

Business Value Assessment for Workforce Development Organizations

SUMMARY OF PREVIOUS FINDINGS

Health Care

Retention: 79.4% of scholarship-sponsored Radiologic Technologists (RTs) hired in 2003 were employed a year after their start date; and 100% in 2004. In comparison, 56% of RTs hired in 2003 from other sources were employed one year after their start date; and 84% in 2004. The scholarship RTs were also rated comparably on performance.

Quality: In-home patient clients from a customer survey were more satisfied with aides trained by the workforce program, than were clients of aides trained by other providers.

Job Performance: Between 60 and 90 percent of managers of entry-level employees from a disadvantaged worker program rated the employees about as likely or more likely to demonstrate selected soft skills as traditional hires; having these employees in the workforce resulted in overall time and cost savings.

Manufacturing

Retention: Basic manufacturing skills-training and placement services were linked to retention at almost twice the company's usual rate; significant turnover costs were saved.

Job Performance & Satisfaction: A vocational ESL training evaluated by supervisors led to improved employee soft skills and communication, and to supervisors rating their perceptions of the job and the overall work environment as improved.

Job Performance & Productivity: A series of lean manufacturing training activities resulted in improved communication, teamwork, productivity and related costs savings.

Efficiency: Math skills training was linked to improved scrap, on-time delivery, and efficiency rates.

Soft Skills & Retention: Employees in career preparation courses were more likely to show flexibility, problem solving, confidence and to remain employed longer than employees who did not attend training; significant turnover costs were saved.