

State of Arizona

Annual Report

*Workforce Investment Act Title IB
Program Year 2006*



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Governor's Council on Workforce Policy

The Honorable Elaine L. Chao
Secretary of Labor
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

Dear Secretary Chao:

On behalf of the Arizona's Governor's Council on Workforce Policy (GCWP), please find the Workforce Investment Act Title IB Annual Report for Program Year 2006.

The GCWP is focused on streamlining systems, evaluating the effectiveness of workforce programs and obtaining additional financial resources to address the state's growing employer demands. In PY06 the Council utilized discretionary funds to hire a full-time grant writer, who will concentrate on generating incremental revenue for regionally focused, demand driven projects targeted at private and the public sector initiatives.

In addition, the Council has made an effort to better understand Arizona's workforce system results. To that end, we have established the Arizona Workforce Connections dashboard report. The dashboard reports provide a simple and comprehensive assessment of key programs. Ultimately, we are working towards providing a clear picture of the return on investment of Arizona's workforce system to the business community and policy makers alike.

We are honored and encouraged that the Department of Labor saw fit to award Arizona with a \$5 million WIRED grant. The GCWP will do whatever it can to support this regional initiative and encourage collaborative workforce, economic development and educational projects into the future.

Sincerely,



Lisa Lovallo
Chair, Governor's Council on Workforce Policy

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Overview of *Arizona's Workforce Connection*

The federal Workforce Investment Act (WIA) was signed into law in August 1998 and became effective in Arizona in July 2000. This annual report focuses on Program Year (PY) 2006, which covers the period of time from July 1, 2006 through June 30, 2007. This is the seventh year of WIA implementation in Arizona.

Arizona's workforce system, known as *Arizona's Workforce Connection*, consists of the Governor's Council on Workforce Policy (State Board), 14 Local Workforce Investment Areas (LWIAs) along with their respective Local Workforce Investment Boards (LWIBs), 23 comprehensive One-Stop centers, 19 satellite offices, and an array of workforce partners.

The state board, as well as the 14 local boards, represents business, labor, education, and other workforce invested partners to ensure that a strong, market-driven, service delivery system responds to the skill needs of businesses and workers throughout the state and within the local communities.

Arizona's Virtual OneStop system (VOS) is the state's Internet-based workforce system that provides a comprehensive statewide management information system for the Workforce Investment Act (WIA) Title IB and Wagner-Peyser programs. VOS tracks service delivery of WIA participants and allows job seekers the ability to job search, explore career/training opportunities and receive information on labor market information, as well as related community services. VOS also gives employers the ability to recruit, post job orders, and access labor market information to meet the needs of the business community.

Arizona's Workforce Connection system continues to improve and is the strongest it has been since the inception of WIA. Arizona's performance substantiates the state's continuous improvement efforts. Of the 17 WIA performance measures established by the Act, Arizona has met or exceeded all of its performance goals. As such, Arizona for a second consecutive year, received an incentive award from the federal government for exceeding its negotiated performance standards under WIA. Arizona's performance outcomes are discussed further in this report.

Arizona's success, however, does not begin or end with compliance with federal mandates. Despite the achievements to date, much more remains to be accomplished. As a state, Arizona strives to integrate its various workforce components into a seamless, coordinated system that is effective and useful to Arizona's workforce customers – workers and businesses. Arizona continues to adapt to changes in the marketplace and to refine our system through regional partnerships and collaborative efforts in order to build upon the foundation that has been established. Arizona continues to transform our workforce system so it is flexible, responsive, and timely in meeting the needs of all Arizonans, now and in the future.

Economic Environment

During Program Year (PY) 2006 (July 1, 2006 – June 30, 2007), Arizona's seasonally adjusted unemployment rate decreased from 4.1% in July 2006 to 3.4% in June 2007, averaging 4.0% for PY06. The national unemployment rate for June 2007 was 4.5%. According to figures released for June 2007, 92,800 nonfarm jobs were added in Arizona over-the-year (OTY=July 2006 – June 2007) for an annual gain of nearly 4.0%, and demonstrated a steady increase of employment.

In comparison to the rest of the nation in June 2006, Arizona's OTY nonfarm employment growth was ranked second in the nation, just behind Utah. Industries with the most rapid rates of over-the-year growth included natural resources and mining, leisure and hospitality, government, and other services.

Since July 2006, construction had an OTY decrease of 4,000 jobs (-1.6%). Jobs in construction of buildings decreased by 900 (-1.9%) while jobs in heavy construction rose by 1,800 (+6.2%). Specialty trades lost 5,000 jobs (-2.9%).

Educational/health services added 13,400 jobs since July 2006 (+4.7%).

Financial activities had an OTY increase of 3,800 jobs (+2.1%).

Professional and business services had an OTY increase of 21,000 jobs (+5.3%).

Trade, transportation, and utilities added 13,700 jobs (+2.7%) since July 2006. Retail trade added the majority of these jobs, 9,900 (+3.1%).

Leisure and hospitality gained 17,800 jobs (+6.8%) since July 2006. Arts, entertainment and recreation added 4,100 new jobs (+12.4%), while accommodation and food services had a gain of 13,700 jobs (+6.0%).

Natural resources and mining gained 1,200 jobs (+11.9%).

Manufacturing recorded an OTY net loss of 1,700 jobs (-.9%). Gains occurred in the reported sectors of fabricated metals (300 jobs) and aerospace products (500 jobs). Computer and electronic parts lost 2,100 jobs. Non-durables experienced a decrease of 500 jobs.

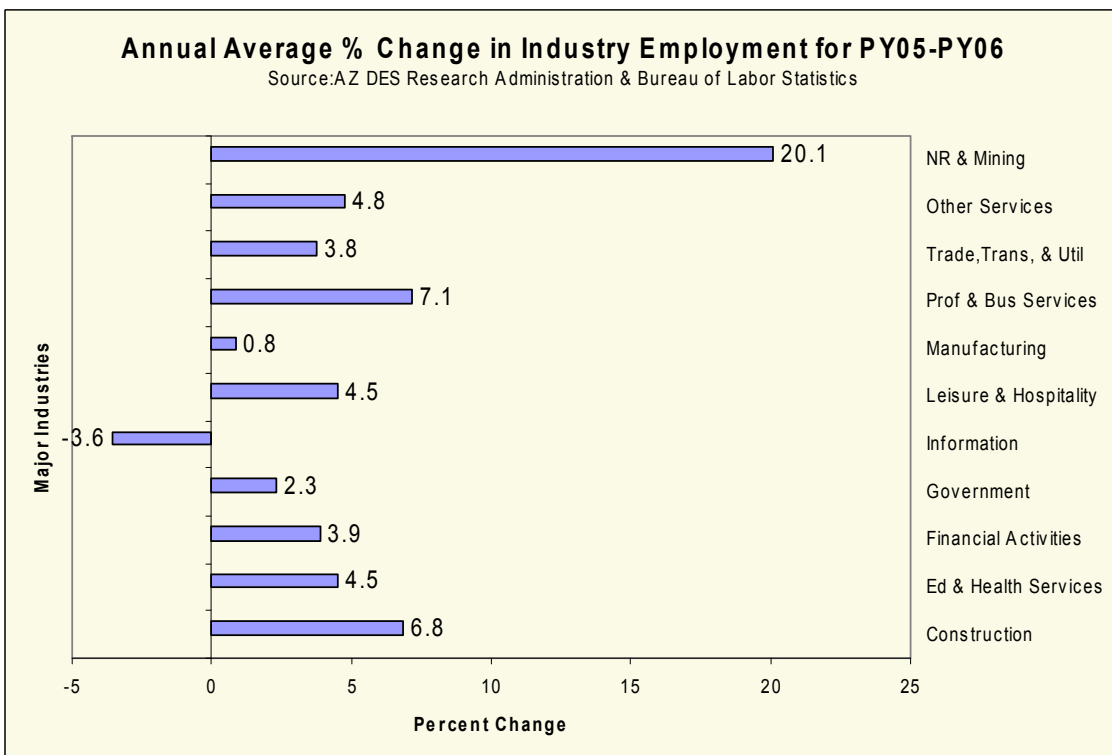
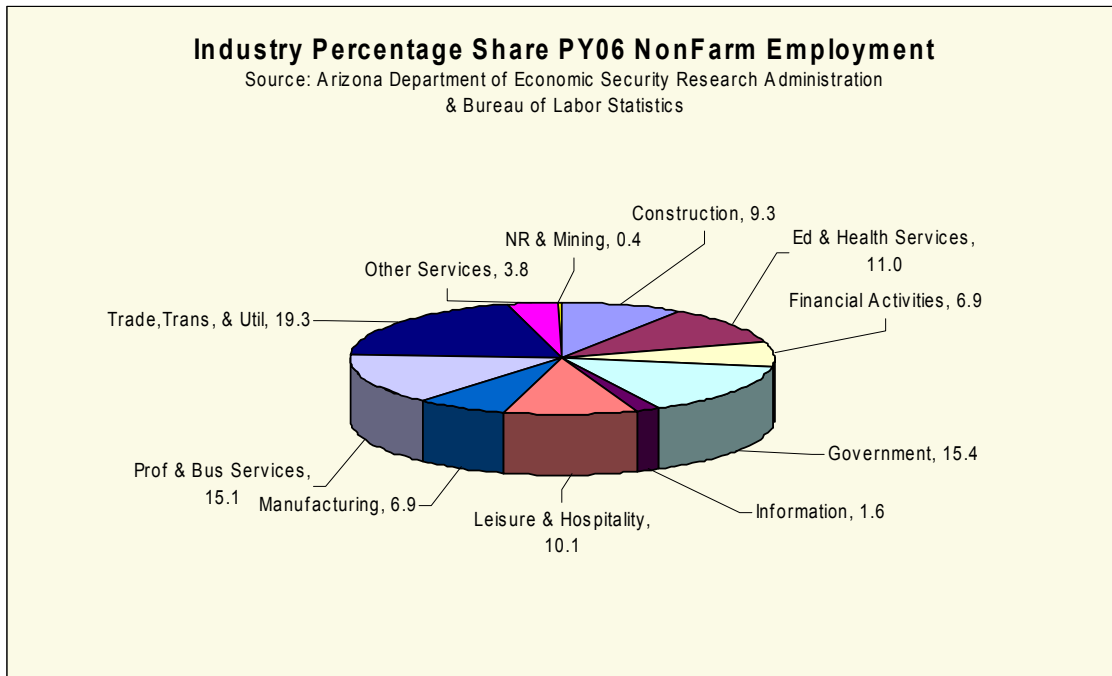
Information services continued to be weak, as the industry pared 1,400 jobs (-3.1%). Telecommunications lost 800 jobs (-5.2%).

Government added 23,600 jobs (+6.4%). The majority of those jobs were in state 2,200 (+2.9%) and local government 20,500 (+8.5%). The Federal government added 900 jobs (+1.7%).

Other services gained 5,500 nonfarm jobs (+5.5%).

“Arizona’s economy is forecast to grow by more than 180,000 nonfarm jobs during 2007-2008. A fast growing state population is an important impetus to this. Growth of nonfarm jobs is forecast to slow, yet maintain a faster pace than the national economy.”*

*Source: DES Research Administration; Arizona’s Workforce Press Release April, 2007.



Governor's Council on Workforce Policy

The Governor's Council on Workforce Policy (GCWP), Arizona's State Workforce Board, is comprised of 35 members representing private industry, education, economic development, and organized labor. The *Arizona Workforce Connection* system encompasses programs at the Arizona Departments of Commerce, Education, and Economic Security, as well as 14 Local Workforce Investment Areas, including the Nineteen Tribal Nation Consortium serving Arizona's Tribes.

Under Governor Napolitano's leadership, the GCWP continues to improve the *Arizona Workforce Connection* system. In Program Year 2006, the Council's focus has been placed on the following strategies:

Streamlining workforce functions to create a more efficient, demand driven system

The Council has been working with Arizona's workforce development agencies to support the Governor's vision for an integrated workforce and economic development system. To support this goal, the Council evaluated the Title IB allocation process, conducted national best practices research, and began work on Arizona specific outcome based performance measures. Further, the GCWP Operations Committee is working on Arizona's chartering process, which is to be implemented in Program Year 2007. This chartering process will enhance the state's statewide policies and procedures for Arizona's One-Stop system.

Regionalizing workforce needs and economic priorities

Utilizing discretionary funds, the Council has been working with the Local Workforce Investment Boards and Areas to promote a more business oriented workforce system. To support that effort, the Council allocated funding to each LWIA to establish a plan which addressed the needs of their local business community. For some local areas this meant hiring a full-time business outreach coordinator, while some conducted localized, real time labor market information studies. Further, the Council has recently hired a statewide grant writer to work with local workforce areas, community colleges and state workforce development agencies. This grant writer will be charged with securing regional, industry driven funding for the workforce system.

Generating additional financial resources for the workforce system

A strong focus of the Council has been to generate a more diverse pool of resources to meet Arizona's workforce needs. Hiring the statewide grant writer is one of the strategies the Council is undertaking to support this effort. Additionally, the Council is also working on a statewide financial Resource Sharing Agreement (RSA) for all the partners within the workforce system. The goal of the standardized RSA is to ensure Arizona's Title IB program is not bearing all of the costs associated with operating the One-Stop system.

The Council and the partners within the *Arizona Workforce Connections* system continue to support Governor Napolitano's vision for a seamlessly integrated workforce development system that effectively meets the needs of individuals and businesses.

Notable State Highlights

WIA Title V Incentive Funds

In April of 2006, the U.S. Department of Labor announced Arizona was eligible for a WIA Title V Incentive Grant Award in the amount of \$709,618. Arizona utilized the initial WIA Title V Incentive Grant Award to develop the *Enhancing Arizona's Workforce Connections* project. This statewide collaborative project involves the Arizona Department of Education and the Arizona Department of Economic Security. The grant funds were evenly distributed between the Local Workforce Investment Areas (LWIAs), Adult Education Services (AES), and Career and Technical Education (CTE).

Arizona suffers from a critical shortage of allied and health care workers to support its health care industry statewide. Labor Market Information indicated that Arizona ranked 45th out of all states for the number of registered nurses per 100,000 residents and projected a need for over 30,000 nurses, 11,000 medical assistants, and 15,000 allied health care workers over the next seven years. With the demand for health care services increasing as Arizona's population ages, too few people enter or remain in the health care professions. The overall goal of the *Enhancing Arizona's Workforce Connections* project is to provide training and education for Arizona citizens on the opportunities in health care occupations and the shortage of health care workers.

In May 2007, Arizona was again notified that the state was eligible for a WIA Title V Incentive Grant Award in the amount of \$1,478,972. Building upon the prior year grant award, Arizona elected to continue to target health care occupations.

Partners Assuring Youth Success

In June 2007, Arizona was competitively selected by the U.S. Department of Labor to be a state pilot to demonstrate the effectiveness of state-level partnerships, programmatic outcomes, and development of an overall plan to meet the needs of at-risk youth. The Governor's Office, in collaboration with the Arizona Departments of Commerce and Economic Security and other community-based stakeholders, is directing the efforts of the Arizona Vision for Youth Task Force and the pilot program titled *Partners Assuring Youth Success*.

Partners Assuring Youth Success is a pilot program focusing on Arizona's two fastest growing counties in central Arizona, Pinal and Gila. These counties serve as one Local Workforce Investment Area. The *Partners Assuring Youth Success* project places special emphasis on youth who are dually involved in the child welfare and juvenile justice systems and youth in either or both systems that are parenting. The Youth-Adult Partnership model is used to respond to the needs of youth aging out of foster care.

Mulvaney Consulting Group, a local provider of Independent Living Training Services for youth in foster care, employs young people formerly in the foster care system as youth advocates. These youth advocates provide outreach to foster and former foster youth, and work with local service providers to tailor services for youth. Further, the *Partners Assuring Youth Success* program works with local businesses to develop employment opportunities. Adult staff provides training and support to youth liaisons and works in partnership to develop outreach, service, and employment components of the program.

The TERM Report – An Innovative Tool for Career Planning

Arizona Statewide TERM Ranking by Occupation '05-'15								
TERM: Training & Education Resource Model								
Rank based on comparative scores in openings, wages, skills, growth, and turnover, using weights 3, 3, 1, 1, 1								
Rank	SOC Code	Occupational Title	Openings	Hourly Wage	ONET Score	Growth Rate	Turn-over Ratio	Training / Education Requirements
1	29-1111	Registered Nurses	2,346	\$27.06	645	4.8%	2.3	Associate degree
2	11-1021	General & Operations Managers	1,349	\$41.05	659	2.7%	1.4	Bachelor's or higher degree, plus work experience
3	15-1031	Computer Software Engineers, Applications	383	\$34.34	607	3.9%	4.0	Bachelor's degree
4	15-1032	Computer Software Engineers, Systems Software	257	\$37.09	647	3.7%	3.8	Bachelor's degree
5	15-1081	Network Systems & Data Communications Analysts	255	\$27.79	669	5.4%	4.5	Bachelor's degree
6	11-9111	Medical & Health Services Managers	296	\$31.76	707	3.5%	1.8	Bachelor's or higher degree, plus work experience
7	29-1051	Pharmacists	281	\$42.28	554	4.5%	2.3	First professional degree
8	15-1071	Network & Computer Systems Administrators	216	\$28.23	697	4.2%	3.8	Bachelor's degree
9	11-1011	Chief Executives	448	\$62.77	653	2.6%	1.4	Bachelor's or higher degree, plus work experience
10	11-9021	Construction Managers	448	\$37.78	616	2.9%	1.6	Bachelor's degree

In the Arizona job market, it is helpful to know which occupations and industries afford better career path opportunities. The Department of Economic Security's Research Administration created a unique tool for WIA Labor Market Information (LMI) known as the ***Training and Education Research Model (TERM)*** that helps identify occupations with more employment/advancement opportunities.

TERM evaluates occupations based on their projected openings, growth rate, wages, skills, estimated turnover ratio, and basic training and education guidelines. It is helpful to look at more than one criterion by itself, such as growth rate or openings. For example, some occupations with a higher number of openings may have relatively low pay, and some occupations with high pay may not have many openings. By factoring in multiple criteria, employment opportunities can be readily identified.

The above LMI was layered with WIA data, allowing local areas to view information specific to their location, thus creating ease of interpretation. This breakdown of the data allows case managers to better understand high demand, high growth industries and the jobs/positions in certain sectors along with salary ranges for each region.

TERM empowers case managers to accurately advise individuals on training and career paths, and allows participants to consider options outside their immediate community. ***TERM*** addresses the critical link between performance, data, and the availability of correct, current and understandable labor market information.

TERM is flexible and can be adapted to different applications and needs. For example, ***TERM*** can rank training programs according to occupation. Education and training requirements of occupations can be used to query the data for jobs that meet the needs of the user. ***TERM*** can also assign weights to criteria (openings, growth, wages, skill, and turnover) used to evaluate occupations in demand.

Inmate/Ex-Offenders Outreach

In Program Year 2006, the Arizona Departments of Commerce and Economic Security worked together to standardize the employment, training, and support service information being disseminated to inmates throughout the state from the various employment and training programs. A packet of information entitled ***Inmate Employment Information Packet*** was assembled and distributed statewide to each comprehensive and affiliate One-Stop Career Center and Arizona Department of Corrections staff, as well as being placed in each prison resource center, with the hope of assisting offenders with employment reentry.

Approximately 17,000 inmates are released each year in Arizona and most are required to become gainfully employed upon release. With state agencies, Local Workforce Investment Areas, and the correctional system all using the same information to help former inmates attain employment, the goal is to reduce the revocation and recidivism rate of inmates throughout Arizona.

Cost Effectiveness

Program	Cost per Participant
*Overall for all programs	\$3,069.35
Adult Program	\$1,912.45
Dislocated Worker Program	\$4,133.10
Youth Program	\$4,792.05

*Overall includes Administration Expenses

The state received a WIA Title IB allotment of \$39,896,801 that provided services and activities through the *Arizona Workforce Connection* One-Stop system for PY 2006 (July 1, 2006 through June 30, 2007). A total of 12,928 individuals were served through formula funding provided to the 14 Local Workforce Investment Areas (LWIAs) through the adult (\$11,791,048), dislocated worker (\$10,207,668), and youth (\$12,509,990) funding streams. The LWIAs also provided services to Arizona's business communities and affected workers through Rapid Response funded (\$1,031,076) activities by providing assistance with lay-offs and closures.

Arizona's cost per participant with program funds (excluding administration funds) for PY 2006 was \$1,663 for adults, \$3,594 for dislocated workers, and \$4,167 for youth. Adult customers generally are looking for immediate employment at the One-Stops rather than long term training opportunities; therefore, their costs remain lower. Dislocated workers often see their employment lay-off as an opportunity to acquire new skills and make a career change. Youth require long term classroom training to not only meet the demands of today's labor market but also to be adequately prepared for the changing market demands in the future. Both dynamics for dislocated workers and youth involve longer, more intense training services, increasing the cost of serving these two customer groups. The average cost for all three funding streams for PY 2006 was \$2,669 per participant.

Evaluation of Workforce Investment Activities

Evaluation of Statewide Activities

Arizona continues to develop a collaborative, integrated, customer driven, customer friendly, workforce investment system that is responsive to all customers. As a system, *Arizona's Workforce Connection* continually works to improve the services provided, and to meet the needs of Arizona's workers and businesses by providing workers with needed skills, and businesses with the skilled workers they require. Arizona uses a number of methods to evaluate workforce investment activities.

- **Annual monitoring** of WIA Title IB adult, youth and dislocated worker service providers is conducted by the Department of Economic Security, the state's WIA oversight agency. Monitoring includes a comprehensive review of local fiscal and management information systems, provider agreements, and the eligible training provider application process. Adult, dislocated worker, and youth program activities are observed and evaluated, recommendations are made, and results are tracked, reviewed and reported. This process actively supports the local areas' ability to construct strong programs to empower participants in their career paths, and meet business needs for a skilled and motivated workforce.
- **Customer Satisfaction surveys** are conducted with both participants and employers, as required for WIA performance. Arizona continues to evaluate customers' levels of satisfaction by conducting telephone surveys.
- **Data Element Validation** evaluates the accuracy of participant data used to generate annual WIA performance reports. The process compares source documentation in participant files, such as eligibility documentation, to selected information pulled from a sample of exited participant records in the Virtual OneStop system. Data element validation is critical to ensure that performance results of Arizona's WIA program are accurate. Each state is required by the U.S. Department of Labor to complete this process.

Evaluation of Arizona's Allocation Formulas Under WIA

In Program Year 2006, Arizona contracted with Social Policy Research (SPR) Associates to conduct a study on the formulas that Arizona uses to allocate funds to local workforce investment areas under WIA Title IB adult, youth, and dislocated worker programs. The study was to determine if alternative mechanisms would better enable the state to focus WIA funds to those local areas most in need or those that were most effective in serving participants.

The results of the study indicated that Arizona is one of only four states that use an alternative method to allocate funds under the adult and youth programs. The majority of states use the standard methodology outlined in WIA legislation. Arizona is also unique in its need to allocate funds to the Nineteen Tribal Nations Consortium, because it must separate out the tribal portions from the various counties, as well as set aside funds for the Navajo Nation. Based on SPR's evaluation of the formulas, Arizona is assessing the seven recommendations for future program allocations.

State Performance Tables

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	# of Surveys Completed	# of Customers Eligible for the Survey	# of Customers included in the Sample	Response Rate
American Customer Satisfaction Index						
Participants	71.0%	72.0%	582	1,986	591	98.5%
Employers	71.0%	59.0%	616	724	618	99.7%

Table B – Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator	Denominator
Entered Employment Rate	76.0%	81.6%	2,048	2,509
			2,436	2,848
Employment Retention Rate	81.0%	85.5%	\$25,942,447	2,141
Average Earnings Rate	\$9,700.00	\$12,117.00	1,288	1,810
Employment and Credential Rate	62.0%	71.2%		

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	78.4%	265	85.8%	139	78.9%	75	83.0%	132
		338		162		95		159
Employment Retention Rate	78.3%	238	84.7%	144	77.7%	73	89.9%	151
		304		170		94		168
Average Earnings Rate	\$8,909.00	\$1,790,704	\$14,678.30	\$1,790,747	\$10,649.50	\$713,518	\$13,904.40	\$1,738,046
		201		122		67		125
Employment and Credential Rate	59.7%	117	69.7%	106	52.5%	21	69.9%	65
		196		152		40		93
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

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	84.9%	986	78.8%	1,062
		1,162		1,347
Employment Retention Rate	89.4%	1,322	81.4%	1,114
		1,479		1,369
Average Earnings Rate	\$14,031.50	\$16,332,639	\$9,836.00	\$9,609,808
		1,164		977
		numerator denominator		numerator denominator

Table E – Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	85.0%	87.0%	1,034
			1,188
Employment Retention Rate	88.0%	90.4%	961
			1,063
Average Earning Rate	\$13,262.00	\$15,598.10	\$13,289,580
			852
Employment and Credential Rate	69.0%	70.6%	495
			701

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	90.0%	108	80.0%	20	84.4%	173	68.8%	66
		120		25		205		96
Employment Retention Rate	91.2%	125	90.0%	27	89.8%	167	83.3%	45
		137		30		186		54
Average Earnings Rate	\$17,583.60	\$2,004,526	\$12,855.00	\$308,519	\$14,361.00	\$2,139,792	\$11,911.00	\$476,438
		114		24		149		40
Employment and Credential Rate	73.0%	65	76.5%	13	78.6%	88	51.7%	15
		89		17		112		29
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	89.2%	609	84.2%	425
		683		505
Employment Retention Rate	92.2%	571	87.8%	390
		619		444
Average Earnings Rate	\$16,588.20	\$8,177,981	\$14,238.40	\$5,111,599
		493		359
		numerator denominator		numerator denominator

Table H1 – Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Placement in Employment or Education	N/A	62.6%	922
			1,472
Attainment of Degree or Certificate	N/A	48.0%	733
			1,528
Literacy and Numeracy Gains	N/A	58.4%	52
			89

Table H2 – Older Youth (19-21) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	70.0%	77.4%	216
			279
Employment Retention Rate	79.0%	86.5%	300
			347
Six Months Earnings Increase	\$3,450.00	\$4,804.70	\$1,446,229
			301
Credential Rate	50.0%	46.9%	165
			352

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	75.5%	40	100.0%	1	68.4%	13	78.9%	183
		53		1		19		232
Employment Retention Rate	89.4%	59	100.0%	1	100.0%	18	86.9%	265
		66		1		18		305
Earnings Change in Six Months	\$3,923.60	\$211,872	\$10,045.00	\$10,045	\$5,691.90	\$79,686	\$4,969.70	\$1,341,817
		54		1		14		270
Credential Rate	52.6%	30	0.0%	0	52.2%	12	42.9%	126
		57		2		23		294
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

Table J – Younger Youth (14-18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Skill Attainment Rate	83.0%	75.5%	1,608
			2,130
Diploma or Equivalent Rate	58.0%	68.0%	393
			578
Retention Rate	59.0%	71.0%	606
			854

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	70.4%	236	81.3%	257	68.7%	439
		335		316		639
Diploma or Equivalent Rate	49.3%	36	91.5%	65	43.6%	88
		73		71		202
Retention Rate	60.6%	57	76.0%	76	67.3%	264
		94		100		392

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Months Earnings Change (Adults & Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment	Wages at Entry into Employment for those who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services		
Adults	81.3%	2,295	\$5,880.00	\$14,423,601	4.2%	87	\$4,814.20	\$9,031,447	27.9%	275
		2,824		2,453		2,048		1,876		986
Dislocated Workers	85.8%	921	116.6%	\$13,834,445	3.0%	31	\$7,273.60	\$6,873,587	30.2%	184
		1,073		\$11,862,677		1,034		945		609
Older Youth	83.8%	289	\$5,247.40	\$1,500,747	4.6%	10	\$3,516.60	\$696,286		numerator
		345		286		216		198		denominator
		numerator denominator		numerator denominator		numerator denominator		numerator denominator		

Table M – Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	9,882	5,025
Total Adults (self-service only)	142,928	131,992
WIA Adults	7,086	3,703
WIA Dislocated Workers	2,840	1,346
Total Youth (14-21)	3,002	1,261
Younger Youth (14-18)	2,257	932
Older Youth (19-21)	745	329
Out-of-School Youth	1,369	629
In-School Youth	1,633	632

Table N - Cost of Program Activities

Program Activity	Total Federal Spending	
Local Adults	\$11,791,048	
Local Dislocated Workers	\$10,207,668	
Local Youth	\$12,509,990	
Rapid Response (up to 25%) WIA Section §134(a)(2)(B)	\$993,029	
Statewide Required Activities (up to 15%) WIA Section §134(a)(2)(B)	\$1,625,000	
Statewide Allowable Activities WIA Section §134(a)(3)	Program Activity Description	
	Demonstration Projects	\$2,000,000
	Apprenticeship	\$130,000
	Other Governor’s Council Programs	\$400,459
	State Administration	\$2,077,730
Total of All Federal Spending Listed Above	\$41,734,924	

Local Workforce Investment Areas Performance Tables

Table O – Local Performance

Local Area Name Cochise County	Total Participants Served	Adults	206	
		Dislocated Workers	12	
		Older Youth	27	
		Younger Youth	110	
ETA Assigned #04005	Total Exiters	Adults	120	
		Dislocated Workers	7	
		Older Youth	11	
		Younger Youth	34	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	71.0%	81.3%	
	Dislocated Workers	86.0%	93.3%	
	Older Youth	71.0%	100.0%	
Retention Rates	Adults	90.0%	94.9%	
	Dislocated Workers	88.0%	92.3%	
	Older Youth	84.0%	100.0%	
	Younger Youth	62.0%	88.9%	
Average Earnings (Adults/DWs)	Adults	\$9,000.00	\$11,843.30	
	Dislocated Workers	\$10,000.00	\$13,481.40	
Six Months Earnings Increase (Older Youth)	Older Youth	\$3,100.00	\$7,321.00	
Credential/Diploma Rates	Adults	60.0%	76.6%	
	Dislocated Workers	62.0%	73.3%	
	Older Youth	49.0%	76.5%	
	Younger Youth	61.0%	79.2%	
Skill Attainment Rate	Younger Youth	90.0%	85.1%	
Placement in Employment or Education	Youth (14-21)	N/A	77.1%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	68.0%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	14

Table O – Local Performance

Local Area Name Coconino County	Total Participants Served	Adults	78	
		Dislocated Workers	11	
		Older Youth	14	
		Younger Youth	69	
ETA Assigned #04065	Total Exiters	Adults	41	
		Dislocated Workers	6	
		Older Youth	10	
		Younger Youth	44	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	76.0%	92.3%	
	Dislocated Workers	78.0%	100.0%	
	Older Youth	80.0%	62.5%	
Retention Rates	Adults	87.0%	89.5%	
	Dislocated Workers	93.0%	100.0%	
	Older Youth	79.0%	88.9%	
	Younger Youth	63.0%	88.0%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,000.00	\$12,271.50	
	Dislocated Workers	\$10,000.00	\$10,166.50	
	Older Youth	\$2,000.00	\$5,036.00	
Credential/Diploma Rates	Adults	60.0%	92.1%	
	Dislocated Workers	63.0%	75.0%	
	Older Youth	55.0%	58.3%	
	Younger Youth	67.0%	86.2%	
Skill Attainment Rate	Younger Youth	76.0%	80.0%	
Placement in Employment or Education	Youth (14-21)	N/A	63.6%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	82.2%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	14

Table O – Local Performance

Local Area Name Gila/Pinal Counties	Total Participants Served	Adults	114	
		Dislocated Workers	*	
		Older Youth	43	
		Younger Youth	72	
ETA Assigned #04010	Total Exiters	Adults	46	
		Dislocated Workers	*	
		Older Youth	10	
		Younger Youth	15	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	77.0%	87.3%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	72.0%	76.9%	
Retention Rates	Adults	86.0%	87.3%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	83.0%	90.9%	
	Younger Youth	60.0%	66.7%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$8,700.00	\$9,838.60	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	\$3,700.00	\$6,790.70	
Credential/Diploma Rates	Adults	63.0%	69.4%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	53.0%	56.3%	
	Younger Youth	61.0%	100.0%	
Skill Attainment Rate	Younger Youth	83.0%	87.0%	
Placement in Employment or Education	Youth (14-21)	N/A	73.3%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	79.4%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	100.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	11

*The Re-Employment and Pre-Layoff Assistance Center (REPAC) is the entity that administers the dislocated worker program on behalf of 6 local area consortiums that include Gila/Pinal, Graham, Greenlee, Mohave/La Paz, Navajo/Apache Counties and the Nineteen Tribal Nations (See Table O – REPAC Dislocated Worker Consortium)

Table O – Local Performance

Local Area Name Graham County	Total Participants Served	Adults	34	
		Dislocated Workers	*	
		Older Youth	8	
		Younger Youth	29	
ETA Assigned #04015	Total Exiters	Adults	20	
		Dislocated Workers	*	
		Older Youth	6	
		Younger Youth	15	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	65.0%	66.7%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	57.0%	83.3%	
Retention Rates	Adults	77.0%	93.3%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	79.0%	90.0%	
	Younger Youth	58.0%	85.7%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$7,540.00	\$17,294.40	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	\$3,600.00	\$9,837.60	
Credential/Diploma Rates	Adults	62.0%	60.9%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	50.0%	85.7%	
	Younger Youth	58.0%	83.3%	
Skill Attainment Rate	Younger Youth	84.0%	84.2%	
Placement in Employment or Education	Youth (14-21)	N/A	88.2%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	96.3%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	10

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Table O – Local Performance

Local Area Name Greenlee County	Total Participants Served	Adults	7	
		Dislocated Workers	*	
		Older Youth	0	
		Younger Youth	25	
ETA Assigned #04020	Total Exiters	Adults	6	
		Dislocated Workers	*	
		Older Youth	2	
		Younger Youth	8	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	63.5%	100.0%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	62.0%	100.0%	
Retention Rates	Adults	72.25%	100.0%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	76.0%	0.0%	
	Younger Youth	50.0%	66.7%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,000.00	\$17,795.30	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	\$2,350.00	\$0.00	
Credential/Diploma Rates	Adults	49.0%	50.0%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	25.25%	50.0%	
	Younger Youth	50.0%	71.4%	
Skill Attainment Rate	Younger Youth	83.0%	87.1%	
Placement in Employment or Education	Youth (14-21)	N/A	100.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	54.5%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	9

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Table O – Local Performance

Local Area Name Maricopa County	Total Participants Served	Adults	2,828	
		Dislocated Workers	1,167	
		Older Youth	79	
		Younger Youth	223	
ETA Assigned #04035	Total Exiters	Adults	1,095	
		Dislocated Workers	353	
		Older Youth	32	
		Younger Youth	97	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	83.0%	85.0%	
	Dislocated Workers	88.0%	80.7%	
	Older Youth	69.0%	75.8%	
Retention Rates	Adults	85.0%	92.6%	
	Dislocated Workers	88.0%	91.3%	
	Older Youth	82.0%	90.0%	
	Younger Youth	56.0%	82.9%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,223.00	\$16,072.90	
	Dislocated Workers	\$13,780.00	\$16,400.40	
	Older Youth	\$2,686.00	\$4,680.30	
Credential/Diploma Rates	Adults	73.0%	69.3%	
	Dislocated Workers	74.0%	71.2%	
	Older Youth	45.0%	41.7%	
	Younger Youth	58.0%	55.6%	
Skill Attainment Rate	Younger Youth	80.0%	76.5%	
Placement in Employment or Education	Youth (14-21)	N/A	62.8%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	38.1%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	37.5%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	9

Table O – Local Performance

Local Area Name Mohave/La Paz Counties	Total Participants Served	Adults	129	
		Dislocated Workers	*	
		Older Youth	18	
		Younger Youth	119	
ETA Assigned #04070	Total Exiters	Adults	81	
		Dislocated Workers	*	
		Older Youth	4	
		Younger Youth	27	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	80.0%	82.5%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	71.0%	0.0%	
Retention Rates	Adults	75.0%	85.0%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	76.0%	100.0%	
	Younger Youth	59.0%	56.0%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$7,300.00	\$7,922.90	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	\$3,000.00	\$4,144.50	
Credential/Diploma Rates	Adults	62.0%	38.9%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	46.0%	0.0%	
	Younger Youth	53.0%	52.6%	
Skill Attainment Rate	Younger Youth	83.0%	81.3%	
Placement in Employment or Education	Youth (14-21)	N/A	54.2%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	23.4%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	75.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	3	5

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Table O – Local Performance

Local Area Name Navajo/Apache Counties	Total Participants Served	Adults	74	
		Dislocated Workers	9	
		Older Youth	22	
		Younger Youth	22	
ETA Assigned #04095	Total Exiters	Adults	35	
		Dislocated Workers	*	
		Older Youth	12	
		Younger Youth	7	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	76.0%	85.7%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	62.0%	100.0%	
Retention Rates	Adults	76.0%	83.3%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	79.0%	85.7%	
	Younger Youth	61.0%	66.7%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$7,000.00	\$8,270.50	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	\$3,000.00	\$4,581.00	
Credential/Diploma Rates	Adults	62.0%	56.0%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	50.0%	57.1%	
	Younger Youth	58.0%	40.0%	
Skill Attainment Rate	Younger Youth	82.0%	78.6%	
Placement in Employment or Education	Youth (14-21)	N/A	91.7%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	53.3%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	20.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	2	8

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Table O – Local Performance

Local Area Name Nineteen Tribal Nations	Total Participants Served	Adults	331	
		Dislocated Workers	*	
		Older Youth	70	
		Younger Youth	373	
ETA Assigned #04090	Total Exiters	Adults	191	
		Dislocated Workers	*	
		Older Youth	30	
		Younger Youth	116	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	74.0%	64.4%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	68.9%	68.0%	
Retention Rates	Adults	79.3%	76.9%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	80.6%	69.2%	
	Younger Youth	59.8%	46.9%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$8,000.00	\$9,074.40	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	\$3,718.00	\$3,917.50	
Credential/Diploma Rates	Adults	60.6%	47.4%	
	Dislocated Workers*	See REPAC – Table O		
	Older Youth	45.4%	35.7%	
	Younger Youth	61.8%	63.3%	
Skill Attainment Rate	Younger Youth	81.9%	67.1%	
Placement in Employment or Education	Youth (14-21)	N/A	46.9%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	62.4%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	5	3

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Table O – Local Performance

Local Area Name Phoenix (City of)	Total Participants Served	Adults	1,584	
		Dislocated Workers	775	
		Older Youth	153	
		Younger Youth	443	
ETA Assigned #04025	Total Exiters	Adults	1,112	
		Dislocated Workers	486	
		Older Youth	60	
		Younger Youth	233	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	79.0%	80.7%	
	Dislocated Workers	90.0%	87.4%	
	Older Youth	70.0%	78.5%	
Retention Rates	Adults	87.0%	84.3%	
	Dislocated Workers	91.0%	91.9%	
	Older Youth	81.0%	85.7%	
	Younger Youth	59.0%	64.6%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,500.00	\$12,281.20	
	Dislocated Workers	\$14,500.00	\$16,806.60	
	Older Youth	\$3,500.00	\$3,412.00	
Credential/Diploma Rates	Adults	62.0%	75.3%	
	Dislocated Workers	65.0%	72.6%	
	Older Youth	48.0%	46.4%	
	Younger Youth	65.0%	67.6%	
Skill Attainment Rate	Younger Youth	71.0%	66.9%	
Placement in Employment or Education	Youth (14-21)	N/A	59.9%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	36.0%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	41.7%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	5	10

Table O – Local Performance

Local Area Name Pima County	Total Participants Served	Adults	1,309	
		Dislocated Workers	522	
		Older Youth	218	
		Younger Youth	420	
ETA Assigned #04030	Total Exiters	Adults	666	
		Dislocated Workers	284	
		Older Youth	93	
		Younger Youth	169	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	73.4%	85.1%	
	Dislocated Workers	86.0%	88.6%	
	Older Youth	57.5%	79.2%	
Retention Rates	Adults	83.5%	79.8%	
	Dislocated Workers	82.8%	87.7%	
	Older Youth	81.7%	81.1%	
	Younger Youth	55.0%	68.2%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$8,100.00	\$11,051.20	
	Dislocated Workers	\$11,700.00	\$15,353.70	
	Older Youth	\$2,230.00	\$5,301.00	
Credential/Diploma Rates	Adults	61.0%	71.4%	
	Dislocated Workers	63.5%	68.1%	
	Older Youth	42.4%	39.4%	
	Younger Youth	53.0%	61.0%	
Skill Attainment Rate	Younger Youth	86.7%	77.2%	
Placement in Employment or Education	Youth (14-21)	N/A	57.5%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	36.3%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	38.5%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	11

Table O – Local Performance

Local Area Name Santa Cruz County	Total Participants Served	Adults	14	
		Dislocated Workers	7	
		Older Youth	2	
		Younger Youth	85	
ETA Assigned #04040	Total Exiters	Adults	9	
		Dislocated Workers	6	
		Older Youth	4	
		Younger Youth	29	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	77.0%	92.3%	
	Dislocated Workers	85.0%	100.0%	
	Older Youth	71.0%	100.0%	
Retention Rates	Adults	87.0%	91.2%	
	Dislocated Workers	88.0%	83.3%	
	Older Youth	80.0%	66.7%	
	Younger Youth	61.0%	82.4%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,000.00	\$12,433.10	
	Dislocated Workers	\$11,000.00	\$13,025.70	
	Older Youth	\$3,600.00	\$1,988.00	
Credential/Diploma Rates	Adults	71.0%	86.4%	
	Dislocated Workers	72.0%	100.0%	
	Older Youth	60.0%	80.0%	
	Younger Youth	61.0%	80.0%	
Skill Attainment Rate	Younger Youth	83.0%	73.9%	
Placement in Employment or Education	Youth (14-21)	N/A	91.2%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	73.5%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	3	11

Table O – Local Performance

Local Area Name Yavapai County	Total Participants Served	Adults	73	
		Dislocated Workers	29	
		Older Youth	3	
		Younger Youth	18	
ETA Assigned #04080	Total Exiters	Adults	49	
		Dislocated Workers	19	
		Older Youth	6	
		Younger Youth	10	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	75.0%	88.9%	
	Dislocated Workers	88.0%	95.0%	
	Older Youth	68.0%	85.7%	
Retention Rates	Adults	82.0%	91.5%	
	Dislocated Workers	85.0%	96.0%	
	Older Youth	79.0%	88.9%	
	Younger Youth	54.0%	80.0%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$7,439.00	\$10,432.00	
	Dislocated Workers	\$6,612.00	\$14,162.50	
	Older Youth	\$2,428.00	\$4,458.20	
Credential/Diploma Rates	Adults	60.0%	80.0%	
	Dislocated Workers	59.0%	72.7%	
	Older Youth	53.0%	50.0%	
	Younger Youth	52.0%	88.9%	
Skill Attainment Rate	Younger Youth	73.0%	88.9%	
Placement in Employment or Education	Youth (14-21)	N/A	77.3%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	66.7%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	14

Table O – Local Performance

Local Area Name Yuma County	Total Participants Served	Adults	305	
		Dislocated Workers	53	
		Older Youth	88	
		Younger Youth	249	
ETA Assigned #04045	Total Exiters	Adults	232	
		Dislocated Workers	37	
		Older Youth	49	
		Younger Youth	128	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	75.0%	78.5%	
	Dislocated Workers	85.0%	75.6%	
	Older Youth	70.0%	73.5%	
Retention Rates	Adults	82.0%	88.1%	
	Dislocated Workers	88.0%	86.7%	
	Older Youth	80.0%	89.5%	
	Younger Youth	61.0%	78.1%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$8,000.00	\$8,667.20	
	Dislocated Workers	\$8,500.00	\$8,971.50	
	Older Youth	\$3,450.00	\$4,854.50	
Credential/Diploma Rates	Adults	63.0%	75.3%	
	Dislocated Workers	66.0%	73.7%	
	Older Youth	51.0%	43.5%	
	Younger Youth	58.0%	74.1%	
Skill Attainment Rate	Younger Youth	85.0%	92.5%	
Placement in Employment or Education	Youth (14-21)	N/A	74.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	66.5%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	86.5%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	12

Table O – Local Performance

Local Area Name REPAC Dislocated Worker Consortium	Total Participants Served	Dislocated Workers	253
ETA Assigned #04010	Total Exiters	Dislocated Workers	148
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants Employers	See Table A	
Entered Employment Rates	Dislocated Workers	85.0%	92.6%
Retention Rates	Dislocated Workers	86.0%	92.0%
Average Earnings (Adults/DWs)	Dislocated Workers	\$8,966.00	\$13,401.40
Credential/Diploma Rates	Dislocated Workers	62.0%	63.1%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	4

Arizona's Local Workforce Investment Areas

The 14 designated Local Workforce Investment Areas (LWIAs) provide services both directly and indirectly. The LWIAs offer an array of services, as specified in their local plans. The LWIAs are held accountable to the Local Workforce Investment Boards (LWIBs), which are responsible for strategic planning, program oversight and coordination of resources.

<i>Cochise County</i>	<i>Vada Phelps, Executive Director</i> 1843 Paseo San Luis Sierra Vista, Arizona 85635 (520) 458-9309
<i>Coconino County</i>	<i>Carol Curtis, Director</i> 2625 North King Street Flagstaff, Arizona 86004 (928) 522-7900
<i>Gila/Pinal Counties</i>	<i>Barbara Valencia, Program Manager</i> 5515 South Apache Avenue, Suite 200 Globe, Arizona 85501 (928) 425-7631
<i>Graham County</i>	<i>Neil Karnes, Director</i> 826 West Main Street Safford, Arizona 85546 (928) 428-7386
<i>Greenlee County</i>	<i>Evangelina Esquivel, Program Manager</i> Highway 191 & Ward Canyon Road P.O. Box 1537 Clifton, Arizona 85533 (928) 865-4151
<i>Maricopa County</i>	<i>Patrick Burkhart, Assistant Director</i> 234 North Central Avenue, Suite 3201 Phoenix, Arizona 85004 (602) 506-5911
<i>Mohave/La Paz Counties</i>	<i>Susie Parel-Duranceau, Director</i> 700 West Beale Street Kingman, Arizona 86401 (928) 753-0723
<i>Navajo Apache Partnership</i>	<i>Gail Sadler, Director</i> 100 East Carter Road P.O. Box 668 Holbrook, Arizona 86025 (928) 289-9257

Arizona's Local Workforce Investment Areas

<i>Nineteen Tribal Nations</i>	<i>Patrick Andrews, Chairman</i> P.O. Box 837 Sells, Arizona 85634 (520) 383-8650
<i>Phoenix, City of</i>	<i>Cynthia Spell, Deputy Director Community & Economic Development</i> 200 West Washington, 19 th Floor Phoenix, Arizona 85003 (602) 262-4036
<i>Pima County</i>	<i>Arthur Eckstrom, Director Community Services</i> 2797 East Ajo Way Tucson, Arizona 85713 (520) 243-6741
<i>Santa Cruz County</i>	<i>Dean Grana, Acting Director</i> 2935 North Grand Avenue Nogales, Arizona 85621 (520) 375-7670
<i>Yavapai County</i>	<i>Teri Drew, Regional Director</i> 221 North Marina Street, Suite 201 P.O. Box 2451 Prescott, Arizona 86302 (928) 778-1422
<i>Yuma County</i>	<i>John Morales, Executive Director</i> 3826 West 16 th Street Yuma, Arizona 85364 (928) 329-0990



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