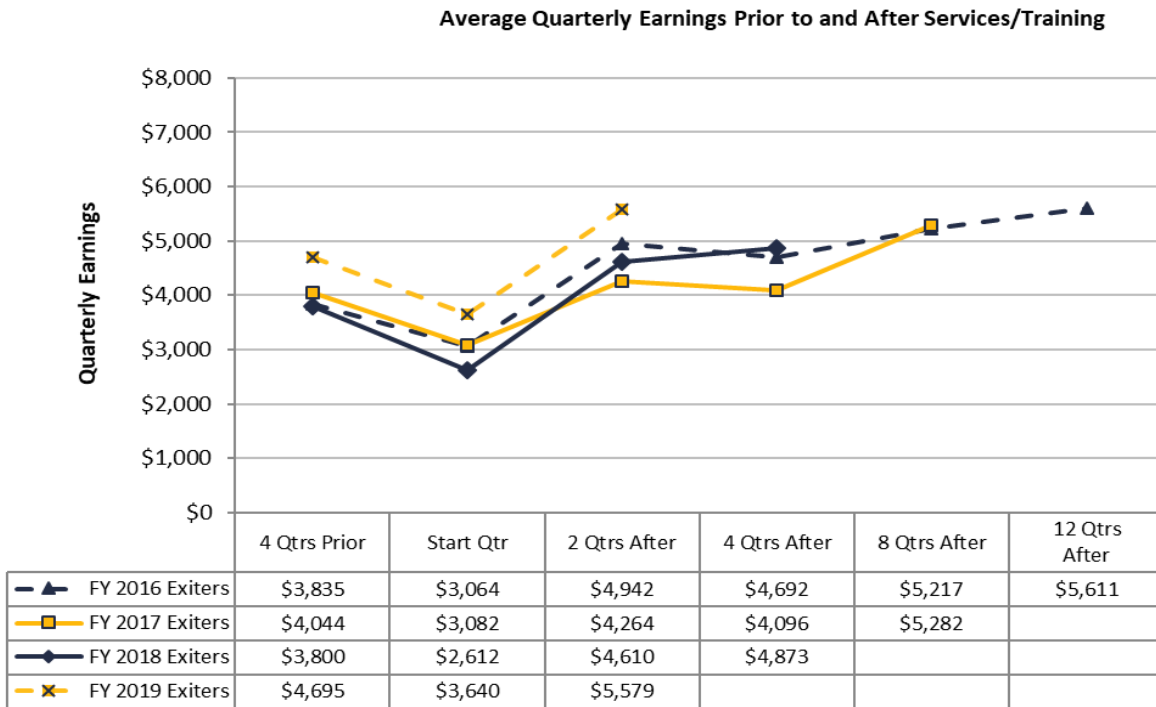
Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 49 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 42.9% of the 49 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure G1. Skillpoint CNA Training Participant Quarterly Employment: FY 2016–FY 2019 Exiters**



**Figure G2. Skillpoint CNA Training Participant Quarterly Earnings: FY 2016–FY 2019 Exiters**



## **Participant Outcomes: Skilled trades training participants**

The outcomes evaluation examines participants' labor market experiences prior to entering the program, and then tracking their labor market outcomes following program exit up to the twelfth quarter post-service for those whom data was available.

Table G2 provides an overview of labor market outcomes for Skillpoint skilled trades training participants who exited services (completed or dropped out) from FY 2016–FY 2019. Overall, in the four quarters prior to entering the program 63.8 percent were employed in a UI-covered job in Texas. Average quarterly employment grew to 72.3 percent by the fourth quarter post-service. The data represents an average 8.5 percentage point gain in employment between the year prior to services and one year post-service. The available data for the FY 2016 and FY 2017 cohorts reports a decrease in employment throughout the eighth and twelfth quarters post-services (Figure G3 further illustrates employment outcomes).

The available data identifies that overall wages grew from an average of \$4,580 in the four quarters pre-service, to an average of \$6,107 four quarters post-service, a \$1,253 average wage gain (earnings outcomes are further illustrated in Figure G4). The available data for the FY 2016 and FY 2017 cohorts reports a continued increase in earnings throughout the eighth and twelfth quarters post-services. For the FY 2016 cohort earnings increased to \$7,670 in the twelfth quarter post-service, representing an earnings increase of \$3,270 across all post-service quarters.

Overall, prior to entering Skillpoint, 54.8 percent of skilled trades training participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. A year after leaving training, 66.9 percent met the requirements for eligibility. Few participants (2.2% overall) filed a claim for UI benefits in the period examined.

**Table G2. Skillpoint Skilled Trades Training Participant Outcomes: FY 2016–FY 2019 Exiters**

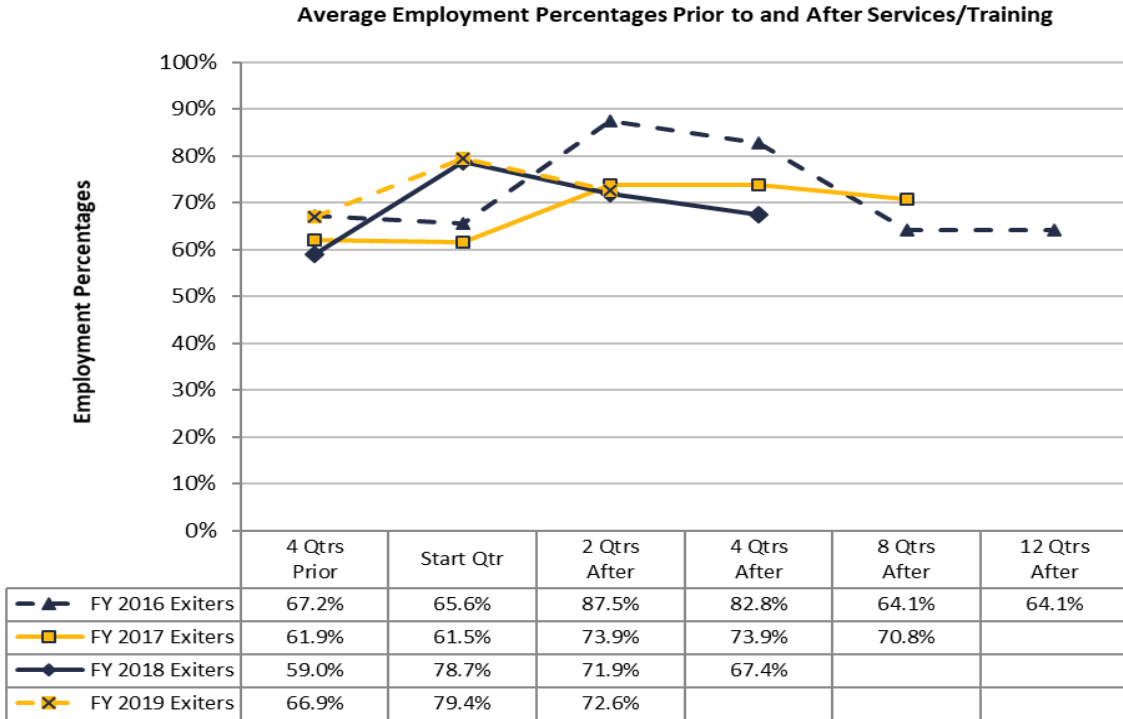
Cohort Outcome Measure	Four Qtrs Before Service	Last Qtr of Service	2nd Qtr Post-Service	4th Qtr Post-Service	8th Qtr Post-Service	12th Qtr Post-Service	All Post-Service Qtrs
<b>Number of Participants:</b>							
FY 2016	64	64	64	64	64	64	
FY 2017	65	65	65	65	65	20	
FY 2018	89	89	89	89	35	.	
FY 2019	102	102	102	42	.	.	
Overall	320	320	320	260	164	84	
<b>Quarterly Employment:</b>							
FY 2016	67.2%	65.6%	87.5%	82.8%	64.1%	64.1%	74.6%
FY 2017	61.9%	61.5%	73.9%	73.9%	70.8%	55.0%	71.2%
FY 2018	59.0%	78.7%	71.9%	67.4%	51.4%	.	66.7%
FY 2019	66.9%	79.4%	72.6%	64.3%	.	.	70.1%
Overall	63.8%	72.8%	75.6%	72.3%	64.0%	61.9%	70.9%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$4,400	\$2,697	\$5,249	\$5,335	\$7,358	\$7,670	\$6,245
FY 2017	\$4,575	\$3,202	\$5,450	\$6,263	\$7,779	\$9,667	\$6,708
FY 2018	\$4,642	\$3,678	\$5,758	\$6,385	\$6,107	.	\$6,067
FY 2019	\$4,648	\$3,684	\$6,791	\$6,728	.	.	\$6,774
Overall	\$4,580	\$3,422	\$5,895	\$6,107	\$7,328	\$8,092	\$6,414
<b>Qualified for UI Benefits:</b>							
FY 2016	60.2%	56.3%	54.7%	65.6%	60.9%	59.4%	60.2%
FY 2017	50.8%	52.3%	55.4%	64.6%	63.1%	55.0%	60.5%
FY 2018	55.9%	49.4%	53.9%	64.0%	65.7%	.	60.1%
FY 2019	53.2%	59.8%	65.7%	78.6%	.	.	69.4%
Overall	54.8%	54.7%	58.1%	66.9%	62.8%	58.3%	61.8%
<b>Filed UI Claim:</b>							
FY 2016	2.7%	3.1%	1.6%	1.6%	3.1%	0.0%	1.6%
FY 2017	2.7%	1.5%	1.5%	3.1%	3.1%	0.0%	2.3%
FY 2018	2.5%	2.3%	0.0%	2.3%	0.0%	.	0.9%
FY 2019	2.0%	3.9%	3.9%	7.1%	.	.	4.9%
Overall	2.4%	2.8%	1.9%	3.1%	2.4%	0.0%	2.2%

Source: Skillpoint Alliance participant records and Texas Workforce Commission UI wage and claim records.

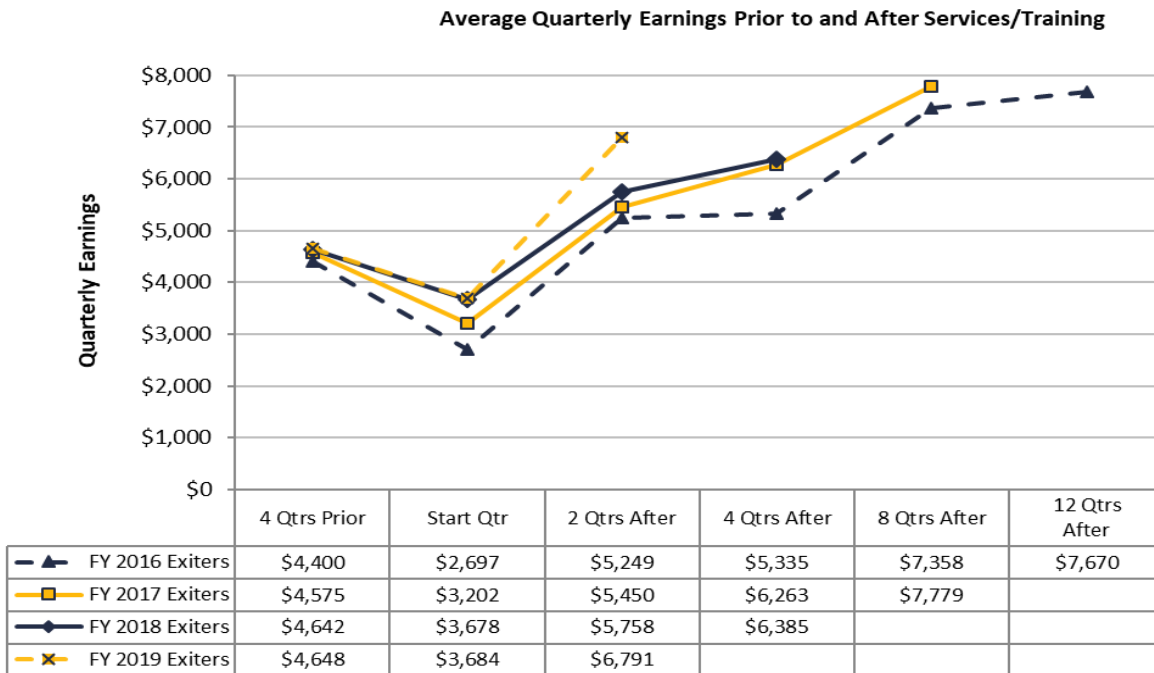
Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 20 participants had exit dates that allowed their post-service quarters to extend to 12 qtrs and 55% of the 20 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs

Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.

**Figure G3. Skillpoint Skilled Trades Training Participant Quarterly Employment: FY 2016–FY 2019 Exiters**



**Figure G4. Skillpoint Skilled Trades Training Participant Quarterly Earnings: FY 2016–FY 2019 Exiters**



## Discussion of Participant Outcomes

Table G3 represents the labor market outcomes for Skillpoint participants who exited services (completed or dropped out) from FY 2016–FY 2019, and were identified in the data as CNA training participants or skilled trades training participant. The table presents the overall cohorts outcomes for the four quarters before and after receiving services. Overall the cohorts, both groups experienced an increase in employment rates, average earnings, and those qualifying for UI benefits. Of interest are the changes over time in the rate of employment and amount of average earnings when comparing the two groups. The increase in the employment rate for the two groups varies by only 2.9 percentage points. Average earnings reported for skilled trades training participants represent greater changes over time when compared to the CNA training participants. The skilled trades training participants’ average earnings represent an increase of \$1,527, compared to the CNA training participants’ average earnings increase of \$570.

**Table G3. Skillpoint CNA and Skilled Trades Training Participants Overall Outcomes  
Four Qtrs Pre-Service and Fourth Qtr Post-Service: FY 2016-2019**

Overall Cohorts Outcome Measure	Four Qtrs Before Service	4th Qtr Post-Service	Change Over Time
<b>Number of Participants:</b>			
CNA	345	310	
Skilled Trades	320	260	
<b>Quarterly Employment:</b>			
CNA	64.1%	75.5%	+11.4%
Skilled Trades	63.8%	72.3%	+8.5%
<b>Average Qrtly Earnings:</b>			
CNA	\$4,061	\$4,631	+\$570
Skilled Trades	\$4,580	\$6,107	+\$1,527
<b>Qualified for UI Benefits:</b>			
CNA	52.5%	62.3%	+9.8%
Skilled Trades	54.8%	66.9%	+12.1%
<b>Filed UI Claim:</b>			
CNA	1.8%	1.6%	-0.8%
Skilled Trades	2.4%	3.1%	+0.7%

Source: Skillpoint participant records and Texas Workforce Commission UI wage and claim records.

## Program Impact Analysis

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. Impacts are analyzed by means of quasi-experimental design that uses propensity score matching to select individuals who are comparable along multiple dimensions to those who received services supported by Travis County. Comparison group members were drawn from TWIST records and include Travis County residents who registered for employment with the state’s WIT program, or who received job search services at local Workforce Solutions Career Centers or online. Thus, the impact analysis measures the incremental difference between those who received limited employment services with those who received the additional services in which Travis County invests.

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.

### Program Impact: Participants identified as CNA training participant

Table G4 presents findings from the impacts analysis comparing the outcomes of Skillpoint FY 2016–FY 2019 exiters identified as participating in CNA training to the outcomes of a matched comparison group. Participation in the CNA training program was negatively associated with average quarterly earnings: a statistically significant -\$1,014 association in average quarterly earnings. The analysis identified a 10.5% statistically significant positive association in employment.

**Table G4. Skillpoint CNA Training Participant Quarterly Impacts: FY 2016–FY 2019 (n=212)**

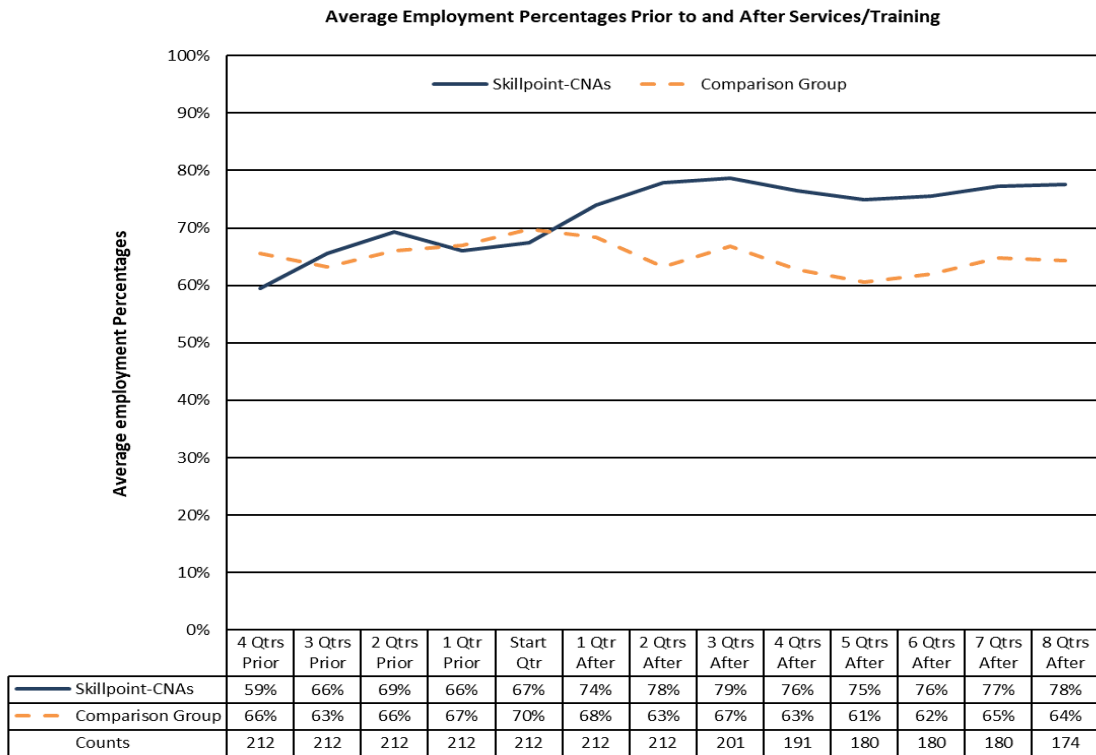
Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	64.2%	76.6%	12.4%	10.5%**
Average Quarterly Earnings	\$6,127	\$4,963	-\$1,164	-\$1014**
Qualified for UI Benefits	57.1%	60.3%	3.2%	0.0%
Filed UI Claim	1.1%	0.97%	-0.12%	-0.90%

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



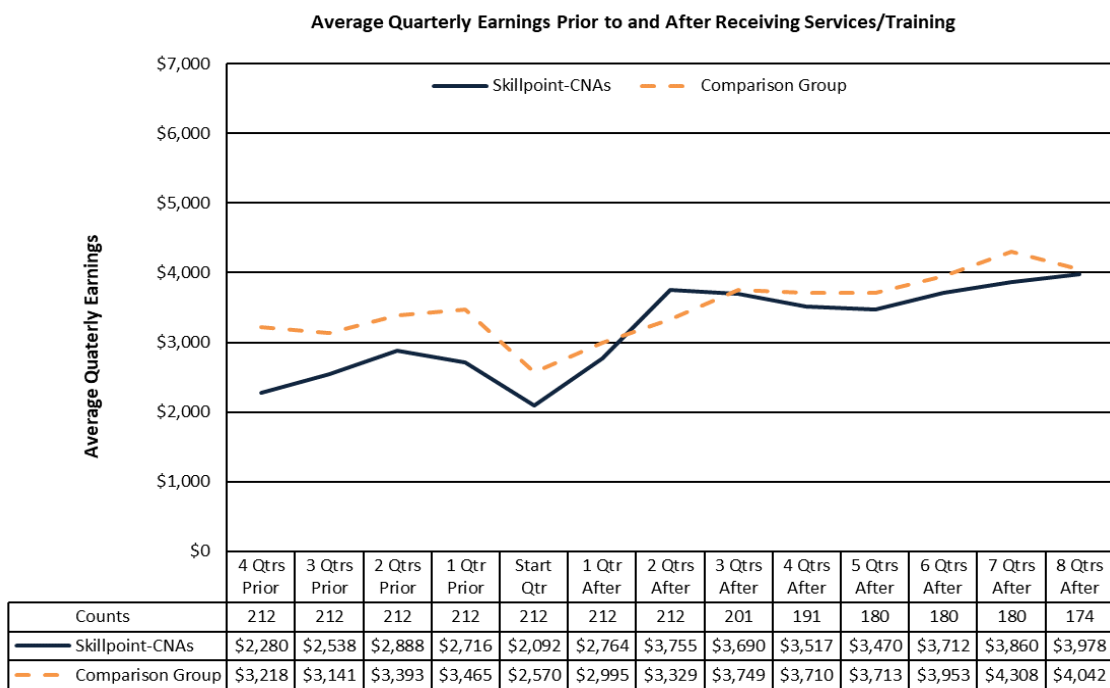
In Figure G5, the impact of participation in the CNA training program is examined by looking at participant’s employment rate over time in relation to the comparison group’s employment rate. The analysis shows that CNA training participants’ employment rate surpass the comparison group employment rate during the first quarter post-service entry, and maintains greater employment for the majority of the quarters examined.

**Figure G5. Employment Rates over Time, Skillpoint CNA Training Participants vs. Comparison Group: FY 2016–FY 2019**



In Figure G6, the impact of participation in services is examined by looking at participants' earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group's unconditional earnings. Although participants' wages did not exceed the comparison group wages during the majority of the examined quarters, the CNA training program participants' wages did overall increase across the post-service quarters.

**Figure G6. Unconditional Earnings over Time, Skillpoint CNA Training Participants vs. Comparison Group: FY 2016–FY 2019**



**Program Impact: Participants identified as skilled trades training participant**

Table G7 presents findings from the impacts analysis comparing the outcomes of Skillpoint FY 2016–FY 2019 exiters identified as participating in skilled trades training in the data. Participation in the training program was positively associated with employment, this 10.1 percent association is statistically significant. Average quarterly earnings are identified as negatively associated with program participation: -\$801 in average quarterly earnings is not statistically significant.

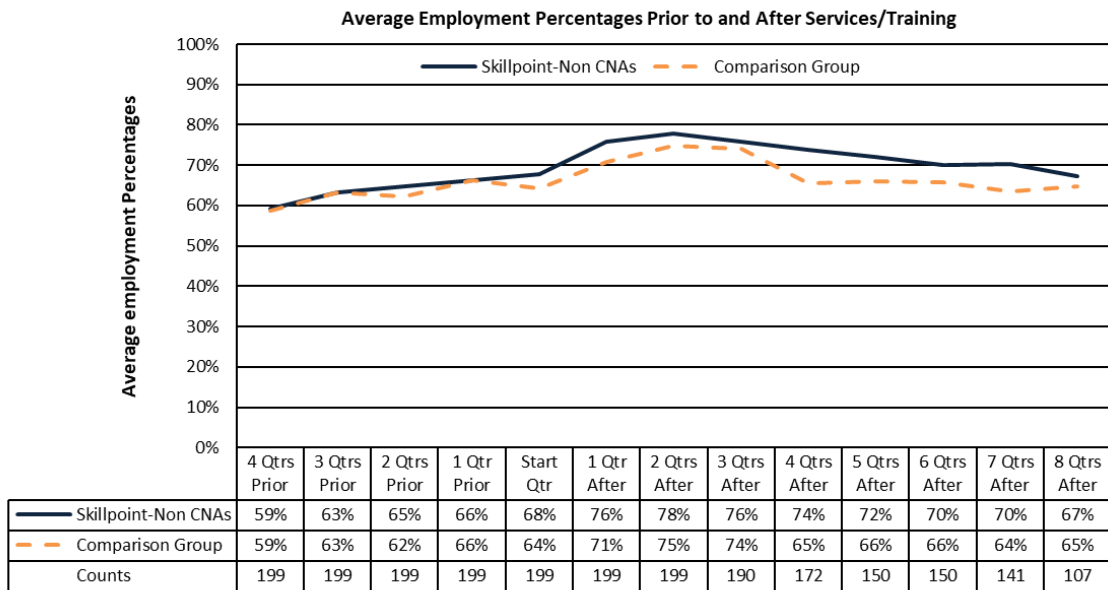
**Table G7. Skillpoint Skilled Trades Training Participant Quarterly Impacts: FY 2016–FY 2019 (n=199)**

Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	67.7%	73.4%	5.8%	10.1%**
Average Quarterly Earnings	\$7,031	\$6,477	-\$555	-\$801
Qualified for UI Benefits	56.5%	59.5%	2.9%	0.0%
Filed UI Claim	0.7%	0.84%	0.16%	-0.37%

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

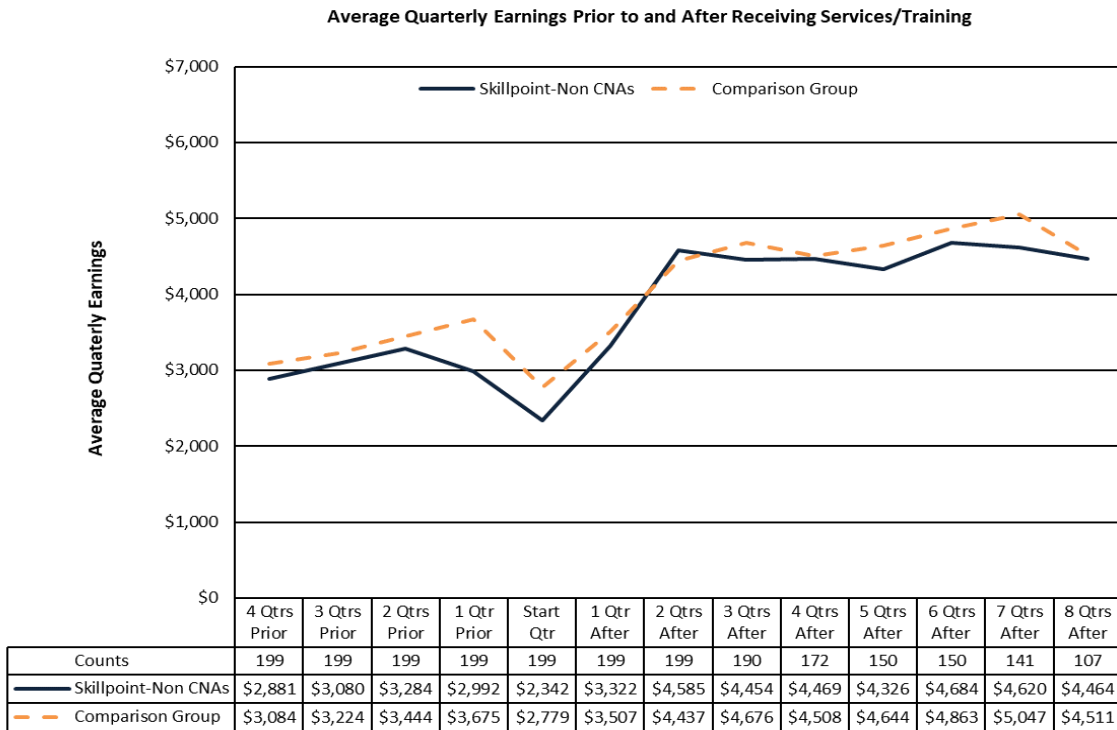
In Figure G7, the impact of participation in the skilled trades training program is examined by looking at participants' employment rate over time in relation to the comparison group's employment rate. The analysis shows that training participants' employment rate was slightly higher than the comparison group at the time of service entry and maintained a slight advantage across all post-service quarters.

**Figure G7. Employment Rates Over Time, Skillpoint Skilled Trades Training Participants vs. Comparison Group: FY 2016–FY 2019**



In Figure G8, the impact of skilled trades training participation is examined by looking at participants' earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group's unconditional earnings. The analysis shows that participants' wages were slightly lower than the comparison group wages during the majority of the examined quarters.

**Figure G8. Unconditional Earnings Over Time, Skillpoint Skilled Trades Training Participants vs. Comparison Group: FY 2016–FY 2019**



## Discussion of Program Impacts

Table G6 presents findings from the impacts analysis comparing the impact of participation in Skillpoint training for the FY 2016–FY 2019 total program exiters, and subgroups of those identified as receiving CNA or skilled trades training, to the outcomes of a matched comparison group. Participation in Skillpoint training was positively associated with one of the four outcome measures of interest: a statistically significant 11.5 percentage point advantage in employment: Representing a statistically significant 10.5 percent percent advantage for skilled trades and a 1.1 percent advantage for CNA training participants. However, quarterly wages were negatively associated with Skillpoint program participation: -\$1,142 in average quarterly earnings. This negative association was identified to be statistically significant for CNA participants: -\$1,014.

**Table G6. Skillpoint all Participants, CNA and Skilled Trades Quarterly Impacts: FY 2016–FY 2019**

Impact measure	All Exiters Skillpoint Program Impact	CNA Program Impact	Skilled Trades Program Impact
Quarterly Employment	11.5%**	10.5%**	10.1%**
Average Quarterly Earnings	-\$1,142**	-\$1,014**	-\$801
Qualified for UI Benefits	0.0%	0.0%	0.0%
Filed UI Claim	-0.1%	-0.9%	-0.4%

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

## **APPENDIX H: AMERICAN YOUTHWORKS TEXAS CONSERVATION CORPS TRAINING PARTICIPANT OUTCOMES AND PROGRAM IMPACTS**

AYW TxCC participants enter a term of service for 6 or eleven months for up to 4 terms of service. Crew members receive a monthly stipend of \$1,328 and upon successful completion of their term of service, may be eligible for an AmericCorps Education Award to assist with college tuition or paying student loans.

### **Participant Outcomes**

The following analysis reports on outcomes for the 286 unduplicated AYW participants who exited the Texas Conservatin Corps (TxCC) in FY 2016–FY 2019. The outcomes evaluation examines participants’ labor market experiences prior to entering the program, and then tracking their labor market outcomes following program exit up to the 12<sup>th</sup> quarter post-service for those whom data was available. The following analysis reports on outcomes for the 286 unduplicated AYW participants who exited the Texas Conservatin Corps (TxCC) in FY 2016–FY 2019.

Table H1 provides an overview of labor market outcomes for TxCC training participants who exited services (completed or dropped out) from FY 2016–FY 2019. Overall, in the four quarters prior to entering the program 24.3 percent were employed in a UI-covered job in Texas. Average quarterly employment grew to 38.2 percent by the fourth quarter post-service for those whom data was available. The data represents a 13.9 percentage point gain in employment between the year prior to services and the fourth quarter post- service (Figure H1 further illustrates employment outcomes).

The available data identifies that wages grew from an overall average of \$3,280 in the four quarters pre-service, to an average of \$6,043 during the fourth quarter post-service: a \$2,763 average wage gain (earnings outcomes are further illustrated in Figure H2). The data reports a continued increase in earnings across all post-service quarters for the FY 2016–FY 2018 cohorts. The data representing the FY 2016 cohort reports a 22.5 increase in employment and an earnings increase of \$5,653 across all post-service quarters.

Overall, prior to entering TxCC, only 19.2 percent of participants had sufficient employment and earnings histories to meet the monetary eligibility requirements for UI benefits. One year after leaving training, 26 percent met the requirements for eligibility. Few participants (0.2% overall) filed a claim for UI benefits in the period examined.

**Table H1. AYW TxCC Participant Outcomes: FY 2016–2019**

Cohort Outcome Measure	Four Qtrs Before Service	1st Qtr of Service	2nd Qtr Post-Service Entry	4th Qtr Post-Service Entry	8th Qtr Post-Service Entry	12th Qtr Post-Service Entry	All Service Qtrs
<b>Number of Participants:</b>							
FY 2016	68	68	68	68	68	68	
FY 2017	70	70	70	70	70	45	
FY 2018	85	85	85	85	42	.	
FY 2019	63	63	63	31	.	.	
Overall	286	286	286	254	180	113	
<b>Quarterly Employment:</b>							
FY 2016	14.3%	25.0%	41.2%	42.7%	38.2%	36.8%	39.7%
FY 2017	20.7%	24.3%	38.6%	37.1%	35.7%	31.1%	36.1%
FY 2018	30.9%	27.1%	38.8%	34.1%	38.1%	.	36.8%
FY 2019	30.2%	19.1%	31.8%	41.9%	.	.	35.1%
Overall	24.3%	24.1%	37.8%	38.2%	37.2%	34.5%	37.3%
<b>Average Qrtly Earnings:</b>							
FY 2016	\$2,033	\$2,212	\$4,670	\$5,708	\$6,955	\$7,686	\$6,197
FY 2017	\$3,776	\$1,539	\$4,884	\$5,870	\$7,573	\$8,014	\$6,369
FY 2018	\$3,339	\$1,931	\$5,463	\$7,352	\$7,785	.	\$6,642
FY 2019	\$3,459	\$2,117	\$4,534	\$4,215	.	.	\$4,409
Overall	\$3,280	\$1,936	\$4,941	\$6,043	\$7,384	\$7,804	\$6,170
<b>Qualified for UI Benefits:</b>							
FY 2016	13.6%	5.9%	5.9%	27.9%	38.2%	35.3%	26.8%
FY 2017	16.1%	10.0%	7.1%	27.1%	32.9%	31.1%	23.9%
FY 2018	26.2%	15.3%	7.1%	23.5%	31.0%	.	18.4%
FY 2019	19.4%	12.7%	4.8%	25.8%	.	.	11.7%
Overall	19.2%	11.2%	6.3%	26.0%	34.4%	33.6%	22.1%
<b>Filed UI Claim:</b>							
FY 2016	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
FY 2017	1.1%	1.4%	0.0%	0.0%	0.0%	2.2%	0.4%
FY 2018	0.0%	0.0%	0.0%	0.0%	2.4%	.	0.5%
FY 2019	0.0%	0.0%	0.0%	0.0%	.	.	0.0%
Overall	0.3%	0.4%	0.0%	0.0%	0.6%	0.9%	0.2%

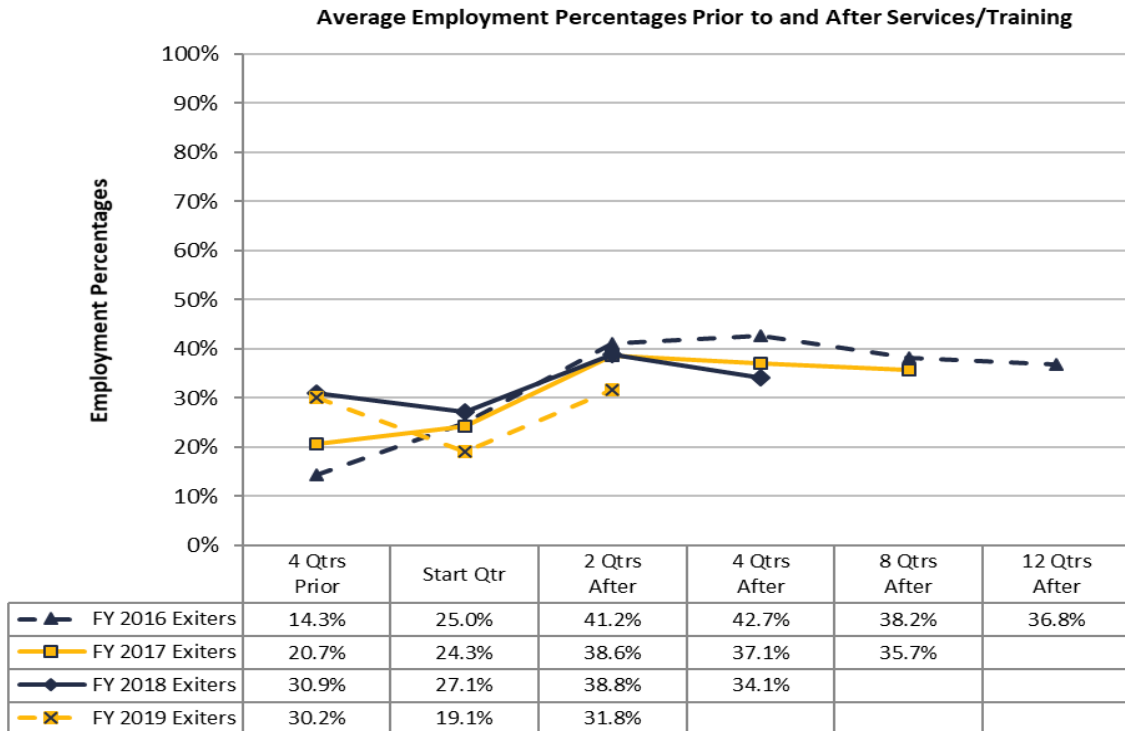
Source: AYW TxCC participant records and Texas Workforce Commission UI wage and claim records.

Note: The highlighted cells in the *Number of Participants* columns represent the number of participants who exited the program during the 1<sup>st</sup> or 2<sup>nd</sup> quarters of their cohort fiscal year, allowing these exiters to be represented in the identified quarter. The shaded cells represent the percentage of these participants found in the UI wage data. For example, in FY 2017, 45 participants had exit dates that allowed their post-service quarters to extend to 8 qtrs and 40% of the 45 were identified as employed in the data. Post-service quarters with low cohort counts were not included in the outcomes graphs.

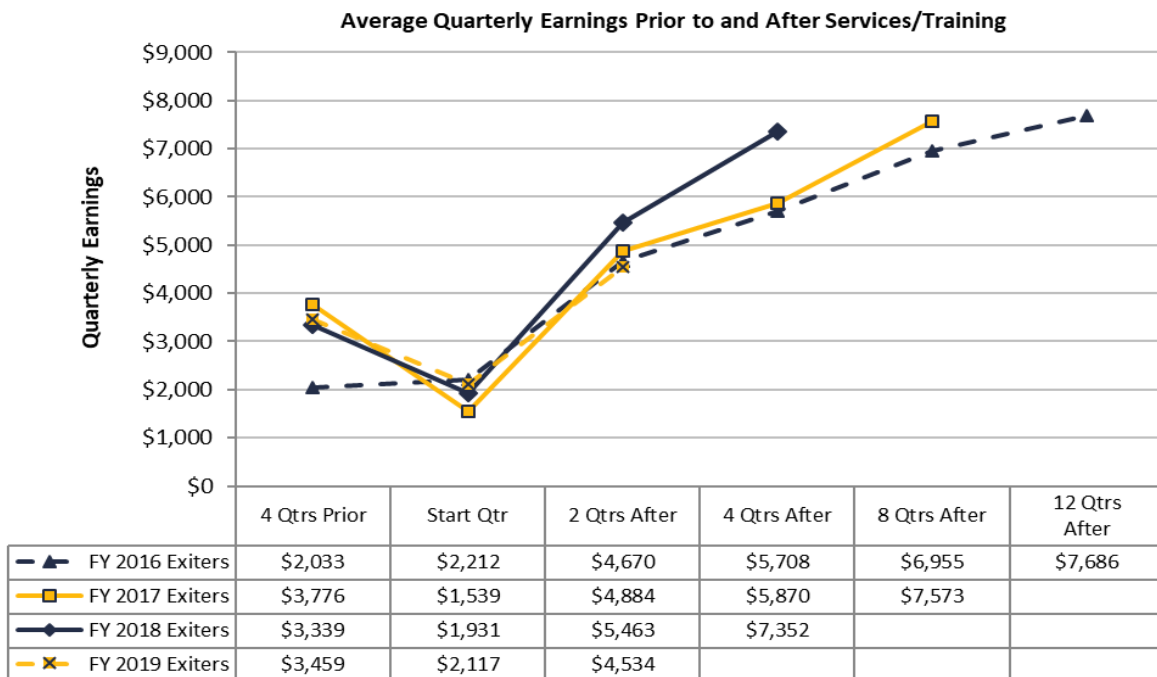
Note: A dot represents too few participants (<10), no data to report, or insufficient time passing to report for that timeframe. Participants were counted as employed if they were found in Texas UI wage records. Those who were not found may be unemployed, employed outside of Texas, or employed in Texas in a position that is not UI-covered and reported to TWC.



**Figure H1. Average Quarterly Employment for AYW TxCC Exiters: FY 2016–2019**



**Figure H2. Average Quarterly Earnings for AYW TxCC Exiters: FY 2016–2019**



## Program Impacts

Table H2 presents findings from the impacts analysis comparing the outcomes of TxCC FY 2016–FY 2019 exiters to the outcomes of a matched comparison group. Participation in the TxCC program was not significantly associated with employment nor earnings outcomes. The TxCC participants who enroll in college following their TxCC term of service, delaying employment entry and earnings gains, may influence the employment and income impacts in this analysis.

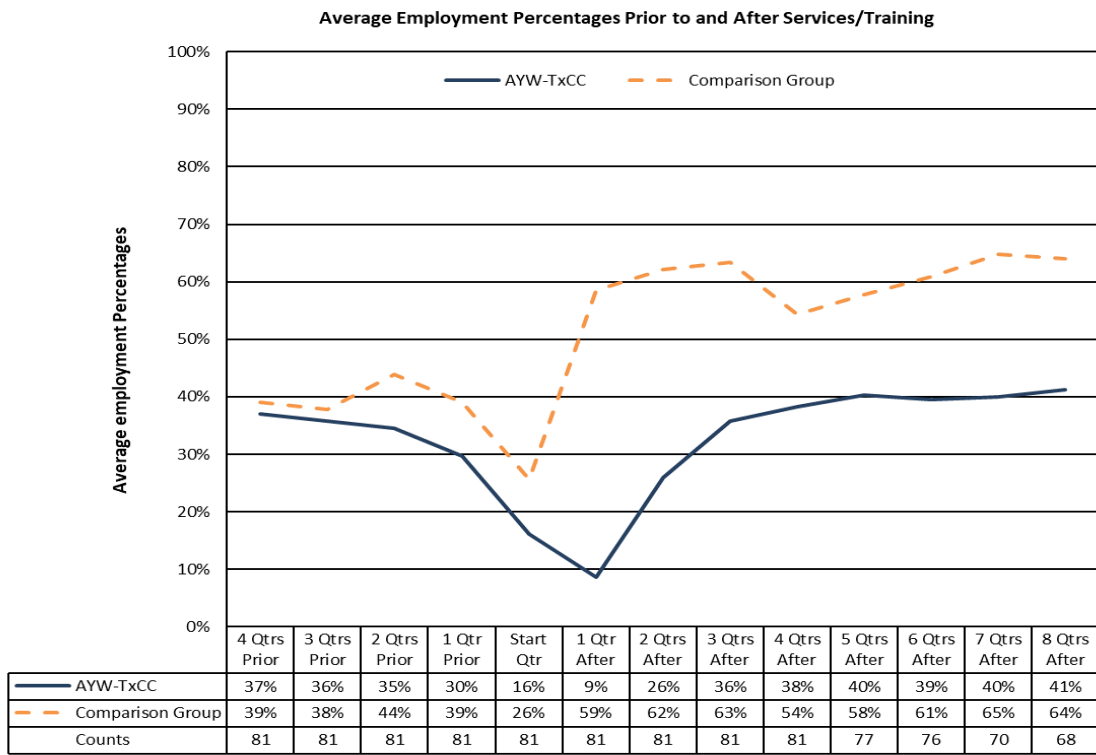
**Table H2. AYW TxCC Program Impact FY 2016–2019 (n=81)**

Impact measure	All Qtrs Post-Service: Comparison Group	All Qtrs Post-Service: Treatment Group	Unadjusted Net Effect	Impact Measure
Quarterly Employment	61.0%	39.9%	-21.1%	-12.6%
Average Quarterly Earnings	\$5,441	\$6,123	\$682	-\$789
Qualified for UI Benefits	25.5%	23.6%	-1.9%	0.0%
Filed UI Claim	0.3%	0.00%	-0.28%	-1.17%

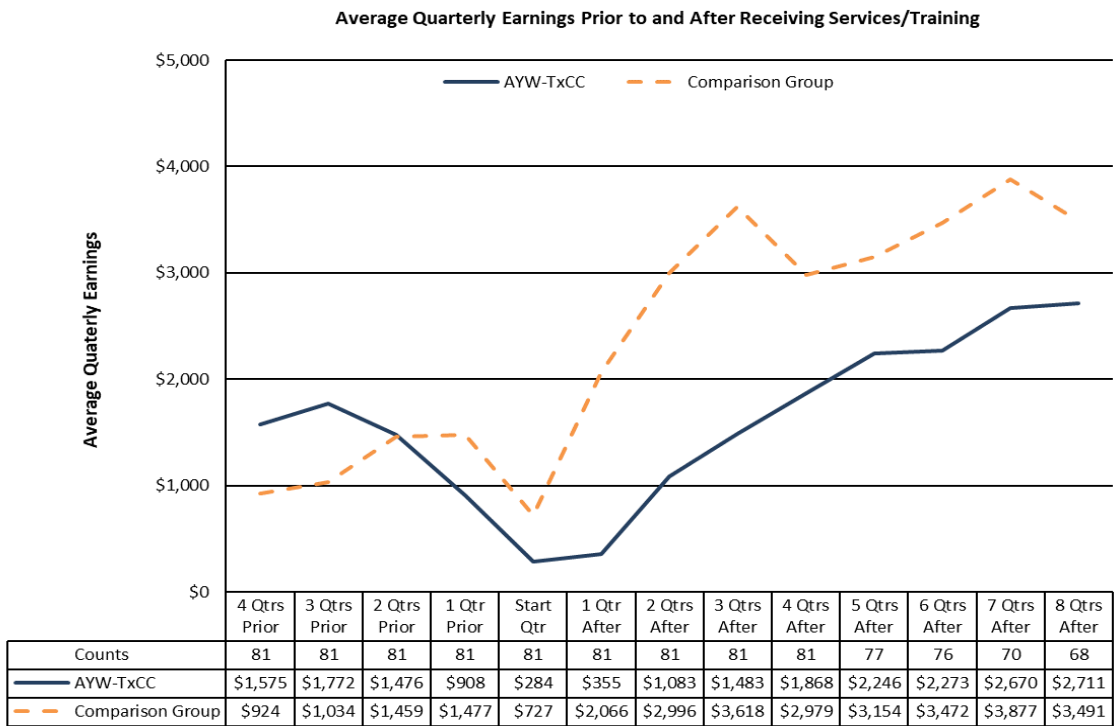
Note: \*\*=significant at p<.01; \*= significant at p<.05

In Figures H3 and H4, the impact of participation in AYW TxCC is examined by looking at participants' employment over time and participants' earnings over time, regardless of employment status (i.e., unconditional earnings), in relation to the comparison group's employment and unconditional earnings. The analysis shows that TxCC participant employment rate and unconditional earnings over time, is less than the employment rate and unconditional earnings of the non TxCC comparison group. Again, this analysis may be influenced by TxCC participants entry into secondary education, delaying employment and earning gains.

**Figure H3. Employment Rates Over Time, AYW TxCC Participants vs. Comparison Groups: FY 2016–2019**



**Figure H4. Unconditional Earnings Over Time, AYW TxCC Participants vs. Comparison Group: FY 2016–2019**



## APPENDIX I: FY 2016-FY 2019 PARTICIPANT COUNTS & FY 2019 DATA ELEMENTS REQUESTED AND RECEIVED

	AYW	Capital Idea	Lifeworks	Literacy Coalition	Skillpoint	WERC**	Total
<b>Final 2018-2019 Participant Counts</b>	150	209	44	121	171	521	1,216
<b>Final 2017-2018 Participant Counts</b>	148	221	107	99	148	660	1,383
<b>Final 2016-2017 Participant Counts</b>	114	148	9	107	168	715	1,261
<b>Final 2015-2016 Participant Counts</b>	87	175		77	178	872	1,389
<b>Total</b>	499	753	160	404	665	2,768	5,249

Data Element Requested	AYW	Capital Idea	Lifeworks	Literacy Coalition	Skillpoint	WERC**
Name	√	√	√	√	√	√
D.O.B.	√	√	√	√	√	X (provided age)
SSN	√	√	√	√	√	√
Zip Code	√	√	√	√	√	√
Gender	√	√	√	√	√	√
Ethnicity	√	√	√	√	√	√
Race	√	√	√	√	√	√
Family Size	√	√	√	√	√	√
Ages of each minor child in the family	√ (# Children)	√	X (all N/A)	√ (# under 12)	X (Doesn't collect)	X
Housing stability	√	√	√	X	√	√
Highest education level completed	√	√	√	√	√	√
Public benefits received	√	√	√	X	√	SNAP only
Veteran	X	√	√	X	√	√
Judicially Involved	√	√	√	X	√	√
Opportunity Youth At Entry	√	N/A	√	X	√	√
Apprenticeship	√	X	X (all N/A)	X	√	X
Internship	√	√	√	X	X	√
Foster Youth	√	√	√	X	X (Doesn't collect)	All No
Program start date	√	√	√	√	√	√

Data Element Requested	AYW	Capital Idea	Lifeworks	Literacy Coalition	Skillpoint	WERC**
Program exit date	√	√	√	Per LCCT, set all to 9/30/2018	√	√
Program components enrolled in	√	√	√	√	√	√
Completed program	√	√	√	X	√	√
Certificate received in house	X	X	X	X	√	X
Credential or Degree earned	√	√	√	√	X	X
Post Training: Employment start date	√	√	X (all N/A)	X	√	√
Post Training: Employment starting wage	√	√	X (all N/A)	X	√	√
Post Training: Employed in a training related occupation	X	√	X (all N/A)	X	√	√

Note: X identifies data not reported.

\*\*AYW - 313  
AAUL - 894  
GW - 772  
WFS - 789