

# Adult Basic Education/English as a Second Language

## Program Details

Adult Basic Education (ABE) and English as a Second Language (ESL) are provided by community and technical colleges and, to a lesser extent, community-based organizations. Among the ABE/ESL participants included in this report, 97.6 percent received their training at community and technical colleges and 2.4 percent received training at community-based organizations. This report is limited to adults who identified employment-related reasons for enrolling in basic skills courses and who proceeded to take only basic skills courses.<sup>1</sup> Those who took basic skills courses for non-employment-related reasons are not included, although their learning progress is tracked by the State Board for Community and Technical Colleges.

*Every year, the Workforce Board measures the performance of key workforce programs. In this report, you'll find out more about the program and who is served, the metrics used to measure performance and how the program performed.*

ABE provides instruction in reading, writing, and mathematics for adults whose skills are at or below the eighth grade level; GED Test Preparation in basic academic skills beyond ABE for participants whose goal is to pass the high school equivalency examination; and High School Completion instruction for adults who want to earn an adult high school diploma. Students enrolled in Integrated Basic Education and Skills Training (I-BEST), for those transitioning into professional technical/academic certificate and degree programs, are briefly discussed in the net benefit section of this chapter, but are more extensively analyzed as part of the student population studied in the chapter on Community and Technical Colleges (CTC) Professional-Technical Education.

ESL provides basic skills instruction and non-transfer level instruction across a wide range of competency levels in reading, writing, speaking, and listening in English. Some I-BEST programs also include ESL instruction.

## Participant Profile

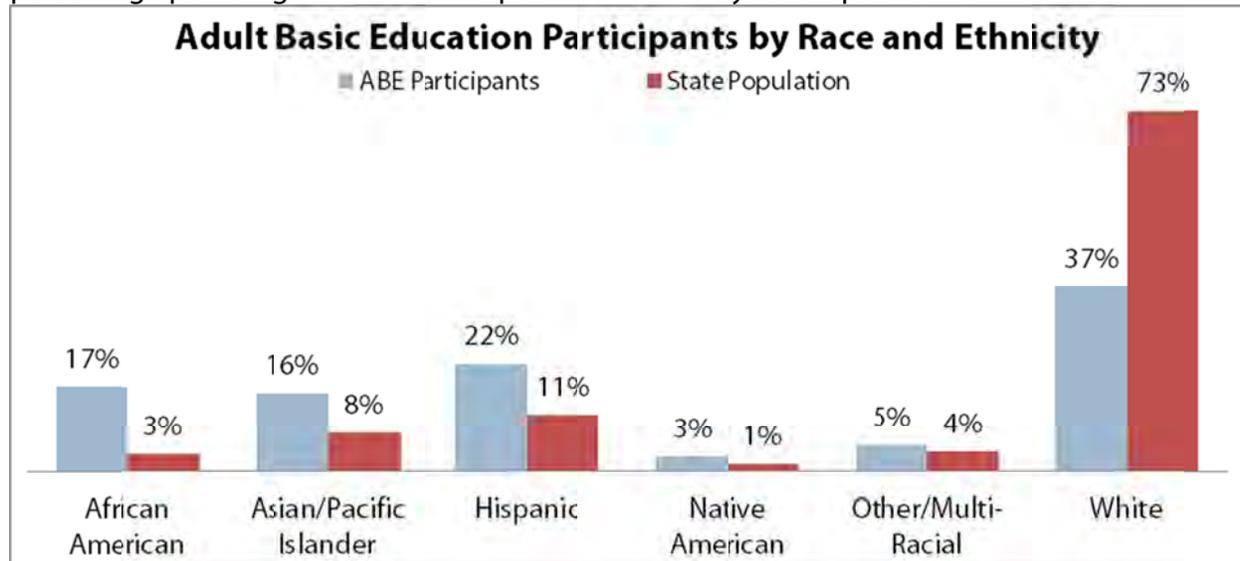
For this 2012 report, researchers studied the results of 29,355 participants who left an ABE/ESL program during the most recent reporting year.<sup>2</sup> ABE/ESL serves the most racially and ethnically diverse participants of any workforce development programs in this report. The percentage of African Americans in ABE is significantly higher than the percentage of African Americans statewide (17 percent versus 3 percent), Asian/Pacific Islanders (16 percent versus 8 percent), and Hispanics (22 percent versus 11 percent). The percentage of ABE/ESL participants who are an ethnic/racial minority is significantly higher than the percentage of

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<sup>1</sup> Individuals taking both vocational courses and basic skills are included in the chapter on CTC Professional-Technical Education, which presents net impact estimates for participants taking a blend of basic skills and vocational training.

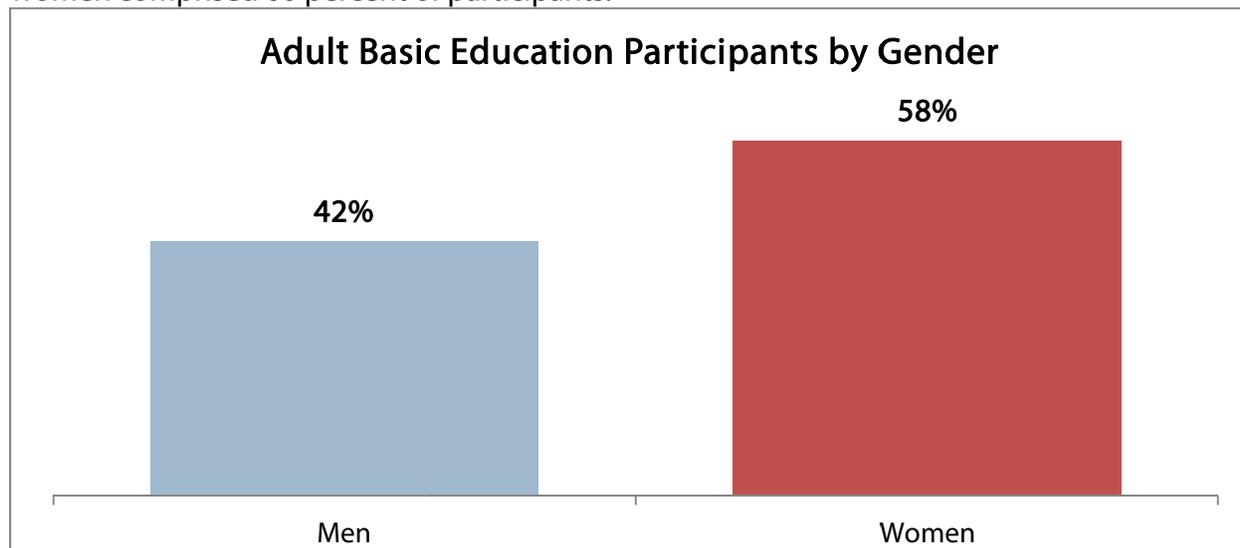
<sup>2</sup> The 2012 Workforce Training Results reports are based on data observed in 2010-11 for individuals exiting programs during 2009-10.

minorities statewide. Non-whites comprised 63 percent of the participants, which is one percentage point higher than the 62 percent from last year's report.<sup>3</sup>



Source: Community and Technical Colleges Administrative Data 2009-10 and 2010 U.S. Census Data from the American Community Survey.

Some 58 percent of participants were women, a slight decline from the previous report when women comprised 60 percent of participants.



Source: Community and Technical Colleges Administrative Data 2009-10.

<sup>3</sup>In this report, unless otherwise stated, racial and ethnic minority groups are mutually exclusive; that is, an individual belongs to one group only. The groups include the following: Hispanics of any race (also referred to as Hispanics); non-Hispanic African Americans (also referred to as African Americans); non-Hispanic Asians/Pacific Islanders (also referred to as Asians/Pacific Islanders); non-Hispanic Native Americans and Alaskan Natives (also referred to as Native Americans); non-Hispanic multiracial (also referred to as multiracial); and non-Hispanic whites (also referred to as whites). According to the 2010 U.S. Census Bureau estimates for Washington's population from the American Community Survey, 73 percent are white; 3 percent are African American; 1 percent is Native American; 8 percent are Asians/Pacific Islander; 4 percent are multiracial; and 11 percent are Hispanic.

The median age of participants leaving an ABE/ESL program was 29 years old. A quarter of participants were under age 23, while a quarter of the participants were over age 39.

### **State Core Measures: Tracking ABE/ESL Progress**

The Workforce Board routinely measures the performance of our state's largest workforce programs. As a customer-focused advocate for Washington's workers and employers, the Workforce Board strives to provide performance accountability, verifying whether worker education and training programs provide a return on investment for participants and taxpayers.

The Workforce Training Results report seeks to answer five core questions:

- Did participants get the skills they needed?
- Did participants get a job and how much were they paid?
- Were employers satisfied with the preparation workers received?
- Has the program made a difference in the participant's success?
- Did participants and the public receive a return on their investment?

### **Data Comes From State Wage Files**

The 2012 Workforce Training Results includes information obtained from Employment Security Department wage files in Washington, Idaho, and Oregon, and federal employment records for 2010-11.

### **Net Impact Study Adds More Insight into Program Performance**

In addition, this year's report includes a comprehensive Net Impact Study. To assess both short- and long-term employment and earnings trends, data on participant experiences through 2009 is used in the Net Impact Study. Conducted every four years, this study provides a head-to-head comparison of participants and non-participants to help answer a central question: How much of a workforce participant's success in obtaining a job, or a higher wage, is due to the workforce program? By comparing program participants with similar individuals who did not participate in a workforce training program, the Net Impact Study indicates whether employment and earnings gains are due to the workforce program, or if workers could have made this progress on their own. This research also allows for a more detailed analysis as to whether the participant and the public received a return on their investment in the program.

## Did Participants Have a Job and How Much Were They Paid?

To find out whether participants had jobs and how much they earned, participant records were matched with Employment Security Department wage files from Washington and neighboring states.<sup>4</sup>

According to record matches, 46 percent of ABE/ESL participants had employment during the third quarter after they left the program-- the same percentage of employed participants observed in 2011. Their median hourly wage of \$10.94, and median annual earnings of \$16,493, was slightly higher than in the prior program year.<sup>5</sup> However, over the past decade, employment rates have declined and earnings have stagnated.

*Turn to page 16 for the Net Impact Study. Conducted every four years, this in-depth report adds extra value to 2012 Workforce Training Results. The study provides a side-by-side comparison of participants vs. similar non-participants, answering the question of whether the program is making a difference.*

## Employment and Earnings for Adult Basic Education/English as a Second Language Participants, 2012

Performance Measure	Results
Employment Rate* (State Records)	46%
Full Time Employment **	48%
Median Hourly Wage***	\$10.94
Median Quarterly Hours	382
Median Annualized Earnings***	\$16,493

\* These figures apply to those with employment reported to state employment agencies six to nine months after leaving the program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.

\*\*Full-time employment averages 30 or more hours per week.

\*\*\*Earnings/wages expressed in first quarter 2011 dollars in order to account for inflation.

<sup>4</sup> These files contain quarterly earnings and hours worked information on those individuals with employment reported for unemployment insurance (UI) benefits purposes (approximately 90 percent of in-state employment, with self-employment, active duty military, and those working for religious nonprofit organizations being the major groups of employers not included).

<sup>5</sup> Annual earnings are calculated as third quarter earnings multiplied by four. Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. All wages and earnings are stated in first quarter 2011 dollars.

## Earnings of ABE/ESL Participants

To better gauge the financial effectiveness of Washington’s workforce programs, it helps to frame income levels. One common yardstick is the federal poverty level. In 2011, the federal poverty level for one person was \$10,890 per year.<sup>6</sup>

In 2012, ABE/ESL participants were able to support a median 2.5 people at the poverty level—meaning they could support themselves plus one and a half other people. They did not have enough earnings to support themselves, let alone others, at 200 percent of the poverty level (.8 people).

### Number of People Supported at Poverty Level by Participant Income

Performance Measure	2004	2006	2008	2010	2011	2012
Number of people supported at poverty level	2.9 people	2.7 people	3.0 people	2.8 people	2.6 people	2.5 people
Number of people supported at 200 percent poverty*	0.8 people					

*\*The number of people supported at the 200 percent of poverty level appears to stay the same because of rounding.*

### ABE/ESL Participants Receiving Benefits from Employers

Performance Measure	2004	2006	2008	2010*	2011	2012*
Self-Reported Medical Benefits from Employer	53%	44%	44%	N/A	38%	N/A
Self-Reported Retirement Benefits from Employer	32%	23%	28%	N/A	28%	N/A

*\*Due to budget limitations, the Participant Survey was not conducted in 2010 or 2012.*

<sup>6</sup> Poverty levels from 2011 were used in this edition of Workforce Training Results to measure the results of workforce programs on participants observed in 2010-11. The federal poverty level is determined by the Department of Health and Human Services. The level varies according to family size. The number is adjusted for inflation and reported annually in the form of poverty guidelines. Public assistance programs typically define eligibility income limits as some percentage of the federal poverty level.

The next table shows employment and earnings over the course of six study periods. This data is also represented in a graph on the following page for the years 2004 to 2012.

### Employment and Earnings Trends for ABE/ESL Participants

Performance Measure	2004	2006	2008	2010	2011	2012
Employment Rate (Self-Reported)	64%	64%	69%	N/A	61%	N/A
Employment Rate* (State Records)	55%	56%	58%	55%	46%	46%
Full Time Employment**	54%	54%	54%	53%	49%	48%
Median Quarterly Hours	419	412	420	402	385	382
Median Hourly Wage***	\$11.05	\$11.14	\$11.20	\$11.54	\$11.12	\$10.94
Median Annualized Earnings***	\$18,137	\$17,552	\$18,348	\$17,909	\$16,879	\$16,493

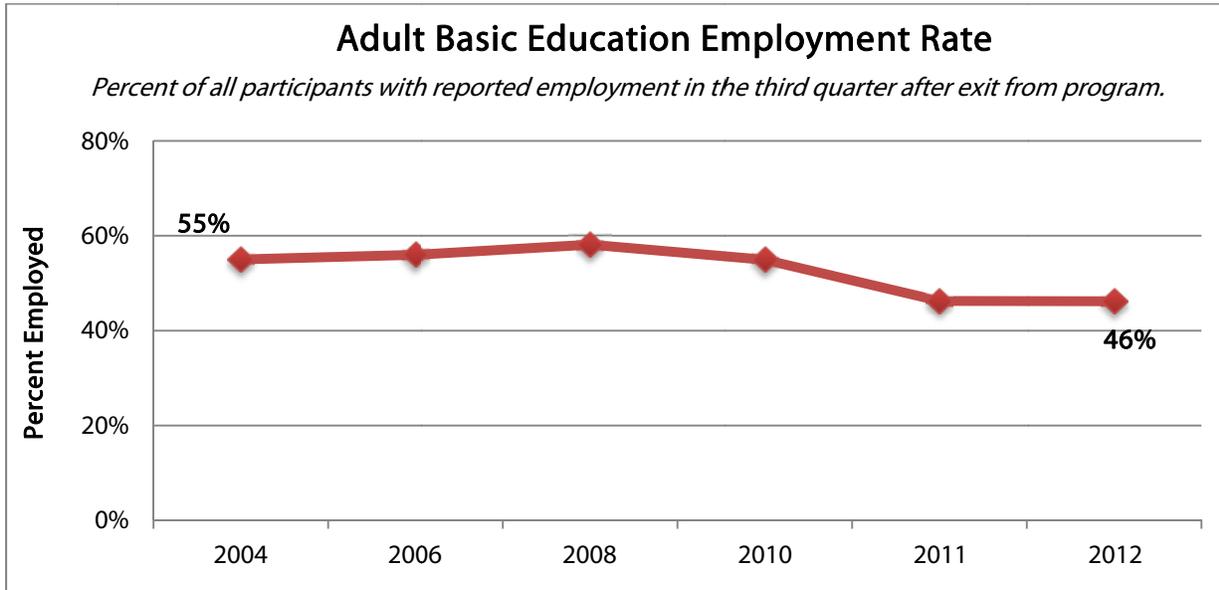
*\*These figures apply to those with employment reported to ESD six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.*

*\*\*Full-time employment averages 30 or more hours per week.*

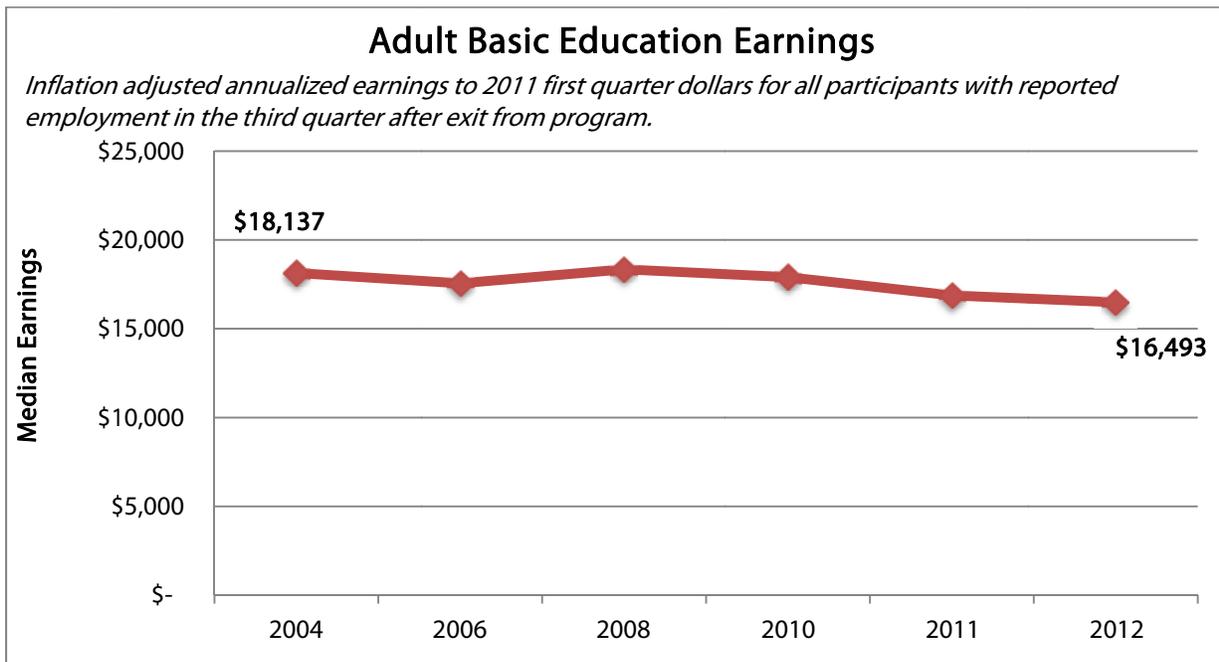
*\*\*\*Earnings/wages expressed in first quarter 2011 dollars in order to account for inflation.*

Since 2008, ABE/ESL participants who did not enroll in vocational training have experienced falling employment levels and earnings.

However, this year ABE/ESL participants held steady with a 46 percent employment rate and a slight decrease in annual earnings over the previous year.



Source: Workforce Training Results 2004-12.



Source: Workforce Training Results 2004-12.

## Adult Basic Education Employment by Industry

Employment among ABE/ESL participants is heavily concentrated in services, retail trade, and manufacturing industries. In 2012, the percentage of participants employed in services is 3 percentage points lower than the prior year (56 percent compared to 59 percent).

Employment in the retail trades is two percentage points higher than the prior year, whereas manufacturing is roughly the same (10.3 percent versus 10.4 percent on the last report).

<b>Industry Group</b>
56.3% Services (See Breakout Below)
16.1% Retail Trades (See Breakout Below)
10.3% Manufacturing (See Breakout Below)
3.9% Construction
3.6% Natural Resources and Mining
2.8% Transportation, Warehousing and Utilities
2.8% Wholesale Trade
2.4% Financial Services
1.4% Public Administration
0.4% Information
<b>Breakout of Services Industry</b>
13.0% Administrative and Support and Waste Management and Remediation Services
12.8% Health Care
9.7% All Other Services
8.2% Social Assistance
6.1% Accommodation and Food Services
2.6% Arts, Entertainment, and Recreation
2.5% Education Services
1.4% Professional, Scientific, and Technical Services
<b>Breakout of Retail Trade Industry</b>
4.8% Department Stores and Warehouse Clubs
4.1% Groceries, Supermarkets & Specialty Foods
2.0% All Other Retail
1.9% Clothing and Accessories Stores
1.4% Gas Stations/Convenience Stores
1.1% Motor Vehicle and Accessories Sales
0.7% Home furnishings,Garden,Hardware
<b>Breakout of Manufacturing</b>
3.6% Food & Beverage
3.5% All Other Manufacturing
1.4% Transportation Equipment
0.9% Fabricated Metal Products
0.9% Wood & Paper Products

*Source: Matches with Employment Security Department data in third quarter after exiting program. Industry groups based on North American Industry Classification System codes.*

## Wages and Employment Results Vary by Population

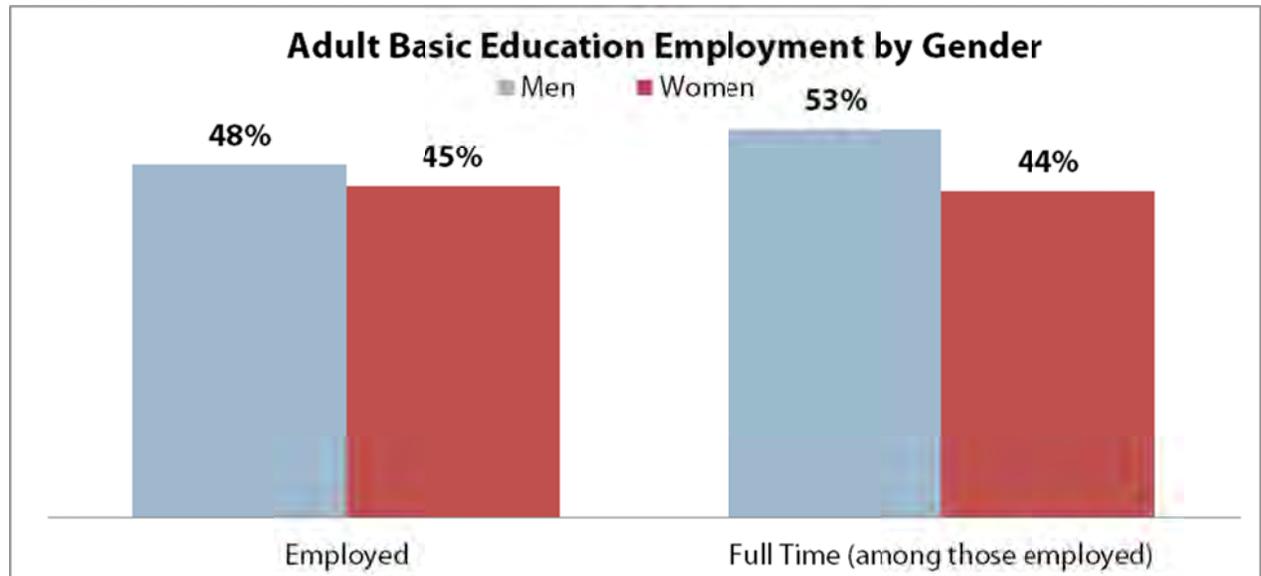
Wage and employment results can vary by gender, race and ethnicity, and disability. Among participants employed during the third quarter after exit, there is a substantial gender gap in labor market outcomes. In 2012, employment rates, hours worked, earnings, and wages are lower for women, although the ratios have slightly improved from those observed in the 2011 report.

Gender Differences in Labor Market Outcomes Among ABE/ESL Students in the Third Quarter After Leaving Program			
	Women	Men	Ratio
Employment Reported to ESD	45%	48%	94%
Median Quarterly Hours Worked	352	406	87%
Median Hourly Wage	\$10.61	\$11.59	92%
Median Annual Earnings	\$14,974	\$18,919	79%

Source: Matches with Employment Security Department data.

\*Earnings/wages expressed in first quarter 2011 dollars in order to account for inflation.

The following chart shows the percentage of men and women ABE/ESL participants who reported being employed. Also broken out is the percentage of those working that held full-time jobs. Male ABE participants were more likely to be employed (48 percent compared to 45 percent) and also more likely to be working full-time (53 percent compared to 44 percent).



Source: Matches with Community and Technical Colleges Administrative Data and Employment Security Department data.

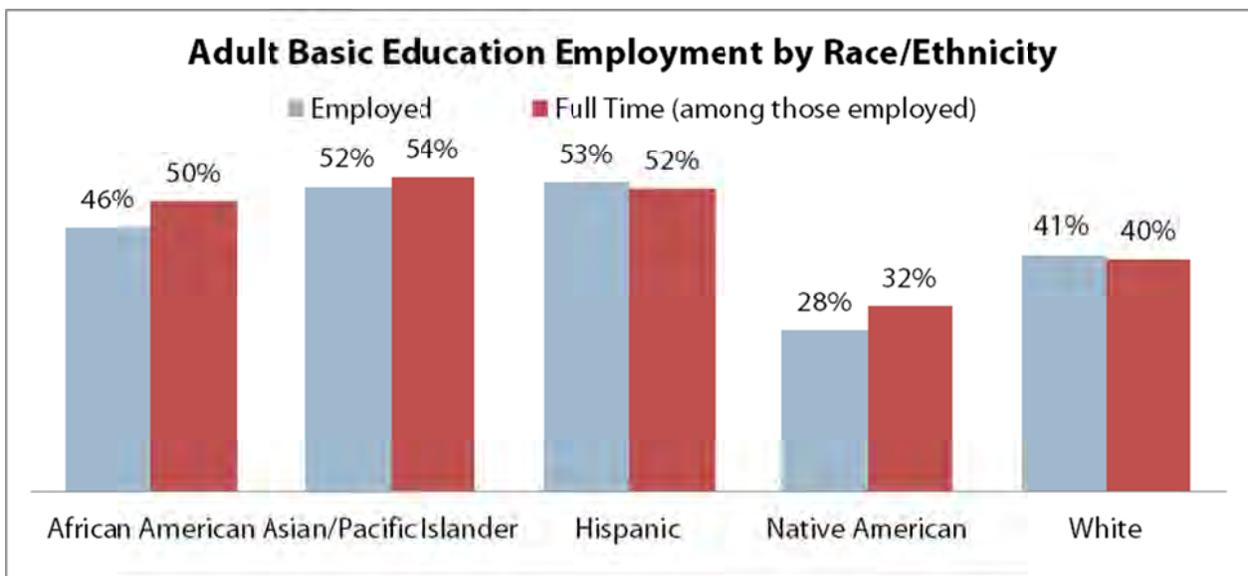
## Race/Ethnicity Plays Role

ABE/ESL program graduates had different employment rates when comparing race and ethnicity. The highest employment rate was found among Hispanics (53 percent), followed by Asian/Pacific Islanders (52 percent), African Americans (46 percent), whites (41 percent) and Native Americans (28 percent). Of those ABE/ESL participants who were working, the percentage with full-time employment also varied according to race and ethnicity.

Asian/Pacific Islanders had the highest percentage working full time (54 percent), followed by Hispanics (52 percent) and African Americans (50 percent) working full time compared to whites (40 percent) and Native Americans (32 percent).

Median hourly wages appear to follow the pattern of employment by race, with the highest wages earned by those with the highest employment rates: among Hispanics (\$11.46), Asian/Pacific Islanders (\$11.18), African Americans (\$10.84), and slightly lower wages among whites (\$10.63) and Native Americans (\$10.20).

Median annual earnings follow the same pattern as full time employment: Asian/Pacific Islanders have the highest earnings, at \$18,487, followed by Hispanics (\$18,108), African Americans (\$17,328), whites (\$13,813) and Native Americans (\$10,783).



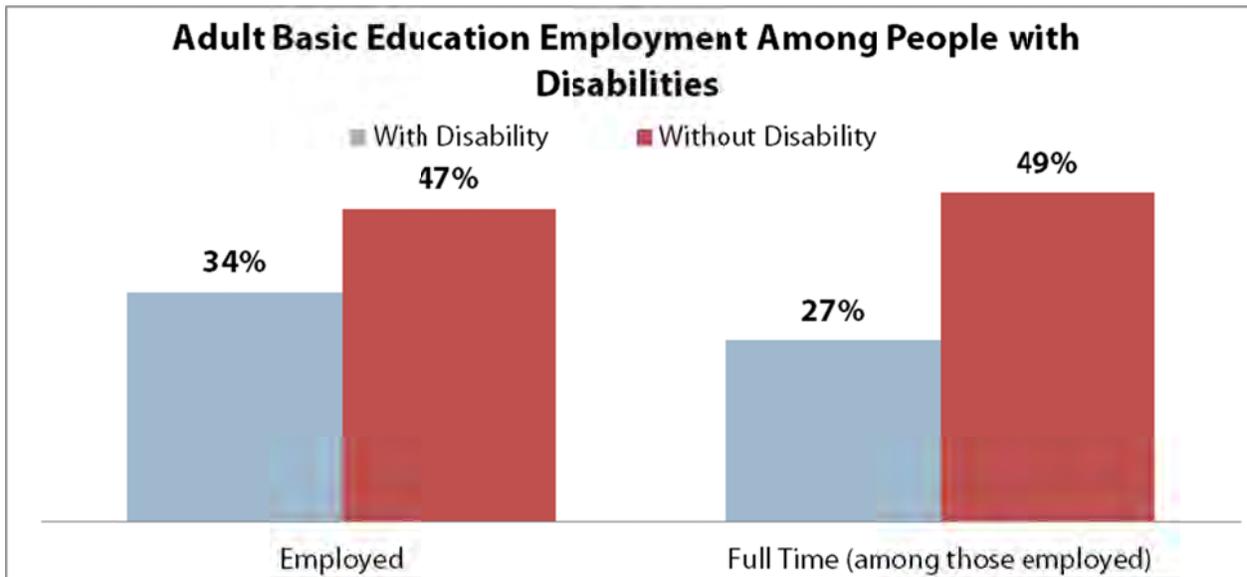
Source: Matches with Community and Technical Colleges Administrative Data and Employment Security Department data.

## Disability Impacts Employment, Earnings

Among 2012 ABE/ESL participants, 3.5 percent had a disability (less than the 12 percent of the general population who have a disability).<sup>7</sup> Participants with disabilities did less well in the labor market than other participants. They were less likely to have employment reported to the state's Employment Security Department (34 percent versus 47 percent for participants

<sup>7</sup> 2010 U.S. Census Bureau estimates from the American Community Survey, Table S0201 – Selected Population Profile in the United States.

without a disability). This is an increase in the employment rate among those with disabilities, up from 29 percent observed in the last report. Participants with disabilities were also less likely to work full time than participants without a disability (27 percent versus 49 percent), their median hourly wage (\$10.24 versus \$10.96) was 93 percent of the amount earned by participants without a disability, and median annual earnings were nearly two-thirds for those with a disability compared to those without a disability (\$10,650 versus \$16,638).



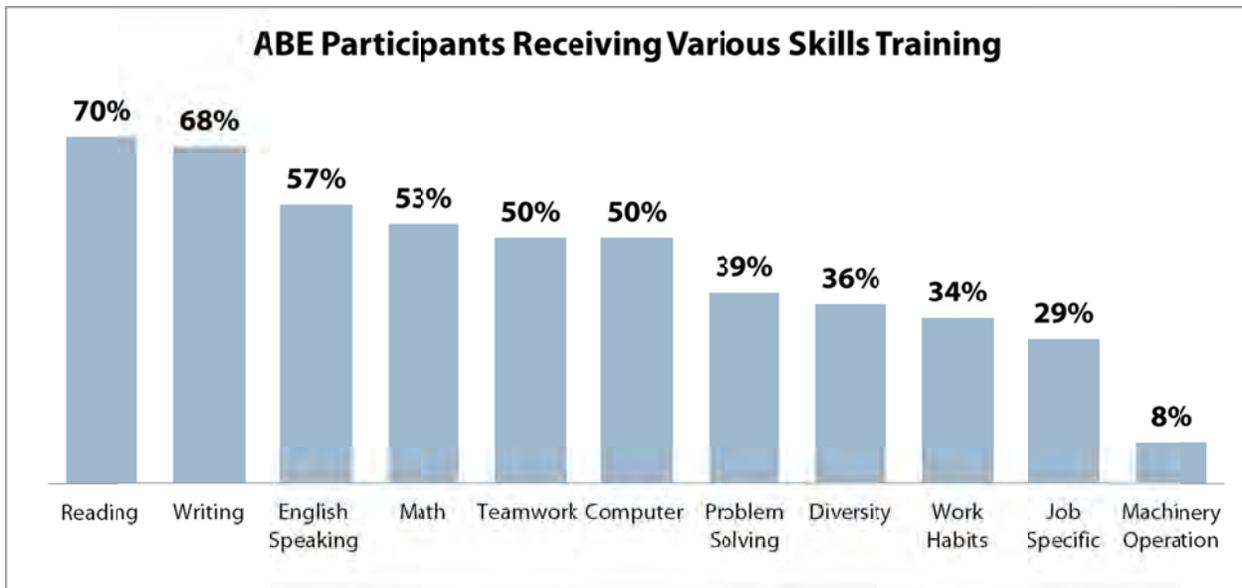
Source: Community and Technical Colleges Administrative Data and Employment Security Department data matches 2009-10.

## Participant Survey

In 2011, the Workforce Board surveyed ABE/ESL participants who had left their program in 2009-10. The survey provided data on employment and participant satisfaction with the training. The survey was conducted by telephone and was completed by 253 participants.

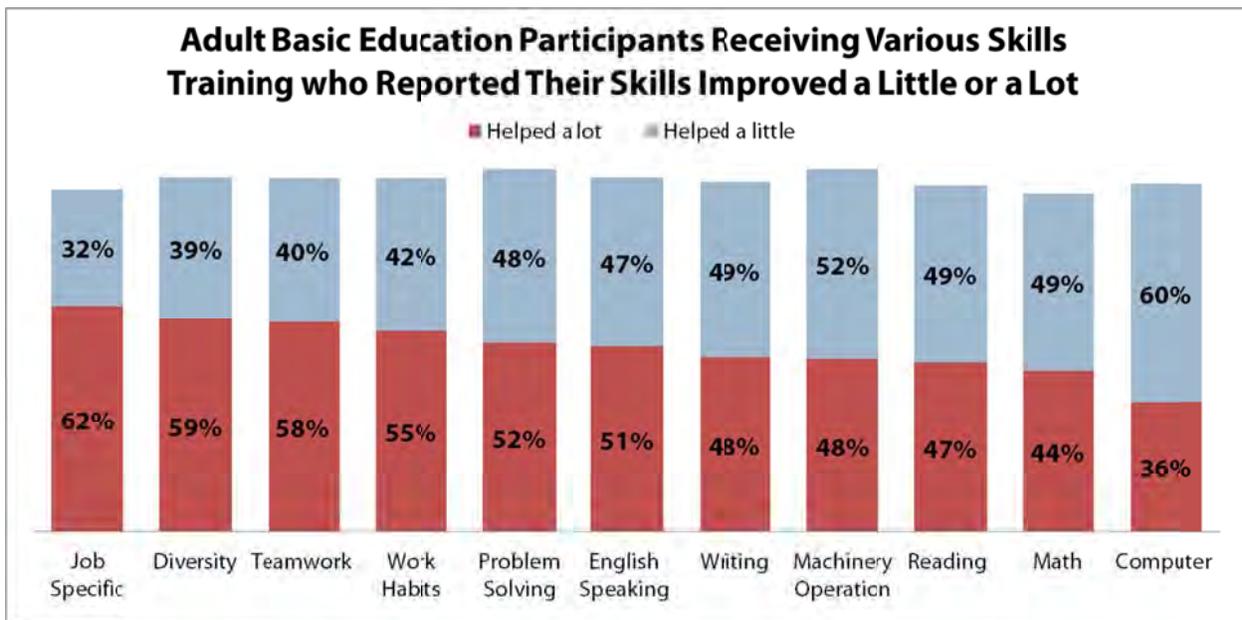
According to survey results, 73 percent of participants indicated they entered an ABE/ESL program to learn skills for a new job. Participants also said they enrolled for their own personal enjoyment or improvement (91 percent), or to improve their English speaking or reading skills (70 and 72 percent respectively).

As in previous studies, the majority of participants received training in basic skills such as teamwork, diversity and work habits. Participants also received training in other basic and workplace skills. Fewer received training in workplace skills such as problem solving, diversity, and work habits. The highest percentage of participants, 76 percent, said they gained reading skills, followed closely by 75 percent who reported writing skills.



Source: Workforce Board's Participant Satisfaction Survey 2011.

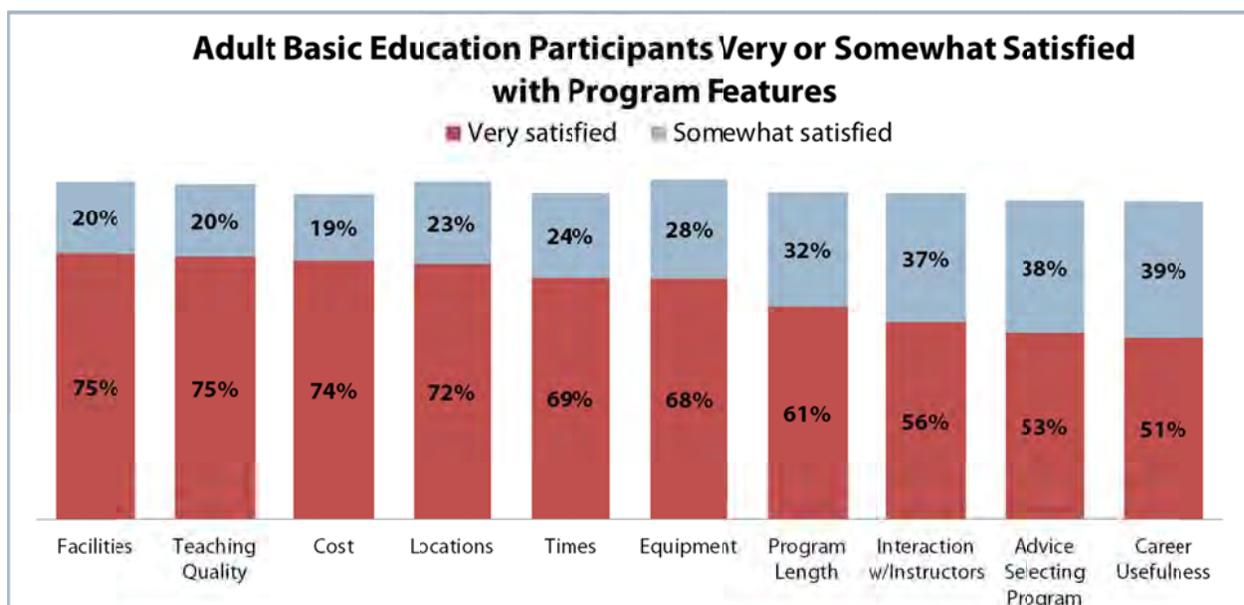
Participants tended to report higher levels of improvement with workplace skills, such as teamwork, diversity and work habits than with basic skills such as computer, writing or math. As in the previous study, most participants reported their skills in these areas improved as a result of the training. The percentage of participants who reported a lot of improvement in work habits increased 7 percentage points (from 48 percent to 55 percent). In all other areas the percent who reported their skills improving a lot remained the same or changed only marginally compared to the prior study.



Source: Workforce Board's Participant Satisfaction Survey 2011.

## Participant Satisfaction

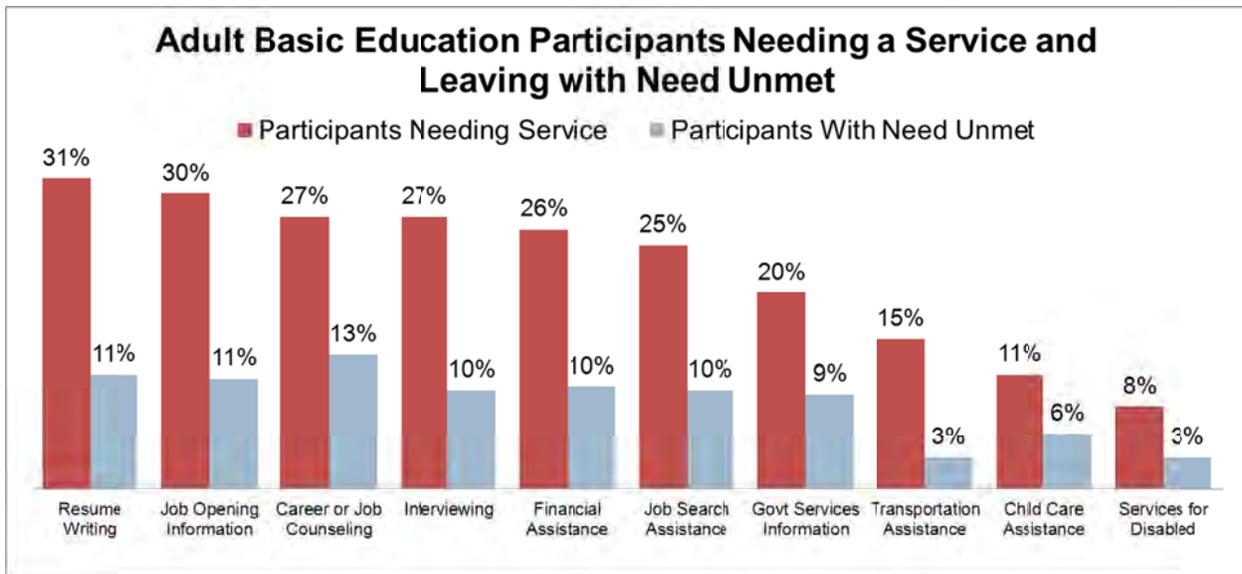
In general, participants were satisfied with the training they received. Some 93 percent of participants reported being satisfied with their program overall, down slightly from 96 percent in the previous survey. In addition, the percentage who stated that they had met their educational objectives decreased from 78 percent in the previous study to 68 percent this year. A majority of participants indicated satisfaction with various program features. Three-quarters of participants reported they were "very satisfied" with program facilities and teaching quality. Compared to the 2008 survey, the program feature with the largest increase of participants reporting they were "very satisfied" was equipment (which increased from 63 to 68 percent). The only feature to have a decrease in the percentage of students reporting they were "very satisfied" is career usefulness, which dropped from 56 percent to 51 percent since the last survey.



Source: Workforce Board's Participant Satisfaction Survey 2011.

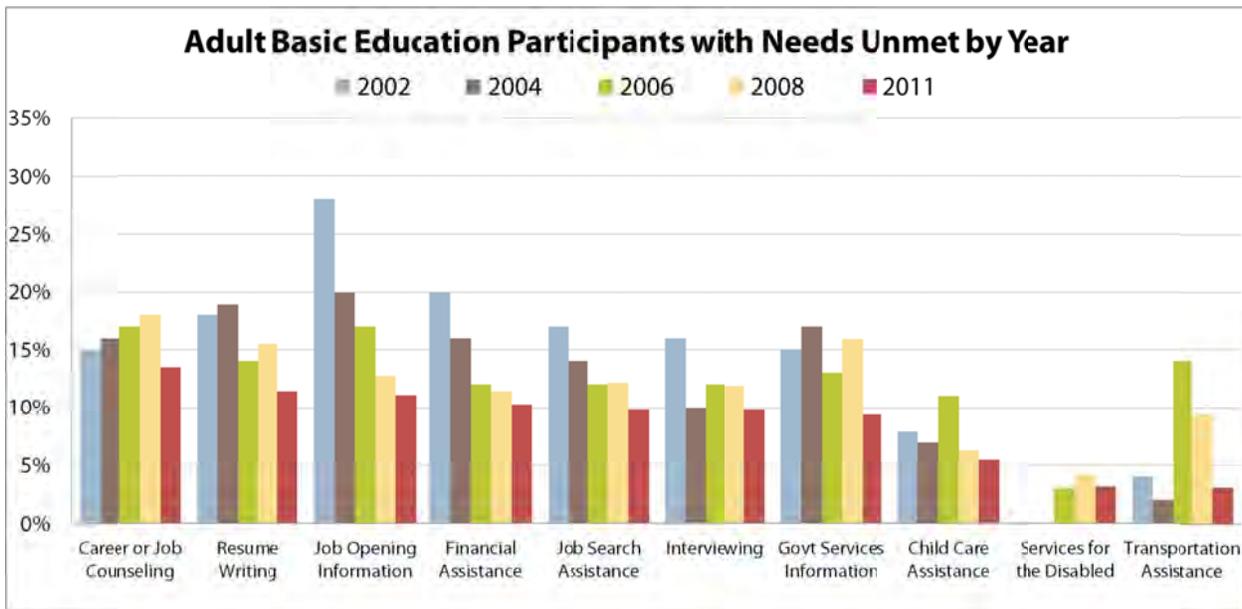
Participants reported financial assistance information as the support service most needed while enrolled. Participants also indicated high levels of need for information about resume writing, and interviewing. Participants were more likely than not to receive the services they needed. However, a relatively high 13 percent said they left the program with their need for job counseling unmet. An unmet need for resume writing, other government services, interviewing, and job opening information was reported by one in every 10 students.<sup>8</sup>

<sup>8</sup> Unmet need refers to cases where the student reports that either they did not receive the required service or what was provided did not meet their needs.



Source: Workforce Board's Participant Satisfaction Survey 2011.

The percentage of participants who reported leaving the program with an unmet need has declined in nearly every category, not only since the last participant survey, but since 2004. The largest decrease in unmet need came in transportation assistance, which dropped from 9 percent to 3 percent since the last survey.



Source: Workforce Board's Participant Satisfaction Surveys 2004-11.

## Relationship of Training to Employment

To measure the extent to which a participant's education program and training related to employment, we asked participants three questions:

1. How related was the program to their job?
2. How important was the training in getting hired?
3. Are the skills they learned useful in their job?

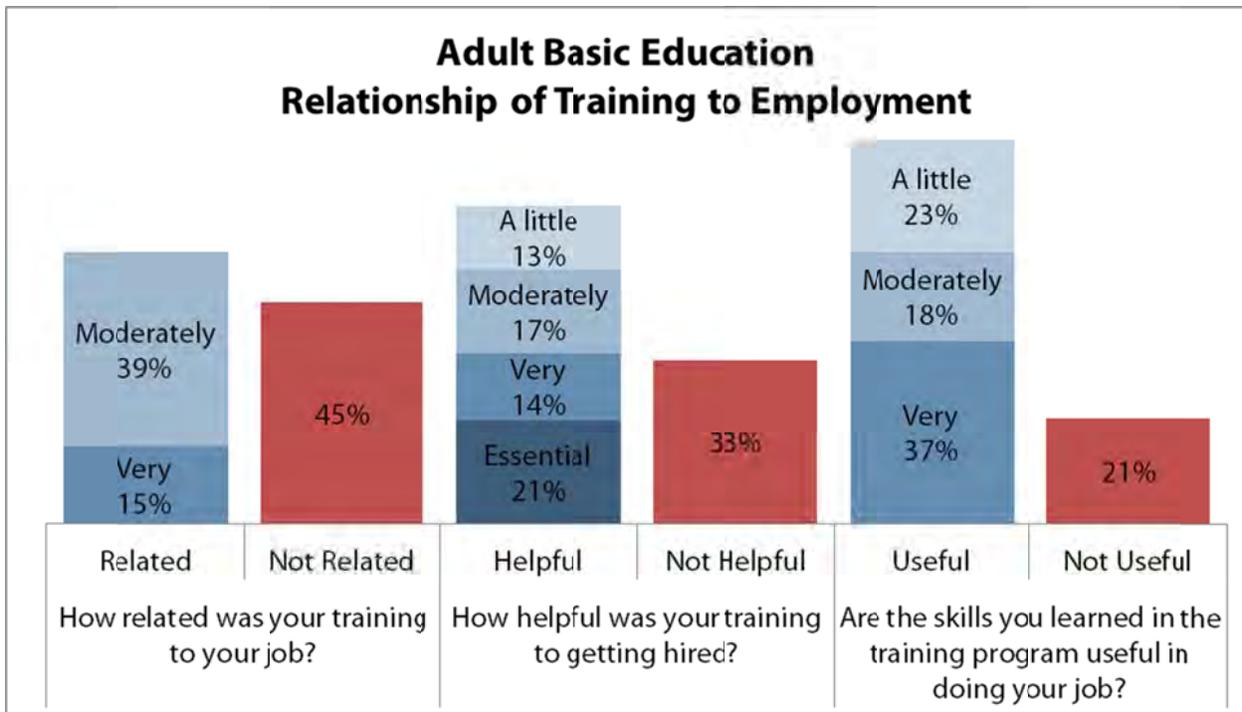
Asking about the relationship between training and employment in different ways can produce more complete information. For example, some participants said their training was not related to their job, but nevertheless found the skills acquired were useful on the job.

Among ABE participants employed seven to nine months after leaving a program, 15 percent said their training was "very related" to their job. A further 39 percent reported the training was "moderately related" to their job. Compared to 2008, participants in 2011 reported slightly lower rates of training related to employment, by 3 percentage points in each category.

Participants interviewed in 2011 also indicated the training was helpful to them in getting their job. Of those participants, 21 percent indicated their training was an "essential requirement," another 14 percent indicated it was "very important," and 17 percent reported it was "moderately important." Thirteen percent said it was "a little helpful." Only 33 percent indicated their training was "not important at all" to getting their job.

Three out of four participants said the skills they learned in their training program were useful in doing their job. Some 37 percent of participants indicated the skills were "very useful," 18 percent said "moderately useful," and 23 percent "a little useful." The remaining 21 percent of ABE participants who were employed indicated the skills were "not useful at all."

When combining two of the questions about the program's relationship to the job and about whether the skills acquired were helpful, a small percentage of participants answered negatively to both. Just 19 percent of participants employed the third quarter after exit said the training they received was *neither* helpful in their job nor related to the job they obtained.



Source: Workforce Board's Participant Satisfaction Survey 2011.

### Net Impact - Did Program Make a Difference in Participant Success

Every four years the Workforce Board conducts net impact and cost-benefit analyses of workforce development programs. This detailed study compares participants and non-participants. The net impact part of this study attempts to measure whether the program made a difference in the participant's success. Washington is the only state to periodically conduct rigorous net impact evaluations of its workforce programs.

*The Adult Basic Education program has positive net impacts on annualized earnings.*

The net impact analysis was conducted by the W.E. Upjohn Institute for Employment Research (Upjohn), a national leader in evaluating training programs. To do the analysis, Upjohn studied program participants to see what results they achieved and compared these results with a control group. Individuals who participated in a WIA Adult program were compared to individuals who had similar demographic characteristics, but who did not participate in any of the programs included in the study. The comparison group members were selected from among those who registered with WorkSource, Washington's one-stop career center system.

The most recent net impact analyses examined experiences of participants who left the ABE/ESL Training program through 2009. The short-term impact (Program Year 2007-08) was observed in 2008-09, while the long-term impact (Program Year 2005-06) was observed from 2006-07 through 2008-09.

## Impact on Employment and Earnings: Participants vs. Control Group

ABE/ESL Participants	Short-term <sup>^</sup>	Long-term <sup>^</sup>
Net Employment Impact*	No significant positive impact	No significant positive impact
Net Hourly Wage Impact**	No significant positive impact	No significant positive impact
Net Quarterly Hours Impact	15.4	15.1
Annualized Earnings**	\$961	\$865

<sup>^</sup>Short-term is three quarters after program exit. Long-term is average across three years since program exit.

\*Percentages listed are employment percentage points above those of the control group of non-participants.

\*\*Wages and earnings, expressed in first quarter 2011 dollars; represent the average difference between ABE/ESL participants who got jobs and those in the control group who were employed.

To estimate these impacts, individuals who received employment-related ABE/ESL education were compared to individuals who had similar characteristics within the state's employment service, but who did not participate in any of the programs included in the study.<sup>9</sup> Additional estimates were made for a cohort of ABE/ESL participants who also participated in CTC Professional Technical Education.

As can be seen above, Adult Basic Education participants worked more hours per quarter than non-participants in the control group. They also garnered higher annualized earnings than those who did not participate. However, the program did not have a significant positive impact on employment and hourly wages.

## Costs and Benefits

The cost-benefit analysis estimates the value of the net impact on earnings, employee benefits (estimated at 25 percent of earnings), unemployment insurance benefits, and certain taxes.

Program costs include both direct program costs and support payments borne by the government and the earnings students gave up while participating in the program. Benefits and costs are calculated for both the observed period of time and based upon a statistical model that estimated the benefits and costs out to the age of 65. In order to compare benefits and costs in terms of net present values, post-program benefits and costs are discounted by 3 percent per year and all figures are stated in 2011 Q1 dollars to control for inflation. The benefits and costs presented here are based on impacts estimated for students leaving programs in 2005-2006 (observed from 2006-07 through 2008-09), because a longer-term follow up is required for this analysis. The results are for those students who took only basic skills courses in the colleges.

<sup>9</sup> The net impact study excludes individuals who enrolled in ABE/ESL programs for personal enhancement or non-employment-related purposes.

For each student in ABE/ESL only, the public (taxpayer) cost is about \$2,747 over the length of their enrollment, and the student cost is \$113 in foregone earnings while in school. The average ABE/ESL student makes no net gains in earnings in either the first two and one-half years after leaving college or during the course of working life to age 65 compared to similar individuals who did not participate in any of the workforce development programs.

### Participant and Public Benefits and Costs per Participant in Community and Technical Colleges ABE Programs

Benefit/Cost	First 2.5 years		Lifetime (until 65)		Sum of Costs and Benefits
	Participant	Public	Participant	Public	
<b>Benefits *</b>					
Earnings	-	-	-	-	
Fringe Benefits	-	-	-	-	
Taxes	-	-	-	-	
Transfers					
UI	-\$711	\$711	-\$1,065	\$1,065	
<b>Costs</b>					
Foregone net earnings	\$113	\$13	\$113	\$13	
Program costs	\$0	-\$2,747	\$0	-\$2,747	
Benefits	-	-	-	-	
Costs	\$113	-\$2,734	\$113	-\$2,734	
<b>Total (Net)</b>	-	-	-	-	

*Note: Benefits and costs are expressed in 2011 first quarter dollars. Upjohn estimated the impact of the net change in earnings of Social Security, Medicare, federal income, and state sales taxes.*

Again, the above findings are for students who participated in ABE/ESL only and do not include students who also participated in professional-technical education or other training. In contrast, Integrated Basic Skills Education and Training (I-BEST) has significant positive impacts on participant employment and earnings.

### Impact on Employment and Earnings: I-BEST Participants vs. Control Group

I-BEST Participants	Short-term <sup>^</sup>
Net Employment Impact*	3.9 percentage points
Net Hourly Wage Impact**	\$1.35
Net Quarterly Hours Impact	35.3
Annualized Earnings**	\$2,555

<sup>^</sup>Short-term is three quarters after program exit. Long-term results are not yet available for I-BEST

\*Percentages listed are employment percentage points above those of the control group of non-participants.

\*\*Wages and earnings, expressed in first quarter 2011 dollars; represent the average difference between I-BEST participants who got jobs and those in the control group who were employed.