

TRAINING AND EMPLOYMENT NOTICE	NO. 10-18
	DATE December 21, 2018

TO: STATE GOVERNORS
STATE LABOR COMMISSIONERS
STATE WORKFORCE AGENCIES
STATE WORKFORCE LIAISONS
STATE AND LOCAL WORKFORCE DEVELOPMENT BOARDS
AMERICAN JOB CENTER DIRECTORS & MANAGERS

FROM: MOLLY E. CONWAY 
Acting Assistant Secretary

SUBJECT: Release and Availability of *Providing Public Workforce Services to Job Seekers: 30-month Impact Findings on the WIA Adult and Dislocated Worker Programs*

1. **Purpose.** To announce the release and availability of a report titled, *Providing Public Workforce Services to Job Seekers: 30-month Impact Findings on the WIA Adult and Dislocated Worker Programs.*

2. **Action Requested.** This notice is for informational purposes.

3. **Summary and Background.**

- a. Summary – Initiated in 2008, this final report from the WIA [Workforce Investment Act of 1998] Adult and Dislocated Worker Programs Gold Standard Evaluation, provides findings on participant outcomes 30-months after random assignment under the evaluation.

Background – The evaluation began in 2008 and used a random assignment design to examine the impact of higher-tiered services provided by the Adult and Dislocated Worker programs in WIA, as implemented by 28 randomly selected local workforce investment areas (LWIAs) operating nationwide. The overall evaluation produced several prior reports (see references below). Such reports provided information regarding: the characteristics of veterans and how they are served through American Job Centers (AJC); findings from implementing the evaluation; an interim impact report; and 11 briefing papers describing the services offered by the programs, the contexts in which the programs operate, and the service delivery features which might have bearing on customer outcomes.

The report describes the impact of different services provided under WIA – core and intensive; and core, intensive and training. Researchers followed more than 34,000 study

participants after random assignment collecting outcome data through follow-up surveys at 15 and 30 months and the National Directory of New Hires (an administrative database containing information on earnings and employment) at 36 months after random assignment.

Of note, WIA was superseded by the Workforce Innovation and Opportunity Act (WIOA) in 2014.

4. **WIA Gold Standard Evaluation Final Report.** The report describes impacts of intensive services on employment, earnings, and the types of jobs obtained, as well as the impacts on household income, and receipt of public assistance. In addition, the report includes the results of the cost-benefit analysis. The report details the characteristics of the 28 LWIAs including the labor markets in which they operate; the characteristics of the customers; the differences across the three study groups in the receipt of core, intensive, and training services; and the differences in participation rates in training. Finally, the report discusses the implications of the study's findings, particularly in light of changes to the public workforce system authorized by WIOA in 2014.

The final report found that intensive services (generally similar to individualized career services under WIOA) increased employment, wages, receipt of a credential, the likelihood of fringe benefits, and hours worked when compared with the other two study groups. The cost-benefit analysis indicates that intensive (career) services are a positive investment from the standpoint of customers, taxpayers, and society as a whole. This is consistent with findings of previous studies of individualized, one-on-one services.

The study revealed that a combination of training, funded by WIA or other sources, and intensive services appears to improve overall outcomes for individuals. It also increased the rate at which customers completed training programs and received credentials in doing so. The study did not find a greater impact in terms of benefits to society 30 months after random assignment for those in the group that included training as a potential service. The study suggests WIOA may increase the impact of training given its emphasis on a greater alignment of skills development investments with regional and local labor markets and business needs as well as skills development and increased program completion and credential receipt.

5. **Inquiries.** To view or download reports from the WIA Gold Standard Evaluation, visit <https://wdr.doleta.gov/research>. For more information about this study, contact Eileen Pederson, Contract Officer Representative, Office of Policy Development and Research, Employment and Training Administration, at (202) 693-3700 or pederson.eileen@dol.gov.

6. **References.**

- WIA Section 172 and WIOA Section 169.
- TEN 37-09, The Workforce Investment Act Gold Standard Evaluation, released on April 6, 2010.
- TEN 13-15, Update on the Workforce Investment Act Adult and Dislocated Worker Programs Gold Standard Evaluation and Announcement of the Availability of a New

Research Report: *Providing Services to Veterans through the Public Workforce System: Findings from the WIA Gold Standard Evaluation, Volume I and II*, released on October 15, 2015.

- TEN 14-16, Release and Availability of Eleven Briefing Papers and Two New Reports from the WIA Adult and Dislocated Worker Programs Gold Standard Evaluation: *Providing Public Workforce Services to Job Seekers: Implementation Findings on the WIA Adult and Dislocated Worker Programs*, and *Providing Public Workforce Services to Job Seekers: 15-month Impact Findings on the WIA Adult and Dislocated Worker Programs*, released on November 8, 2016.

7. **Attachments.** None.