

EXHIBIT 20

CHART OF NEGOTIATED PERFORMANCE EXPECTATIONS

| PROGRAM GROUP | MEASURE | NEGOTIATED PERFORMANCE GOALS | |
|--------------------|--|------------------------------|----------|
| | | PY 2007 | PY 2008 |
| ADULT | Entered Employment Rate | 82% | 83% |
| | Employment Retention Rate | 84% | 85% |
| | Average Earnings | \$11,030 | \$11,194 |
| | Employment and Credential/Certificate Rate | 69% | 70% |
| DISLOCATED WORKERS | Entered Employment Rate | 87% | 88% |
| | Employment Retention Rate | 91% | 92% |
| | Average Earnings | \$13,855 | \$14,063 |
| | Employment and Credential/Certificate Rate | 72% | 73% |
| YOUTH AGES 19 - 21 | Entered Employment Rate | 73.1% | 74.1% |
| | Employment Retention at Six Months Rate | 79.8% | 81% |
| | Earnings Change in Six Months | \$3,000 | \$3,300 |
| | Credential/Certificate Rate | 56% | 57% |
| YOUTH 14 - 18 | Skill Attainment Rate | 93% | 94% |
| | Diploma or Equivalent Attainment Rate | 70% | 72% |
| | Retention Rate | 65.5% | 66.5% |
| EMPLOYERS | Customer Satisfaction | 78% | 79% |
| PARTICIPANTS | Customer Satisfaction | 81% | 82% |
| WAGNER-PEYSER | Entered Employment Rate | 63.5% | 65% |
| | Employment Retention Rate | 76% | 77% |
| | Average Earnings | \$12,000 | \$12,800 |