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Workforce Investment Act Title-I
California's Annual Report



Program Year

2002–03

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Introduction

This report constitutes California's Workforce Investment Act (WIA) Title I Annual Report for program year (PY) 2002-03, the third year of WIA implementation. The report continues the practice established in last year's Annual Report of providing information to California's workforce development system stakeholders on initiatives introduced by the Governor and the California Workforce Investment Board (State Board), successful efforts of Local Workforce Investment Boards (LWIBs), participant successes, and cost and performance outcomes.

Background

In October 1999, Governor Gray Davis issued an Executive Order establishing the State Board to guide the California's implementation of the WIA. The State Board, which includes State and local policy makers and key business leaders, provides policy recommendations to the Governor concerning WIA implementation. It is also responsible for establishing the vision and goals for California's overall workforce investment system.

California's workforce development system is composed of the institutions and programs by which people are educated, trained, and retrained for employment and participation in the labor force. Included are all segments of the system - from K-12 education and postsecondary institutions such as community colleges and four-year institutions - to public and private sector training programs and the workforce activities of labor and community-based organizations

-Stephen Levy, Shared Prosperity and the California Economy

California's workforce development system must provide its customers – employers and workers – with the information and services they need to obtain education, training and skills upgrading responsive to the career opportunities and industry requirements of today's and tomorrow's competitive global economy. The State Board recognizes the diversity of community needs, and of local and regional responsibility for systems to meet these unique needs.

-California Workforce Investment Board, Strategic Plan 2002-03

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Having achieved the fundamental implementation of WIA during 2000 and 2001, the State Board, LWIBs, and their state and local partners and stakeholders continued to focus their attention during PY 2002 on specific implementation issues and challenges facing California. During 2002 the system was also faced with a slowing economy and a diminishing high-technology industry. Finally, the long-range consequences of September 11, 2001, required further assistance to the airline, hospitality, and other tourism-related industries.

At the same time that these events were unfolding, the Governor reformed California's workforce system by creating the Labor and Workforce Development Agency to assist the system in responding to the rapidly changing economy.

As the Governor noted in his proposal, the State currently has multi-billion dollar job training programs administered by a number of state agencies, and these programs need to be more effectively integrated into the new federally-mandated workforce development system created by WIA, with the State Board overseeing California's implementation of the new system.

*-California Workforce Investment Board,
Strategic Plan 2002-03*

The State Board acted by conducting its second strategic planning seminar at UCLA in February 2003. This endeavor allowed the State Board to review, renew, and strengthen its strategic goals, which shaped a modified strategic work plan for 2002-03. Attesting to the State Board's desire to bring continuity to its roles in implementing the WIA, many of these efforts were summarized in the

2002 Annual Report and will be reflected in the current report as well.

Local Workforce Investment Areas

“The story of the WIA in California is many stories. It is the story of urban and rural, northern, central and southern, agriculture and high tech. It is the story of a workforce development system that reflects the needs of local communities in regions through out the State.”

“50 Stories, One-System”; California Workforce Association (CWA)

In California there are 50 Local Workforce Investment Boards (LWIBs) each comprised of representatives of business, industry, organized labor, education, and other key partners in local workforce, community and economic development, with a majority of members coming from the private sector. Appointed by the chief elected officials of their respective local workforce investment areas (LWIAs), they oversee workforce development in the LWIA and administer their share of the **state's 400-plus One-Stop Career Centers**. These LWIBs, along with their One-Stop service providers, must meet both federal mandates and local needs in terms of membership and representation.

California's 50 LWIAs face a wide range of distinct challenges arising from their economic, demographic, geographic, and political diversity. Some of these areas (such as NoRTEC, representing nine counties in the northeaster corner of the state) have formed regional workforce consortia by crossing over traditional city and county

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boundaries. Other regional efforts have resulted from cooperation among distinct LWIAs, such as the Capital Area Investment Zone, comprised of the Sacramento, Golden Sierra, and Yolo LWIAs, and EastBay Works.

California's commitment to local flexibility and control has naturally resulted in a multitude of differences among LWIAs in terms of service delivery, policy direction, and infrastructure. These areas are all different, yet addressing their needs is a unified effort – as exemplified by the title of the California Workforce Association's (CWA) *50 Stories One System*. This annual publication profiles local workforce investment in California; the second edition was issued in the spring of 2003.

Seven of California's metro regions ranked in the top 25 of all U.S. cities in terms of gross metropolitan Product for a combined total of \$1.098 trillion annually or approximately 78 percent of California's total. California's gross product of \$1.399 trillion (2001) ranked it fifth largest in the world after the United States, Japan, Germany, and the United Kingdom.

"The Role of Metro Areas in the U.S. Economy," U.S. Conference of Mayors, 2002

The State Board was proud to co-sponsor the publication of *50 Stories, One-System*. By contrast, this Annual Report is not intended as a detailed, comprehensive profile of all 50 LWIAs. Rather, it is a "snapshot" of workforce investment in California, depicting the vital role played by the workforce development system in local communities and regional economies. Thus, CWA's publication serves as a companion piece to this Annual Report.

The Annual Report consists of brief descriptions of initiatives introduced by the Governor, the State Board, and LWIBs, showing how those projects align with and amplify the State Board's strategic plan.



California Workforce Investment Board

“... California shall have a comprehensive workforce development system of education and workforce preparation linked to economic development that sets the standard for the nation and the world.”

– State Board Vision Statement

An essential part of the State Board’s work during 2002-03 was its *Strategic Work Plan*, developed to assist the Board in forming and promoting the policies necessary to realize the State Board’s vision. This Strategic Work Plan sets an overall policy direction for the work of the State Board. The Plan was developed through a process that began with two strategic planning seminars, conducted in February 2002 at Stanford University and in February 2003 at UCLA.

A work group of State Board members, led by the Board Chair and supported by staff and consultants, developed the Strategic Work Plan based on priorities developed during the 2002 seminar. It reviewed progress and modified the Plan at the 2003 seminar, expanding the original five high-priority goals to six. The six strategic goals are:

- 1. To ensure that all workforce development partners have the most timely, relevant information about changing workforce needs and investment opportunities.*
- 2. To be an effective partner and advocate, and bring system partners together.*
- 3. To create, nurture and reward a culture of innovation among workforce development professionals.*
- 4. To raise the quality of the “field of practice” and the performance of the overall workforce development system.*
- 5. To ensure administrative excellence, including compliance with WIA requirements, to support the achievement of all strategic goals.*
- 6. To provide leadership on issues involving the youth of California.*

This Strategic Work Plan is intended as a dynamic document – a work in progress –changing to meet the changing needs of California’s workers and

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employers, evolving as the state's economy evolves.

The need to be responsive to change, and to understand its effects on the workforce needs of local communities, has become paramount for California's regional economies.. By the time this report is submitted, California will have seen the unprecedented recall of its Governor, and the advent of a new administration with a mandate to make government more responsive to its citizens. The State Board stands ready to work with the new Governor. The Board also looks forward to the implementation of effective statewide policies that maintain the flexibility to adapt to change while confirming the direction and values shared by the workforce development system. The State Board's efforts in this direction include:

- **A WIA Reauthorization Work Group** that will seek not only to identify and take positions on reauthorization issues, but to improve overall WIA implementation in California.
- **The State One-Stop Career Center System Certification** process, which anticipates WIA reauthorization, seeks to position California's workforce development system as a model for the nation. The State Board is proud that this policy is being crafted with the cooperation of federal, state, and local partners at every stage of development.

At the State level, One-Stop certification shall (1) be a validation process for local One-Stop certification standards on a voluntary basis; (2) promote the statewide recognition of quality local workforce development systems; (3) enhance public awareness and increase usage of the statewide One-Stop system on the part of businesses job seekers, and other customers; (4) promote greater stakeholder and partner resource investments; and (5) strive for continuous improvement of customer satisfaction with the services received through California One-Stop centers and sites.

– State Board One-Stop certification policy statement, December 2002

- **The WIA 25 Percent Dislocated Worker Funds Work Group** is charged with developing a statewide *Policy Framework* aligned more closely with California industries, responsive to industry changes and aimed at averting the need for major layoffs and their resulting worker dislocations.

In addition, the State Board will continue efforts such as the Veterans Work Group, which examines the critical issues and barriers to career advancement that confront California's veterans.

Building a World-Class Workforce Development System

To ensure that all workforce development partners have the most timely, relevant information about changing workforce needs and investment opportunities.

*– State Board Strategic Work Plan,
Goal No. 1*

The Council of Economic Advisors

The State Board's Council of Economic Advisors is a volunteer group of 15 professional labor economists. The Council, recruited from the state's major economic research institutions, provides the Board with the latest information on California's labor markets.

The Council was created consistent with and in response to Goal No. 1 of the State Board's Strategic Work Plan. During fiscal year (FY) 2002-03, the Council provided the State Board with updates on the California economy and labor market conditions, including specific studies of Los Angeles and Orange Counties and rural Northern California. Three critical studies concerning the economic progress of California workers and the stumbling blocks facing California's minorities,

particularly Hispanics, were also presented to the Board.

The Council plans to continue providing these updates to the State Board. The most current research will also be featured on the State Board's new Web site, which is currently in development. In addition, Council members may be asked to conduct a public forum on the California workforce and economy.

California Regional Economies Project

The California Regional Economies Project was implemented during FY 2002-03 as a crucial step in meeting the need for economic and workforce information. Like the Council of Economic Advisors, the Project directly supports the State Board's Strategic Goal No. 1, and is slated to become a key resource in economic and workforce development planning. A potential bridge to connect economic and workforce policies with programs at state and regional levels, information from the Project will be compiled in reports for each of the nine regions identified by the California Economic Strategy Panel: Northern California, the

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Northern Sacramento Valley, Greater Sacramento, the Bay Area, the San Joaquin Valley, the Central Sierra, the Central Coast, Southern California, and the San Diego Border Region.

Plans are underway for the Project to produce both an economic base report and an industry cluster (or cross-regional) economic and labor market study for each of the California regions, as well as monographs on key economic and workforce indicators in 2003 and 2004. These products will be presented and discussed at regional forums beginning in the fall of 2003.

Among the goals of the Regional Economies Project:

- Bring the experience and expertise of the employer community to the table;
- Develop and disseminate excellent, market-driven economic, labor and other information;
- In collaboration with partners, provide direction for state and local research agendas on economic and labor market issues;
- Provide a policy forum to examine critical issues facing the workforce system; and
- Recommend policies to improve information access, guide funding investments, and address critical issues.

Imperial County Agricultural Roundtable

In December 2002, the **Workforce Investment Board of Imperial County (WIBIC)** hosted an **Agricultural Roundtable**. State Board staff

collaborated in facilitating the discussion, at the invitation of Mr. Efrain Silva, WIBIC Director and a member of the State Board's **Farmworkers Work Group**. The Roundtable successfully targeted local farmers, elected officials, business and labor leaders, agricultural worker representatives, and other key community members. The purpose was to engage local industries and to explore local workforce investment opportunities in agriculture.

The meeting served to support and underline major conclusions that had already been identified by the work of the Farmworkers Work Group:

- The agricultural industry should be encouraged to identify career opportunities, as illustrated by the need for trained combine operators in Imperial County.
- Farmworkers possess transferable skills that have often gone underutilized. Developing these skills can help to address other local labor pool needs (e.g., Imperial County's need for certified workers in the trades).

Another outcome of the Agricultural Roundtable came about when WIBIC entered into discussions with the Imperial County Irrigation District and Imperial County Community and Economic Development (ICCED) regarding a proposed Eco-Park Project.

*Mesquite Lake Eco-Park Economic Impact and Labor Force Analysis
Imperial County*

Imperial County has embarked on this project to acquire a renewable energy industry while developing a new field of

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agriculture: the production of ethanol for generating electricity and such by-products as animal feed and fertilizer.

The county is supporting the development of an **Imperial Valley Eco-Park**, a green-technology industrial park where local growers will be able to substitute “green energy” crops, such as sugarcane and sweet sorghum, for marginally profitable crops such as alfalfa, which are in over-supply.

In partnership with ICCED, the State Board sponsored *Mesquite Lake Eco-Park Economic Impact and Labor Force Analysis*, to be prepared for the LWIB with the expectation of its applicability to all of California’s agricultural regions.

The report studies the Eco-Park’s economic impact, not only in the jobs and economic activity generated at the Eco-Park site, but in the ancillary benefits to other businesses throughout Imperial County. As the facility promises to generate new skilled and semi-skilled jobs in the processing plant and related industries, this report is intended to provide the LWIB with necessary information to meet the new workforce demands initiated by the anticipated economic effects.

Workforce Investment Board of Ventura County

“The ‘State of the Workforce Report’ is a tool we all can use to ensure our programs are effective and contribute to our quality of life and long-term vitality—the essentials of a promising future.”

*-Penny Bohannon Boehm, Chair
Ventura County Workforce Investment Board*

To better understand the local labor market, the Ventura County Workforce Investment Board published its first *State of the Workforce Report*. This comprehensive report, compiled from public and private resources, provides extensive analysis of the Ventura County workforce. The report interlaces data and analysis on issues that effect the county’s economy, including demographics, housing, transportation, childcare, and education. The report will guide the LWIB in developing services for local job seekers and employers.

North Valley Job Training Consortium (NOVA)

Each year NOVA sponsors two or three forums at which reports on individual industries are presented. A panel of speakers from the business community discusses the industry selected. The *Industry Reports* provide in-depth information on an industry, from how it got its start to what its future may hold. The reports also describe an industry's labor needs, typical job positions and their responsibilities, skills and education required or desirable, where the job growth is or will be, and where to obtain the necessary education and skills.

NOVA’s *Workforce Review* is a monthly two-page newsletter reviewing labor market statistics and related information for northern Santa Clara County. Each issue highlights a statement on the status of the local economy presented by an economist or member of the media.

Additionally, NOVA is a partner in CONNECT! – The CONNECT! mission is to link employers and job seekers with human resources, training, and career

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and business development to further the economic growth and vitality of Silicon Valley's business and workforce. To this end, NOVA publishes a newsletter with topics specific to the needs of the business community.

Fresno County Workforce Investment Board

The constant flow of immigrants from all over the world into the Central Valley presents many challenges that provide opportunities for the LWIB's outreach to minority communities. Therefore, the LWIB staff has been working with business owners from minority communities to develop an *Emerging Market Survey* to gather data on their workforce and economic development needs.

To be an effective partner and advocate, and bring system partners together.

*– State Board Strategic Work Plan,
Goal No. 2*

Many policy reports have concluded that the fragmented state system impedes the success of local programs. Furthermore, several have noted that the State Board is in the best position to address these issues; consequently, the attainment of this objective will rely on the success the 50 LWIBs.

The following are examples of successful and promising practices built on a shared vision of success, according to criteria that the State Board considers key to successful performance. Among these criteria are the fostering of broad-based partnerships, leveraging of

resources, and addressing the needs of regional economies and local communities (e.g., shortages of skilled workers, the dislocation of mass layoffs, providing services to people with disabilities, and serving those in the workforce who are immigrants with limited English proficiency).

Services To Persons With Disabilities

During the early stages of WIA implementation in California, the State Board established the **Universal Access Work Group** as an interagency consortium. The Work Group's efforts have led to a wide range of enhanced services for persons with disabilities.

In 2002-03 and 2003-04, nearly \$3 million in WIA Governor's 15 Percent Discretionary Funds was spent to improve access for persons with disabilities in One-Stop Career Centers. Additionally, in 2003-04, nearly \$1.1 million in federal grants were awarded directly to the state through the U.S. Department of Labor (DOL) and the Social Security Administration to promote employment opportunities for individuals with disabilities. These funds were employed for the benefit of the overall system by brokering agreements to focus and align resources, and by leveraging resources from within and outside the system. As a result, Disability Program Navigator positions were established in a number of One-Stops, and One-Stop staff were trained in disability service strategies and the disability benefit structure.

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Other Universal Access Resources and Initiatives

The Governor's Committee on Employment of People with Disabilities

The Governor's Committee on Employment of People with Disabilities and other state partners were awarded a Work Incentive Grant from DOL's Employment and Training Administration.

The \$500,000 award supports a strategy to address barriers to employment for people with disabilities that have been identified by frontline staff of the One-Stop Career Centers. These barriers include (1) a demand for well-trained, highly knowledgeable resource staff at One-Stop Career Centers to provide customers with disabilities comprehensive employment information regarding services and benefits; (2) the necessity of increasing employers' awareness of qualified job applicants with disabilities; and (3) the need for state and local partnerships to identify and implement innovative service strategies through assistive technology, and to conduct outreach to disability communities, informing people with disabilities of services available to them.

This plan is further supported by the DOL award of \$600,000 to establish Disability Program Navigators in the state through a cooperative agreement. A local solicitation process resulted in nine Navigators being employed across the state using these funds.

The North Bay Employment Connection

The North Bay Employment Connection was formed to address the specific regional workforce development needs of four contiguous counties in the northern San Francisco Bay region: Marin, Napa, Solano and Sonoma. Funded by a DOL Customized Employment Grant, the I.N.C.L.U.S.I.O.N Project (Implementing the New Freedom Initiative through Customized employment and Linkages for Ultimately Seamless service In One-Stops Newly trained) outlines a system to better serve individuals with disabilities, increase access to services, provide higher wages for job seekers and an increased pool of skilled labor for local employers.

Napa Workforce Investment Board

The Napa Workforce Investment Board was awarded a \$500,000 Innovative Demonstration Grant to develop a model program to serve youth with disabilities. In August 2003 the LWIB was awarded a \$300,000 Work Incentive Grant to enhance services available in One-Stop Career Centers to people with disabilities.

San Diego Workforce Partnership

The San Diego Workforce Partnership was awarded a \$750,000 Customized Employment Grant from DOL's Office of Disability Employment Policy. The activities of the Customized Employment Project are to upgrade the physical and programmatic capacity of One-Stop Career Centers in order to increase access and provide seamless, high-quality employment services to

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people with disabilities. Collaborative partners in the project include governmental, private nonprofit and community-based organizations.

Goodwill Industries of the Redwood Empire

Goodwill Industries of the Redwood Empire and its partner agencies piloted the Disability Information Technology Initiative. The project's overall goal is to provide entry-level information technology training and employment services to persons with disabilities. Key activities include enhancing linkages between existing program services, developing new post-employment services and educating employers on reasonable-accommodation strategies to employ individuals with disabilities. To date, the program has served over 200 individuals and placed over 80 of them in computer-related positions with an average hourly wage of \$15.71. DOL has extended the program's funding for a second year.

City of Los Angeles Workforce Investment Board

The City of Los Angeles Workforce Investment Board has launched the EmployABILITY Partnership program. The Partnership, a collaboration of governmental and private sector organizations, works to improve services to the disabled within the Los Angeles WorkSource system. It has assisted in the development of programs that include an EmployABILITY Network Web site (<http://www.employ-ability.org>), an on-line LEGACY Training and Certification to tutor WorkSource staff in providing high-

quality services to customers with disabilities, and an EmployABILITY Hotline (888-226-6300) to provide disability-related information and referrals to local resources.

South Bay Workforce Investment Board

The South Bay Workforce Investment Board's One-Stop Business and Career Centers received a DOL Job Training Grant for \$864,000 to enhance employment opportunities for people with disabilities by developing competitive skills among the disabled population and improving the hiring practices of employers. The City of Hawthorne has also been awarded a \$150,000 Work Incentive Grant to assist in meeting the needs of people with disabilities.

Greater Long Beach Workforce Development System

Community Rehabilitation Industries (CRI) of Long Beach was awarded a \$100,000 Customized Employment Grant for October 2002 – September 2003 to address the employment and training needs of persons with disabilities. CRI conducts computer skill training using adaptive equipment for hearing-impaired clients. Training is individually designed to meet the employment goals of the student.

The Long Beach Workforce Development Bureau also received, in August 2003, a \$300,000 Work Incentive Grant to expand employment and career opportunities for people with disabilities. These enhanced opportunities are provided through the services available at Long Beach's One-Stop Career Centers.

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Educational Opportunities for the Workforce

“Improving educational attainment is more important today than in past decades because the earnings of low-educated workers have eroded. Improving the education and skills of low-educated workers can help to reverse the trend in falling wages of low-earning workers, reduce income inequality, lower wage gaps between racial and ethnic groups, reduce poverty, and improve child well-being.”

–Deborah Reed, Public Policy Institute of California, “The Growing Importance of Education in California”

California Department of Education

The California Department of Education (CDE) is a strong partner in California’s workforce investment system, both through K-12 efforts targeting youth and through CDE’s Adult Education Office. The partnership between CDE and the State Board addresses two major WIA issues: (1) youth educational preparation for higher learning and entry into the workforce, and (2) Title II adult education and literacy.

At the local level, CDE plays a significant role in One-Stop resource and referral networks, often as an integral part of the local One-Stop system. For example, One-Stop centers can refer participants to adult education and literacy providers for two different types of services:

- Under One-Stop core services, participants can be given educational assessment and testing.

- As part of One-Stop intensive services, participants can be referred to basic literacy classes such as adult basic education, courses in English as a second language, GED preparation, and high school diploma programs.

A primary concern in the state-level partnership has been to bring focus to the educational services and needs of the workforce development system. The intent is to stimulate ongoing work with both One-Stop and adult education staff and to identify attributes of successful Title II and One-Stop partnerships. A related goal is to provide technical assistance to adult education and literacy service providers on the relationship of Title II to the One-Stop system, thereby to improve and increase services to participants. The Adult Education Office conducted a One-Stop survey and is eager to share its findings with other interested parties.

The overarching priority for CDE and the State Board is to work together to develop policy that supports adult literacy as a component of workforce and economic development, and that specifically addresses the relationship of Title II to the One-Stop system.

City of Los Angeles Workforce Investment Board

In 2002 the City of Los Angeles hired a Limited English Proficient (LEP) Coordinator. Since then, the city has received national “Best Practice” recognition. The city now has an LEP policy approved by both the LWIB and the Los Angeles City Council. Three pilot projects have been initiated to train

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LEP clients for upward mobility. Partnerships with adult schools and colleges have been strengthened, and new Vocational English as a Second Language courses have been developed.

“The evidence shows immigrants make up the bulk of the population in need of remedial or basic adult education in California. Therefore, to be effective, these programs should be developed taking into account the needs of immigrants such as language needs and cultural differences. Furthermore, adult education is likely the only way to improve basic education for this population.”

– Deborah Reed, Public Policy Institute of California, “The Growing Importance of Education in California”

The City of Los Angeles Workforce Investment Board’s LEP policy states in part:

“Ties with Vocational English as a Second Language providers, adult education system, community colleges, and training providers will be strengthened to capture referrals to and from the WorkSource system. New skills training programs will be explored to fill in gaps in existing training programs.

“Using the new Business Services Model, relationships with monolingual businesses will be developed to better serve and place LEP clients.

“Innovative partnerships, collaborations, and programs with our partners, unions, and employers that provide on-the-job training will be cultivated, nurtured, and developed.”

– City of Los Angeles Workforce Investment Board, Year Four Annual Plan, 2003-04

Two elements of the LEP initiatives that have achieved significant results are the LEP survey and the Interpreter Training Project. The system-wide LEP survey assessed current bilingual staffing, language capabilities, material, and usage by clients at the Los Angeles WorkSource Centers and their satellites. Based upon the results, a curriculum was designed by the Southern California School of Interpretation to train staff in sight, simultaneous, and consecutive translation as well as in ethics, cultural awareness, and confidentiality of language interpretation. Staff training provides the system with a standardization of service, fosters networking among providers, and reduces the possibility of poor client service.

Each WorkSource Center and satellite has been provided with translations of the Equal Employment Opportunity (EEO) complaint form and explanations of the form in ten different languages: Spanish, Chinese, Japanese, Tagalog, Korean, Russian, Armenian, Farsi, Khmer, and Vietnamese. These languages reflect those used in translating the city’s election materials.

CalWORKs Recipients

Anaheim Workforce Investment Board

The Orange County Social Services Agency and the City of Anaheim Workforce Investment Board (WIB) entered into an agreement to serve CalWORKs Welfare-to-Work (WTW) participants who (1) have completed their 18-24 month WTW time period, as applicable; and (2) did not find unsubsidized employment sufficient to

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meet minimum required hours of participation. Recipients are required to participate in community service activities; the goal of the program is to enable participants to obtain unsubsidized employment prior to reaching their 60-month time limit.

To create, nurture and reward a culture of innovation.

– State Board Strategic Work Plan, Goal No. 3

The steady decline of federal investment in workforce development has had a negative impact on the level of training services around the country, and California is no exception. Reductions in WIA funding are exacerbated by the need to maintain not only client services, but One-Stop systems, LWIBs, and labor market information systems.

Conversely, California’s continued ability to remain competitive in the global economy depends largely on closing the gap between the skills required in today’s industries and the skill levels of California’s workforce. The National Federation of Independent Business (NFIB) cites “the shortage of skilled, trained workers” as the number-one problem facing NFIB members. This shortage results in a burden to business and industry of providing technical training at a cost of more than \$50 billion annually.

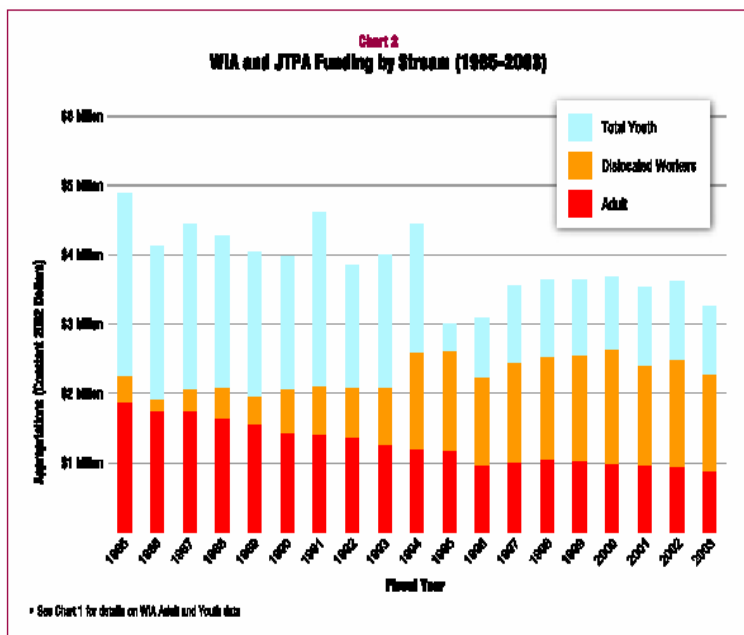
“According to a recent State of California Labor Market study using payroll data to track job gains and losses over a three-year period, more than 300,000 new jobs are created in California in an average month! This dynamic job creation has typically been overshadowed by news of major layoffs, perhaps because these new jobs are created in small increments of one to ten. Fortunately, even with the news of massive layoffs appearing almost daily in the press, California is quietly being supported by an increasing pool of new jobs. Source: ‘Dynamic Job Gains and Losses in California,’ Labor Market Information Division.”

– NOVA- Workforce Review, A monthly review of labor market statistics and related information, February 2003

Under these challenging circumstances, the need for innovation in workforce development becomes paramount.

Technology to Teaching

On November 19, 2001, Governor Gray Davis announced a new initiative to meet the increasing demand for math and science teachers in the California’s



Source: Skilling the American Workforce “On the Cheap”: Ongoing Shortfalls in Federal Funding for Workforce Development, The Workforce Alliance September 2003.

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K-12 schools. With downsizing in the high-tech industry reaching crisis proportions in Silicon Valley and other areas of the state, the Technology to Teaching Initiative offered a new career path to laid-off technology workers. "Tech to Teaching" would pay for the education courses necessary for teacher certification, once applicants had met certain qualifying criteria.

Governor Davis committed approximately \$1.6 million in WIA 25 Percent Dislocated Worker funds to this effort, and five awards were given to a total of eight LWIAs as follows:

- *EASTBAY Works* (Cities of Oakland and Richmond, plus Alameda and Contra Costa Counties);
- *NOVA* (North Santa Clara Valley Job Training Consortium);
- *City of San Jose/Silicon Valley Workforce Investment Board*;
- *Sonoma County Private Industry Council/Job Training Office*; and
- *County of Ventura Workforce Investment Office*.

The allocated funds were intended to serve at least 200 dislocated workers who wish to become math and science teachers.

At the end of PY 2002-03, Governor Davis allocated another \$8 million over four years (pending the availability of funds) to expand this initiative. These supplementary funds will focus on recruiting and training at least 1,000 additional math, science and special education teachers for K-12 schools. The five grantees from the first round requested second-round funds to continue their existing Tech-to-Teaching programs. Three additional LWIAs in

Southern California (the Greater Long Beach Workforce Development System, the Orange County Workforce Investment Board, and the Verdugo Consortium) received funds to implement Tech-to-Teaching programs of their own.

NOVA

The focus of NOVA's Tech-to-Teaching program has heretofore been on preparing K-12 math and science educators. That focus will continue. However, due to the overwhelming demand for special education teachers, the program will also emphasize recruiting individuals interested in a teaching credential in that field. NOVA has created a Web site with program details, credential information, and links to other helpful websites to teaching candidates.

"Farm Worker Forums: Everybody Needs a Choice"

"The (Farm Worker) forums' success is measured by the interaction they facilitated and their contribution to local discussions on how evolving One-Stop systems can meet the needs of local communities – including, in rural California, the agricultural clientele.

This report was prepared with the same intent as were the forums – that is, to share information and stimulate dialogue among federal, state, and local partners.

Throughout this report, we provide examples of effective local practices and information appropriate to the subject at hand.

– "Farm Worker Forums: Everybody Needs a Choice," California Workforce Investment Board, May 2003

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The report “**Farm Worker Forums: Everybody Needs a Choice**” presents recommendations growing out of four regional forums that began on April 16, 2002, in Visalia and concluded in Salinas on June 26, 2002. The report also presented local workforce development program innovations designed to meet the needs of rural economies and immigrant communities. The title the report, and the forums from which it was derived, illustrates the principle that the workforce development system strives to enhance the skill level of California’s workers, allowing them to take better advantage of opportunities in their regional economies, to the mutual benefit of themselves and local industries and businesses.

Other Targeted Industries

San Bernardino County Workforce Investment Board

The construction industry in San Bernardino County continues to respond to demand for residential, office and heavy construction projects, and by 2006 will have created 8,300 new plumbing, painting, electrical, and carpentry jobs. In an effort to prepare the county’s workforce for these opportunities, the San Bernardino County Workforce Investment Board has entered into a collaboration with Chaffey Community College and the Building Industry Association to form the Construction Trade Workforce Development Program.

Orange County Workforce Investment Board and City of Anaheim Workforce Investment Board

In a partnership formed by these two LWIBs, the **Telecommunications Industry Reemployment Project** serves workers affected by layoffs and closures in Orange County’s telecommunications industry. The Orange County Workforce Partnership has identified more than 5,000 workers dislocated from telecommunications jobs and related occupations.

Under the Telecommunications Industry Reemployment Project, a partnership of business, education, workforce partners and the One-Stop system provide the services needed to retrain and reemploy the county’s displaced telecom workers. Without these services offered through Orange County One-Stops, many telecom workers would find it difficult to transition to new employment at wage levels comparable to their previous jobs.

San Mateo County Workforce Investment Board

Responding to the growth in the biotechnology industry, the San Mateo County Workforce Investment Board formed a collaborative with Genentech and Skyline Community College to develop an entry-level biopharmaceutical manufacturing curriculum for displaced workers. Upon completion of the course, participants in the training will also have access to tryout employment opportunities, with Genentech matching 50 percent of their wages.

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“When Alex Agan was laid off in January by United Airlines ... he never dreamed he'd be inspecting medicines for biotechnology pioneer Genentech nine months later -- for a higher wage. But Agan ... trained in an intensive three-month program by the Center for Workforce Development at Skyline College, a rapid-response program to massive layoffs in the wake of United Airlines' tailspin into bankruptcy last year.

“I feel lucky I went through the program, because I'm doing something brand new,' said Agan, who was just hired full-time by Genentech to a job making a little more than the \$17 per hour he made at United.

“The program, ... won't save all of the thousands of workers who lost their job at United and the San Francisco International Airport, but it's a start.

“The course really prepared me well, and I didn't do well in high school biology,' said George Hubbard of Belmont, a former United mechanical and customer service worker who just became a pharmaceutical materials specialist at Genentech.

“The biotechnology leader is known for producing blockbuster drugs such as its breast cancer drug Herceptin, and its non-Hodgkins lymphoma cancer treatment Rituxan.

“Biotechnology professors from Skyline worked closely with Genentech to develop training specific to Genentech's needs.... The aim was to prepare workers to quickly re-enter the workforce with a living wage and move up the career ladder to jobs of increasing stability....”

– Tim Simmers, Oakland Tribune Business Writer, October 24, 2003

To raise the quality of the “field of practice” and the performance of the overall workforce development system.

– State Board Strategic Work Plan, Goal No. 4

The State Board understands that to achieve a high-quality system of workforce development, there must exist clearly defined goals for the overall system. These goals must be defined in collaboration with all the partners involved.

Additionally, these goals must result in clear statewide expectations, with the promotion of the technical assistance needed to improve performance.

California’s Performance Based Accountability System

The Performance Based Accountability (PBA) system is California’s approach to assessing the performance of state- and federally-funded workforce preparation programs. The State Board’s PBA Committee, which consists of State Board private sector members and PBA partner agency program directors, oversees the continued development of the system. On an annual basis, the PBA system uses common measures to examine the employment, earnings, unemployment insurance claims and reliance on public assistance of individuals who have completed or participated in workforce preparation programs sponsored by the California Employment Development Department, the California Employment Training Panel, the California Department of Rehabilitation, the

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California Department of Social Services, the Chancellor's Office of the California Community Colleges, and the California Department of Education.

The PBA system continues to build on its experience, using common measures across programs, including sharing our experience to inform California's effective implementation of the Common Performance Measures established by the Office of Management and Budget. State Board PBA staff and partner agency programs are currently developing infrastructure plans and processes for the redesign of the PBA system, which will allow the increased use of the PBA system as a data and information clearinghouse for workforce preparation program performance measurement. This year, PBA Fact Sheets are being developed to garner additional analyses from the wealth of data from this system. PBA staff are also continuing to research benchmarks and earnings measures, eventually to adopt standards for the PBA system.

Key PBA Fourth Annual Report findings are that the state's workforce preparation programs:

- **Reduced Unemployment:** Over half of all participants in workforce preparation programs were found to be employed in the first year after program participation. Of those employed, a majority in almost all programs was employed for the entire year.
- **Increased Earnings:** There was an increase in earnings for participants in almost all programs during the three-year

period after program participation.

- **Reduced Reliance on Unemployment Insurance (UI):** The percentage of participants receiving UI declined from the year before to the year after their participation in workforce preparation programs.
- **Reduced Reliance on Public Assistance:** The number of months for which program participants received CalWORKs assistance, or Supplemental Security Income/State Supplemental Payments (disability) assistance, declined from the year before to the year after program participation.
- **Increased Employment Rates for Completers:** Participants who met a program's definition of completion ("completers") had higher employment rates, and a lower percentage of them received UI, than those who left that program prior to completion ("leavers").

Small Business Forums

California's One-Stop system classifies the employer as a customer, in order to assist small, medium-sized and large businesses in their communities.

During PY 2002-03, the State Board's **Small Business Work Group** continued to study business services provided through the One-Stop system. During FY 2001-02, the Work Group held four **Small Business Forums**, where small

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businesses were asked to evaluate the state's One-Stop employment and training system as a source of employee recruitment and training. The small business representatives attending these forums (in Fresno, Long Beach, Redding, and San Francisco) expressed concern about the quality of some job seekers applying for positions, and a similar concern for the services available to small businesses in some areas of the state. To help address these concerns, State Board staff met with Local Workforce Area Administrators and business services managers in Northern and Southern California.

In the late summer and fall of 2002, the Work Group held follow-up focus groups, also with Local Workforce Area Administrators and service providers in the greater San Francisco Bay Area and in the counties of Los Angeles and Orange. Participants discussed findings from the Small Business Forums and talked about how the One-Stop system responds to business community needs and what role the State Board might play in helping the One-Stops to improve.

Overall, the State Board found many examples of One-Stops providing very good business services, partnering with other organizations for business development and financing services, and establishing Business Centers and Business Resource Centers. Many One-Stops have found creative ways to meet the challenges of providing good business services in response to the needs of businesses in their community.

Regional One-Stop Communities

The State Board also acknowledges the California Workforce Association's (CWA) One-Stop Community effort, which has organized the 50 LWIAs into four major regions: the Central Valley, the Bay Area, Southern California, and Northern California. As these regional "communities" have developed issue papers and products related to issues such as business services and universal reporting, the State Board has also been able to enhance its own understanding, and to support solutions for the challenges the regions face. The One-Stop Communities also provided valuable peer-to-peer technical assistance as they discuss local One-Stop systems' challenges and successes. This allows for regional discussions that can result in regional solutions.

The North Central Counties Consortium (NCCC)

The North Central Counties Consortium (NCCC) Leadership Team developed a Consortium-wide Business Services Plan.

The Business Services Plan is comprised of 10 key elements that are essential to achieving NCCC's vision, mission and goal for business services. Each element has its own goal, objectives and performance measures. The elements are:

- Leadership
- Assessment, Planning and Partnerships
- Balance
- Access, Marketing, and Web Site Development
- Service

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- Resources
- Training
- Retention
- Benchmarks and Outcomes
- Evaluation

There is at least one comprehensive One-Stop Center in each of NCCC's five counties (Colusa, Glenn, Lake, Sutter and Yuba). Each county employs a Community Coordinator funded by Governor's 25 Percent Rapid Response Discretionary Funds. Their purpose is to coordinate and provide business services through a Business Service Team, including rapid response activities.

The Business Services Team is the point of contact for businesses, keeping the Jobseeker Services Team informed of all future and current workforce needs of local businesses. Both teams collaborate to identify appropriate referrals from their pool of job-ready job seekers.

A Business Services Consultant assigned to each industry or business will conduct a Business Needs Survey and assist the business with questions and problem resolutions. Feedback obtained from the businesses will be used to modify and improve business services at the One-Stop. A minimum level of business services is available to all businesses throughout the Consortium. Of particular value to businesses, based upon usage, are the labor exchange services: recruitment and selection of new employees, on-the-job training, and work experience.

In addition to the Rapid Response funding, other non-WIA sources that are being evaluated for expanding business services include Community Development Block Grants, Community

Services Block Grants, USDA Rural Development Block Grants, economic development corporations and non-profit foundations.

Fresno County Workforce Investment Board

The Fresno County Workforce Investment Board (FCWIB) undertook numerous initiatives during PY 2002-03. The most significant challenge was the re-engineering of the WIA One-Stop customer flow process.

Traditionally, WIA clients flowed from universal to staff-assisted WIA services with a minimum of community or other resources. The result was an over-enrollment in Fresno County's One-Stop system. To redesign the One-Stop customer flow, FCWIB staff requested the assistance of its mandated partners: the California Employment Development Department (EDD), the Fresno County Department of Employment and Temporary Assistance, the California Department of Rehabilitation, Fresno Adult School, and Fresno City College. The partners were asked to help determine the best community resource referrals for clients utilizing the One-Stop system. A key result of this assessment was the implementation of the Self-Reliance Team, which meets with all candidates who require more than self-service activities to determine the most appropriate agency referrals for their needs.

Due to reductions in WIA funding, the partner team was also asked to assist in providing additional universal workshops. EDD, Fresno Adult School, and Fresno City College began offering

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basic job assistance workshops for self-service clients. The initial workshops focused on résumé preparation and interviewing skills. The partner group is currently developing both job readiness and career planning workshops that will be offered in PY 2003-04. Additionally, the One-Stop partners assisted in the development of a One-Stop orientation that is presented as a universal workshop, which helps clients in leveraging all eligible and available community and partner services.

Many new tools have been developed to facilitate this truly collaborative One-Stop partnership. They include a universal referral form, a universal summary of services request, and the One-Stop Partner Universal Release of Summary Information of Services. This new customer flow process ensures that Fresno County residents are referred to the most appropriate community resource, and that duplication of services does not occur among the partner agencies.

To ensure administrative excellence, including compliance with WIA requirements, to support the achievement of all strategic goals.

***– State Board Strategic Work Plan,
Goal No. 5***

The State Board is committed to an annual examination of its Strategic Work Plan, and to evaluating progress towards its high-priority goals. Toward that end, the State Board is creating a tracking process to coordinate and meet all WIA compliance requirements and other reporting requirements (evaluations, funding reports, etc).

The aims of this tracking process are to:

- Improve standards, policies and procedures to ensure LWIBs' compliance with WIA requirements;
- Update specific policies and processes regarding LWIB organizational structure, member selection and composition, orientation, capacity building, communications and outreach, and schedules of meetings; and
- Develop a consent-calendar process to expedite routine decision-making, reserving precious Board meeting time for discussion of crucial policy issues and Strategic Plan goals.

Southern California Regional Performance Excellence Forum (SCRPEF)

The Southern California Regional Performance Excellence Forum (SCRPEF) is comprised of several LWIAs, with the objective of sharing best practices and capacity building. In collaboration with the California Employment Development Department (EDD) and the State Board, SCRPEF was commissioned to gauge local customer satisfaction and to explore continuous improvement processes. The results of this study are intended only to communicate levels of process implementation and to analyze improvement efforts at the local level. Future research opportunities may benchmark specific customer satisfaction and performance data and outcomes. The key findings reported in SCRPEF's Performance Excellence Environmental Scan present an opportunity to facilitate regional

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continuous improvement efforts and identify capacity building possibilities.

The instrument was developed to capture local examples of survey and continuous improvement practices at Full Service One-Stops.

California's Caregiver Shortage: An Update

The California Caregive Initiative was described in detail in the State Board's 2002 Annual Report. However, due to the magnitude of this initiative, a review of the background and an update on its progress are being provided in this report as well.

The demand for health care workers in California is growing, but the supply has not kept up with the demand. Governor Gray Davis responded to the shortage of health care workers by introducing various initiatives and identifying \$95.5 million in WIA funds and Welfare-to-Work (WtW) matching grants. Each initiative deals with unique aspects of the nursing profession. Together, they incorporate both short-term and long-term measures to recruit, train and retain a culturally diverse nursing workforce, as well as expanding classroom capacity to meet California's health care needs.

The Nurse Workforce Initiative

In January 2002, Governor Davis earmarked \$60 million to address the nurse shortage in California with the Nurse Workforce Initiative (NWI). The NWI is still being implemented, so the state does not have definitive performance data at this time.

The NWI includes various components to increase the nursing workforce by recruiting, training and retaining qualified caregivers at all levels. The components are as follows:

\$28 million: NWI Phase I Projects.

The first component of the NWI includes projects that may contain one or more of the following elements:

- *Regional Collaborative Partnerships* for 2,400 training and preceptorship positions in hospitals, community colleges, and the California State University (CSU) system;
- *Career Ladders* to upgrade training opportunities, enabling Certified Nurse Assistants and Licensed Vocational Nurses to become Registered Nurses; and
- *Workplace Reform Projects* designed to improve nurse retention.

\$6 million: The Central Valley Health Careers Training Program.

The Central Valley Health Careers Training Program is designed to provide training to an additional 300 health care workers, primarily licensed nurses and psychiatric technicians. Based at West Hills Community College in Lemoore and Coalinga, the program now trains 45 psychiatric technicians each year. The program will soon be expanded to a regional consortium of training institutions and health care providers, and offers opportunities for on-the-job training and distance learning.

\$24 million: NWI Phase II Projects.

The NWI has earmarked funds over three years to train as many as 2,400 nurses by increasing their career

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opportunities. The state will assume the cost of providing necessary technical classes and clinical training posts. The funds will support a variety of approaches designed to train new nurses, assist nurses reentering the profession, and allow existing nurses to enhance their qualifications.

\$1 million: Evaluation. Through a contract with UC San Francisco and UCLA, the state will monitor and measure the impact of the various NWI efforts, providing decision-makers with insights to guide the future use of funds. A final evaluation report will be issued near the end of 2006, five months after completion of the last NWI-funded project.

\$1 million: Outreach. A statewide recruitment effort will be conducted through a marketing and outreach campaign. With the cooperation of the health care industry and health-related foundations, the NWI will develop efforts to attract licensed nurses to California, to encourage nurses to return to bedside nursing, and to recruit students, beginning in the middle-school years, into the nursing profession.

The Caregiver Training Initiative

As part of his Aging with Dignity Initiative, Governor Davis promoted efforts to increase the number of health care workers with the \$25 million Caregiver Training Initiative (CTI). These funds went to training additional Certified Nursing Assistants and others in the nursing career pipeline through the following projects:

\$25 million: Caregiver Training Initiative I. The focus of this initiative

was to recruit, train, and retain workers in the direct caregiver and health care occupations. The initiative also sought to identify and develop career paths for entry-level occupations, thereby enhancing the earning potential of caregivers. Funding for the Caregiver Training Initiative I ended on June 30, 2003. Over 5,000 health care workers have been trained, and 70 percent of them have entered employment. The California Employment Development Department is currently conducting an evaluation of this phase of the CTI.

\$10.5 million: Caregiver Training Initiative II. In May 2002, Governor Davis announced a grant to increase California's healthcare workforce by up to 2,000 qualified professionals. This project was designed to serve poor adults, providing them with employment in skilled nursing facilities while training them to become Certified Nursing Assistants. To date, the project has enrolled 330 participants.

California Community and Faith-Based Initiative

The California Employment Development Department (EDD) has built a promising employment and training model that is receiving national recognition. To help small organizations deal with the complex procedures and requirements of government contracts, the State Legislature created the California Community and Faith-Based Initiative (CCFBI). The CCFBI, with oversight provided by the EDD, utilizes community and faith-based organizations to augment local efforts in employment and training programs.

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To date, over 12,000 individuals have been served through these organizations. Because community and faith-based organizations maintain a unique position in their communities, they are able to provide the preparatory services needed to develop personal responsibility and economic self-sufficiency among those individuals who are often deemed the hardest to employ and most difficult to reach. EDD's efforts focus on building organizational capacity to enable local organizations to be viable service providers in their communities. Implementation and operational strategies include:

Investment in building the organizational capacity of grantee

EDD is relatively unique among public sector programs in making this capacity building thrust.

Emphasis on Community and Faith-Based organizations as partners in local workforce development systems

EDD program managers help market the CCFBI organizations to local workforce development leaders, after insuring that the organizations have basic accountability mechanisms in place and are demonstrating reasonable levels of effectiveness.

Management of church-state guidelines responsibly

EDD limits funding to registered 501(c)(3) organizations and allows any registered community-based organization to apply (not singling out faith-based). EDD program managers educate grantees about what is and is not permitted in using public funds; and

monitor grantee practices as part of the ongoing capacity building.

Traditionally state and local officials have expressed misgivings about working with faith-related organizations due to church-state concerns. President Bush believes that the Federal government, within the framework of Constitutional church-state guidelines, should encourage faith-based organizations to reach out with compassion to help people in need. However, many still view these organizations as competitors with public programs. The EDD encourages both community and faith-based organizations to develop collaborative, "win-win" partnerships with other mainstream workforce development programs. The guiding principle behind the Federal Faith-Based and Community Initiative, involving four federal departments, is that faith-based and community organizations should be able to compete on an equal footing for public dollars to provide public services.

EDD was singled out as a promising practice because of the exemplary job it has done in implementing California's Initiative. The implementation strategies and selected projects for the Initiative received laudatory comments from the University of California's School of Religion and Civic Culture, and preliminary independent evaluation results were featured at the Independent Sector's Annual 2003 Spring Conference in Washington D.C.

Additional presentations on this promising practice to be presented include the Rockefeller Institute on Public Policy, Roundtable on Religion and Social Policy - Faith and

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Community Based Organizations Symposium in Albany New York, and the American Evaluators Association's Annual Meeting in Reno Nevada both during November 2003.

Continuous Improvement

Napa Valley Workforce Investment Board, Inc.

The Napa Job Connection embarked upon a Continuous Quality Improvement project in February 2003. The process was based on the Baldrige System of Excellence, which incorporates seven major elements for measurement. They are:

- Leadership
- Strategic Planning
- Customer and Market Focus
- Information and Analysis
- Human Resources Focus
- Process Management
- Business Involvement

Participating in this process were all co-located One-Stop Partner staff, in addition to other partners not on sight. The purpose of the certification process was to create a system by which the Workforce Investment Board could evaluate Napa's One Stop (Job Connection) for certification and to measure continuous improvement over time.

The process began with a self-evaluation of current programs, policies and procedures used by the Job Connection. Based on the self-evaluation, the Job Connection Partners and staff developed a strategic operating plan to address system weaknesses and improve customer services. In addition to the

providing a roadmap for future system improvements, the process of developing a strategic operating plan, embraced by all system Partners, was a tremendous team-building opportunity for the Job Connection.

Seven work teams were established, setting goals and objectives, documenting milestones, and timelines. The work teams put processes, procedures, and policies in place. The groups worked diligently to prepare for the official certification by the WIB. Within six months after the process began, the Napa Job Connection achieved a Level II rating; thereby becoming a locally-certified One-Stop operation.

Performance Management

City of Los Angeles Workforce Investment Board

A significant achievement for the City of Los Angeles Community Development Department (CDD) was the development of a performance management system. The performance management project called "LA Performs" combines performance theory with innovative information technology to improve accountability, encourage continuous improvement, and enable customer choice in the nation's second largest workforce development system. Created and developed by California State University Northridge and Rutgers University, this performance management system incorporates customer satisfaction surveys, a swipe card customer tracking system, and an electronic report card with website application.

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The first innovative feature of LA Performs is the use of the balanced scorecard approach to evaluate contractors. The balanced scorecard approach, used in the private sector for many years, is based on the idea that the overall performance of an organization is based on the performance of the organization in different areas. The overall performance of WorkSource Centers and Youth Consortia is based on four areas:

- S - Customer satisfaction with the services they receive.
- O - Provision of quality services that lead to positive outcomes for customers.
- F - Provision of services to many customers.
- A - Ability to meet basic administrative requirements of the City.

Furthermore, in PY 02-03, the City of Los Angeles officially implemented the Performance Evaluation and Incentive Award Policy for the WorkSource Centers and Youth Opportunity System. The main purpose of this management system is simple, to continuously assist our agencies with achieving performance measures, along with helping the City meet its performance goals as negotiated with the State of California. The City's Workforce Investment Board sought to create a "cohesive workforce investment system" driven by performance and accountability.

An Awarding Winning Collaboration

Kern, Inyo, Mono, Kings and Tulare Counties Workforce Investment Boards

The Kern, Inyo, Mono, Kings and Tulare Caregiver Training Initiative a five-county, three Workforce Investment Area partnership has received national, state and local recognition for workforce

collaboration, public service, and its business sectoral approach. Awards include the National Association of Workforce Board's 2003 Theodore E. Small Workforce Partnership award, honoring Workforce Boards and employers who innovate cooperative relationships with other workforce and education organizations in the community. Caregiver also received the Public Employees Roundtable for Kern 2002 Public Service Recognition award. The partnership is listed on the National Association of Workforce Boards' Workforce Excellence Network as a Promising Practice and in August 2003, the Network featured this program in a healthcare industry executive forum hosted by the US Department of Labor. The California Workforce Association features Caregiver as a business sectoral approach to workforce development.

The biggest innovation of the partnership was that it brought together one-stop partners and government agencies, job seeker clients, educators willing to collaborate with each other and employers, and most significantly introduced an entire industry to the benefits of Workforce Development.

Caregiver provided training and substantive supportive services to ensure an adequate supply of healthcare workers for California's aging population. Nursing program attrition rates are high, so a completion rate of 50 percent of class size had been projected. This program certified more than 450 students as CNAs, exceeding the projections by 57 percent. Caregiver graduates have found employment with more than 110 employers in the five counties. The majority are working in skilled nursing, convalescent, or assisted

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living facilities. Many of the long-term care facilities participated in the program by acting as clinical training sites. Their initial involvement greatly influenced the collaborative's decision to train mostly CNAs, many of whom were hired by participating employers.

To provide leadership on issues involving the youth of California.

– State Board Strategic Work Plan, Goal No. 6

California State Youth Council

“The California Workforce Investment Board has a leadership role unprecedented in the nation, and demonstrated its commitment to the state’s youth by establishing a State Youth Council and Youth Council Institute.”

“50 Stories, All Youth One System”, State Board

The California Workforce Investment Board voted to establish the California State Youth Council during its regular meeting held June 26, 2001 in Sacramento. The Council provides policy guidance related to California's implementation of the Workforce Investment Act relative to youth aged 14-to-21 in the broadest sense to ensure that the youth services are delivered successfully, which requires the align and leveraging of various local and regional resources.

In attempting to build a shared vision on which to begin coordinating – even integrating – the array of California youth programs and services, under the policy framework, *All Youth-One System*, the purpose of the youth council is to provide leadership for statewide youth development efforts. Toward this end, the State Youth Council:

- Develops policy guidance for local youth councils;
- Promotes coordination among the myriad of youth programs currently serving California youth through a maze of agencies, departments and programs; and overall it;
- Addresses critical issues affecting California's youth.

The Council's membership includes California Workforce Investment Board members, Local Workforce Investment Board/Youth Council members, local educators, youth development experts, youth services providers, business representatives, and individuals who work for and with foundation grant funding.

Membership also includes youth and young adult representatives from five organizations – the California Youth Connection (a foster youth organization), Friday Night Live (after school programming), the California Association of Student Councils, 4-H, and the Youth Leadership Forum for Students with Disabilities.

Youth Council Institute (YCi)

The Youth Council Institute (YCi) was launched in the summer of 2001 to:

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- Assist California's fifty Youth Councils in developing comprehensive, local youth serving systems;
- Develop statewide networks of youth practitioners and youth council members/staff;
- Work closely with the State Youth Council to provide a communications link between the State and local communities, and
- Align State and local priorities related to youth development.

YCi is a partnership between New Ways to Work and the California Workforce Association (CWA). YCi works closely with the State Board as a partner and with the local youth councils as members of a network. It has also been informed and enhanced by a team of representatives of highly respected and knowledgeable youth organizations from across the country.

The California State Youth Council and Workforce Investment Board have formally adopted the "All Youth – One System" tools and framework that serve as the foundation for YCi's work.

Over the past two years, YCi has provided peer-networking opportunities for thousands of youth council members, staff, local youth program practitioners and partners. These partners meet together in order to share best practices, receive information and engage in activities that increase their effectiveness in serving youth. YCi has developed and implemented a capacity building and technical assistance plan for local youth councils and their partners.

In addition, YCi has provided strategic support to assist youth councils in

building capacity to provide age appropriate, developmental services to young people. YCi has developed technology-based solutions such as a web page, list-serve and e-mail distribution list to enhance communication and dissemination of information and resources.

Kern, Inyo and Mono Counties Workforce Investment Board

In October 2000, the Kern, Inyo and Mono Counties Workforce Investment Board (KIM WIB) in California made a decision to assist in establishing a **Manufacturing Career Pathway** program at the Arvin High School in response to the demand for **machinists** in the local area. Kern High School District, Bakersfield College, KIM WIB, Proteus, County of Kern Department of Human Services, Kern Manufacturing Association, and local government representatives all cooperated to address the shortage of workers in the high skilled field of Manufacturing. The collaboration provided the funding and supplies necessary to bring the facilities at the Arvin High School up to date and to promote the teaching of career and technical.

The Manufacturing Career Pathway program is a three year course with a concentration in machining, drafting, sheet metal, welding and foundry. Students who graduate from the program can continue in their instruction through Bakersfield College's Applied Science and Technology Programs. In addition, the local employers have offered job shadowing and mentoring for students, as well as providing technical assistance and supplies.

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The Arvin Manufacturing Career Pathway is now in its third year of operation with a 150 students enrolled into the program. This program has been successful in providing students with training in a high wage/high skilled jobs in the professions of machinists, assemblers, fabricators and welders.

Richmond Works

Richmond After Dark (RAD) was created to provide a safe environment for youth to congregate during the high crime after school hours of 3-9 p.m. The project's holistic approach to youth services includes academic, employment, life skills, support services and recreation components. This unique approach to service delivery focuses on youth driven operations and facilitation with adult supervision and guidance to allow participants to develop social and employment skills that are critical for successful lives.

"We hope that the participant's newfound sense of direction and purpose will further eradicate both community and national concerns of youth violence and promote the development of a future employable workforce."

Ms. Ilona McGriff, Director, YouthWORKS

RAD is available to low-income and local Richmond youth ages 14-21 from Monday through Saturday, afternoons and evenings. Participants will be involved in daily tutorials from 4-6 p.m., and will be able to attend workshops offered through a partnership with Contra Costa Community College. Those that attend these free workshops will be eligible to obtain high school and college credits. Additionally, GED

preparation will be available. The City of Richmond's Recreation and Parks Department provide recreational activities for the youth which help to create a positive, structured opportunity for youth to spend their leisure time.

Greater Long Beach Workforce Development System

The Youth Opportunity Center (YOC) is a comprehensive youth One-Stop Center for youth and young adults, ages 14-24, who aim to maximize their educational and career opportunities. Employment referrals, computer training, job retention and advancement training, as well as an array of services to increase employability and work experience, are offered. The YOC's mission is to work as a skilled and caring team to achieve excellence in youth development by establishing innovative partnership, and empowering youth to make significant contributions to their community and the workforce. The Center is **"One System...Serving All Youth."**

Workforce Investment Act

Title I – Program

Performance

Summary of California's Performance Outcomes

Once again, in the third WIA program year (PY), California's client outcomes demonstrate our local partner's continued success in connecting job seekers with jobs and improving the potential for our State's youth.

California exceeded the majority of its performance goals for PY 2002-2003. The State placed almost 35,000 adult workers, participating in the Adult and Dislocated Worker programs, into jobs. Almost all of these workers, more than 92 percent, were still employed more than six months after exiting the program. Among the state's youth, we can demonstrate similar success. For older youth 71 percent of those served were placed in jobs and of those, 87 percent were still employed more than six months after exit. Among the younger young engaged in the WIA program, the high school diploma or equivalent attainment rate continues to improve. In the first year of WIA, only 16 percent of younger youth participating in the program were reported to have attained a high school diploma or equivalent prior to leaving the program, in PY 2001-2002 that rate improved to 53 percent. For PY 2002-

2003 this rate increased to 64 percent. This reflects better performance and a stronger working relationship between the workforce investment boards and their local education partners.

Although California's overall WIA performance is good, the slow economic conditions have made it difficult to reach the desired levels on the Adult Wage Gain and the Dislocated Wage Replacement measures. This is directly due to economic conditions, slower wage growth and suggestions of wage deflation. In addition, the client-mix being served by the WIA programs changes when unemployment is high. Both the Adult Earnings Gain and the Dislocated Worker Wage Replacement measure evaluate program benefit based on the individuals post-program earnings compared to pre-program earnings. If, prior to entering the program a worker has an attachment to the labor market and some reasonable level of pre-program earnings, or in the case of a dislocated worker very high pre-program wages, obtaining a large earnings gain or wage replacement post-program may be very difficult.

In the first year of the WIA Adult Program, the majority of the clients in

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the performance cohort were Job Training Partnership Act (JTPA) clients. These clients, by statute, were subject to low-income eligibility criteria. Under the JTPA program, annually, 40 to 45 percent of clients were receiving public assistance. Consequently, obtaining relatively large earnings gains for these clients is expected. For PY 2001-2002 and PY 2002-2003, under the law and regulations of the WIA, the mix of clients in the program changed making it more difficult to attain large earnings gains. WIA is a universal access program and client priority of service is defined at the local level. Although a large number of clients are low income (73% in PY 2001-2002 and 69% in PY 2002-2003), a much smaller percentage are receiving aid. Consequently, a higher percentage of clients have some attachment to the labor market and some pre-program earnings. The result – although on average in PY 2001-2002 clients' post-program earnings increased an estimated \$8.00 per hour and in PY 2002-2003 about \$6.00 per hour, these earnings increases were not sufficient to meet our earnings gain goals.

With respect to the Wage Replacement measure for Dislocated Workers, it is well documented that the recent slowdown in the economy has been strongly driven by declines in the dot.com industries. These are high paid workers and replacing these workers' wages at the same level is extremely difficult. A draft report on the Bay Area economy, recently release by California's Regional Economies Project, confirms that California's economic slowdown between 2000 and 2003 was driven by the Bay Area and that average wage growth in that area between 2000 and 2002 declined by 7.3

percent. This challenge and its affect on California's Dislocated Worker Wage Replacement Rate are confirmed in the WIA data. There are eleven local boards operating in the Bay Area region. Of those, all but three reported wage replacement levels well below the State average for PY 2002-2003. For that PY, the wage replacement levels for the local areas in the heart of California's Silicon Valley are among the lowest in the State.

This version of California's Annual Report does not have contain the data tables that reflects WIA outcomes for each of California's 50 Local Areas Program Year 2002-03. The data tables may be viewed and downloaded by accessing the State Board's web site at <http://www.calwia.org/>.

Customer Satisfaction Survey

California is committed to continuous improvement of services to customers. Toward this goal, California expanded its customer satisfaction survey efforts this year. The statewide survey based on the required American Customer Satisfaction Index (ACSI) questions continues. In addition, the State expanded the survey effort to obtain better local area specific information. The results of both efforts indicate that job seekers and employers are satisfied with the services they received.

The statewide study evaluated by the ACSI methodology showed job seeker (participant) satisfaction with services at 76.05 and employer satisfaction with services received at 73.21. Both measures surpass the State goal of 68 and 66, respectively. California continues to struggle with the response rate. For this program year, the response

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rate on the job seeker survey is 44.7 percent and on the employer survey 59.4 percent. The EDD is actively working with the California State University, San Marcos Social Behavioral Research Institute, the State’s contractor to conduct the telephone customer satisfaction surveys, to improve the survey response rates. Both the job seeker and employer survey response rates are up significantly from last year.

To evaluate customer satisfaction at the local workforce investment board (WIB) level, the State developed its own customer satisfaction methodology. The measurement index is different from the ACSI; however, the evaluation parameters are very similar to those used for the statewide survey:

- Responses were collected by telephone interviews
- Participants were contacted within 60-days of the date of exit
- Employers were contacted within 60-days of receiving a substantial service from a local WIB

For the local WIB study, California asked employers and participants their overall satisfaction with the services they received on a scale of 1-10 (1 = “very dissatisfied” and 10 = “very satisfied”). Local Board results are combined into regions and the regional scores are reported in the table below. The score reported is the average of all the responses for that region. The State staff would like to thank San Diego Local Board and the Los Angeles City Local Board for their special assistance in completing their local area surveys.

Regional Customer Satisfaction Results

| REGION | JOB SEEKER SATISFACTION | EMPLOYER SATISFACTION |
|---|--------------------------------|------------------------------|
| Humboldt, Mendocino, Northern Rural Training & Employment Consortium | 8.31 | 8.75 |
| Golden Sierra, North Central Counties, Sacramento, Yolo | 8.85 | 8.11 |
| Marin, Napa, Solano, Sonoma | 8.62 | 8.87 |
| Alameda, Contra Costa, Oakland, Richmond, San Francisco, San Mateo | 8.56 | 8.25 |
| Monterey, North Valley Job Training Consortium, San Benito, San Jose, Santa Cruz | 8.37 | 9.10 |
| Fresno, Kern/Inyo/Mono, Kings, Madera, Merced, Mother Lode, San Joaquin, Stanislaus, Tulare, Imperial | 8.18 | 8.45 |
| Santa Barbara, San Luis Obispo, Ventura | 8.48 | 7.75 |
| Carson/Lomita/Torrance, Foothill, Long Beach, LA City, LA County, South Bay, Southeast LA County, Verdugo | 7.94 | 8.17 |
| Anaheim, Orange, Riverside, Santa Ana, San Bernardino City, San Bernardino County, San Diego | 8.30 | 8.80 |
| | | |
| STATE | 8.25 | 8.37 |

State Level Tables

Adult WIA Program

| Customer Satisfaction | Negotiated Performance Level | Actual Performance ACSI | Number of Customers Surveyed | Number of Customers Eligible for the Survey | Number of Customers Included in the Sample | Response Rate |
|-----------------------|------------------------------|-------------------------|------------------------------|---|--|---------------|
| Program Participants | 68% | 76.05% | 507 | 81,150 | 1135 | 44.67% |
| Employers | 66% | 73.21% | 815 | 395,200 | 1372 | 59.4% |

| | Negotiated Performance Level | Actual Performance Level | numerator denominator |
|--------------------------------|------------------------------|--------------------------|--------------------------|
| Entered Employment Rate | 70.0% | 73.2% | 21,012 |
| | | | 28,721 |
| Employment Retention Rate | 78.0% | 80.8% | 20,036 |
| | | | 24,804 |
| Earnings Change in Six Months | \$3,400 | \$2,759 | \$65,648,638 |
| | | | 23,798 |
| Employment And Credential Rate | 50.0% | 53.9% | 7,050 |
| | | | 13,090 |

| | Public Assistance Recipients Receiving Intensive or Training Services | | Veterans | | Individuals With Disabilities | | Older Individuals | |
|--------------------------------|---|--------------|----------|-------------|-------------------------------|-------------|-------------------|-------------|
| | | | | | | | | |
| Entered Employment Rate | 63.6% | 2,442 | 71.2% | 2,890 | 67.2% | 2,114 | 65.3% | 1485 |
| | | 3,841 | | 4,060 | | 3,145 | | 2,274 |
| Employment Retention Rate | 76.3% | 2,131 | 78.0% | 2,457 | 78.6% | 1,815 | 79.3% | 1341 |
| | | 2,793 | | 3,149 | | 2,308 | | 1691 |
| Earnings Change in Six Months | \$4,110 | \$10,965,303 | \$1,916 | \$5,685,481 | \$2,768 | \$6,129,323 | \$664 | \$1,055,926 |
| | | 2,668 | | 2,968 | | 2,214 | | 1590 |
| Employment And Credential Rate | 48.4% | 1055 | 47.9% | 863 | 43.5% | 499 | 49.4% | 394 |
| | | 2,182 | | 1,801 | | 1,147 | | 798 |

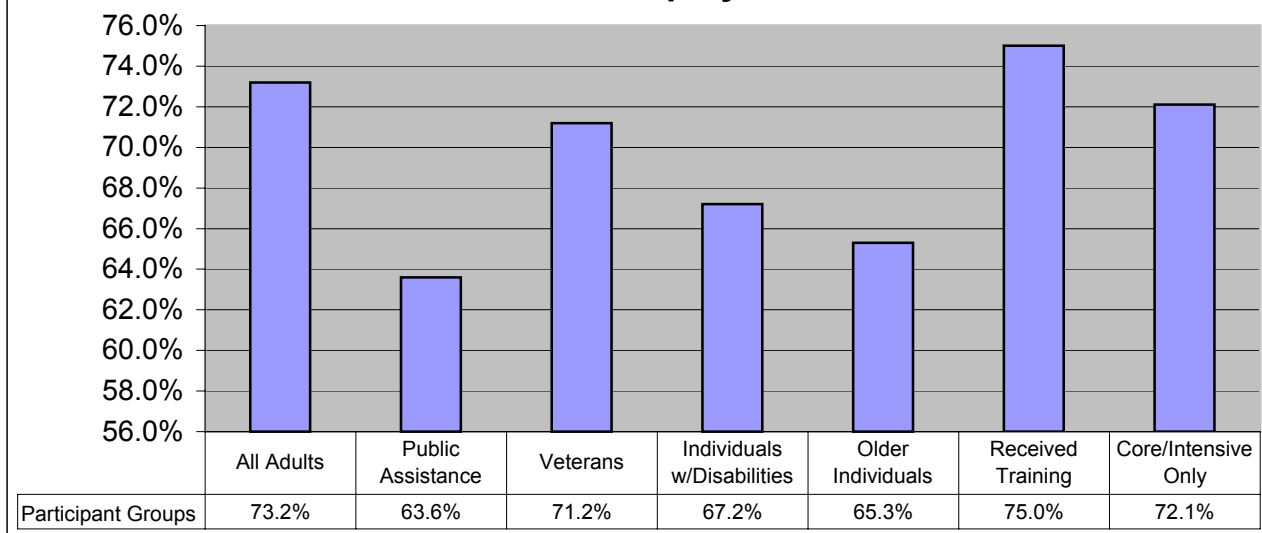
State Level Tables

Adult WIA Program

Table D - Other Outcome Information for the Adult Program

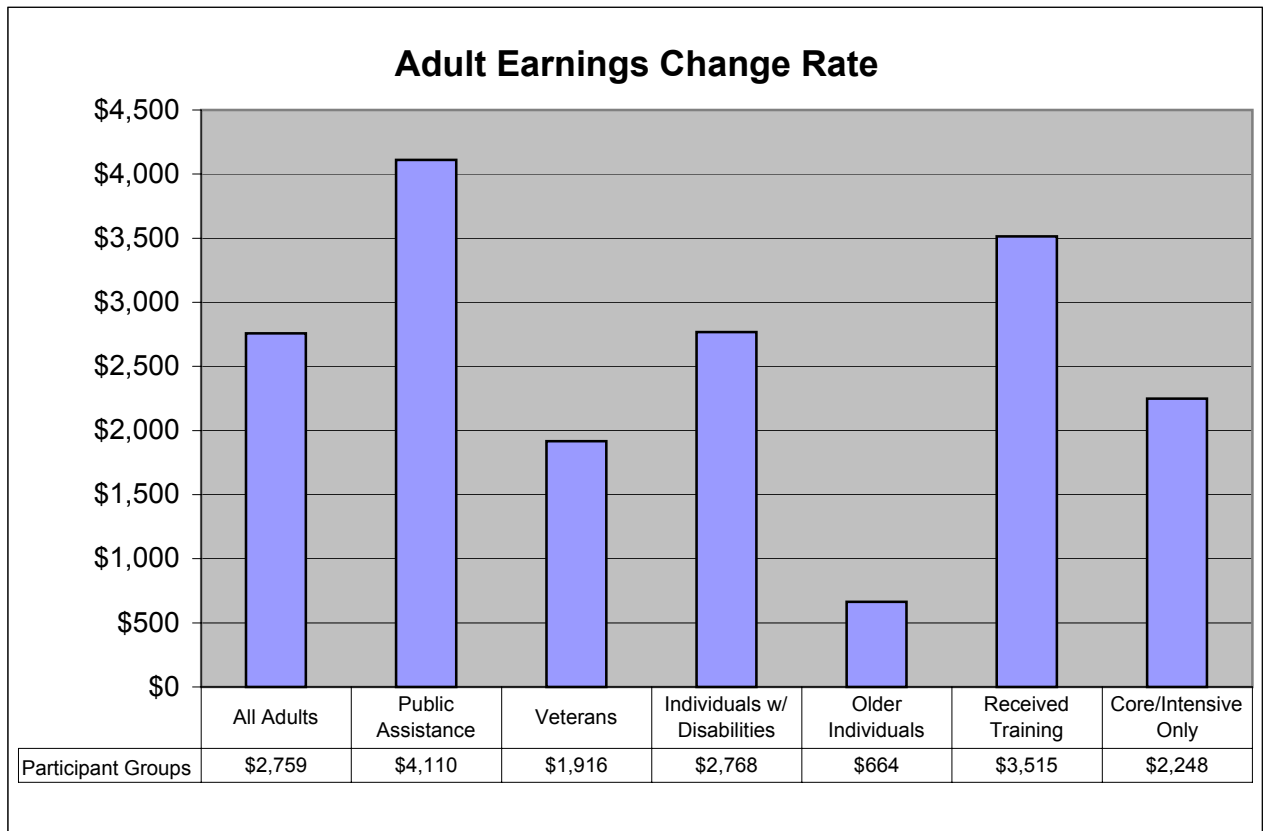
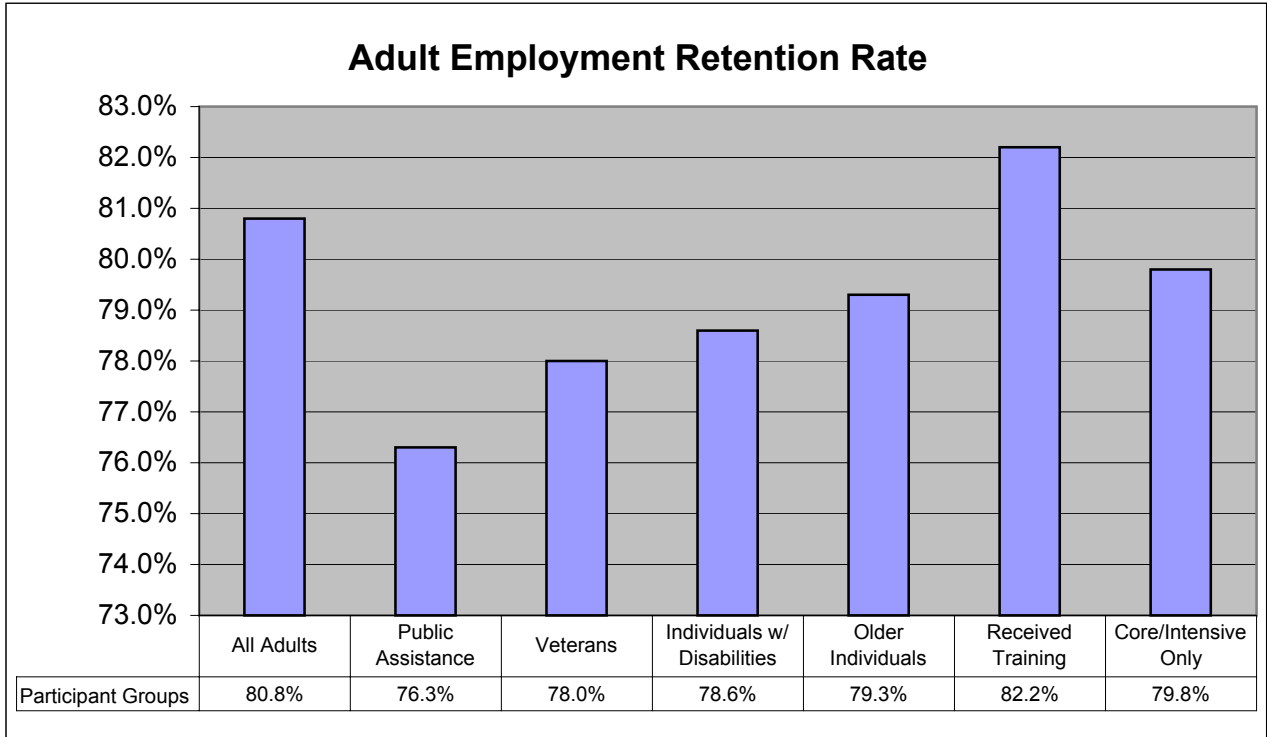
| | Individuals Who Received Training Services | | Individuals Who Received Only Core & Intensive Services | |
|--------------------------------|--|--------------|---|--------------|
| | | | | |
| Entered Employment Rate | 75.0% | 7,793 | 72.1% | 13,219 |
| | | 10,394 | | 18,327 |
| Employment Retention Rate | 82.2% | 8,285 | 79.8% | 11,751 |
| | | 10,083 | | 14,721 |
| Earnings Change in Six Months | \$3,515 | \$33,688,301 | \$2,248 | \$31,960,337 |
| | | 9,583 | | 14,215 |
| Employment And Credential Rate | 53.9% | 7,050 | | |
| | | 13,090 | | |

Adult Entered Employment Rate



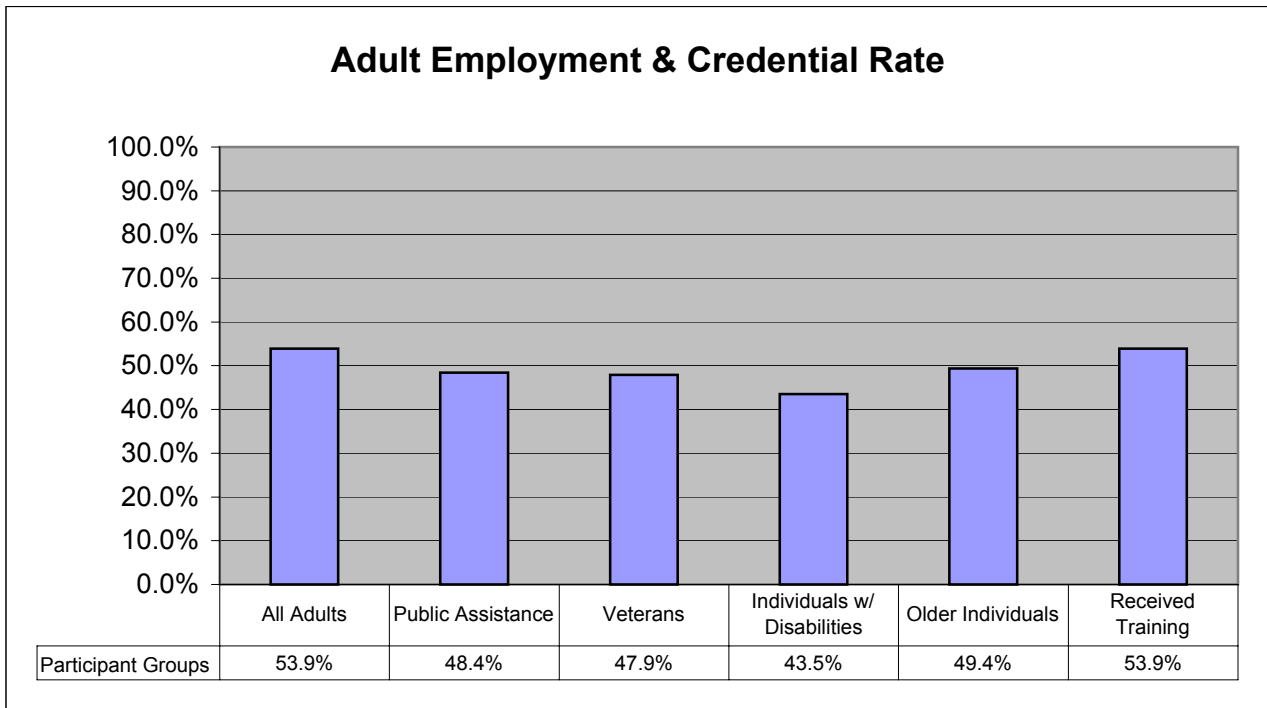
State Level Tables

Adult WIA Program



State Level Tables

Adult WIA Program



Dislocated Worker WIA Program

Table E - Dislocated Worker Program Results At-A-Glance

| | Negotiated Performance Level | Actual Performance Level | numerator denominator |
|------------------------------------|------------------------------|--------------------------|--------------------------|
| Entered Employment Rate | 70.0% | 82.8% | 13,717 |
| | | | 16,576 |
| Employment Retention Rate | 85.0% | 87.9% | 12,061 |
| | | | 13,717 |
| Earnings Replacement in Six Months | 88.0% | 84.0% | \$169,141,667 |
| | | | \$201,279,277 |
| Employment And Credential Rate | 45.0% | 65.4% | 4,650 |
| | | | 7,114 |

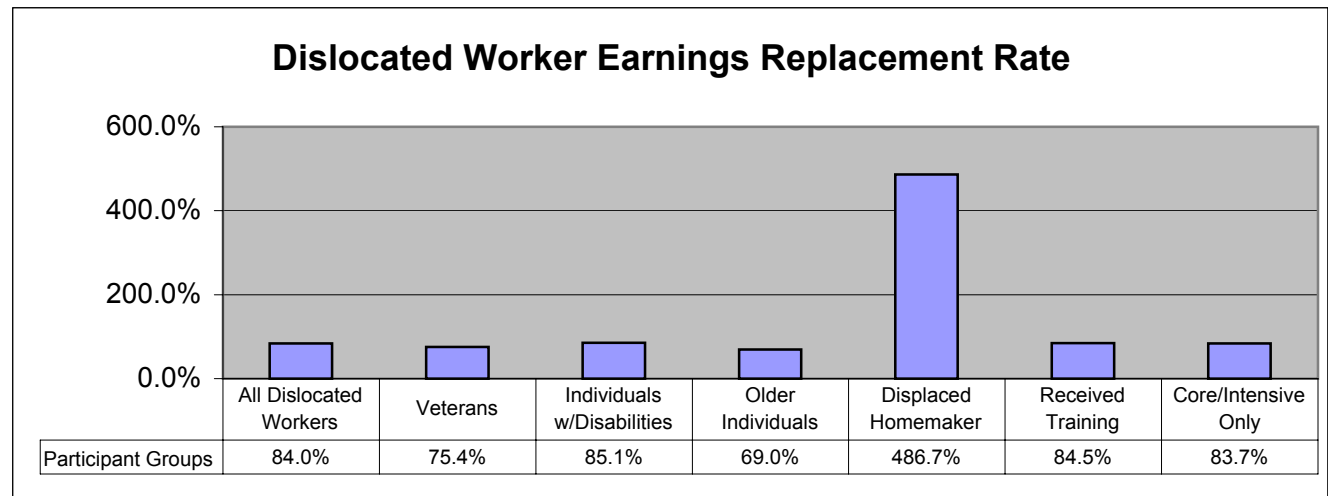
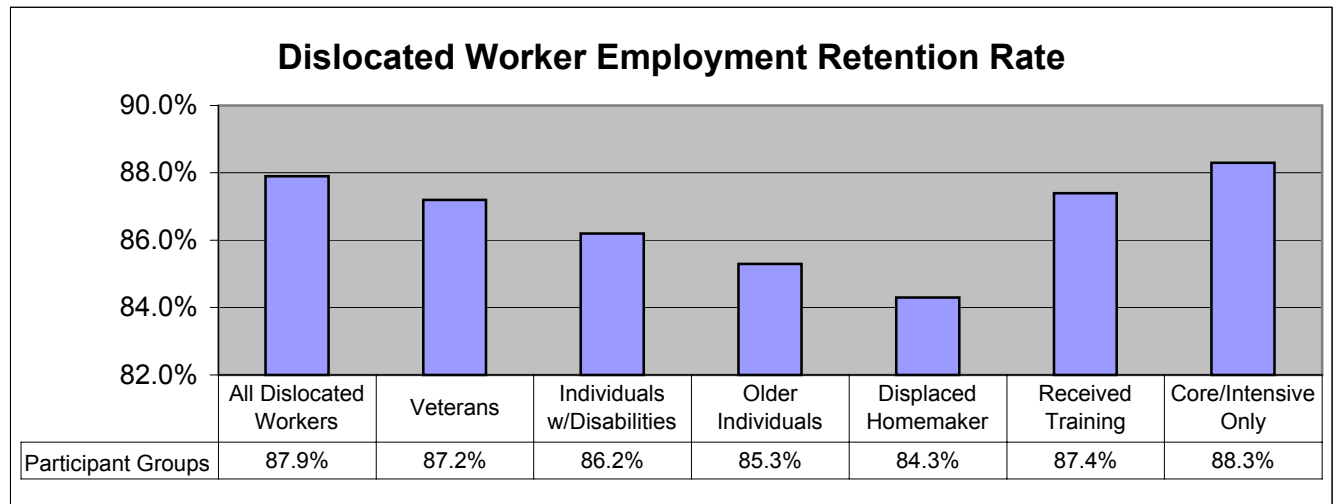
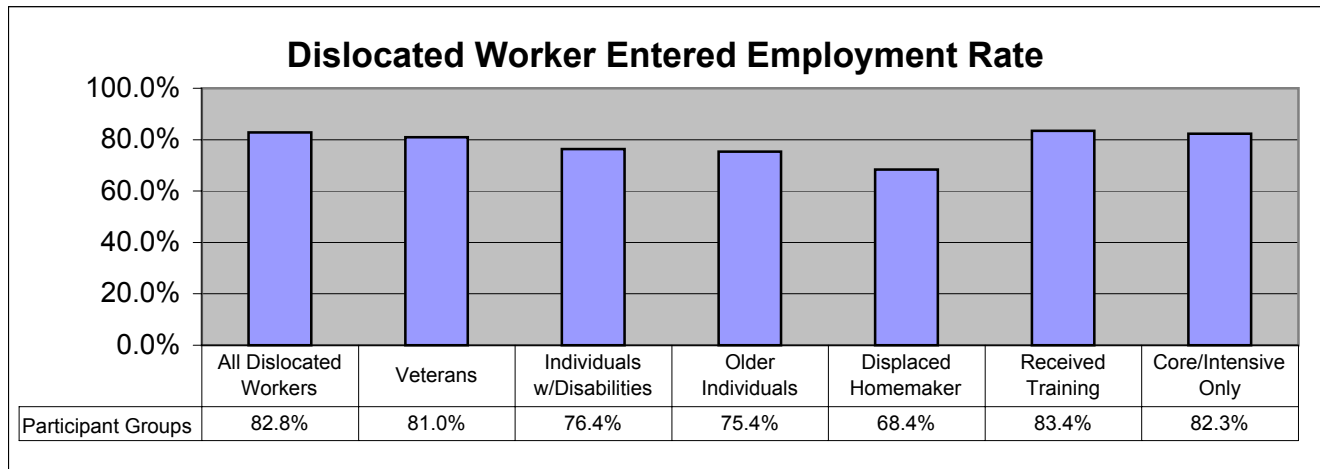
Table F - Outcomes for Dislocated Worker Special Populations

| | Veterans | | Individuals With Disabilities | | Older Individuals | | Displaced Homemakers | |
|--------------------------------|----------|--------------|-------------------------------|-------------|-------------------|--------------|----------------------|-----------|
| | | | | | | | | |
| Entered Employment Rate | 81.0% | 1,222 | 76.4% | 682 | 75.4% | 1,346 | 68.4% | 108 |
| | | 1,509 | | 893 | | 1,786 | | 158 |
| Employment Retention Rate | 87.2% | 1,066 | 86.2% | 588 | 85.3% | 1,148 | 84.3% | 91 |
| | | 1,222 | | 682 | | 1,346 | | 108 |
| Earnings Replacement Rate | 75.4% | \$16,417,614 | 85.1% | \$7,687,725 | 69.0% | \$15,179,267 | 486.7% | \$859,249 |
| | | \$21,771,087 | | \$9,031,199 | | \$22,014,267 | | \$176,537 |
| Employment And Credential Rate | 68.1% | 468 | 62.6% | 265 | 61.4% | 421 | 46.7% | 43 |
| | | 687 | | 423 | | 686 | | 92 |

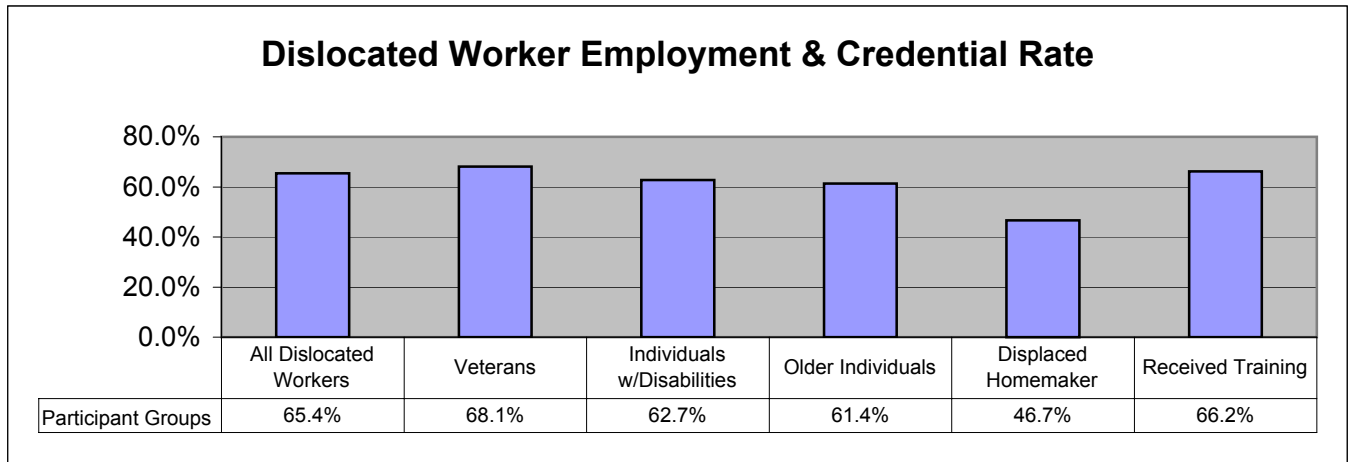
Table G - Other Outcome Information for the Dislocated Worker Program

| | Individuals Who Received Training Services | | Individuals Who Received Only Core & Intensive Services | |
|--------------------------------|--|--------------|---|---------------|
| | | | | |
| Entered Employment Rate | 83.4% | 5,934 | 82.3% | 7,783 |
| | | 7,114 | | 9,462 |
| Employment Retention Rate | 87.4% | 5,186 | 88.3% | 6,875 |
| | | 5,934 | | 7,783 |
| Earnings Replacement Rate | 84.5% | \$69,367,145 | 83.7% | \$99,774,522 |
| | | \$82,076,083 | | \$119,203,194 |
| Employment And Credential Rate | 66.2% | 4,820 | | |
| | | 7,284 | | |

Dislocated Worker WIA Program



Dislocated Worker WIA Program



Older Youth WIA Program

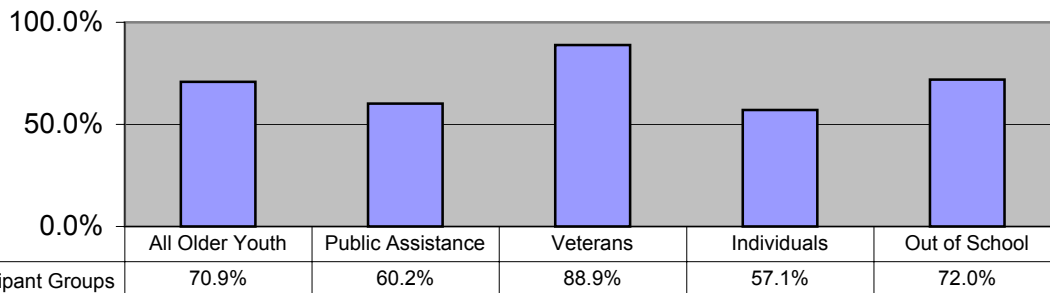
Table H - Older Youth Program Results At-A-Glance

| | Negotiated Performance Level | Actual Performance Level | numerator denominator |
|--------------------------------|------------------------------|--------------------------|-----------------------|
| Entered Employment Rate | 58.0% | 70.9% | 1,935 2,728 |
| Employment Retention Rate | 74.0% | 80.4% | 1,688 2,099 |
| Earnings Change in Six Months | \$2,700 | \$3,464 | \$6,750,644 1,949 |
| Employment And Credential Rate | 30.0% | 32.5% | 1,029 3,163 |

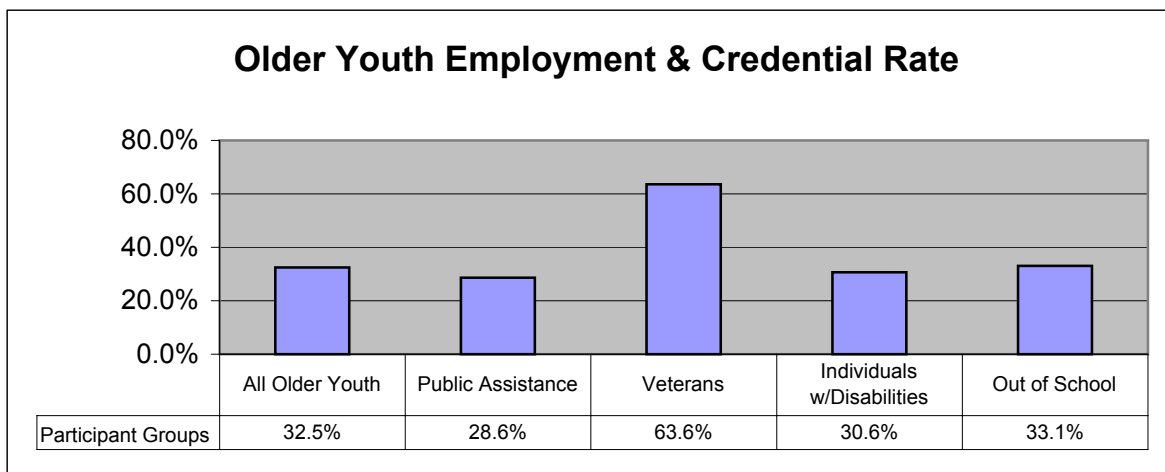
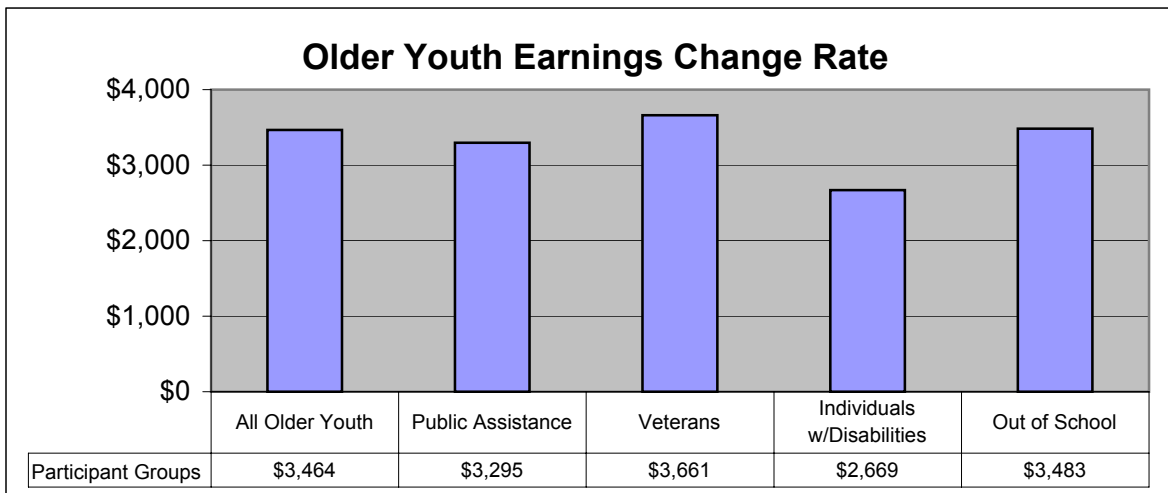
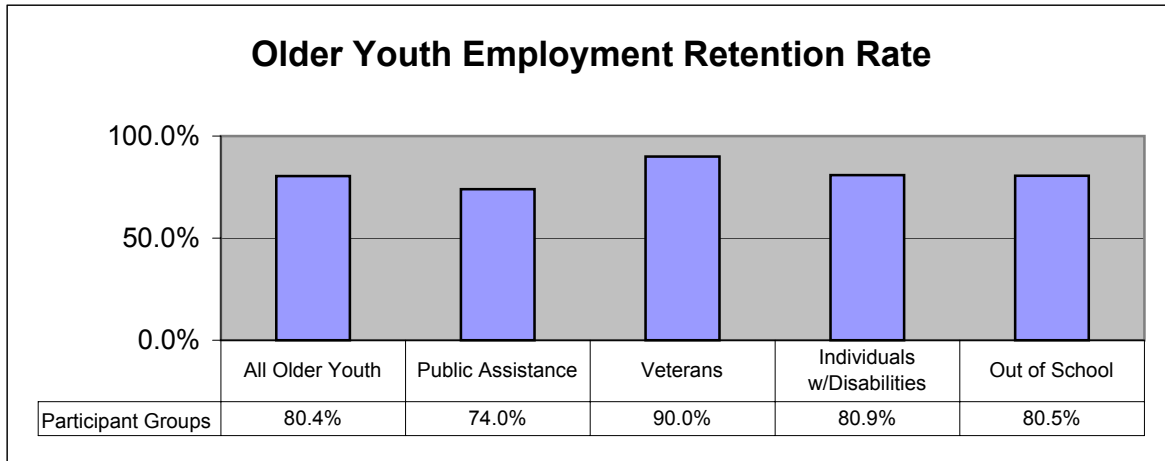
Table I - Outcomes for Older Youth Special Populations

| | Public Assistance Recipients | | Veterans | | Individuals With Disabilities | | Out-of-School Youth | |
|-------------------------------|------------------------------|--------------------|----------|---------------|-------------------------------|------------------|---------------------|---------------------|
| Entered Employment Rate | 60.2% | 401 666 | 88.9% | 8 9 | 57.1% | 132 231 | 72.0% | 1,691 2,350 |
| Employment Retention Rate | 74.0% | 307 415 | 90.0% | 9 10 | 80.9% | 114 141 | 80.5% | 1475 1833 |
| Earnings Change in Six Months | \$3,295 | \$1,285,106 390 | \$3,661 | \$32,953 9 | \$2,669 | \$346,912 130 | \$3,483 | \$5,914,647 1698 |
| Credential Rate | 28.6% | 211 739 | 63.6% | 7 11 | 30.6% | 83 271 | 33.1% | 891 2,693 |

Older Youth Entered Employment Rate



Older Youth WIA Program



Younger Youth WIA Program

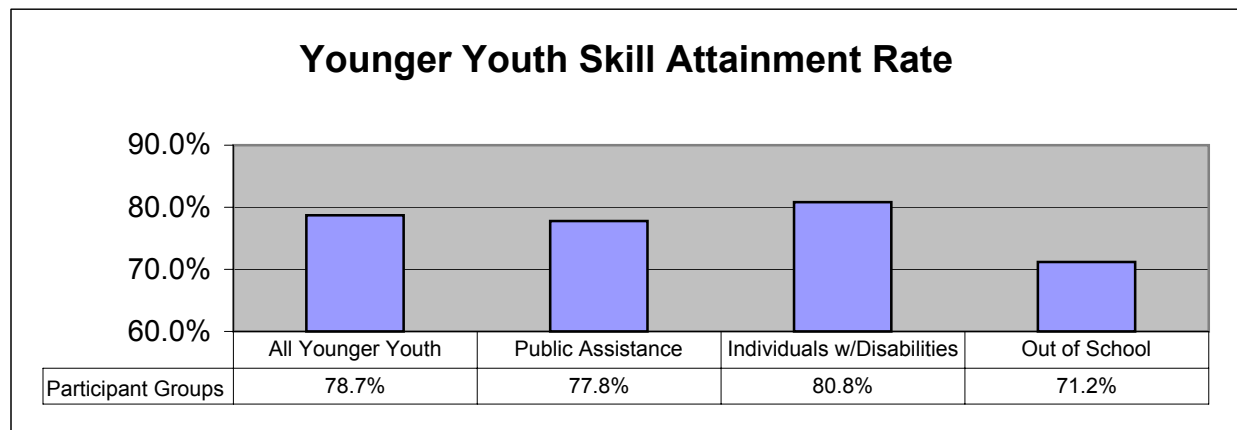
Table J - Younger Youth Program Results At-A-Glance

| | Negotiated Performance Level | Actual Performance Level | numerator denominator |
|----------------------------|------------------------------|--------------------------|--------------------------|
| Skill Attainment Rate | 75.0% | 78.7% | 31,631 |
| | | | 40,175 |
| Diploma or Equivalent Rate | 45.0% | 64.1% | 5,710 |
| | | | 8,908 |
| Retention Rate | 45.0% | 59.0% | 5,603 |
| | | | 9,501 |

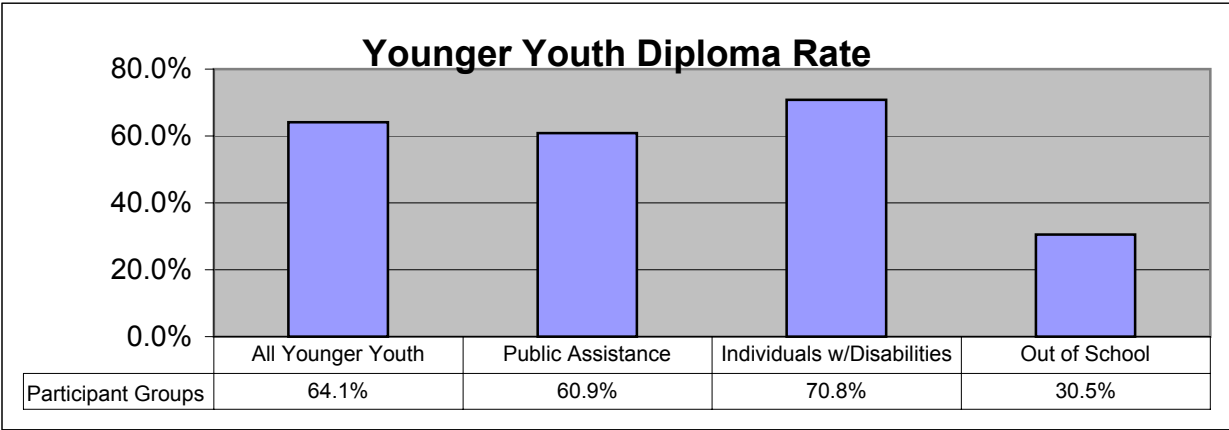
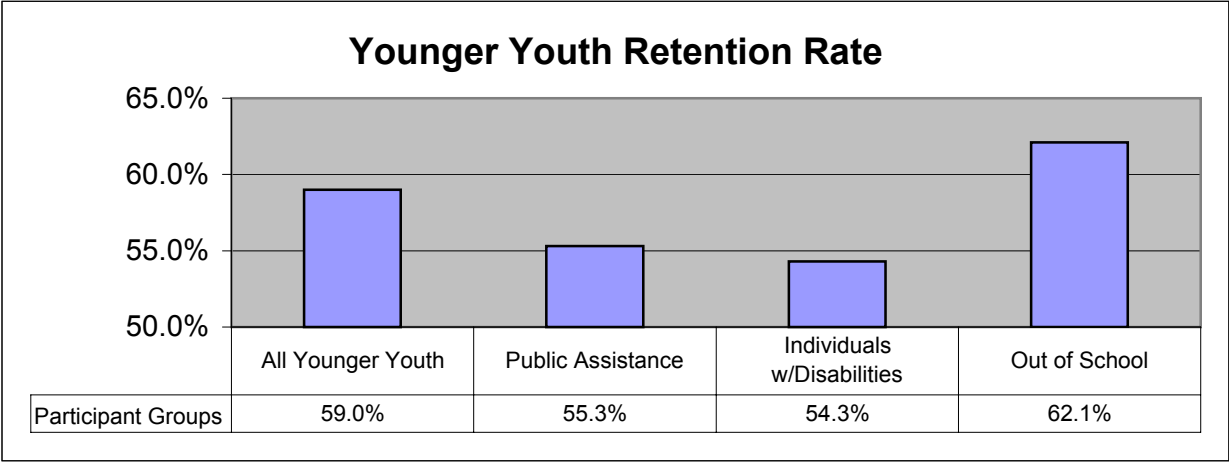
Table K - Outcomes for Younger Youth Special Populations

| | Public Assistance Recipients | | Individuals With Disabilities | | Out-of-School Youth | |
|----------------------------|------------------------------|--------|-------------------------------|-------|---------------------|-------|
| Skill Attainment Rate | 77.8% | 10,995 | 80.8% | 4,957 | 71.2% | 2,725 |
| | | 14,130 | | 6,135 | | 3,828 |
| Diploma or Equivalent Rate | 60.9% | 1,859 | 70.8% | 1,058 | 30.5% | 293 |
| | | 3,051 | | 1,494 | | 962 |
| Retention Rate | 55.3% | 1,771 | 54.3% | 823 | 62.1% | 1,026 |
| | | 3,202 | | 1,516 | | 1,653 |

Younger Youth Skill Attainment Rate



Younger Youth WIA Program



Other Reported Information

Table L - Other Reported Information

| | 12 Month Employment Retention Rate | | 12 Mo. Earnings Change (Adults and Older Youth) Or 12 Mo. Earnings Replacement (Dislocated Workers) | | Placements for Participants in Nontraditional Employment | Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment | | Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services | | |
|--------------------|------------------------------------|--------|---|--------------|--|--|---------|--|-------|--------|
| | | | | | | | | | | |
| Adults | 67.6% | 7,794 | \$2,857 | \$30,985,595 | 4.2% | 864 | \$4,650 | \$94,767,325 | 40.1% | 8,187 |
| | | 11,522 | | 10,846 | | 20,437 | | 20,380 | | 20,437 |
| Dislocated Workers | 74.4% | 5,219 | 89.8% | \$82,643,456 | 3.2% | 379 | \$6,805 | \$90,290,882 | 39.0% | 4,600 |
| | | 7,018 | | \$92,084,823 | | 11,780 | | 13,269 | | 11,780 |
| Older Youth | 66.3% | 751 | \$3,647 | \$3,650,790 | 2.7% | 43 | \$2,879 | \$5,289,243 | | |
| | | 1,132 | | 1,001 | | 1,583 | | 1,837 | | |

Table M - Participation Levels

| | Total Participants Served | Total Exiters |
|--------------------|---------------------------|---------------|
| Adults | 71,753 | 39,408 |
| Dislocated Workers | 41,148 | 20,151 |
| Older Youth | 7,863 | 4,054 |
| Younger Youth | 36,831 | 20,384 |

Other Reported Information

| Program Activity | | Total Federal Spending | |
|--------------------------------------|------------------------------|-------------------------|--------------|
| Local Adults | | \$136,605,746 | |
| Local Dislocated Workers | | \$124,116,512 | |
| Local Youth | | \$145,142,574 | |
| Rapid Response | | \$76,895,771 | |
| Statewide Required Activities | | \$6,704,634 | |
| Statewide Allowable Activities | Program Activity Description | | |
| | | Health Care Initiatives | \$17,721,819 |
| | | Parolee Training | \$10,031,695 |
| | | Veteran's Programs | \$6,119,793 |
| | | Miscellaneous | \$38,091,246 |
| | | | |
| | | | |
| | | | |
| Total of All Federal Spending | | \$561,429,790 | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

| Customer Satisfaction | Negotiated Performance Level | Actual Performance - Level - American Customer Satisfaction Index | Number of Surveys Completed | Number of Customers Eligible for the Survey | Number of Customers Included in the Sample | Response Rate |
|-----------------------|------------------------------|---|-----------------------------|---|--|---------------|
| Participants | 68 | 76.05 | 507 | 81,150 | 1,135 | 44.7 |
| Employers | 66 | 73.21 | 815 | 395,200 | 1,372 | 59.4 |

Table B: Adult Program Results At-A-Glan

| | Negotiated Performance Level | Actual Performance Level | |
|--------------------------------|------------------------------|--------------------------|------------|
| Entered Employment Rate | 70 | 73.2 | 21,012 |
| | | | 28,721 |
| Employment Retention Rate | 78 | 80.8 | 20,036 |
| | | | 24,804 |
| Earnings Change in Six Month | 3,400 | 2,759 | 65,648,638 |
| | | | 23,798 |
| Employment and Credential Rate | 50 | 53.9 | 7,050 |
| | | | 13,090 |

Table C: Outcomes for Adult Special Populations

| Reported Information | Public Assistance Recipients Receiving Intensive or Training Services | | Veterans | | Individuals With Disabilities | | Older Individuals | |
|--------------------------------|---|------------|----------|-----------|-------------------------------|-----------|-------------------|-----------|
| | | | | | | | | |
| Entered Employment Rate | 63.6 | 2,442 | 71.2 | 2,890 | 67.2 | 2,114 | 65.3 | 1,485 |
| | | 3,841 | | 4,060 | | 3,145 | | 2,274 |
| Employment Retention Rate | 76.3 | 2,131 | 78 | 2,457 | 78.6 | 1,815 | 79.3 | 1,341 |
| | | 2,793 | | 3,149 | | 2,308 | | 1,691 |
| Earnings Change in Six Months | 4,110 | 10,965,303 | 1,916 | 5,685,481 | 2,768 | 6,129,323 | 664 | 1,055,926 |
| | | 2,668 | | 2,968 | | 2,214 | | 1,590 |
| Employment and Credential Rate | 48.4 | 1,055 | 47.9 | 863 | 43.5 | 499 | 49.4 | 394 |
| | | 2,182 | | 1,801 | | 1,147 | | 798 |

Table D: Other Outcome Information for the Adult Program

| Reported Information | Individuals Who Received Training Services | | Individuals Who Only Received Core and Intensive Services | |
|-------------------------------|--|------------|---|------------|
| | | | | |
| Entered Employment Rate | 75 | 7,793 | 72.1 | 13,219 |
| | | 10,394 | | 18,327 |
| Employment Retention Rate | 82.2 | 8,285 | 79.8 | 11,751 |
| | | 10,083 | | 14,721 |
| Earnings Change in Six Months | 3,515 | 33,688,301 | 2,248 | 31,960,337 |
| | | 9,583 | | 14,215 |

Table E: Dislocated Worker Program Results At-A-Glance

| | Negotiated Performance Level | Actual Performance Level | |
|------------------------------------|------------------------------|--------------------------|-------------|
| Entered Employment Rate | 70 | 82.8 | 13,717 |
| | | | 16,576 |
| Employment Retention Rate | 85 | 87.9 | 12,061 |
| | | | 13,717 |
| Earnings Replacement in Six Months | 88 | 84 | 169,141,667 |
| | | | 201,279,277 |
| Employment and Credential Rate | 45 | 65.4 | 4,650 |
| | | | 7,114 |

Table F: Outcomes for Dislocated Worker Special Populations

| Reported Information | Veterans | | Individuals With Disabilities | | Older Individuals | | Displaced Homemakers | |
|--------------------------------|----------|------------|-------------------------------|-----------|-------------------|------------|----------------------|---------|
| Entered Employment Rate | 81 | 1,222 | 76.4 | 682 | 75.4 | 1,346 | 68.4 | 108 |
| | | 1,509 | | 893 | | 1,786 | | 158 |
| Employment Retention Rate | 87.2 | 1,066 | 86.2 | 588 | 85.3 | 1,148 | 84.3 | 91 |
| | | 1,222 | | 682 | | 1,346 | | 108 |
| Earnings Replacement Rate | 75.4 | 16,417,614 | 85.1 | 7,687,725 | 69 | 15,179,267 | 486.7 | 859,249 |
| | | 21,771,087 | | 9,031,199 | | 22,014,267 | | 176,537 |
| Employment And Credential Rate | 68.1 | 468 | 62.6 | 265 | 61.4 | 421 | 46.7 | 43 |
| | | 687 | | 423 | | 686 | | 92 |

Table G: Other Outcome Information for the Dislocated Worker Program

| Reported Information | Individuals Who Received Training Services | | Individuals Who Received Core and Intensive Services | |
|---------------------------|--|------------|--|-------------|
| | Entered Employment Rate | 83.4 | 5,934 | 82.3 |
| 7,114 | | | 9,462 | |
| Employment Retention Rate | 87.4 | 5,186 | 88.3 | 6,875 |
| | | 5,934 | | 7,783 |
| Earnings Replacement Rate | 84.5 | 69,367,145 | 83.7 | 99,774,522 |
| | | 82,076,083 | | 119,203,194 |

Table H: Older Youth Results At-A-Glance

| | Negotiated Performance Level | Actual Performance Level | |
|-------------------------------|------------------------------|--------------------------|-----------|
| | | Entered Employment Rate | 58 |
| Employment Retention Rate | 74 | 80.4 | 2,728 |
| | | | 1,688 |
| Earnings Change in Six Months | 2,700 | 3,464 | 6,750,644 |
| | | | 1,949 |
| Credential Rate | 30 | 32.5 | 1,029 |
| | | | 3,163 |

Table I: Outcomes for Older Youth Special Populations

| Reported Information | Public Assistance Recipients | | Veterans | | Individuals With Disabilities | | Out-of-School Youth | |
|-------------------------------|------------------------------|------------------|------------|-------------|-------------------------------|----------------|---------------------|--------------------|
| | Entered Employment Rate | 60.2 | 401 666 | 88.9 | 8 9 | 57.1 | 132 231 | 72 |
| Employment Retention Rate | 74 | 307 415 | 90 | 9 10 | 80.9 | 114 141 | 80.5 | 1,475 1,833 |
| Earnings Change in Six Months | 3,295 | 1,285,106 390 | 3,661 | 32,953 9 | 2,669 | 346,912 130 | 3,483 | 5,914,647 1,698 |
| Credential Rate | 28.6 | 211 739 | 63.6 | 7 11 | 30.6 | 83 271 | 33.1 | 891 2,693 |

Table J: Younger Youth Results At-A-Glance

| | Negotiated Performance Level | | Actual Performance Level | |
|---------------------------------------|------------------------------|------|--------------------------|------------------|
| | Skill Attainment Rate | 75 | 78.7 | 31,631 40,175 |
| Diploma or Equivalent Attainment Rate | 45 | 64.1 | 5,710 8,908 | |
| Retention Rate | 45 | 59 | 5,603 9,501 | |

Table K: Outcomes for Younger Youth Special Populations

| Reported Information | Public Assistance Recipients | | Individuals Disabilities | | Out-of-School Youth | |
|---------------------------------------|------------------------------|--------|--------------------------|-------|---------------------|-------|
| Skill Attainment Rate | 77.8 | 10,995 | 80.8 | 4,957 | 71.2 | 2,725 |
| | | 14,130 | | 6,135 | | 3,828 |
| Diploma or Equivalent Attainment Rate | 60.9 | 1,859 | 70.8 | 1,058 | 30.5 | 293 |
| | | 3,051 | | 1,494 | | 962 |
| Retention Rate | 55.3 | 1,771 | 54.3 | 823 | 62.1 | 1,026 |
| | | 3,202 | | 1,516 | | 1,653 |

Table L: Other Reported Information

| | 12 Month Employment Retention Rate | | 12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers) | | Placements for Participants in Nontraditional Employment | | Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment | | Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services | |
|--------------------|------------------------------------|--------|---|------------|--|--------|---|------------|--|--------|
| Adults | 67.6 | 7,794 | 2,857 | 30,985,595 | 4.2 | 864 | 4,650 | 94,767,325 | 40.1 | 8,187 |
| | | 11,522 | | 10,846 | | 20,437 | | 20,380 | | 20,437 |
| Dislocated Workers | 74.4 | 5,219 | 89.7 | 82,643,456 | 3.2 | 379 | 6,805 | 90,290,882 | 39 | 4,600 |
| | | 7,018 | | 92,084,823 | | 11,780 | | 13,269 | | 11,780 |
| Older Youth | 66.3 | 751 | 3,647 | 3,650,790 | 2.7 | 43 | 2,879 | 5,289,243 | | |
| | | 1,132 | | 1,001 | | 1,583 | | 1,837 | | |

Table M: Participation Levels

| | Total Participants Served | Total Exiters |
|---------------------------|----------------------------------|----------------------|
| Adults | 71,753 | 39,408 |
| Dislocated Workers | 41,148 | 20,151 |
| Older Youth | 7,863 | 4,054 |
| Younger Youth | 36,831 | 20,384 |

Table N: Cost of Program Activities

| Program Activity | | Total Federal Spending |
|--|-------------------------|-------------------------------|
| Local Adults | | \$136,605,746.00 |
| Local Dislocated Workers | | \$124,116,512.00 |
| Local Youth | | \$145,142,574.00 |
| Rapid Response (up to 25%) 134 (a) (2) (A) | | \$76,895,771.00 |
| Statewide Required Activities (up to 25%) 134 (a) (2) (B) | | \$6,704,634.00 |
| Statewide Allowable Activities 134 (a) (3) | Health care Initiatives | \$17,721,819.00 |
| | Parolee Training | \$10,031,695.00 |
| | Veterans' Programs | \$6,119,793.00 |
| | Miscellaneous | \$38,091,246.00 |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| Total of All Federal Spending Listed Above | | \$561,429,790.00 |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-----|
| Local Area Name: Alameda County WIB | Total Participants Served | Adults | 306 |
| | | Dislocated Workers | 700 |
| | | Older Youth | 95 |
| | | Younger Youth | 237 |
| | Total Exiters | Adults | 142 |
| | | Dislocated Workers | 254 |
| | | Older Youth | 34 |
| | | Younger Youth | 163 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 66 | 81.4 |
| | Dislocated Workers | 72 | 93.5 |
| | Older Youth | 58 | 44.4 |
| Retention Rate | Adults | 78 | 73.7 |
| | Dislocated Workers | 87 | 91 |
| | Older Youth | 71 | 66.7 |
| | Younger Youth | 43 | 48 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,384 | 4,127 |
| | Dislocated Workers | 86 | 74.4 |
| | Older Youth (\$) | 2,500 | 2,252 |
| Credential / Diploma Rate | Adults | 50 | 66.7 |
| | Dislocated Workers | 45 | 77.6 |
| | Older Youth | 30 | 40 |
| | Younger Youth | 45 | 60 |
| Skill Attainment Rate | Younger Youth | 71 | 88.5 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---|--------------------|-----|
| Local Area Name: Carson/Lomita/Torrance Workforce Investment Network Board | Total Participants Served | Adults | 82 |
| | | Dislocated Workers | 139 |
| | | Older Youth | 39 |
| | | Younger Youth | 98 |
| | Total Exiters | Adults | 45 |
| | | Dislocated Workers | 91 |
| | | Older Youth | 16 |
| | | Younger Youth | 50 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 67 | 73 |
| | Dislocated Workers | 66 | 76.4 |
| | Older Youth | 62 | 77.8 |
| Retention Rate | Adults | 72 | 79.3 |
| | Dislocated Workers | 83 | 81 |
| | Older Youth | 66 | 100 |
| | Younger Youth | 43 | 49 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 1,982 |
| | Dislocated Workers | 86 | 75.5 |
| | Older Youth (\$) | 2,300 | 3,252 |
| Credential / Diploma Rate | Adults | 50 | 62.5 |
| | Dislocated Workers | 45 | 69.2 |
| | Older Youth | 30 | 40 |
| | Younger Youth | 45 | 66.7 |
| Skill Attainment Rate | Younger Youth | 74 | 90.7 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: City of Anaheim Workforce Investment Board | Total Participants Served | Adults | 126 |
| | | Dislocated Workers | 183 |
| | | Older Youth | 20 |
| | | Younger Youth | 109 |
| | Total Exiters | Adults | 94 |
| | | Dislocated Workers | 145 |
| | | Older Youth | 10 |
| | | Younger Youth | 57 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 71 | 84 |
| | Dislocated Workers | 70 | 91.2 |
| | Older Youth | 56 | 100 |
| Retention Rate | Adults | 80 | 88 |
| | Dislocated Workers | 85 | 89.5 |
| | Older Youth | 71 | 0 |
| | Younger Youth | 46 | 80 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,572 | 1,259 |
| | Dislocated Workers | 88 | 84.5 |
| | Older Youth (\$) | 2,600 | -3,224 |
| Credential / Diploma Rate | Adults | 50 | 80 |
| | Dislocated Workers | 45 | 77.5 |
| | Older Youth | 30 | 100 |
| | Younger Youth | 45 | 64.7 |
| Skill Attainment Rate | Younger Youth | 77 | 79.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---|--------------------|-----|
| Local Area Name: City of Long Beach Workforce Investment Board | Total Participants Served | Adults | 447 |
| | | Dislocated Workers | 197 |
| | | Older Youth | 95 |
| | | Younger Youth | 254 |
| | Total Exiters | Adults | 125 |
| | | Dislocated Workers | 56 |
| | | Older Youth | 54 |
| | | Younger Youth | 204 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 67 | 68.5 |
| | Dislocated Workers | 70 | 67.7 |
| | Older Youth | 56 | 74.1 |
| Retention Rate | Adults | 74 | 94.4 |
| | Dislocated Workers | 85 | 92.1 |
| | Older Youth | 69 | 70 |
| | Younger Youth | 46 | 63.8 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,478 | 4,214 |
| | Dislocated Workers | 88 | 100.7 |
| | Older Youth (\$) | 2,700 | 1,628 |
| Credential / Diploma Rate | Adults | 50 | 62.2 |
| | Dislocated Workers | 45 | 63.9 |
| | Older Youth | 30 | 54.6 |
| | Younger Youth | 45 | 52.9 |
| Skill Attainment Rate | Younger Youth | 76 | 82.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---------------------------|--------------------|-------|
| Local Area Name: City of Los Angeles | Total Participants Served | Adults | 5,709 |
| | | Dislocated Workers | 2,806 |
| | | Older Youth | 1,285 |
| | | Younger Youth | 4,505 |
| | Total Exiters | Adults | 3,578 |
| | | Dislocated Workers | 1,508 |
| | | Older Youth | 633 |
| | | Younger Youth | 2,035 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 68 | 76.3 |
| | Dislocated Workers | 68 | 80.1 |
| | Older Youth | 58 | 70.2 |
| Retention Rate | Adults | 76 | 82.3 |
| | Dislocated Workers | 83 | 87.9 |
| | Older Youth | 72 | 83.1 |
| | Younger Youth | 44 | 50.2 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,478 | 3,638 |
| | Dislocated Workers | 88 | 85.4 |
| | Older Youth (\$) | 2,700 | 3,861 |
| Credential / Diploma Rate | Adults | 50 | 66.4 |
| | Dislocated Workers | 45 | 64.2 |
| | Older Youth | 30 | 30.3 |
| | Younger Youth | 45 | 42.1 |
| Skill Attainment Rate | Younger Youth | 74 | 63.5 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | |
| | | Exceeded | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: City of Oakland Workforce Investment Board | Total Participants Served | Adults | 370 |
| | | Dislocated Workers | 366 |
| | | Older Youth | 108 |
| | | Younger Youth | 368 |
| | Total Exiters | Adults | 197 |
| | | Dislocated Workers | 154 |
| | | Older Youth | 71 |
| | | Younger Youth | 121 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 62 | 72.5 |
| | Dislocated Workers | 69 | 81.9 |
| | Older Youth | 52 | 70.6 |
| Retention Rate | Adults | 73 | 74.7 |
| | Dislocated Workers | 84 | 91.2 |
| | Older Youth | 72 | 64.6 |
| | Younger Youth | 42 | 37.2 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 4,615 |
| | Dislocated Workers | 86 | 85.3 |
| | Older Youth (\$) | 2,600 | 2,080 |
| Credential / Diploma Rate | Adults | 50 | 58.5 |
| | Dislocated Workers | 45 | 46.1 |
| | Older Youth | 30 | 26.2 |
| | Younger Youth | 45 | 23.8 |
| Skill Attainment Rate | Younger Youth | 74 | 85.2 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: Contra Costa Workforce Development Board | Total Participants Served | Adults | 459 |
| | | Dislocated Workers | 348 |
| | | Older Youth | 23 |
| | | Younger Youth | 220 |
| | Total Exiters | Adults | 218 |
| | | Dislocated Workers | 163 |
| | | Older Youth | 4 |
| | | Younger Youth | 70 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 71 | 84.7 |
| | Dislocated Workers | 75 | 86 |
| | Older Youth | 55 | 81.8 |
| Retention Rate | Adults | 81 | 83.3 |
| | Dislocated Workers | 88 | 85.9 |
| | Older Youth | 71 | 83.3 |
| | Younger Youth | 47 | 55.6 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,666 | 4,044 |
| | Dislocated Workers | 88 | 81.5 |
| | Older Youth (\$) | 2,700 | 3,590 |
| Credential / Diploma Rate | Adults | 50 | 56.7 |
| | Dislocated Workers | 45 | 49.3 |
| | Older Youth | 30 | 27.8 |
| | Younger Youth | 45 | 89.3 |
| Skill Attainment Rate | Younger Youth | 79 | 71.6 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | | | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---------------------------|--------------------|-----|
| Local Area Name: Foothill Employment and Training Consortium | Total Participants Served | Adults | 290 |
| | | Dislocated Workers | 326 |
| | | Older Youth | 132 |
| | | Younger Youth | 146 |
| | Total Exiters | Adults | 174 |
| | | Dislocated Workers | 166 |
| | | Older Youth | 37 |
| | | Younger Youth | 44 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 67 | 91.1 |
| | Dislocated Workers | 67 | 83 |
| | Older Youth | 58 | 92.3 |
| Retention Rate | Adults | 75 | 86.7 |
| | Dislocated Workers | 82 | 88.6 |
| | Older Youth | 73 | 91.7 |
| | Younger Youth | 43 | 82.7 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,384 | 1,866 |
| | Dislocated Workers | 86 | 86.3 |
| | Older Youth (\$) | 2,700 | 4,901 |
| Credential / Diploma Rate | Adults | 50 | 89.8 |
| | Dislocated Workers | 45 | 90.9 |
| | Older Youth | 30 | 92.9 |
| | Younger Youth | 45 | 94 |
| Skill Attainment Rate | Younger Youth | 72 | 94.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-------|
| Local Area Name: Fresno County Workforce Investment Board | Total Participants Served | Adults | 2,642 |
| | | Dislocated Workers | 2,634 |
| | | Older Youth | 574 |
| | | Younger Youth | 3,721 |
| | Total Exiters | Adults | 1,499 |
| | | Dislocated Workers | 1,384 |
| | | Older Youth | 354 |
| | | Younger Youth | 2,342 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 63 | 65.1 |
| | Dislocated Workers | 68 | 76.1 |
| | Older Youth | 55 | 72.5 |
| Retention Rate | Adults | 72 | 78 |
| | Dislocated Workers | 81 | 83.4 |
| | Older Youth | 69 | 79.6 |
| | Younger Youth | 43 | 56.4 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 2,436 |
| | Dislocated Workers | 85 | 109.9 |
| | Older Youth (\$) | 2,300 | 3,446 |
| Credential / Diploma Rate | Adults | 50 | 29.7 |
| | Dislocated Workers | 45 | 40 |
| | Older Youth | 30 | 23 |
| | Younger Youth | 45 | 52.4 |
| Skill Attainment Rate | Younger Youth | 69 | 83.2 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|----------------------------------|--------------------|-----|
| Local Area Name: Golden Sierra Job Training Agency | Total Participants Served | Adults | 131 |
| | | Dislocated Workers | 98 |
| | | Older Youth | 39 |
| | | Younger Youth | 72 |
| | Total Exitters | Adults | 70 |
| | | Dislocated Workers | 44 |
| | | Older Youth | 20 |
| | | Younger Youth | 29 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 70 | 88.6 |
| | Dislocated Workers | 72 | 91.3 |
| | Older Youth | 61 | 93.3 |
| Retention Rate | Adults | 75 | 90.9 |
| | Dislocated Workers | 85 | 92.9 |
| | Older Youth | 76 | 64.7 |
| | Younger Youth | 46 | 85.7 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,572 | 1,931 |
| | Dislocated Workers | 87 | 90 |
| | Older Youth (\$) | 2,600 | 4,033 |
| Credential / Diploma Rate | Adults | 50 | 75.6 |
| | Dislocated Workers | 45 | 86.1 |
| | Older Youth | 30 | 66.7 |
| | Younger Youth | 45 | 92.3 |
| Skill Attainment Rate | Younger Youth | 76 | 85 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: Humboldt County Workforce Investment Board | Total Participants Served | Adults | 153 |
| | | Dislocated Workers | 159 |
| | | Older Youth | 29 |
| | | Younger Youth | 256 |
| | Total Exiters | Adults | 84 |
| | | Dislocated Workers | 97 |
| | | Older Youth | 5 |
| | | Younger Youth | 16 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 77 | 89.5 |
| | Dislocated Workers | 72 | 92.6 |
| | Older Youth | 60 | 80 |
| Retention Rate | Adults | 82 | 92.7 |
| | Dislocated Workers | 86 | 94 |
| | Older Youth | 74 | 75 |
| | Younger Youth | 46 | 85 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,760 | 2,127 |
| | Dislocated Workers | 88 | 98.5 |
| | Older Youth (\$) | 2,600 | 4,815 |
| Credential / Diploma Rate | Adults | 50 | 77.8 |
| | Dislocated Workers | 45 | 84.1 |
| | Older Youth | 30 | 40 |
| | Younger Youth | 45 | 100 |
| Skill Attainment Rate | Younger Youth | 77 | 55 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---------------------------|--------------------|-------|
| Local Area Name: Kern/Inyo/Mono Consortium | Total Participants Served | Adults | 1,412 |
| | | Dislocated Workers | 1,417 |
| | | Older Youth | 282 |
| | | Younger Youth | 2,897 |
| | Total Exiters | Adults | 803 |
| | | Dislocated Workers | 647 |
| | | Older Youth | 130 |
| | | Younger Youth | 1,453 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 63 | 70.6 |
| | Dislocated Workers | 68 | 81 |
| | Older Youth | 55 | 67.3 |
| Retention Rate | Adults | 72 | 84.7 |
| | Dislocated Workers | 81 | 89.3 |
| | Older Youth | 69 | 85.2 |
| | Younger Youth | 43 | 46.3 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 3,617 |
| | Dislocated Workers | 85 | 94 |
| | Older Youth (\$) | 2,300 | 4,867 |
| Credential / Diploma Rate | Adults | 50 | 62.1 |
| | Dislocated Workers | 45 | 65.3 |
| | Older Youth | 30 | 39.9 |
| | Younger Youth | 45 | 69.8 |
| Skill Attainment Rate | Younger Youth | 72 | 70.8 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-----|
| Local Area Name: Kings County Job Training Office | Total Participants Served | Adults | 411 |
| | | Dislocated Workers | 313 |
| | | Older Youth | 104 |
| | | Younger Youth | 453 |
| | Total Exiters | Adults | 217 |
| | | Dislocated Workers | 178 |
| | | Older Youth | 29 |
| | | Younger Youth | 252 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 63 | 78.6 |
| | Dislocated Workers | 68 | 87 |
| | Older Youth | 55 | 63.6 |
| Retention Rate | Adults | 72 | 87.8 |
| | Dislocated Workers | 81 | 94.3 |
| | Older Youth | 69 | 100 |
| | Younger Youth | 43 | 60.6 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 6,330 |
| | Dislocated Workers | 85 | 75.3 |
| | Older Youth (\$) | 2,300 | 10,038 |
| Credential / Diploma Rate | Adults | 50 | 61.1 |
| | Dislocated Workers | 45 | 68 |
| | Older Youth | 30 | 46.7 |
| | Younger Youth | 45 | 77.7 |
| Skill Attainment Rate | Younger Youth | 71 | 83.6 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---|--------------------|-------|
| Local Area Name: Los Angeles County Workforce Investment Board | Total Participants Served | Adults | 4,370 |
| | | Dislocated Workers | 2,727 |
| | | Older Youth | 564 |
| | | Younger Youth | 4,404 |
| | Total Exiters | Adults | 3,103 |
| | | Dislocated Workers | 1,772 |
| | | Older Youth | 290 |
| | | Younger Youth | 2,434 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 68 | 78.5 |
| | Dislocated Workers | 68 | 86.2 |
| | Older Youth | 58 | 70.9 |
| Retention Rate | Adults | 76 | 82.5 |
| | Dislocated Workers | 83 | 91.2 |
| | Older Youth | 72 | 83.2 |
| | Younger Youth | 44 | 66.2 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,478 | 3,666 |
| | Dislocated Workers | 88 | 90.6 |
| | Older Youth (\$) | 2,700 | 3,821 |
| Credential / Diploma Rate | Adults | 50 | 62.2 |
| | Dislocated Workers | 45 | 71.5 |
| | Older Youth | 30 | 32.4 |
| | Younger Youth | 45 | 77.9 |
| Skill Attainment Rate | Younger Youth | 74 | 85.8 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-----|
| Local Area Name: Madera County Workforce Development Office | Total Participants Served | Adults | 561 |
| | | Dislocated Workers | 296 |
| | | Older Youth | 79 |
| | | Younger Youth | 343 |
| | Total Exiters | Adults | 261 |
| | | Dislocated Workers | 158 |
| | | Older Youth | 56 |
| | | Younger Youth | 217 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 63 | 94.4 |
| | Dislocated Workers | 68 | 95.4 |
| | Older Youth | 55 | 77.8 |
| Retention Rate | Adults | 72 | 91.4 |
| | Dislocated Workers | 81 | 96.1 |
| | Older Youth | 69 | 100 |
| | Younger Youth | 43 | 63.2 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 4,940 |
| | Dislocated Workers | 85 | 106.3 |
| | Older Youth (\$) | 2,300 | 4,429 |
| Credential / Diploma Rate | Adults | 50 | 59.5 |
| | Dislocated Workers | 45 | 76.3 |
| | Older Youth | 30 | 30 |
| | Younger Youth | 45 | 73.5 |
| Skill Attainment Rate | Younger Youth | 73 | 72.7 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|----------------------------------|--------------------|-----|
| Local Area Name: Mendocino Workforce Investment Board, Inc. | Total Participants Served | Adults | 205 |
| | | Dislocated Workers | 180 |
| | | Older Youth | 20 |
| | | Younger Youth | 102 |
| | Total Exiters | Adults | 95 |
| | | Dislocated Workers | 108 |
| | | Older Youth | 16 |
| | | Younger Youth | 66 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 76 | 76.5 |
| | Dislocated Workers | 69 | 89.3 |
| | Older Youth | 60 | 88.9 |
| Retention Rate | Adults | 82 | 87.2 |
| | Dislocated Workers | 85 | 88 |
| | Older Youth | 76 | 100 |
| | Younger Youth | 45 | 61.5 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,478 | 3,423 |
| | Dislocated Workers | 88 | 99.2 |
| | Older Youth (\$) | 2,700 | 4,669 |
| Credential / Diploma Rate | Adults | 50 | 80 |
| | Dislocated Workers | 45 | 63.3 |
| | Older Youth | 30 | 50 |
| | Younger Youth | 45 | 64.3 |
| Skill Attainment Rate | Younger Youth | 75 | 93.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-------|
| Local Area Name: Merced County Workforce Investment Board | Total Participants Served | Adults | 291 |
| | | Dislocated Workers | 222 |
| | | Older Youth | 168 |
| | | Younger Youth | 1,193 |
| | Total Exiters | Adults | 145 |
| | | Dislocated Workers | 109 |
| | | Older Youth | 25 |
| | | Younger Youth | 665 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 63 | 81.3 |
| | Dislocated Workers | 68 | 80 |
| | Older Youth | 55 | 62.2 |
| Retention Rate | Adults | 72 | 85.7 |
| | Dislocated Workers | 81 | 90 |
| | Older Youth | 69 | 69.2 |
| | Younger Youth | 42 | 79.5 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 7,530 |
| | Dislocated Workers | 86 | 158.9 |
| | Older Youth (\$) | 2,400 | 3,580 |
| Credential / Diploma Rate | Adults | 50 | 76.5 |
| | Dislocated Workers | 45 | 72.4 |
| | Older Youth | 30 | 22.2 |
| | Younger Youth | 45 | 90 |
| Skill Attainment Rate | Younger Youth | 70 | 87.3 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | | | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-----|
| Local Area Name: Mother Lode Workforce Investment Board | Total Participants Served | Adults | 306 |
| | | Dislocated Workers | 170 |
| | | Older Youth | 32 |
| | | Younger Youth | 93 |
| | Total Exiters | Adults | 196 |
| | | Dislocated Workers | 100 |
| | | Older Youth | 17 |
| | | Younger Youth | 65 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 71 | 88.5 |
| | Dislocated Workers | 74 | 89.9 |
| | Older Youth | 65 | 91.7 |
| Retention Rate | Adults | 81 | 90.2 |
| | Dislocated Workers | 85 | 88.7 |
| | Older Youth | 71 | 92.3 |
| | Younger Youth | 44 | 73.8 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 2,674 |
| | Dislocated Workers | 88 | 80.7 |
| | Older Youth (\$) | 2,500 | 3,066 |
| Credential / Diploma Rate | Adults | 50 | 76.9 |
| | Dislocated Workers | 45 | 70 |
| | Older Youth | 30 | 55.6 |
| | Younger Youth | 45 | 80 |
| Skill Attainment Rate | Younger Youth | 73 | 93.3 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-----|
| Local Area Name: Napa County Employment And Training Center | Total Participants Served | Adults | 187 |
| | | Dislocated Workers | 53 |
| | | Older Youth | 16 |
| | | Younger Youth | 88 |
| | Total Exiters | Adults | 85 |
| | | Dislocated Workers | 27 |
| | | Older Youth | 7 |
| | | Younger Youth | 70 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 74 | 92 |
| | Dislocated Workers | 72 | 100 |
| | Older Youth | 59 | 100 |
| Retention Rate | Adults | 77 | 87 |
| | Dislocated Workers | 87 | 90 |
| | Older Youth | 81 | 100 |
| | Younger Youth | 44 | 85.7 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,572 | 4,354 |
| | Dislocated Workers | 88 | 122.7 |
| | Older Youth (\$) | 2,500 | 3,541 |
| Credential / Diploma Rate | Adults | 50 | 71 |
| | Dislocated Workers | 45 | 86.7 |
| | Older Youth | 30 | 100 |
| | Younger Youth | 45 | 93.8 |
| Skill Attainment Rate | Younger Youth | 73 | 96.9 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | |
| | | Exceeded | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|----------------------------------|--------------------|-----|
| Local Area Name: North Central Counties Consortium | Total Participants Served | Adults | 731 |
| | | Dislocated Workers | 612 |
| | | Older Youth | 188 |
| | | Younger Youth | 654 |
| | Total Exiters | Adults | 419 |
| | | Dislocated Workers | 323 |
| | | Older Youth | 93 |
| | | Younger Youth | 349 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 68 | 79.2 |
| | Dislocated Workers | 68 | 89.2 |
| | Older Youth | 55 | 82.7 |
| Retention Rate | Adults | 74 | 81.8 |
| | Dislocated Workers | 81 | 88.3 |
| | Older Youth | 69 | 84.1 |
| | Younger Youth | 43 | 79.7 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,384 | 3,376 |
| | Dislocated Workers | 86 | 98.5 |
| | Older Youth (\$) | 2,400 | 3,684 |
| Credential / Diploma Rate | Adults | 50 | 56.2 |
| | Dislocated Workers | 45 | 61.2 |
| | Older Youth | 30 | 47.6 |
| | Younger Youth | 45 | 82.8 |
| Skill Attainment Rate | Younger Youth | 72 | 91.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: North Valley Job Training Consortium NOVA | Total Participants Served | Adults | 160 |
| | | Dislocated Workers | 276 |
| | | Older Youth | 24 |
| | | Younger Youth | 63 |
| | Total Exiters | Adults | 45 |
| | | Dislocated Workers | 89 |
| | | Older Youth | 10 |
| | | Younger Youth | 35 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 72 | 78.6 |
| | Dislocated Workers | 69 | 80.2 |
| | Older Youth | 63 | 66.7 |
| Retention Rate | Adults | 83 | 91.4 |
| | Dislocated Workers | 85 | 75.3 |
| | Older Youth | 73 | 90.9 |
| | Younger Youth | 46 | 52.6 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 4,418 | 10,027 |
| | Dislocated Workers | 88 | 61.2 |
| | Older Youth (\$) | 2,700 | 2,592 |
| Credential / Diploma Rate | Adults | 50 | 64 |
| | Dislocated Workers | 45 | 56.5 |
| | Older Youth | 30 | 5.9 |
| | Younger Youth | 45 | 71.4 |
| Skill Attainment Rate | Younger Youth | 77 | 80.9 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-------|
| Local Area Name: Northern Rural Training & Employment Consortium NORTEC | Total Participants Served | Adults | 1,505 |
| | | Dislocated Workers | 468 |
| | | Older Youth | 266 |
| | | Younger Youth | 522 |
| | Total Exiters | Adults | 1,030 |
| | | Dislocated Workers | 248 |
| | | Older Youth | 115 |
| | | Younger Youth | 350 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 75 | 78 |
| | Dislocated Workers | 69 | 80.7 |
| | Older Youth | 60 | 64.4 |
| Retention Rate | Adults | 82 | 84.4 |
| | Dislocated Workers | 84 | 83.3 |
| | Older Youth | 75 | 77.8 |
| | Younger Youth | 45 | 47.3 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,384 | 3,508 |
| | Dislocated Workers | 88 | 85.6 |
| | Older Youth (\$) | 2,900 | 3,569 |
| Credential / Diploma Rate | Adults | 50 | 74.5 |
| | Dislocated Workers | 45 | 58 |
| | Older Youth | 30 | 13.9 |
| | Younger Youth | 45 | 37.7 |
| Skill Attainment Rate | Younger Youth | 75 | 76.9 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-------|
| Local Area Name: Orange County Workforce Investment Board | Total Participants Served | Adults | 604 |
| | | Dislocated Workers | 1,050 |
| | | Older Youth | 115 |
| | | Younger Youth | 372 |
| | Total Exiters | Adults | 371 |
| | | Dislocated Workers | 678 |
| | | Older Youth | 67 |
| | | Younger Youth | 263 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 72 | 79.7 |
| | Dislocated Workers | 70 | 83.5 |
| | Older Youth | 56 | 61.9 |
| Retention Rate | Adults | 80 | 82.7 |
| | Dislocated Workers | 85 | 91.4 |
| | Older Youth | 71 | 81.4 |
| | Younger Youth | 46 | 78.8 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,572 | 1,288 |
| | Dislocated Workers | 88 | 86.1 |
| | Older Youth (\$) | 2,500 | 3,461 |
| Credential / Diploma Rate | Adults | 50 | 66.7 |
| | Dislocated Workers | 45 | 78.4 |
| | Older Youth | 30 | 37.3 |
| | Younger Youth | 45 | 85.2 |
| Skill Attainment Rate | Younger Youth | 77 | 93.2 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---|--------------------|-----|
| Local Area Name: Riverside County Economic Development Agency | Total Participants Served | Adults | 388 |
| | | Dislocated Workers | 528 |
| | | Older Youth | 163 |
| | | Younger Youth | 680 |
| | Total Exiters | Adults | 249 |
| | | Dislocated Workers | 322 |
| | | Older Youth | 105 |
| | | Younger Youth | 481 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 77 | 74.5 |
| | Dislocated Workers | 72 | 84.9 |
| | Older Youth | 56 | 64.7 |
| Retention Rate | Adults | 84 | 85.6 |
| | Dislocated Workers | 85 | 86.8 |
| | Older Youth | 70 | 78.6 |
| | Younger Youth | 46 | 52.2 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 2,905 |
| | Dislocated Workers | 88 | 74.8 |
| | Older Youth (\$) | 2,400 | 4,358 |
| Credential / Diploma Rate | Adults | 50 | 76 |
| | Dislocated Workers | 45 | 86.2 |
| | Older Youth | 30 | 26.2 |
| | Younger Youth | 45 | 74.5 |
| Skill Attainment Rate | Younger Youth | 77 | 83.7 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-------|
| Local Area Name: Sacramento Works, Inc. | Total Participants Served | Adults | 1,596 |
| | | Dislocated Workers | 510 |
| | | Older Youth | 198 |
| | | Younger Youth | 599 |
| | Total Exiters | Adults | 951 |
| | | Dislocated Workers | 248 |
| | | Older Youth | 113 |
| | | Younger Youth | 405 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 68 | 67.1 |
| | Dislocated Workers | 72 | 80.6 |
| | Older Youth | 59 | 67.9 |
| Retention Rate | Adults | 74 | 82.8 |
| | Dislocated Workers | 84 | 89.3 |
| | Older Youth | 75 | 72.1 |
| | Younger Youth | 46 | 60.9 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,384 | 4,045 |
| | Dislocated Workers | 86 | 88.6 |
| | Older Youth (\$) | 2,500 | 3,707 |
| Credential / Diploma Rate | Adults | 50 | 49.5 |
| | Dislocated Workers | 45 | 51.4 |
| | Older Youth | 30 | 42.9 |
| | Younger Youth | 45 | 52 |
| Skill Attainment Rate | Younger Youth | 76 | 74.8 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|----|
| Local Area Name: San Benito County - CSWD | Total Participants Served | Adults | 71 |
| | | Dislocated Workers | 47 |
| | | Older Youth | 15 |
| | | Younger Youth | 83 |
| | Total Exiters | Adults | 32 |
| | | Dislocated Workers | 28 |
| | | Older Youth | 5 |
| | | Younger Youth | 30 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 65 | 70 |
| | Dislocated Workers | 66 | 75 |
| | Older Youth | 55 | 100 |
| Retention Rate | Adults | 70 | 86.7 |
| | Dislocated Workers | 80 | 83.3 |
| | Older Youth | 70 | 100 |
| | Younger Youth | 42 | 83.3 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 4,001 |
| | Dislocated Workers | 86 | 101 |
| | Older Youth (\$) | 2,700 | 5,928 |
| Credential / Diploma Rate | Adults | 50 | 73.7 |
| | Dislocated Workers | 45 | 75 |
| | Older Youth | 30 | 100 |
| | Younger Youth | 45 | 100 |
| Skill Attainment Rate | Younger Youth | 70 | 97.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: San Bernardino City Employment & Training/One Stop Career Center | Total Participants Served | Adults | 422 |
| | | Dislocated Workers | 41 |
| | | Older Youth | 34 |
| | | Younger Youth | 345 |
| | Total Exiters | Adults | 43 |
| | | Dislocated Workers | 4 |
| | | Older Youth | 10 |
| | | Younger Youth | 50 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 70 | 87.5 |
| | Dislocated Workers | 70 | 100 |
| | Older Youth | 56 | 60 |
| Retention Rate | Adults | 79 | 80.8 |
| | Dislocated Workers | 85 | 100 |
| | Older Youth | 68 | 100 |
| | Younger Youth | 44 | 77.1 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 4,179 |
| | Dislocated Workers | 87 | 126.1 |
| | Older Youth (\$) | 2,800 | 3,829 |
| Credential / Diploma Rate | Adults | 50 | 66.7 |
| | Dislocated Workers | 45 | 100 |
| | Older Youth | 30 | 60 |
| | Younger Youth | 45 | 88.3 |
| Skill Attainment Rate | Younger Youth | 74 | 74.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-------|
| Local Area Name: San Bernardino County Job Training | Total Participants Served | Adults | 1,222 |
| | | Dislocated Workers | 786 |
| | | Older Youth | 239 |
| | | Younger Youth | 999 |
| | Total Exiters | Adults | 653 |
| | | Dislocated Workers | 492 |
| | | Older Youth | 107 |
| | | Younger Youth | 468 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 72 | 70.8 |
| | Dislocated Workers | 74 | 84.5 |
| | Older Youth | 58 | 60.2 |
| Retention Rate | Adults | 80 | 82.8 |
| | Dislocated Workers | 85 | 88.5 |
| | Older Youth | 78 | 63.9 |
| | Younger Youth | 45 | 43.7 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 3,285 |
| | Dislocated Workers | 88 | 88.2 |
| | Older Youth (\$) | 2,500 | 1,651 |
| Credential / Diploma Rate | Adults | 50 | 64.8 |
| | Dislocated Workers | 45 | 81.1 |
| | Older Youth | 30 | 14.5 |
| | Younger Youth | 45 | 40.3 |
| Skill Attainment Rate | Younger Youth | 76 | 74.9 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | |
| | | Exceeded | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---------------------------|--------------------|-------|
| Local Area Name: San Diego Workforce Partnership, Inc. | Total Participants Served | Adults | 3,193 |
| | | Dislocated Workers | 1,869 |
| | | Older Youth | 298 |
| | | Younger Youth | 999 |
| | Total Exiters | Adults | 2,131 |
| | | Dislocated Workers | 1,121 |
| | | Older Youth | 257 |
| | | Younger Youth | 693 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 73 | 78.9 |
| | Dislocated Workers | 71 | 84.7 |
| | Older Youth | 61 | 73.5 |
| Retention Rate | Adults | 81 | 85.5 |
| | Dislocated Workers | 86 | 91.3 |
| | Older Youth | 76 | 82.5 |
| | Younger Youth | 45 | 63.9 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,384 | 1,468 |
| | Dislocated Workers | 87 | 82.9 |
| | Older Youth (\$) | 3,400 | 3,049 |
| Credential / Diploma Rate | Adults | 50 | 47.7 |
| | Dislocated Workers | 45 | 46.5 |
| | Older Youth | 30 | 25.9 |
| | Younger Youth | 45 | 58.9 |
| Skill Attainment Rate | Younger Youth | 77 | 79.9 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | |
| | | Exceeded | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-----|
| Local Area Name: San Francisco Workforce Investment Board | Total Participants Served | Adults | 366 |
| | | Dislocated Workers | 353 |
| | | Older Youth | 129 |
| | | Younger Youth | 222 |
| | Total Exiters | Adults | 268 |
| | | Dislocated Workers | 181 |
| | | Older Youth | 38 |
| | | Younger Youth | 87 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 68 | 70.8 |
| | Dislocated Workers | 70 | 86.5 |
| | Older Youth | 55 | 58.8 |
| Retention Rate | Adults | 80 | 80.3 |
| | Dislocated Workers | 85 | 93.1 |
| | Older Youth | 80 | 87.9 |
| | Younger Youth | 44 | 40.8 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,572 | 3,261 |
| | Dislocated Workers | 86 | 81.4 |
| | Older Youth (\$) | 2,900 | 2,033 |
| Credential / Diploma Rate | Adults | 50 | 45.2 |
| | Dislocated Workers | 45 | 65 |
| | Older Youth | 30 | 25.9 |
| | Younger Youth | 45 | 13.1 |
| Skill Attainment Rate | Younger Youth | 73 | 47 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | |
| | | | Exceeded |
| | | | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---|--------------------|-----|
| Local Area Name: San Joaquin County Workforce Investment Board | Total Participants Served | Adults | 519 |
| | | Dislocated Workers | 390 |
| | | Older Youth | 122 |
| | | Younger Youth | 806 |
| | Total Exiters | Adults | 348 |
| | | Dislocated Workers | 269 |
| | | Older Youth | 89 |
| | | Younger Youth | 428 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 70 | 74.5 |
| | Dislocated Workers | 69 | 86.8 |
| | Older Youth | 57 | 63.6 |
| Retention Rate | Adults | 73 | 84.1 |
| | Dislocated Workers | 83 | 90.1 |
| | Older Youth | 69 | 57.1 |
| | Younger Youth | 43 | 70.2 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 4,146 |
| | Dislocated Workers | 86 | 85.5 |
| | Older Youth (\$) | 2,300 | 2,222 |
| Credential / Diploma Rate | Adults | 50 | 43.5 |
| | Dislocated Workers | 45 | 35.5 |
| | Older Youth | 30 | 8.3 |
| | Younger Youth | 45 | 48.6 |
| Skill Attainment Rate | Younger Youth | 71 | 72.3 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---|--------------------|-----|
| Local Area Name: San Jose/Silicon Valley Workforce Investment Board | Total Participants Served | Adults | 548 |
| | | Dislocated Workers | 937 |
| | | Older Youth | 312 |
| | | Younger Youth | 733 |
| | Total Exiters | Adults | 249 |
| | | Dislocated Workers | 224 |
| | | Older Youth | 96 |
| | | Younger Youth | 193 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 69 | 80.5 |
| | Dislocated Workers | 69 | 80.3 |
| | Older Youth | 59 | 70 |
| Retention Rate | Adults | 73 | 81.9 |
| | Dislocated Workers | 84 | 87 |
| | Older Youth | 73 | 83.3 |
| | Younger Youth | 45 | 61.1 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,666 | -3,815 |
| | Dislocated Workers | 88 | 65 |
| | Older Youth (\$) | 2,700 | 2,464 |
| Credential / Diploma Rate | Adults | 50 | 67.1 |
| | Dislocated Workers | 45 | 62.6 |
| | Older Youth | 30 | 27.2 |
| | Younger Youth | 45 | 47.7 |
| Skill Attainment Rate | Younger Youth | 75 | 52.9 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---|--------------------|-----|
| Local Area Name: San Luis Obispo County Workforce Investment Board | Total Participants Served | Adults | 137 |
| | | Dislocated Workers | 77 |
| | | Older Youth | 3 |
| | | Younger Youth | 66 |
| | Total Exiters | Adults | 73 |
| | | Dislocated Workers | 31 |
| | | Older Youth | 2 |
| | | Younger Youth | 49 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 72 | 92 |
| | Dislocated Workers | 73 | 83.3 |
| | Older Youth | 55 | 0 |
| Retention Rate | Adults | 87 | 96.4 |
| | Dislocated Workers | 89 | 95 |
| | Older Youth | 68 | 0 |
| | Younger Youth | 45 | 72.7 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 5,311 |
| | Dislocated Workers | 88 | 90.5 |
| | Older Youth (\$) | 2,800 | 0 |
| Credential / Diploma Rate | Adults | 50 | 66.7 |
| | Dislocated Workers | 45 | 77.3 |
| | Older Youth | 30 | 0 |
| | Younger Youth | 45 | 87.5 |
| Skill Attainment Rate | Younger Youth | 75 | 90.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|----------------------------------|--------------------|-----|
| Local Area Name: San Mateo County Workforce Investment | Total Participants Served | Adults | 536 |
| | | Dislocated Workers | 854 |
| | | Older Youth | 92 |
| | | Younger Youth | 238 |
| | Total Exiters | Adults | 177 |
| | | Dislocated Workers | 270 |
| | | Older Youth | 22 |
| | | Younger Youth | 61 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 70 | 77.9 |
| | Dislocated Workers | 72 | 85 |
| | Older Youth | 55 | 50 |
| Retention Rate | Adults | 77 | 84.1 |
| | Dislocated Workers | 87 | 89.2 |
| | Older Youth | 80 | 66.7 |
| | Younger Youth | 47 | 65.9 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,854 | 3,883 |
| | Dislocated Workers | 86 | 80.9 |
| | Older Youth (\$) | 2,700 | -1,953 |
| Credential / Diploma Rate | Adults | 50 | 73.1 |
| | Dislocated Workers | 45 | 71.1 |
| | Older Youth | 30 | 48.2 |
| | Younger Youth | 45 | 78.2 |
| Skill Attainment Rate | Younger Youth | 78 | 78.3 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-----|
| Local Area Name: Santa Ana Workforce Investment Board | Total Participants Served | Adults | 225 |
| | | Dislocated Workers | 178 |
| | | Older Youth | 112 |
| | | Younger Youth | 212 |
| | Total Exiters | Adults | 142 |
| | | Dislocated Workers | 88 |
| | | Older Youth | 54 |
| | | Younger Youth | 105 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 73 | 89.1 |
| | Dislocated Workers | 69 | 82.5 |
| | Older Youth | 58 | 80 |
| Retention Rate | Adults | 81 | 89 |
| | Dislocated Workers | 85 | 94.2 |
| | Older Youth | 73 | 81.5 |
| | Younger Youth | 46 | 88.4 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,478 | -492 |
| | Dislocated Workers | 87 | 92.3 |
| | Older Youth (\$) | 2,600 | 4,592 |
| Credential / Diploma Rate | Adults | 50 | 80 |
| | Dislocated Workers | 45 | 65.7 |
| | Older Youth | 30 | 30.3 |
| | Younger Youth | 45 | 69.8 |
| Skill Attainment Rate | Younger Youth | 75 | 83.3 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---|--------------------|-----|
| Local Area Name: Santa Barbara County Workforce Investment Board | Total Participants Served | Adults | 305 |
| | | Dislocated Workers | 231 |
| | | Older Youth | 98 |
| | | Younger Youth | 378 |
| | Total Exiters | Adults | 271 |
| | | Dislocated Workers | 167 |
| | | Older Youth | 62 |
| | | Younger Youth | 262 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 78 | 71.4 |
| | Dislocated Workers | 71 | 83.5 |
| | Older Youth | 58 | 62.5 |
| Retention Rate | Adults | 88 | 82.5 |
| | Dislocated Workers | 86 | 87.1 |
| | Older Youth | 71 | 90.9 |
| | Younger Youth | 46 | 64.4 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,760 | 3,183 |
| | Dislocated Workers | 86 | 98.7 |
| | Older Youth (\$) | 2,500 | 2,861 |
| Credential / Diploma Rate | Adults | 50 | 61.2 |
| | Dislocated Workers | 45 | 75 |
| | Older Youth | 30 | 26.3 |
| | Younger Youth | 45 | 65.2 |
| Skill Attainment Rate | Younger Youth | 77 | 88.1 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---|--------------------|-----|
| Local Area Name: Santa Cruz County Workforce Investment Board | Total Participants Served | Adults | 348 |
| | | Dislocated Workers | 505 |
| | | Older Youth | 26 |
| | | Younger Youth | 205 |
| | Total Exiters | Adults | 166 |
| | | Dislocated Workers | 255 |
| | | Older Youth | 4 |
| | | Younger Youth | 165 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 71 | 76.1 |
| | Dislocated Workers | 72 | 79.2 |
| | Older Youth | 52 | 75 |
| Retention Rate | Adults | 79 | 86.7 |
| | Dislocated Workers | 84 | 85.6 |
| | Older Youth | 71 | 100 |
| | Younger Youth | 44 | 65.2 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 4,683 |
| | Dislocated Workers | 87 | 69.8 |
| | Older Youth (\$) | 2,600 | 350 |
| Credential / Diploma Rate | Adults | 50 | 60.6 |
| | Dislocated Workers | 45 | 58.6 |
| | Older Youth | 30 | 70 |
| | Younger Youth | 45 | 100 |
| Skill Attainment Rate | Younger Youth | 75 | 85.3 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: Solano County Workforce Investment Board | Total Participants Served | Adults | 202 |
| | | Dislocated Workers | 216 |
| | | Older Youth | 26 |
| | | Younger Youth | 107 |
| | Total Exiters | Adults | 74 |
| | | Dislocated Workers | 82 |
| | | Older Youth | 15 |
| | | Younger Youth | 67 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 68 | 74.3 |
| | Dislocated Workers | 76 | 82.8 |
| | Older Youth | 60 | 90.9 |
| Retention Rate | Adults | 87 | 84.7 |
| | Dislocated Workers | 86 | 79.2 |
| | Older Youth | 70 | 54.6 |
| | Younger Youth | 45 | 43.2 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 1,701 |
| | Dislocated Workers | 88 | 73.5 |
| | Older Youth (\$) | 2,500 | 1,671 |
| Credential / Diploma Rate | Adults | 50 | 60.9 |
| | Dislocated Workers | 45 | 61.8 |
| | Older Youth | 30 | 46.2 |
| | Younger Youth | 45 | 80 |
| Skill Attainment Rate | Younger Youth | 76 | 78.5 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: Sonoma County Workforce Investment Board | Total Participants Served | Adults | 80 |
| | | Dislocated Workers | 173 |
| | | Older Youth | 20 |
| | | Younger Youth | 224 |
| | Total Exiters | Adults | 46 |
| | | Dislocated Workers | 86 |
| | | Older Youth | 9 |
| | | Younger Youth | 177 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 72 | 82.2 |
| | Dislocated Workers | 75 | 72.6 |
| | Older Youth | 59 | 62.5 |
| Retention Rate | Adults | 78 | 86.4 |
| | Dislocated Workers | 86 | 89.6 |
| | Older Youth | 74 | 80 |
| | Younger Youth | 48 | 50 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,948 | 5,207 |
| | Dislocated Workers | 88 | 85.2 |
| | Older Youth (\$) | 2,800 | 4,832 |
| Credential / Diploma Rate | Adults | 50 | 57.5 |
| | Dislocated Workers | 45 | 57.1 |
| | Older Youth | 30 | 25 |
| | Younger Youth | 45 | 51.1 |
| Skill Attainment Rate | Younger Youth | 79 | 84.9 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|----------------------------------|--------------------|-----|
| Local Area Name: Southeast Los Angeles County Workforce Investment Board Selaco | Total Participants Served | Adults | 479 |
| | | Dislocated Workers | 706 |
| | | Older Youth | 47 |
| | | Younger Youth | 575 |
| | Total Exiters | Adults | 282 |
| | | Dislocated Workers | 378 |
| | | Older Youth | 27 |
| | | Younger Youth | 554 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 67 | 78.6 |
| | Dislocated Workers | 66 | 86.4 |
| | Older Youth | 62 | 70.5 |
| Retention Rate | Adults | 73 | 79.6 |
| | Dislocated Workers | 82 | 87.9 |
| | Older Youth | 63 | 87.1 |
| | Younger Youth | 43 | 43.4 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 3,304 |
| | Dislocated Workers | 86 | 95.9 |
| | Older Youth (\$) | 2,300 | 3,238 |
| Credential / Diploma Rate | Adults | 50 | 66.7 |
| | Dislocated Workers | 45 | 78.3 |
| | Older Youth | 30 | 9.1 |
| | Younger Youth | 45 | 37.2 |
| Skill Attainment Rate | Younger Youth | 72 | 87.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|---|--------------------|-------|
| Local Area Name: Stanislaus County Department of E&T/WIB | Total Participants Served | Adults | 1,174 |
| | | Dislocated Workers | 969 |
| | | Older Youth | 221 |
| | | Younger Youth | 990 |
| | Total Exiters | Adults | 620 |
| | | Dislocated Workers | 583 |
| | | Older Youth | 182 |
| | | Younger Youth | 911 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 63 | 68.5 |
| | Dislocated Workers | 68 | 81.7 |
| | Older Youth | 55 | 59.1 |
| Retention Rate | Adults | 72 | 76.6 |
| | Dislocated Workers | 81 | 86.5 |
| | Older Youth | 69 | 68.4 |
| | Younger Youth | 43 | 68.2 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 4,035 |
| | Dislocated Workers | 85 | 79.5 |
| | Older Youth (\$) | 2,300 | 2,396 |
| Credential / Diploma Rate | Adults | 50 | 62.6 |
| | Dislocated Workers | 45 | 71.4 |
| | Older Youth | 30 | 29.8 |
| | Younger Youth | 45 | 75.5 |
| Skill Attainment Rate | Younger Youth | 70 | 87.3 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | | | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-------|
| Local Area Name: Tulare County Workforce Investment Board, Inc. | Total Participants Served | Adults | 2,288 |
| | | Dislocated Workers | 939 |
| | | Older Youth | 596 |
| | | Younger Youth | 1,853 |
| | Total Exiters | Adults | 1,486 |
| | | Dislocated Workers | 591 |
| | | Older Youth | 413 |
| | | Younger Youth | 1,456 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 63 | 76.6 |
| | Dislocated Workers | 68 | 85.5 |
| | Older Youth | 55 | 80.8 |
| Retention Rate | Adults | 72 | 87.7 |
| | Dislocated Workers | 81 | 89.1 |
| | Older Youth | 69 | 84.2 |
| | Younger Youth | 43 | 75 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 5,169 |
| | Dislocated Workers | 85 | 94.2 |
| | Older Youth (\$) | 2,300 | 3,825 |
| Credential / Diploma Rate | Adults | 50 | 63 |
| | Dislocated Workers | 45 | 63.3 |
| | Older Youth | 30 | 28.4 |
| | Younger Youth | 45 | 78.4 |
| Skill Attainment Rate | Younger Youth | 72 | 80.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|------------------------------------|---------------------------|--------------------|-----|
| Local Area Name: Ventura County | Total Participants Served | Adults | 405 |
| | | Dislocated Workers | 320 |
| | | Older Youth | 149 |
| | | Younger Youth | 695 |
| | Total Exiters | Adults | 267 |
| | | Dislocated Workers | 182 |
| | | Older Youth | 53 |
| | | Younger Youth | 211 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 65 | 77.5 |
| | Dislocated Workers | 72 | 76 |
| | Older Youth | 59 | 60 |
| Retention Rate | Adults | 75 | 84.6 |
| | Dislocated Workers | 88 | 90.2 |
| | Older Youth | 78 | 81.3 |
| | Younger Youth | 46 | 72.4 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 424 |
| | Dislocated Workers | 88 | 86.3 |
| | Older Youth (\$) | 2,600 | 3,436 |
| Credential / Diploma Rate | Adults | 50 | 75.7 |
| | Dislocated Workers | 45 | 66.7 |
| | Older Youth | 30 | 25 |
| | Younger Youth | 45 | 83 |
| Skill Attainment Rate | Younger Youth | 76 | 76.7 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-----|
| Local Area Name: Verdugo Workforce Investment Board | Total Participants Served | Adults | 169 |
| | | Dislocated Workers | 198 |
| | | Older Youth | 49 |
| | | Younger Youth | 90 |
| | Total Exiters | Adults | 101 |
| | | Dislocated Workers | 116 |
| | | Older Youth | 32 |
| | | Younger Youth | 89 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 70 | 81.3 |
| | Dislocated Workers | 68 | 82.6 |
| | Older Youth | 60 | 89.7 |
| Retention Rate | Adults | 81 | 90.6 |
| | Dislocated Workers | 83 | 87.3 |
| | Older Youth | 76 | 86.2 |
| | Younger Youth | 44 | 87.5 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,384 | 4,015 |
| | Dislocated Workers | 88 | 84.2 |
| | Older Youth (\$) | 2,700 | 3,926 |
| Credential / Diploma Rate | Adults | 50 | 70 |
| | Dislocated Workers | 45 | 84.8 |
| | Older Youth | 30 | 88.2 |
| | Younger Youth | 45 | 88 |
| Skill Attainment Rate | Younger Youth | 74 | 95.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | |
| | | | Exceeded |
| | | | |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: Yolo County Workforce Investment Board | Total Participants Served | Adults | 115 |
| | | Dislocated Workers | 66 |
| | | Older Youth | 41 |
| | | Younger Youth | 126 |
| | Total Exiters | Adults | 75 |
| | | Dislocated Workers | 30 |
| | | Older Youth | 33 |
| | | Younger Youth | 95 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 71 | 73.7 |
| | Dislocated Workers | 73 | 73.2 |
| | Older Youth | 58 | 100 |
| Retention Rate | Adults | 78 | 95.4 |
| | Dislocated Workers | 86 | 86.7 |
| | Older Youth | 79 | 100 |
| | Younger Youth | 44 | 58.3 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,572 | -1,503 |
| | Dislocated Workers | 85 | 87.8 |
| | Older Youth (\$) | 2,900 | 11,096 |
| Credential / Diploma Rate | Adults | 50 | 73.1 |
| | Dislocated Workers | 45 | 66.7 |
| | Older Youth | 30 | 100 |
| | Younger Youth | 45 | 83 |
| Skill Attainment Rate | Younger Youth | 73 | 72.8 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|----------------------------------|--------------------|-----|
| Local Area Name: City of Richmond Workforce Investment Board | Total Participants Served | Adults | 107 |
| | | Dislocated Workers | 149 |
| | | Older Youth | 11 |
| | | Younger Youth | 165 |
| | Total Exiters | Adults | 57 |
| | | Dislocated Workers | 49 |
| | | Older Youth | 7 |
| | | Younger Youth | 96 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 72 | 96 |
| | Dislocated Workers | 71 | 95.6 |
| | Older Youth | 56 | 100 |
| Retention Rate | Adults | 81 | 97.9 |
| | Dislocated Workers | 85 | 95.4 |
| | Older Youth | 75 | 100 |
| | Younger Youth | 46 | 75 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 5,310 |
| | Dislocated Workers | 87 | 93.5 |
| | Older Youth (\$) | 2,100 | 21,700 |
| Credential / Diploma Rate | Adults | 50 | 75.7 |
| | Dislocated Workers | 45 | 78.3 |
| | Older Youth | 30 | 100 |
| | Younger Youth | 45 | 82.4 |
| Skill Attainment Rate | Younger Youth | 77 | 87.6 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-------|
| Local Area Name: Imperial County Workforce Investment Board | Total Participants Served | Adults | 1,292 |
| | | Dislocated Workers | 375 |
| | | Older Youth | 49 |
| | | Younger Youth | 587 |
| | Total Exiters | Adults | 490 |
| | | Dislocated Workers | 196 |
| | | Older Youth | 19 |
| | | Younger Youth | 178 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 63 | 74.7 |
| | Dislocated Workers | 63 | 85.7 |
| | Older Youth | 55 | 65.9 |
| Retention Rate | Adults | 70 | 79.1 |
| | Dislocated Workers | 75 | 75 |
| | Older Youth | 70 | 80 |
| | Younger Youth | 42 | 66.1 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 3,581 |
| | Dislocated Workers | 84 | 160.5 |
| | Older Youth (\$) | 2,300 | 3,908 |
| Credential / Diploma Rate | Adults | 50 | 51.3 |
| | Dislocated Workers | 45 | 68.5 |
| | Older Youth | 30 | 40 |
| | Younger Youth | 45 | 70.1 |
| Skill Attainment Rate | Younger Youth | 70 | 70.1 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: Marin County Department of Health & Human Services | Total Participants Served | Adults | 147 |
| | | Dislocated Workers | 74 |
| | | Older Youth | 5 |
| | | Younger Youth | 40 |
| | Total Exiters | Adults | 64 |
| | | Dislocated Workers | 39 |
| | | Older Youth | 4 |
| | | Younger Youth | 24 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 68 | 93.6 |
| | Dislocated Workers | 73 | 96.8 |
| | Older Youth | 57 | 100 |
| Retention Rate | Adults | 75 | 96.8 |
| | Dislocated Workers | 89 | 86.7 |
| | Older Youth | 73 | 50 |
| | Younger Youth | 47 | 78.6 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,290 | 7,051 |
| | Dislocated Workers | 87 | 66.7 |
| | Older Youth (\$) | 2,700 | 255 |
| Credential / Diploma Rate | Adults | 50 | 87.1 |
| | Dislocated Workers | 45 | 87.5 |
| | Older Youth | 30 | 100 |
| | Younger Youth | 45 | 57.1 |
| Skill Attainment Rate | Younger Youth | 79 | 93.9 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|--|---------------------------|--------------------|-----|
| Local Area Name: Monterey County Workforce Investment Board | Total Participants Served | Adults | 785 |
| | | Dislocated Workers | 912 |
| | | Older Youth | 93 |
| | | Younger Youth | 942 |
| | Total Exiters | Adults | 575 |
| | | Dislocated Workers | 547 |
| | | Older Youth | 50 |
| | | Younger Youth | 634 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 69 | 81.6 |
| | Dislocated Workers | 69 | 85.3 |
| | Older Youth | 60 | 77.5 |
| Retention Rate | Adults | 73 | 78.1 |
| | Dislocated Workers | 82 | 86.9 |
| | Older Youth | 77 | 68.6 |
| | Younger Youth | 44 | 62.1 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,196 | 3,822 |
| | Dislocated Workers | 87 | 90 |
| | Older Youth (\$) | 2,600 | 2,345 |
| Credential / Diploma Rate | Adults | 50 | 67 |
| | Dislocated Workers | 45 | 69.2 |
| | Older Youth | 30 | 38.3 |
| | Younger Youth | 45 | 83.6 |
| Skill Attainment Rate | Younger Youth | 74 | 91.6 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |

WIA Annual Report Data

State Name: CA

Program Year: 2002

Table O: Summary of Participants

| | | | |
|---|----------------------------------|--------------------|-----|
| Local Area Name: South Bay Workforce Investment Board | Total Participants Served | Adults | 464 |
| | | Dislocated Workers | 404 |
| | | Older Youth | 92 |
| | | Younger Youth | 321 |
| | Total Exiters | Adults | 284 |
| | | Dislocated Workers | 162 |
| | | Older Youth | 59 |
| | | Younger Youth | 267 |

| | | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction | Program Participants | 0 | 0 |
| | Employers | 0 | 0 |
| Entered Employment Rate | Adults | 68 | 85.8 |
| | Dislocated Workers | 69 | 87.9 |
| | Older Youth | 65 | 78.1 |
| Retention Rate | Adults | 73 | 85.8 |
| | Dislocated Workers | 83 | 88.8 |
| | Older Youth | 75 | 84.4 |
| | Younger Youth | 45 | 61.3 |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$) | 3,384 | 5,158 |
| | Dislocated Workers | 88 | 79.7 |
| | Older Youth (\$) | 2,600 | 3,435 |
| Credential / Diploma Rate | Adults | 50 | 77.7 |
| | Dislocated Workers | 45 | 80.9 |
| | Older Youth | 30 | 67.4 |
| | Younger Youth | 45 | 85.7 |
| Skill Attainment Rate | Younger Youth | 75 | 92.4 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | Exceeded |