



STATE OF GEORGIA  
OFFICE OF THE GOVERNOR  
ATLANTA 30334-0900

Sonny Perdue  
GOVERNOR

September 26, 2007

Mr. John R. Beverly, III  
Administrator, Office of Performance and Technology  
Room S-5206  
200 Constitution Avenue, NW  
Washington, DC 20210

Dear Mr. Beverly:

Attached is Georgia's Program Year 2006 Workforce Investment Act Annual Report. We are pleased to share this information with you as we continue to provide Georgia's workforce and the business community with customer-friendly, quality services that meet their needs.

Should you have any questions concerning information contained in this report, please address them to Ms. Debra Lyons, Director, Governor's Office of Workforce Development at [dlyons@gov.state.ga.us](mailto:dlyons@gov.state.ga.us) or (404) 463.5283.

Sincerely,

A handwritten signature in cursive script that reads "Sonny Perdue".  
Sonny Perdue



## GEORGIA DEPARTMENT OF LABOR

148 ANDREW YOUNG INTERNATIONAL BLVD., N.E. ♦ ATLANTA, GEORGIA 30303-1751

MICHAEL L. THURMOND  
COMMISSIONER

September 26, 2007

Mr. John R. Beverly, III  
Administrator, Office of Performance and Technology  
Room S-5206  
200 Constitution Avenue, NW  
Washington, D.C. 20210

Dear Mr. Beverly:

It is our pleasure to provide you with Georgia's Program Year 2006 Workforce Investment Act Annual Report. Georgia continues to enhance its workforce development system and provide quality services to its job seekers, individuals who are employed and the business community.

The results of these efforts are evident in our Program Year 2006 performance outcomes, as we met or exceeded the negotiated WIA performance levels for the fifth consecutive year.

Please direct any questions for the Georgia Department of Labor to Ms. Linda T. Johnson, Assistant Commissioner for Career Development Services at [linda.tjohnson@dol.state.ga.us](mailto:linda.tjohnson@dol.state.ga.us) or (404) 232-7452.

Sincerely,

Michael L. Thurmond

Attachment

cc: Dr. Helen Parker

**WORKFORCE  
INVESTMENT  
ACT  
ANNUAL  
REPORT**

**STATE OF GEORGIA  
PROGRAM YEAR 2006**

**State of Georgia**  
**Workforce Investment Act Annual Report**  
**Program Year 2006**

The foundation of Georgia's workforce system is a network of partners including the Governor's Office of Workforce Development, the Georgia Department of Labor's 53 career centers and 54 Vocational Rehabilitation service sites; the State Workforce Investment Board and Georgia's 20 local workforce area agencies; the primary and secondary education system; the 33 technical colleges; two- and four-year colleges and universities; the economic development network and a multitude of other public and private partners working collaboratively to meet the needs of job seekers and employers in Georgia.

Georgia's workforce development system is designed to:

- offer comprehensive career, employment and labor market information
- help individuals receive education and training to expand their job skills
- assist job seekers in connecting with employers
- provide specialized assistance to individuals with barriers to career success
- support workers through periods of unemployment
- help businesses address workforce issues
- ensure that workplaces are safe
- offer all of these services in the most integrated and customer-friendly way possible

**STATE WORKFORCE INVESTMENT BOARD AND**  
**THE GOVERNOR'S OFFICE OF WORKFORCE DEVELOPMENT**

Governor Sonny Perdue's vision for workforce development in Georgia is to link education and workforce development together and align with the economic development of the state, its regions and communities. To enable this vision to become a reality for Georgia, the Governor reconstituted the State Workforce Investment Board and established the Office of Workforce Development under his Office by Executive Order dated February 2, 2006. In that order, the Governor tasked the Board with the mission of developing a strategic plan that would enable his workforce development vision to be implemented in Georgia. Labor Commissioner Michael Thurmond serves as vice-chair of the Board's Executive Council and the Georgia Department of Labor is the WIA administrative entity.

Since that time, the following workforce development activities have been cataloged on behalf of the Governor by the State Workforce Board and the Governor's Office of Workforce Development:

- The State Workforce Investment Board (SWIB) has developed and approved Georgia's Comprehensive Workforce Development Strategic Plan. A copy of the plan may be found at: [http://www.gaworkready.org/common/docs/strategic\\_plan.pdf](http://www.gaworkready.org/common/docs/strategic_plan.pdf). The Governor's Office of Workforce Development serves as staff to the Board in support of its strategic planning

efforts and implementation of the strategic plan as directed by the Governor. The SWIB meets quarterly to perform duties as required in WIA legislation, to advise the Governor on workforce development policy and to provide oversight on the Work Ready initiative.

- On behalf of the Governor and in support of the State Workforce Investment Board, the Governor's Office of Workforce Development has undertaken a workforce development survey. Results were presented to the SWIB and were used to validate the Board's strategic plan.
- In Program Year 2005 (PY2005) and continuing through Program Year 2006 (PY2006), on behalf of the Governor and in cooperation with the Georgia Department of Labor, the Governor's Office of Workforce Development awarded \$1,800,000 in supplemental grants to seven local workforce investment areas to support delivery of services. The results are included in individual local workforce investment board reports.
- In PY2005 and continuing through PY2006, on behalf of the Governor, the Governor's Office of Workforce Development awarded a \$1,000,000 grant to expand middle/high school career counseling efforts through the Stay In School (SIS) program. The mission is to engage students early in career exploration, help them to successfully transition into high school and to make their high school course selection and work more meaningful. The success of this program will be reflected in improved high school attendance and student performance and graduation rates; increased numbers of students pursuing post-secondary education; and reduced numbers of students requiring remediation in post-secondary institutions. To date the following results have been attained:
  - More than 34,500 eighth grade students completed career interest surveys (13,293 during the first year of the grant, and approximately 21,222 during the second year of the grant);
  - More than 35,000 eighth grade students completed academic career plans (13,454 during the first year of the grant, and approximately 22,023 during the second year of the grant); and,
  - More than 2,400 middle school teachers participated in teacher-to-teacher meetings (716 during the first year of the grant, and 1,694 during the second year of the grant)
- During PY2005 and continuing through PY2006, the Governor's Office of Workforce Development awarded \$300,000 to the Center of Innovation for Manufacturing Excellence (CIME) to fund the following activities:
  - \$200,000 to provide advanced manufacturing training to existing employees. The purpose of this matching grant is to provide an incentive for improving the skills of the existing workforce, to increase productivity and skill levels within companies and to create entry level job openings. Under this program, CIME has trained 62 Georgia workers in advanced skills ranging from robotics to automated systems troubleshooting. This training is already helping seven Georgia manufacturers improve productivity and product quality on the factory floor.

- \$25,000 in training funds to support advanced manufacturing classes. These funds have been set aside for future projects to support the Automotive Supplier Assistance initiative, a partnership between CIME and Georgia Tech to assist automotive suppliers impacted by the recent Ford and GM layoffs.
  - \$25,000 to support after school and summer advanced manufacturing career exploration youth camps that will introduce students to careers in robotics. To date, CIME conducted six camps that introduced 70 middle and high school students (targeting at-risk students) to robotics and advanced manufacturing. Camp curriculum enabled students to gain hands-on experience with industrial robots, and learn directly from plant managers and engineers about career opportunities in advanced manufacturing.
  - \$50,000 to pilot a demonstration project targeting an economically vulnerable manufacturer. This will provide advanced manufacturing support training to enable the company to look at production techniques that can help them return to profitability. Under this program, CIME helped a Georgia carpet manufacturer introduce robotics to improve productivity and remain competitive. CIME also partnered with Georgia Tech to help three Georgia automotive suppliers improve productivity in existing operations and identify new market opportunities to replace business lost due to the recent Ford and GM layoffs.
- On behalf of the Governor, the Governor’s Office of Workforce Development awarded a \$26,500 grant to fund an on-site Adult Education Center at a company scheduled to close. Many of the 930 affected workers (comprising five percent of the county’s workforce) lack a high school diploma. The purpose of the demonstration grant is to assess the success of early intervention for soon-to-be dislocated workers who lack a high school diploma. By providing early and easy access for customers to obtain their GEDs, it is intended to give them a ‘jump start’ on finding new employment and to help prepare them for additional training. Results of this initiative are that 16 of the workers enrolled in GED classes. Of these, 12 successfully passed the GED exam, two have completed parts of the exam and two are still enrolled in adult education classes at the technical college. Upon interviewing many of the workers, most said that having the program on-site was a major factor in successfully earning their GEDs.
  - On behalf of the Governor, the Governor’s Office of Workforce Development in cooperation with the Georgia Department of Labor applied for and received a PY2005 WIA Incentive Grant. The grant has provided funding for:
    - \$410,000 to the Georgia Department of Adult and Technical Education (DTAE) to expand the SIS project previously discussed.
    - \$106,276 to DTAE, Office of Adult Literacy, to demonstrate the Adult Transition Centers of Excellence in partnership with West Central Workforce Investment Board. Eleven customers participated in the pilot project, of which nine lacked a high school diploma or GED. All nine successfully earned a GED and all eleven earned Georgia Work Ready Certificates.
    - \$100,000 to Georgia Department of Education (DOE) for a Career Management Tool. DOE is working with Georgia Student Finance Commission to integrate this tool into the [www.gacollege411.org](http://www.gacollege411.org) web site as a One-Stop portal for career development.

- \$146,654 to the Georgia Department of Labor to support youth initiatives.
- The Governor's Office of Workforce Development applied for and was accepted into the National Governor's Association Policy Academy for Workforce Development Sector Strategies. The team is lead by the Governor's Office of Workforce Development and has membership from the following agencies: Governor's Policy Staff; Department of Economic Development; Department of Labor; University System of Georgia; Department of Technical and Adult Education; local chambers and the Chairman of the LaGrange Industrial Authority. This effort produced the framework for the Work Ready Region statewide initiative discussed later in this report.
- For PY2006, the Governor has used WIA discretionary funds to develop and implement a statewide work readiness credential to improve the employability of Georgia's workforce, help transition dislocated workers into new jobs, and help to communicate to the education community the skills needed to drive success in today's global economy. An overview of the Work Ready initiative follows.
- The State Workforce Investment Board partnered with the Georgia Department of Labor, Fanning Institute of the University of Georgia, and the Economic Innovation Institute of Georgia Tech along with the 20 local workforce investment boards to conduct twelve workforce development forums in conjunction with the Southern Growth Policies Board. During the twelve forums, Work Ready was introduced as a tool to help community leaders better prepare their residents to fill the jobs of the 21<sup>st</sup> century economy.

## Work Ready Overview

**Work Ready** was launched in August 2006 by Governor Sonny Perdue and the Georgia Chamber of Commerce to improve the training of Georgia's workforce. It is the only one of its kind to be conducted through a partnership between a state government and state chamber of commerce, ensuring that companies can more reliably match the right people with the right jobs.

This workforce training initiative assesses the skills of Georgia's workers, determines valuable job training opportunities and assures companies that the state can provide a long-term, qualified labor supply. Through a voluntary workforce assessment system called Work Ready, the program measures the "real world" skills that employers believe are critical for job success today and for mastering the innovative technologies that tomorrow's jobs will require.

Work Ready utilizes the nationally accredited WorkKeys<sup>®</sup> assessment system developed by ACT to measure individual workers' skills in the areas of applied mathematics, reading for information and locating information. Participating individuals then receive a Work Ready Certificate that indicates their level of work readiness based on their performance.

The Georgia Work Ready initiative includes four key elements:

- **Work Ready Certificate:** This element allows workers to take a free job assessment and then become eligible to receive a certificate indicating their skill and knowledge levels to

potential employers. The certificate guarantees that job seekers have the portable skills – reasoning, reading and basic math – to serve as a solid foundation for more customized training. Assessments are conducted through the state’s 33 technical colleges of the Department of Technical and Adult Education and through two Board of Regents colleges with technical divisions. The technical colleges also provide free on-line gap training to help workers upgrade their job skills.

- **Work Ready Job Profiling:** Designed to help Georgia employers build the right workforce for their needs, the Georgia Work Ready job profiling program allows businesses to profile required job tasks and skill levels to more easily match candidates to job opportunities. By comparing job profiles with individuals’ certification levels, companies can make reliable decisions about hiring, training and program development. Normally a \$1,500 value, profiling is conducted at no cost at Work Ready Centers located at the state’s technical colleges for those employers that meet minimum hiring criteria.
- **Certified Work Ready Community:** This voluntary initiative enables communities to demonstrate that they have the talented workforce needed to fill current and future jobs. The certification also shows a community’s commitment to education and to improving high school graduation rates, important factors for driving businesses to an area. Community leaders and those in the education, business and industry sectors all can come together to help their communities achieve the Certified Work Ready Community designation. Twenty-four counties submitted competitive grant applications to become accelerated Certified Work Ready Communities. All were awarded \$35,000 grants.
- **Work Ready Region:** Through this program, which builds on the Certified Work Ready Community designation, multiple counties can work together to develop regional talent pools aligned to a common strategic industry. Work Ready Regions must be able to demonstrate that they have met the following criteria: improved regional high school graduation rates; counties that obtain Certified Work Ready Community status; increasing the number of students in strategic industry majors in two- and four-year colleges; closing the skills and achievement gaps; successfully transitioning workers into higher skilled jobs; and training the existing workforce in high tech skills to improve productivity and competitiveness. Funding for Work Ready Regions is done through a competitive grant process. Counties are eligible to apply for \$500,000 grants to develop Georgia’s Work Ready talent regions. The RFP was recently posted and proposals are due to the Governor’s Office of Workforce Development by October 15, 2007.

### **Work Ready Results:**

As of August 2007, more than 9,000 Georgians are eligible for Georgia Work Ready Certificates. Since January 2007, over 1,600 certificates have been earned. Through June 2007, 73 counties have made a commitment to earn the Work Ready Community designation. Fifteen additional counties have contacted the office to indicate their intent to participate in the fall sign up period. In addition, several companies have endorsed Work Ready including Power Partners, Tyco Healthcare (Covidien), Tara Foods/Kroger and Georgia Power, who is the business champion for Work Ready.



More than 300 community coaches across Georgia are ready to help counties achieve Certified Work Ready Community status. Additionally, job profile data has been developed for more than 360 jobs. When all participating counties attain Certified Work Ready Community status, over 1,600 additional students will earn a high school diploma and more than 93,000 Georgians will have earned a Work Ready Certificate. For more information on Work Ready, please visit the Web site at [www.gaworkready.org](http://www.gaworkready.org).

## **GEORGIA DEPARTMENT OF LABOR AND LOCAL WORKFORCE INVESTMENT BOARDS**

Under the visionary leadership of Commissioner Michael Thurmond, the Georgia Department of Labor (GDOL) serves as the administrative entity responsible for direction and support for the state's twenty local workforce areas. Georgia's customer-focused integrated service delivery system is built upon the services of many state and local partners. The vast number of locations in this network gives individuals and businesses access to a rich array of workforce services. This network and the additional access points established by local areas provide a standard, consistent framework throughout the state. Local workforce area agencies and GDOL career centers have drawn on their unique community resources and assets to ensure that all partners are working together to achieve desired outcomes for their business and job seeker customers.

The GDOL statewide network of 53 career centers plays an important role in the state's workforce development system. All career centers and Vocational Rehabilitation offices serve as access points for workforce services, and 30 career centers are designated as comprehensive One-Stop sites by the local workforce boards. The service network extends beyond these permanent locations, with outreach staff for special populations such as offenders and homeless individuals, staff stationed at nine military bases for separating veterans, and virtual access via the department's web site.

Career centers provide an extensive array of services for job seekers, employers, training providers, partner agencies and other customers on-site and over the Internet. These services are integrated into a user-friendly, demand-driven service delivery system. Job seekers are provided with career guidance, Unemployment Insurance claim filing, occupational data, job search workshops and job listings, as well as information on training programs, training providers and support services. Employer services include Business Centers located in the career centers, where group meeting space, copiers, fax machines, and interview rooms are available. The business services available to Georgia's employers include recruiting, screening, job referrals, labor market information, tax credits and workforce planning.

Georgia's system uses technology as a fundamental means of providing state-of-the-art and "no wrong door" service to Georgia's companies and job seekers. The department provides a multitude of resources to ensure that every job seeker has an equal opportunity to access all available services. Resource rooms are equipped with assistive technology to provide customers with disabilities full access to tools, resources and services within the One-Stop system.

GDOL has developed a statewide web-based automated system that incorporates data entry, retrieval and reporting capabilities for WIA, Wagner-Peyser, Veterans, Unemployment Insurance, Trade Act and state programs. Customers seeking any of these services only have to provide basic information once, and comprehensive data records are built and maintained for customers receiving multiple services. GDOL supports this system through a cadre of trained professional staff who provide day-to-day support and technical assistance on data management and reporting issues. The state also provides local systems with performance tools, including WebFOCUS software, through which standard and ad-hoc data queries help local systems track and manage customer activities and outcomes.

## **PY2006 ACCOMPLISHMENTS**

Program Year 2006 (PY2006) included a number of events that demonstrated the strength of Georgia's workforce system. Lay-offs and plant closures across the state hit many areas hard and will affect some communities for years. Large numbers of service members from Georgia's National Guard returning home after serving in combat overseas required career transition assistance. In the midst of these events, natural disasters brought many displaced individuals to Georgia seeking assistance of every kind.

The effectiveness of Georgia's workforce development system is reflected in a variety of noteworthy achievements. Selected highlights for PY2006 are discussed below.

### **WIA Outcomes**

The state is pleased to report that Georgia's PY2006 WIA performance was outstanding and all of the state's negotiated performance levels were exceeded or met for the fifth consecutive year. Comparing Georgia's results to the Southern region and the nation for the first three quarters of PY2006, Georgia exceeded the regional and national averages on the following measures:

- Entered Employment Rate for adults
- Entered Employment Rate, Employment Retention Rate, and Employment and Credential Rate for dislocated workers
- High School Diploma or Equivalent Rate, Skill Attainment Rate and Retention Rate for younger youth

### **Rapid Response Awards**

The Georgia Public Employee Award Recognition Program recognizes outstanding achievements of state employees who have made significant contributions to support the citizens of Georgia. In 2006, Georgia's Rapid Response program earned two of these prestigious awards:

- The state Leadership Award was presented to GDOL for the Rabun Apparel Rapid Response Team's response to 930 dislocated workers. Coordinating efforts with workforce partners in Georgia, North Carolina and South Carolina, the Rabun Apparel Transition Center provided extraordinary support to 2,634 customers between May and November 2006.
- GDOL also earned the Customer Service Award for the R.S. "Bo" Marlow Transition Center Team supporting the Ford Hapeville Assembly Plant with two on-site locations. More than 2,000 dislocated workers benefited from this coordinated strategy involving the efforts of the United Auto Workers of America (UAW) Local 882 and staff from six GDOL career Centers, five WIA local areas and two local colleges.

## **Roosevelt Warm Springs Institute for Rehabilitation**

To advance Commissioner Thurmond's goal of providing equal and quality services to all citizens, GDOL has initiated the construction of a "residential village" for Vocational Rehabilitation clients and students that will replace an aging dormitory at the Roosevelt Warm Springs Institute. Using state-of-the-art assistive technology, the new facility will provide transitional and independent living skills for up to 200 individuals with disabilities. This residential village is funded by \$9.9 million in bonds approved by Governor Sonny Perdue and the legislature in the most recent state budget, and represents an important part of the ongoing renaissance at the Roosevelt Warm Springs Institute for Rehabilitation.

### **PY2006 STRATEGIES AND INITIATIVES**

Georgia is proud of the way the workforce system has responded to the challenges that occurred in PY2006. Highlights of some innovative strategies and initiatives are described below.

#### **Response to Dislocated Workers**

Like many states, Georgia has been adversely affected by the growing movement of manufacturing jobs to workers overseas. In response to this shift, the Georgia Department of Labor continues to work proactively with employers to help workers with job search assistance, education and training options. GDOL's Dislocation Services Section, in partnership with local systems, provided services to over 116 business locations and more than 12,000 dislocated workers in the last year. Staff also assisted employers in learning about Trade Act petitions; 2,000 customers were enrolled in Trade-approved training during PY2006. Additionally, GDOL and local WIA partners assisted customers affected by larger layoffs by establishing 13 on-site transition centers.

As a means of continuing dislocation services to groups with special circumstances, GDOL requested additional federal funding in the form of National Emergency Grants (NEGs). Georgia received five NEGs in PY2006 serving a wide range of individual needs:

- The \$1,000,000 Base Realignment and Closure planning grant continued to allow USDOL, GDOL, local workforce boards and community leaders to actively assess the impact of growth in the Columbus area due to expansion of Ft. Benning, as well as the effects on Athens and the Atlanta metropolitan area due to the closure of the Navy Supply Corps School, Naval Air Station, Ft. McPherson and Ft. Gillem. Georgia's workforce system is preparing for both the immediate and long-term effects of these military base closures in 2011. In addition to the expected needs of directly affected civilian employees, it is anticipated that the closures will have substantial effects on the surrounding communities. Statewide, Georgia expects a net loss of approximately 2,000 civilian employees and a net gain of about 8,700 military personnel.
- The \$3,000,000 NEG funding to support hurricane-affected individuals was extended for another year. The NEG has allowed more than 1,200 individuals affected by the 2005

hurricanes to continue to receive training, job search assistance and supportive services through Georgia's workforce system.

- The Brown & Williamson NEG has sustained support to those affected by the company's plant closure in Middle Georgia. More than 345 Brown & Williamson workers received entrepreneurial training and 263 dislocated workers were assisted with a variety of needed services.
- A Health Coverage Tax Credit Bridge Grant, in partnership with the State of Maine, provided payments of over \$151,000 to 224 Trade-eligible workers to assist them in making health insurance premium payments. USDOL awarded GDOL an additional \$313,000 to continue this highly successful program. Additional infrastructure funding was awarded in PY2006 to support operations and promote program awareness throughout the state.

In response to the March 1, 2007 tornado in Americus, staff from local GDOL career centers and WIA local areas, along with partner agencies, local colleges and the Federal Emergency Management Agency, provided immediate services to more than 175 affected individuals. GDOL was one of the first state agencies to respond to this disaster. Commissioner Thurmond, in partnership with state and local elected officials, quickly established a One-Stop center at the local technical college to provide Disaster Unemployment Assistance, reemployment services and needed support for affected residents. Extensive services were provided to employees of Sumter Regional Hospital, the city's largest employer. The hospital was severely damaged and will require extensive rebuilding. The department also coordinated with a number of faith-based organizations to inform the community about extended service hours and weekend accessibility for those in need of employment-related assistance.

When notified in July 2006 that the Jockey Underwear factory in Millen would lay off more than 250 workers, GDOL staff immediately met with plant officials and workers. Within weeks, a mini-transition center was established in a small office at the plant site. Due to the large demand for Unemployment Insurance, retraining, computer skills and other workforce services, GDOL located a trailer at the plant. This resource was especially important due to the distance of the plant from the closest One-Stop site. As the workers were laid off, GDOL again met the needs of the community and rented a space for a transition center near a technical college campus. Résumé assistance, GED preparation, Trade Act and Unemployment Insurance services, basic literacy, interviewing skills, career counseling and other services continue to be provided at this site. A retired career center manager, representatives from two workforce areas, local technical colleges, adult literacy and consumer credit counseling work together to serve the affected Jockey workers, providing a community hub for this major layoff in a small town.

Using innovative technology to benefit dislocated workers, GDOL staff launched the E-learning "Benefit Information Program" at several transition centers and career centers throughout the state. This interactive software program with a "virtual staff" allowed job-seekers to prepare for job transition and receive valuable Unemployment Insurance information on-line.

GDOL has implemented TeamSOS, a comprehensive strategy to assist dislocated workers. Highly-trained workforce development professionals travel to layoffs in various parts of the state

to provide customers with quality services, which include an emphasis on career guidance and résumé writing assistance. During PY2006 services were provided at more than 20 Rapid Response transition centers, resulting in 1,829 résumés and 1,052 job development contacts.

### **Adult Best Practices**

WIA establishes an environment in which local workforce boards must be flexible in providing services to adults through demand-driven workforce systems. Boards in Georgia have embraced this concept and have created successful partnerships for employers and the workforce. The following are a few of the many examples of demand-driven initiatives throughout the state:

- In Metro Atlanta, there is a critical shortage of workers in the health care field. Workforce boards have joined forces with the technical colleges to train certified nursing assistants and licensed practical nurses, and to bridge the career path between the two. Similar efforts have been made to promote training within specific populations, such as Hispanic workers. Metro area boards have also partnered with CVS Pharmacy in a program to train entry-level pharmacy employees to become service associates, pharmacy technicians and lead pharmacy technicians.
- Another example of a demand industry in Georgia is the energy industry. It is projected that 50% of current line workers will retire over the next few years even as the influx of more people into Southern states will require greater demand for energy. A pipeline of skilled employees is needed for this critical industry. Several workforce boards have partnered with power companies and the technical schools to recruit and assess adults for participation in a 15-week training course for linemen. This highly specialized training will be mutually beneficial for the utility industry and the trainees.

### **Services to Limited English Proficiency Customers**

The Georgia Department of Labor is committed to providing all customers with outstanding service, and has developed an array of tools and resources for staff to ensure that customers with limited English proficiency are effectively served. These include: a statewide listing of staff fluent in other languages; forms, brochures and posters in multiple languages; translation services; language identification cards and other resources. Throughout PY2006, field staff were briefed on these tools and on approaches for providing effective services to customers with limited English proficiency.

### **Services to Ex-offenders**

The Offender Parolee Probationer State Training Employment Program (TOPPSTEP) is a partnership between the Board of Pardons and Paroles and the Departments of Labor and Corrections. This innovative program customizes workforce development services for rehabilitated ex-offenders. Its goal is to remove barriers to employment prior to an offender's release from prison, in an effort to reduce the state's recidivism rate and promote stable employment for this customer group. It is widely acknowledged that employment is critical to

the prevention of recidivism. The TOPPSTEP partnership has proven to be a successful strategy in Georgia. This program year, over 2,000 individuals were placed in jobs after enrollment.

### **Georgia Fatherhood Program**

The Georgia Fatherhood Program, administered by the Department of Human Resources/Office of Child Support Enforcement, is an innovative collaborative effort that also involves GDOL, the Department of Technical and Adult Education and the Board of Pardons and Paroles. Through this successful partnership, non-custodial parents who are unemployed or underemployed are provided with education, training and job placement services.

The program was initiated in 1998 by Commissioner Thurmond, former director of the Division of Family and Children Services, and is now offered in 33 technical colleges and three liberal arts institutions. Through strong statewide services and resolution of child support enforcement cases, the Georgia Fatherhood Program has strengthened families and substantially reduced costs related to child support enforcement, the courts and incarceration.

Notably, the Fatherhood Program collected more than \$11 million in child support payments in PY2006. When compared with other non-custodial parents, the participants in this program had a higher rate of regular child support payments.

### **GoodWorks Intensive Services**

GoodWorks Intensive Services is a transitional service strategy of Georgia's workforce development system designed to meet the needs of unemployed customers receiving Temporary Assistance to Needy Families (TANF). Through a partnership with GDOL, the Department of Human Resources, and other public and private organizations, Intensive Services addresses the needs of "hard-to-serve" customers, specifically those with barriers to employment such as substance abuse, mental health, and domestic violence issues, physical disabilities and others.

GoodWorks Intensive Services, with a strong focus on employment, has been a successful service strategy in Georgia since 2000. From its inception through PY2006, 5,918 TANF customers have been enrolled in intensive services with 59 percent of those enrolled placed in unsubsidized employment at an average wage of \$6.57 per hour. For PY2006, the average wage at placement was \$7.80 per hour.

GDOL provides vocational rehabilitation assessments to TANF customers. Using the workplace as a training site, the TANF customer is quickly connected to the workforce while also receiving intensive support, training, guidance, and follow-up assistance through a Personal Advisor and a Job Coach. Worksite placements often lead to unsubsidized employment with the company, resulting in a verifiable work reference as well as a certificate of completion.

## **Operation Welcome Home and Services to Veterans**

The Georgia Department of Labor participated in the *Operation Welcome Home* initiative, based at Fort Stewart in South Georgia. Services for returning National Guard members included an overview of workforce services and individualized assistance. All veterans were encouraged to visit the site to receive assistance.

Additionally, the Georgia Department of Labor established a toll-free number for veterans seeking employment and for businesses seeking qualified veterans. During the first full program year after the initiation of *Operation Welcome Home*, 6,342 veterans were placed on jobs. The career centers also conducted seven veterans' job fairs throughout the state during PY2006.

## **Community Education and Outreach**

The Georgia Department of Labor is strategic and creative in its effort to educate the community at large and engage workforce partners on various offerings within Georgia's workforce system. The following information provides examples of putting strategic thinking into action:

- Through Commissioner Thurmond's vision, the eighth annual GDOL Workforce Conference was combined with the annual Touch the Future Assistive Technology Conference in November 2006. The ***Employment Opportunities for All*** conference focused on providing training and employment opportunities for all Georgians, and allowed participants to explore tools, techniques, principles, strategies, and innovative technologies to facilitate the development of a more diverse workforce in Georgia. The conference celebrated the fifth anniversary of the merger of the Division of Rehabilitation Services and the Georgia Department of Labor and was attended by approximately 2,000 workforce professionals from across the state.
- Employer awards were provided for commitment to recruiting, training, hiring, and promoting people with disabilities. These awards were given to a Kroger store in Gwinnett County and Starbucks stores in Tifton and Valdosta. Additionally, the first Innovative Design Award was given to the Columbus Public Library for architectural design that anticipates and integrates the needs of people of all abilities.
- The second Annual Youth Summit, with the theme "It's Your Life, Choose Success," preceded the ***Employment Opportunities for All*** conference. More than 1,000 high school students from local area schools were in attendance. Among the attendees were students participating in Jobs for Georgia Graduates, the department's highly-successful school-to-work transition program, and the High School/High Tech program, the initiative that offers high school students with disabilities career planning, mentoring and supportive services.
- In PY2006, GDOL hosted a highly successful job fair on Georgia Public Television (GPTV) which was simulcast from Atlanta and Albany to television stations throughout Georgia and to significant portions of surrounding states. This medium offered Georgia residents the ability to view available job openings in the state, locate valuable job-seeking resources and



speak with career experts over the phone. Staff provided assistance to customers in multiple languages and accommodated callers with hearing impairments. The televised events also showcased various workforce initiatives. One hundred and twenty GDOL volunteers staffed this job fair, which resulted in almost 3,400 phone call inquiries. More than 2,500 individual employment information packets were mailed out.

- GDOL sponsored eight job fairs throughout the state benefiting 2,464 dislocated workers. Career centers and workforce partners held 147 career fairs attended by over 47,700 individuals and representatives from 2,382 companies. Each event provided multiple opportunities for dislocated workers and job seekers to meet representatives from a variety of companies at one convenient location.
- GDOL uses the state's public broadcasting network to continuously inform the public of job leads and multiple resources available through GDOL and workforce partners.
- GDOL has launched a Homelessness Initiative through partnerships with the Atlanta Commission on Homelessness, the Gateway Center, Samaritan House and Trinity Community Ministries. This initiative provides job search assistance to work ready men and women who are homeless. Services are provided on-site at the partner locations by GDOL staff specially trained to meet the unique needs of this population.

### **Disability Navigator Initiative**

The goal of Georgia's Disability Navigator initiative is to heighten awareness about disability issues through local Disability Navigator teams across the state. These teams help level the playing field for persons with disabilities, so they can access the workforce services needed from Georgia's One-Stop system.

In May 2007, the Georgia Department of Labor received a grant from the U.S. Department of Labor to fund eight full-time Navigator positions throughout the state. The Navigators will serve as liaisons across the state working with staff, customers with disabilities, community organizations and the business community to enhance employment outcomes for customers with disabilities.

### **WIA/Trade Act Tracking and Reporting System**

The Georgia Department of Labor is committed to the continued use of state-of-the-art technologies to increase system efficiency. In fall 2006, GDOL, in support of Georgia's 20 local Workforce Investment Boards, initiated a comprehensive technology project to develop an internet-based WIA/Trade Act Tracking and Reporting System for all WIA local areas. Nearly 30,000 Individual Training Account vouchers have been issued since the inception of WIA in Georgia. When completed, this tracking system will allow for greater obligation forecasting and management capabilities for local workforce areas to manage their training expenditures in a more efficient manner.

## Services to Youth

- **Jobs for Georgia Graduates (JGG)** - Commissioner Thurmond has a strong commitment to serving youth, which is demonstrated in his on-going leadership and support of various youth initiatives. Since its inception in 1987, the department's innovative JGG Program has served more than 11,250 students and is currently offered in 34 high schools. JGG provides high school students with pre-employment training, work skills, motivational activities, and job development. The program continues to demonstrate remarkable success in improving the high school graduation rates of participating students. The 2006 JGG graduating class achieved a 91.6 percent graduation rate. This is 20 percentage points higher than Georgia's graduation rate of 71 percent, and an increase over JGG's 2005 graduation rate of 89.5 percent. JGG's performance outcomes were also exemplary for Positive Outcomes (82.4%), Full-Time Placements (87%) and Full-Time Jobs (54%).

During the Jobs for America's Graduates training seminar in Orlando, Florida, JGG received three awards for outstanding state performance and 13 staff received national recognition for their outstanding performance. Georgia's program was also recognized as being a Top Three Performing State Organization in the following areas:

1. Extraordinary participant follow-up with complete and accurate data
2. Extraordinary average of employer contacts with complete and accurate data
3. Extraordinary further education rate with complete and accurate data

In the spirit of serving the neediest youth to successfully enter the workforce pipeline and meeting the needs of Georgia's business community, JGG, the Northeast Georgia Workforce Board, and the Clarke County School District/Alternative Placement Program began collaborating in PY2006 to implement a Jobs for America's Graduates dropout recovery model. Intervention is coordinated primarily via a JGG Out-of-School Specialist, who will be an active part of the Athens area comprehensive One-Stop system. The Out-of-School Specialist works in partnership with WIA, Athens-Clarke County schools, and other One-Stop partners to provide GED preparation and testing, work experience, and other career development services for the enrollees. Recruitment takes place in collaboration with a number of youth providers, including faith- and community-based organizations, juvenile justice, TANF, foster care communities and alternative schools.

- **GoodWorks Kids** - GoodWorks Kids is a service strategy designed to support children of custodial and non-custodial parents participating in the GoodWorks Service Strategy with critical workforce development activities. Youth who have risk factors or barriers that make it difficult for them to make a successful transition into the workforce are targeted for additional support via participation in other relevant programs, such as JGG, GDOL internships, Summer Youth Work Experience Program and/or local WIA year-round youth services.
- **Georgia's Statewide Youth Development System** - As a result of Commissioner Thurmond's commitment to youth, the department continues to expand Georgia's Statewide Youth Development System. Partners in this process include state agencies such as the

Departments of Education, Human Resources, and Juvenile Justice, as well as local workforce areas and community- and faith-based organizations. Examples of new efforts or enhanced initiatives in PY2006 include the following:

- The state has expanded its work with faith- and community-based organizations such as the Metropolitan Atlanta Youth Opportunity Initiative. Georgia continues to strengthen collaboration across agencies to identify and help foster youth, young offenders, and high school dropouts transition to self-sufficiency.
- An excellent local model is Destiny Academy, a charter school in DeKalb County that provides continuity for foster youth who would otherwise have to change schools when their foster placements change.
- To promote quality services to youth and stronger performance on youth measures, GDOL arranged for two private organizations to provide training to local workforce staff: Public/Private Ventures (PPV) presented a workshop on the Youth Credential and Employment measure, and Kip Stottlemeyer Associates presented a workshop entitled “Program Design Strategies to Meet Youth Performance.” A focus on quality outcomes will be maintained through local training and the provision of reporting and evaluation tools.
- Additionally, the state is meeting the demands of business, especially in high-growth industries and occupations, through programs that include High School/High Tech, apprenticeship programs, and train-the-trainer strategies such as the *Education Rocks!* labor market presentation developed by the Georgia Department of Labor. GDOL also held its second Youth Summit entitled “It’s Your Life, Choose Success,” and created programs that introduce youth to business such as job shadowing days and a task force to increase student awareness of how the business world operates.
- In response to the energy industry’s urgent workforce needs, GDOL and local areas are partnering with companies such as Georgia Power, the Southern Company and others to address pending workforce shortages. For example, the DeKalb County Workforce Board is partnering with local high schools, a technical college, and Georgia Power/Southern Company to implement the Electrical Line Worker Apprentice Program. Eight participants have successfully completed the program and are now working with Georgia Power.
- Services available through GDOL and community-based organizations motivate students to stay in school, participate in year-round employment opportunities that enhance work ethics and complete high school or attain a GED.
- Commissioner Thurmond’s commitment to youth has led him to sponsor the GDOL Summer Youth Work Experience Program, in partnership with Georgia’s 20 local Workforce Investment Boards. For the past two years there has been a concerted effort to enroll GDOL High School/High Tech participants in this program. This unique partnership enabled approximately 1,100 primarily low-income youth, including those with disabilities, the opportunity to gain experience and training and to develop good work ethics in a real-life working environment. Since the program’s inception in 2003, more than 5,600 youth across the state have been placed in summer employment opportunities.

- The highly successful Summer Internship Initiative developed by Commissioner Thurmond provides graduating seniors and college students with valuable work experience in a real work environment. Interns work with staff in GDOL's career centers, Vocational Rehabilitation offices and the central office in downtown Atlanta. School credits may be earned and emphasis is placed on complementing the student's classroom learning with professional work experience.

## **PY2006 PROGRAM EVALUATION**

WIA section 136(e) directs states to "... conduct ongoing evaluation studies of workforce investment activities carried out in the state under this subtitle in order to promote, establish, implement, and utilize methods for continuously improving the activities in order to achieve high-level performance within, and high-level outcomes from, the statewide workforce investment system."

### **Common Measures for Youth and Changes in Georgia's WIA Youth Program**

Over the years, federally-funded job training programs have demonstrated the importance of performance measurement and accountability systems in promoting commitment to and attainment of program goals. In Program Year 2006 (PY2006), Georgia began reporting performance on the common measures for youth. These measures were developed in a collaborative process involving the U. S. Department of Labor and other federal agencies that provide or fund employment and training opportunities for youth. They provide a set of expectations that recognize where young people are and challenge local workforce areas to help youth make a significant step toward achieving success in education or employment. This evaluation examines changes in the population of young people receiving these services and the outcomes they are achieving.

### **Program Participants**

Almost all participants in Georgia's WIA Youth Program are members of families with incomes at or below the poverty level. Seventy percent of those who entered the program in PY2006 had basic literacy skills deficiencies. Additionally, 80 percent of the program participants were high school dropouts and/or had multiple workforce barriers.

Georgia's local workforce areas have historically enrolled large numbers of secondary students. While secondary students still made up the majority of new customers in PY2006, their proportion is decreasing. Meanwhile, the number of dropouts served has increased over time. Table 1 displays these trends for program years 2000 – 2006.

**Table 1**  
**Youth Education Status at Participation**

<b>Program Year</b>	<b>Attending Secondary School</b>	<b>High School Dropouts</b>	<b>Other Education Status</b>
2000	83%	10%	7%
2001	71%	18%	11%
2002	71%	17%	12%
2003	70%	19%	11%
2004	69%	18%	13%
2005	62%	21%	17%
2006	59%	25%	16%

### **Attainment of a Degree or Certificate**

The new youth common measures establish attainment of a degree or certificate as a program objective for all youth who are enrolled in school at the time they enter the WIA youth program or at any time during their participation. The federal criteria for the Attainment of a Degree or Certificate measure ensure that certificates will be recognized as meaningful by employers. This measure is expected to ultimately replace Younger Youth Diploma or Equivalent Attainment, which excludes from the calculation those youth who are in school when they exit from the program.

The new measure of educational attainment has had an immediate effect on how services are provided to high school students. Local programs are increasingly working with these students until they graduate from high school. Among those who exited from WIA in PY2004, 65 percent of those who were in secondary school when they enrolled in WIA were still in secondary school when they finished the program. In contrast, this proportion has dropped to only 18 percent in PY2006, and 63 percent of these customers graduated from high school. This change is clearly seen in Table 2.

**Table 2**  
**School Status at Exit from WIA of**  
**Youth Enrolled in Secondary School at Participation**

School Status at Exit from WIA	Program Year		
	2004	2005	2006
Attending Secondary School	65%	62%	18%
Attending Post Secondary School	3%	2%	6%
High School Dropout	7%	7%	13%
High School Diploma/GED	25%	29%	63%

Attainment of high school diplomas or equivalents by those who had dropped out of high school when they entered WIA has also increased. Among school dropouts who left WIA in PY2004, only 23 percent had earned a diploma or equivalent by the time they left. In PY2006, this number increased to 45 percent.

### **Placement in Employment or Education**

The new measures for youth reflect concern not only for what participants achieve while they are enrolled, but also what they do after they leave the program. The measure of placement in employment or education reinforces the expectation that youth should be employed, in the military, enrolled in post-secondary school or advanced training, or participating in a qualified apprenticeship program at the end of their participation in WIA.

The measure applies to all youth who are not already employed or enrolled in post-secondary education when they begin WIA participation. It has the effect of raising the bar even higher for local areas when they serve high school students and school dropouts. That is, attainment of a high school diploma or equivalent is not enough. Local areas seek to work with youth until they take the next step forward into employment or higher education.

Local WIA areas are working to meet the challenges of the Placement in Employment or Education measure as they have with Attainment of a Degree or Certificate. Among all youth who exited from WIA prior to PY2006, 48 percent achieved one or more of the placement outcomes. In PY2006, this rate rose to 59 percent. Additionally, the proportion of youth entering employment or higher education increased over the year, reaching 71 percent in the final quarter.

### **Literacy and Numeracy Gains**

The common measures for youth address the problem of setting meaningful program goals for improvement in literacy and numeracy skills by adopting the measurement instruments and

levels used by the Adult Basic Education (ABE)/English as a Second Language (ESL) programs funded by the U. S. Department of Education.

Services to out-of-school youth has increased for both high school dropouts and graduates who are not attending post-secondary school. Among the out-of-school youth who entered WIA in PY2006, 72 percent were basic skills deficient. That is, they were performing at or below the 8<sup>th</sup> grade level on a recognized basic skills test. These participants are included in the Literacy and Numeracy Gains measure. Gains are measured as movement from one Department of Education ABE or ESL level to another. Each ABE/ESL level represents approximately two grade-level equivalents.

Implementing new basic education programs and assessment and data collection systems has been challenging; however, Georgia is beginning to see the results of its efforts. Georgia elected to begin reporting literacy and numeracy gains during PY2006. This first year, about half of the workforce areas recorded literacy or numeracy gains. Statewide rates increased from 20 percent in the first quarter of the year to 45 percent in the final quarter.

Unlike the other common measures for youth, literacy and numeracy gains are measured during participation. Participants who do not achieve gains in their first year of participation may go on to achieve gains in subsequent years. Meanwhile, participants may receive a variety of other services along with basic skills remediation, including occupational skills training and employment assistance.

## **Conclusions**

Ultimately, the goal of Georgia's WIA Youth Program is to prepare its participants to become successful members of the workforce. Georgia's local areas have made great progress in designing service strategies that help youth achieve the educational and employment outcomes reflected in the common measures.

## **PY2006 COST EFFECTIVENESS**

In addition to WIA formula funds, a variety of resources are available to serve Georgia's customers. Funds include National Emergency Grants, Pell grants and partner funds. These resources support local infrastructures and self-service and informational activities, as well as direct service delivery. Also, Georgia is in the enviable position of having a lottery-sponsored scholarship program, HOPE. While the variety of funding options significantly enhances service opportunities, it makes evaluating cost effectiveness of WIA formula funds alone more challenging.

Within the state, some areas were hit harder than others by federal funding reductions. A five percent decrease in WIA Adult funds (\$730,182) and a 5.5 percent decrease in Youth funds (\$858,397) have presented unique challenges to local workforce area agencies. The department worked to help local areas find ways to keep their commitments to existing customers, leverage

other funding sources, continue to respond to community needs and provide quality customer service.

Georgia has chosen to consider WIA participant counts and formula fund expenditures as the first phase of cost effectiveness discussions. This approach is the beginning point for further exploration of local area funding and service delivery strategies. The following table shows the number of participants served during PY2006, expenditures for each WIA formula funding stream, and the expenditures divided by participants.

**PY2006 Participants and Expenditures**

Funding Stream	Participants	Expenditures	Exp/Participants
Adult	5,569	\$13,116,039	\$2,355
Dislocated Worker	4,321	\$13,273,660	\$3,072
Youth	6,052	\$12,654,320	\$2,091
Totals/Average	15,942	\$39,044,019	\$2,449

These expenditures are based on the Financial Status Reports for June 30, 2007. These are expenditures only and do not include reported obligations. This report reflects only current year and carry over expenditures of WIA federal formula funds by the local workforce area agencies. It does not include funding from statewide activities and rapid response grants, NEG, HOPE, Pell or any other funds contributed to the program. The participant counts include only WIA registered customers.

**INTRODUCTION TO THE PY2006 DATA**

The following tables represent Georgia’s state-level and local area performance data for PY2006. While state-level Tables B through L include numerators and denominators as well as performance rates, the federal reporting format does not include anything but the negotiated and actual performance rates for the local area data in Table O.

States and local areas negotiate performance levels for each program year. Due to the inherent variability in actual outcomes, USDOL applies a 20 percent margin so that a state is considered to “meet” its target if it attains at least 80 percent of the negotiated level. The state “exceeds” its target when outcomes are higher than negotiated rates. Georgia has applied these same criteria to local area performance.

It should be noted that Georgia is currently enhancing its automated system to allow for a more complete picture of all customers, including those receiving self-service and informational services. Future participant levels in Table M will reflect these enhancements.

Targeted performance levels for the new youth Common Measures have not yet been set for the state or local areas in Georgia. The relevant table entries are designated with an N/A.



**Table A - Workforce Investment Act Customer Satisfaction Results**

<b>Customer Satisfaction</b>	<b>Negotiated Performance Level</b>	<b>Actual Performance Level - American Customer Satisfaction Index</b>	<b>Number of Surveys Completed</b>	<b>Number of Customers Eligible for the Survey</b>	<b>Number of Customers Included in the Sample</b>	<b>Response Rate</b>
<b>Participants</b>	75.0	73.6	1,995	7,918	2,603	76.6%
<b>Employers</b>	78.5	75.8	4,272	38,478	5,522	77.4%

**Table B - Adult Program Results**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	84.0%	76.1%	2,152
			2,828
<b>Employment Retention Rate</b>	81.0%	80.5%	2,924
			3,633
<b>Average Earnings</b>	\$9,329	\$10,573	\$30,736,125
			2,907
<b>Employment and Credential Rate</b>	70.0%	64.6%	1,332
			2,062

**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	75.5%	438	72.3%	162	67.9%	38	69.8%
		580		224		56		126
Employment Retention Rate	79.2%	551	76.2%	214	78.0%	46	75.2%	100
		696		281		59		133
Average Earnings	\$9,410	\$5,166,132	\$11,611	\$2,438,214	\$12,102	\$544,602	\$9,614	\$961,394
		549		210		45		100
Employment and Credential Rate	62.7%	388	62.1%	90	68.6%	24	62.7%	37
		619		145		35		59

**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	77.9%	1,274	73.7%
		1,636		1,192
Employment Retention Rate	82.8%	1,942	76.2%	982
		2,344		1,289
Average Earnings	\$11,245	\$21,680,389	\$9,250	\$9,055,736
		1,928		979

**Table E - Dislocated Worker Program Results**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	85.0%	81.5%	1,762
			2,163
<b>Employment Retention Rate</b>	89.0%	88.3%	1,940
			2,196
<b>Average Earnings</b>	\$13,000	\$13,897	\$26,793,821
			1,928
<b>Employment and Credential Rate</b>	72.0%	67.6%	1,271
			1,881

**Table F - Outcomes for Dislocated Worker Special Populations**

<b>Reported Information</b>	<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Older Individuals</b>		<b>Displaced Homemakers</b>	
<b>Entered Employment Rate</b>	74.7%	168	82.6%	19	68.5%	122	75.0%	18
		225		23		178		24
<b>Employment Retention Rate</b>	85.3%	192	70.0%	14	89.0%	129	75.0%	21
		225		20		145		28
<b>Average Earnings</b>	\$17,149	\$3,223,928	\$11,075	\$143,970	\$12,008	\$1,548,970	\$10,472	\$219,908
		188		13		129		21
<b>Employment And Credential Rate</b>	64.4%	132	66.7%	14	56.9%	78	64.0%	16
		205		21		137		25

**Table G - Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	81.9%	1,490	79.1%
		1,819		344
Employment Retention Rate	88.7%	1,660	86.2%	280
		1,871		325
Average Earnings	\$14,068	\$23,198,490	\$12,886	\$3,595,331
		1,649		279

**Table H.1 - Youth (14-21) Program Results**

	Negotiated Performance Level	Actual Performance Level	
		Placement in Employment or Education	N/A
			2,818
Attainment of Degree or Certificate	N/A	49.0%	1,259
			2,567
Literacy and Numeracy Gains	N/A	65.1%	99
			152

**Table H.2 - Older Youth (19-21) Results**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	75.1%	68.6%	404
			589
<b>Employment Retention Rate</b>	80.7%	81.0%	521
			643
<b>Earnings Change in Six Months</b>	\$3,232	\$3,549	\$2,260,983
			637
<b>Credential Rate</b>	47.0%	45.3%	309
			682

**Table I - Outcomes for Older Youth Special Populations**

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Entered Employment Rate</b>	64.8%	195	100.0%	1	51.1%	23	69.4%	349
		301		1		45		503
<b>Employment Retention Rate</b>	78.9%	240	100.0%	5	75.6%	31	79.6%	440
		304		5		41		553
<b>Earnings Change in Six Months</b>	\$3,111	\$939,407	\$2,593	\$12,966	\$4,580	\$187,775	\$3,423	\$1,872,340
		302		5		41		547
<b>Credential Rate</b>	44.0%	150	50.0%	1	39.6%	21	43.9%	252
		341		2		53		574

**Table J - Younger Youth (14-18) Results**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Skill Attainment Rate</b>	87.0%	86.8%	3,744
			4,315
<b>Youth Diploma or Equivalent Rate</b>	72.0%	76.5%	812
			1,061
<b>Retention Rate</b>	69.0%	68.4%	1,205
			1,762

**Table K - Outcomes for Younger Youth Special Populations**

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Skill Attainment Rate</b>	84.4%	2,197	89.9%	526	79.1%	646
		2,602		585		817
<b>Youth Diploma or Equivalent Rate</b>	76.4%	469	84.2%	123	58.3%	155
		614		146		266
<b>Retention Rate</b>	65.0%	574	70.6%	163	64.5%	352
		883		231		546

**Table L - Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth)		Placements in Non-traditional 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		
			or 12 Mo. Earnings Replacement (Dislocated Workers)							
<b>Adults</b>	80.7%	3,362	\$5,051	\$20,959,850	1.5%	32	\$4,739	\$10,093,362	71.4%	909
		4,168		4,150		2,152		2,130		1,274
<b>Dislocated Workers</b>	86.8%	2,128	116.4%	\$30,634,071	4.7%	82	\$6,505	\$11,324,621	73.2%	1,091
		2,452		\$26,325,086		1,762		1,741		1,490
<b>Older Youth</b>	75.1%	524	\$3,458	\$2,386,050	1.5%	6	\$2,718	\$1,081,686		
		698		690		404		398		

**Table M - Participation Levels**

Reported Information	Total Participants Served	Total Exiters
<b>Total Adult Customers</b>	9,799	4,301
<b>Total Adults (self-service only)</b>	0	0
<b>WIA Adults</b>	5,569	2,565
<b>WIA Dislocated Workers</b>	4,321	1,782
<b>Total Youth (14-21)</b>	6,052	1,915
<b>Younger Youth (14-18)</b>	4,760	1,378
<b>Older Youth (19-21)</b>	1,292	537
<b>Out-of-School Youth</b>	1,892	839
<b>In-School Youth</b>	4,160	1,076

**Table N - Cost of Program Activities**

Program Activity		Total Federal Spending
<b>Local Adults</b>		\$35,738,718
<b>Local Dislocated Workers</b>		\$31,706,274
<b>Local Youth</b>		\$41,676,793
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		\$12,694,392
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		\$16,704,129
<b>Statewide Allowable Activities</b> 134 (a) (3)	Program Activity Description	
<b>Total of All Federal Spending Listed Above</b>		\$138,520,306



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	252
		Dislocated Workers	744
Northwest Georgia (Area 1)		Older Youth (19-21)	45
		Younger Youth (14-18)	86
ETA Assigned #	Total Exiters	Adults	134
		Dislocated Workers	416
13210		Older Youth (19-21)	22
		Younger Youth (14-18)	47
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	<b>Program Participants</b>	79.0	73.5
	<b>Employers</b>	79.3	78.6
<b>Entered Employment Rate</b>	<b>Adults</b>	82.6%	70.2%
	<b>Dislocated Workers</b>	84.5%	79.7%
	<b>Older Youth</b>	74.6%	84.6%
<b>Retention Rate</b>	<b>Adults</b>	86.0%	81.9%
	<b>Dislocated Workers</b>	90.5%	87.3%
	<b>Older Youth</b>	78.0%	71.4%
	<b>Younger Youth</b>	68.5%	84.4%
<b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>	<b>Adults</b>	\$9,280	\$9,575
	<b>Dislocated Workers</b>	\$11,377	\$13,752
	<b>Older Youth</b>	\$2,663	\$3,391
<b>Credential/Diploma Rate</b>	<b>Adults</b>	63.8%	60.0%
	<b>Dislocated Workers</b>	68.9%	64.2%
	<b>Older Youth</b>	53.0%	83.3%
	<b>Younger Youth</b>	71.5%	73.7%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	86.0%	90.7%
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	N/A	60.8%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	N/A	80.7%
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	N/A	92.5%
<b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			<b>X</b>
			<b>Exceeded</b>

**Table O - Local Program Activities**

Local Area Name  Georgia Mountains (Area 2)	Total Participants Served	Adults	98
		Dislocated Workers	238
		Older Youth (19-21)	9
		Younger Youth (14-18)	49
ETA Assigned #  13050	Total Exiters	Adults	46
		Dislocated Workers	101
		Older Youth (19-21)	3
		Younger Youth (14-18)	26
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	78.8	77.9
	Employers	79.4	73.8
Entered Employment Rate	Adults	90.0%	71.7%
	Dislocated Workers	86.7%	80.5%
	Older Youth	68.0%	75.0%
Retention Rate	Adults	86.0%	73.7%
	Dislocated Workers	86.0%	89.8%
	Older Youth	78.0%	100.0%
	Younger Youth	69.8%	77.3%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$10,535	\$12,166
	Dislocated Workers	\$10,807	\$12,742
	Older Youth	\$3,800	\$5,257
Credential/Diploma Rate	Adults	77.0%	50.6%
	Dislocated Workers	67.6%	72.8%
	Older Youth	52.7%	60.0%
	Younger Youth	71.8%	80.0%
Skill Attainment Rate	Younger Youth	80.0%	81.7%
Placement in Employment or Education	Youth (14-21)	N/A	49.2%
Attainment of Degree or Certificate	Youth (14-21)	N/A	28.3%
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>
			<b>Exceeded</b>
			<b>X</b>

**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	508
		City of Atlanta (Area 3)	Dislocated Workers
	Older Youth (19-21)	109	
	Younger Youth (14-18)	1,055	
ETA Assigned #	Total Exiters	Adults	335
		Dislocated Workers	55
13235	Older Youth (19-21)	84	
	Younger Youth (14-18)	337	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	73.7
	Employers	75.0	74.1
Entered Employment Rate	Adults	80.0%	83.7%
	Dislocated Workers	80.4%	75.0%
	Older Youth	68.0%	79.0%
Retention Rate	Adults	77.1%	76.6%
	Dislocated Workers	86.0%	89.7%
	Older Youth	78.0%	93.1%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Younger Youth	60.0%	80.2%
	Adults	\$8,470	\$9,643
	Dislocated Workers	\$13,533	\$15,064
Credential/Diploma Rate	Older Youth	\$2,600	\$5,940
	Adults	63.0%	37.8%
	Dislocated Workers	67.0%	28.6%
Skill Attainment Rate	Older Youth	41.0%	37.3%
	Younger Youth	80.0%	86.7%
Placement in Employment or Education	Younger Youth	94.0%	82.0%
Attainment of Degree or Certificate	Youth (14-21)	N/A	74.7%
Literacy or Numeracy Gains	Youth (14-21)	N/A	80.2%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

**Table O - Local Program Activities**

Local Area Name  Cobb County (Area 4)	Total Participants Served	Adults	109
		Dislocated Workers	180
		Older Youth (19-21)	32
		Younger Youth (14-18)	69
ETA Assigned #  13245	Total Exiters	Adults	47
		Dislocated Workers	98
		Older Youth (19-21)	14
		Younger Youth (14-18)	47
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	77.3	71.4
	Employers	75.0	74.1
Entered Employment Rate	Adults	85.6%	68.8%
	Dislocated Workers	81.1%	80.0%
	Older Youth	68.0%	44.4%
Retention Rate	Adults	80.0%	80.0%
	Dislocated Workers	91.8%	82.9%
	Older Youth	79.7%	81.3%
	Younger Youth	60.0%	67.2%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$12,359	\$12,587
	Dislocated Workers	\$21,149	\$20,950
	Older Youth	\$3,200	\$3,580
Credential/Diploma Rate	Adults	76.9%	61.3%
	Dislocated Workers	78.2%	75.3%
	Older Youth	41.0%	14.3%
	Younger Youth	82.0%	81.8%
Skill Attainment Rate	Younger Youth	81.1%	43.2%
Placement in Employment or Education	Youth (14-21)	N/A	34.1%
Attainment of Degree or Certificate	Youth (14-21)	N/A	19.6%
Literacy or Numeracy Gains	Youth (14-21)	N/A	75.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	572
		DeKalb County (Area 5)	Dislocated Workers
	Older Youth (19-21)	64	
	Younger Youth (14-18)	462	
ETA Assigned #	Total Exiters	Adults	305
		Dislocated Workers	125
13240	Older Youth (19-21)	30	
	Younger Youth (14-18)	49	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.3	70.6
	Employers	75.0	74.1
Entered Employment Rate	Adults	80.0%	86.3%
	Dislocated Workers	87.6%	75.8%
	Older Youth	75.0%	81.1%
Retention Rate	Adults	84.4%	78.9%
	Dislocated Workers	91.4%	89.3%
	Older Youth	78.0%	79.3%
	Younger Youth	60.0%	66.9%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$9,755	\$9,087
	Dislocated Workers	\$16,104	\$19,927
	Older Youth	\$2,600	\$3,387
Credential/Diploma Rate	Adults	73.4%	78.4%
	Dislocated Workers	73.8%	64.4%
	Older Youth	41.0%	81.6%
	Younger Youth	82.0%	84.4%
Skill Attainment Rate	Younger Youth	94.0%	98.0%
Placement in Employment or Education	Youth (14-21)	N/A	63.3%
Attainment of Degree or Certificate	Youth (14-21)	N/A	70.5%
Literacy or Numeracy Gains	Youth (14-21)	N/A	95.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			X

**Table O - Local Program Activities**

Local Area Name  Fulton County (Area 6)	Total Participants Served	Adults	356
		Dislocated Workers	311
		Older Youth (19-21)	48
		Younger Youth (14-18)	82
ETA Assigned #  13250	Total Exiters	Adults	182
		Dislocated Workers	84
		Older Youth (19-21)	38
		Younger Youth (14-18)	55
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	75.0	64.0
	Employers	75.0	74.1
Entered Employment Rate	Adults	80.0%	64.6%
	Dislocated Workers	80.0%	75.9%
	Older Youth	74.1%	65.8%
Retention Rate	Adults	86.0%	81.9%
	Dislocated Workers	88.7%	86.1%
	Older Youth	79.7%	88.6%
	Younger Youth	68.0%	77.4%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$11,053	\$11,382
	Dislocated Workers	\$20,820	\$24,534
	Older Youth	\$3,200	\$2,449
Credential/Diploma Rate	Adults	63.0%	62.5%
	Dislocated Workers	67.0%	91.7%
	Older Youth	47.0%	65.9%
	Younger Youth	71.0%	44.4%
Skill Attainment Rate	Younger Youth	80.0%	70.6%
Placement in Employment or Education	Youth (14-21)	N/A	61.2%
Attainment of Degree or Certificate	Youth (14-21)	N/A	31.7%
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Exceeded
		Met X	

**Table O - Local Program Activities**

Local Area Name  Atlanta Regional (Area 7)	Total Participants Served	Adults	316
		Dislocated Workers	620
		Older Youth (19-21)	127
		Younger Youth (14-18)	426
ETA Assigned #  13255	Total Exiters	Adults	162
		Dislocated Workers	314
		Older Youth (19-21)	51
		Younger Youth (14-18)	216
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	75.0	68.6
	Employers	75.0	74.1
Entered Employment Rate	Adults	80.6%	63.7%
	Dislocated Workers	81.6%	79.9%
	Older Youth	70.0%	57.1%
Retention Rate	Adults	81.7%	74.5%
	Dislocated Workers	89.8%	91.9%
	Older Youth	80.8%	83.3%
	Younger Youth	60.0%	67.5%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$11,151	\$11,465
	Dislocated Workers	\$14,723	\$16,390
	Older Youth	\$3,610	\$3,198
Credential/Diploma Rate	Adults	70.2%	58.8%
	Dislocated Workers	71.3%	69.2%
	Older Youth	47.0%	51.0%
	Younger Youth	64.0%	66.3%
Skill Attainment Rate	Younger Youth	87.3%	81.6%
Placement in Employment or Education	Youth (14-21)	N/A	60.0%
Attainment of Degree or Certificate	Youth (14-21)	N/A	56.6%
Literacy or Numeracy Gains	Youth (14-21)	N/A	53.8%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

**Table O - Local Program Activities**

Local Area Name  West Central Georgia (Area 8)	Total Participants Served	Adults	760	
		Dislocated Workers	584	
		Older Youth (19-21)	162	
		Younger Youth (14-18)	128	
ETA Assigned #  13225	Total Exiters	Adults	155	
		Dislocated Workers	59	
		Older Youth (19-21)	11	
		Younger Youth (14-18)	5	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
Customer Satisfaction	Program Participants	79.5	68.1	
	Employers	78.8	76.7	
Entered Employment Rate	Adults	87.9%	73.5%	
	Dislocated Workers	90.0%	78.0%	
	Older Youth	74.1%	75.0%	
Retention Rate	Adults	86.0%	81.0%	
	Dislocated Workers	92.0%	86.2%	
	Older Youth	79.7%	86.7%	
	Younger Youth	68.0%	67.9%	
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$9,313	\$10,021	
	Dislocated Workers	\$10,813	\$11,624	
	Older Youth	\$3,200	\$4,378	
Credential/Diploma Rate	Adults	73.6%	78.7%	
	Dislocated Workers	79.5%	72.2%	
	Older Youth	53.0%	72.7%	
	Younger Youth	78.8%	0.0%	
Skill Attainment Rate	Younger Youth	80.0%	83.9%	
Placement in Employment or Education	Youth (14-21)	N/A	42.3%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	4.4%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	66.7%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	267
		Northeast Georgia (Area 9)	Dislocated Workers
		Older Youth (19-21)	22
		Younger Youth (14-18)	156
ETA Assigned #	Total Exiters	Adults	124
		Dislocated Workers	73
13275		Older Youth (19-21)	11
		Younger Youth (14-18)	47
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.4	81.9
	Employers	77.7	70.2
Entered Employment Rate	Adults	80.0%	82.0%
	Dislocated Workers	80.0%	80.3%
	Older Youth	74.1%	71.4%
Retention Rate	Adults	86.0%	89.4%
	Dislocated Workers	92.0%	88.9%
	Older Youth	79.7%	50.0%
	Younger Youth	76.0%	64.7%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$10,415	\$12,591
	Dislocated Workers	\$9,895	\$11,130
	Older Youth	\$3,200	\$1,200
Credential/Diploma Rate	Adults	63.2%	65.6%
	Dislocated Workers	67.9%	65.7%
	Older Youth	47.0%	28.6%
	Younger Youth	64.0%	60.9%
Skill Attainment Rate	Younger Youth	80.0%	90.8%
Placement in Employment or Education	Youth (14-21)	N/A	61.4%
Attainment of Degree or Certificate	Youth (14-21)	N/A	51.7%
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

**Table O - Local Program Activities**

Local Area Name  Macon-Bibb (Area 10)	Total Participants Served	Adults	93
		Dislocated Workers	107
		Older Youth (19-21)	32
		Younger Youth (14-18)	393
ETA Assigned #  13295	Total Exiters	Adults	40
		Dislocated Workers	31
		Older Youth (19-21)	10
		Younger Youth (14-18)	50
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	78.5	81.3
	Employers	77.8	76.7
Entered Employment Rate	Adults	80.0%	81.5%
	Dislocated Workers	84.5%	85.7%
	Older Youth	70.5%	66.7%
Retention Rate	Adults	86.0%	86.0%
	Dislocated Workers	92.0%	81.8%
	Older Youth	79.7%	100.0%
	Younger Youth	76.0%	50.0%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$8,658	\$10,816
	Dislocated Workers	\$12,004	\$10,462
	Older Youth	\$3,200	\$9,745
Credential/Diploma Rate	Adults	63.0%	61.8%
	Dislocated Workers	80.0%	68.4%
	Older Youth	41.0%	0.0%
	Younger Youth	82.0%	29.0%
Skill Attainment Rate	Younger Youth	92.7%	93.2%
Placement in Employment or Education	Youth (14-21)	N/A	46.4%
Attainment of Degree or Certificate	Youth (14-21)	N/A	10.6%
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>
			<b>X</b>
		<b>Exceeded</b>	

**Table O - Local Program Activities**

<b>Local Area Name</b>  Middle Georgia (Area 11)	<b>Total Participants Served</b>	<b>Adults</b>	<b>221</b>
		<b>Dislocated Workers</b>	<b>125</b>
		<b>Older Youth (19-21)</b>	<b>54</b>
		<b>Younger Youth (14-18)</b>	<b>123</b>
<b>ETA Assigned #</b>  13265	<b>Total Exiters</b>	<b>Adults</b>	<b>59</b>
		<b>Dislocated Workers</b>	<b>41</b>
		<b>Older Youth (19-21)</b>	<b>17</b>
		<b>Younger Youth (14-18)</b>	<b>35</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	75.0	75.0
	<b>Employers</b>	77.8	76.7
<b>Entered Employment Rate</b>	<b>Adults</b>	81.2%	75.4%
	<b>Dislocated Workers</b>	82.8%	81.5%
	<b>Older Youth</b>	80.0%	66.7%
<b>Retention Rate</b>	<b>Adults</b>	86.0%	93.0%
	<b>Dislocated Workers</b>	92.0%	94.1%
	<b>Older Youth</b>	82.0%	66.7%
	<b>Younger Youth</b>	73.6%	77.8%
<b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>	<b>Adults</b>	\$9,319	\$13,432
	<b>Dislocated Workers</b>	\$12,428	\$16,215
	<b>Older Youth</b>	\$3,390	\$1,540
<b>Credential/Diploma Rate</b>	<b>Adults</b>	66.1%	58.8%
	<b>Dislocated Workers</b>	67.0%	64.0%
	<b>Older Youth</b>	53.0%	60.0%
	<b>Younger Youth</b>	78.8%	82.4%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	80.0%	91.9%
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	N/A	83.8%
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	N/A	69.8%
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	N/A	0.0%
<b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			<b>X</b>
		<b>Exceeded</b>	

**Table O - Local Program Activities**

Local Area Name  Richmond-Burke (Area 12)	Total Participants Served	Adults	238
		Dislocated Workers	78
		Older Youth (19-21)	129
		Younger Youth (14-18)	183
ETA Assigned #  13195	Total Exiters	Adults	76
		Dislocated Workers	21
		Older Youth (19-21)	41
		Younger Youth (14-18)	32
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	80.0	78.4
	Employers	75.4	75.7
Entered Employment Rate	Adults	90.0%	88.3%
	Dislocated Workers	90.0%	90.9%
	Older Youth	78.3%	77.4%
Retention Rate	Adults	84.1%	73.6%
	Dislocated Workers	92.0%	86.7%
	Older Youth	79.4%	87.5%
	Younger Youth	75.6%	81.4%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$8,096	\$10,585
	Dislocated Workers	\$10,680	\$11,586
	Older Youth	\$2,738	\$3,845
Credential/Diploma Rate	Adults	77.0%	77.4%
	Dislocated Workers	80.0%	64.7%
	Older Youth	52.9%	69.4%
	Younger Youth	82.0%	87.5%
Skill Attainment Rate	Younger Youth	84.9%	92.5%
Placement in Employment or Education	Youth (14-21)	N/A	71.4%
Attainment of Degree or Certificate	Youth (14-21)	N/A	44.1%
Literacy or Numeracy Gains	Youth (14-21)	N/A	50.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>
			<b>Exceeded</b>
			<b>X</b>

**Table O - Local Program Activities**

Local Area Name  East Central Georgia (Area 13)	Total Participants Served	Adults	265	
		Dislocated Workers	98	
		Older Youth (19-21)	44	
		Younger Youth (14-18)	150	
ETA Assigned #  13260	Total Exiters	Adults	146	
		Dislocated Workers	45	
		Older Youth (19-21)	15	
		Younger Youth (14-18)	38	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
Customer Satisfaction	Program Participants	75.5	71.2	
	Employers	75.4	75.7	
Entered Employment Rate	Adults	83.5%	63.8%	
	Dislocated Workers	90.0%	93.2%	
	Older Youth	68.0%	58.3%	
Retention Rate	Adults	86.0%	83.6%	
	Dislocated Workers	91.6%	94.7%	
	Older Youth	81.5%	83.7%	
	Younger Youth	60.0%	56.1%	
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$7,745	\$10,512	
	Dislocated Workers	\$9,946	\$10,696	
	Older Youth	\$3,800	\$4,255	
Credential/Diploma Rate	Adults	63.0%	61.7%	
	Dislocated Workers	74.0%	67.3%	
	Older Youth	41.0%	23.9%	
	Younger Youth	64.0%	80.6%	
Skill Attainment Rate	Younger Youth	80.0%	64.2%	
Placement in Employment or Education	Youth (14-21)	N/A	54.8%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	36.9%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

**Table O - Local Program Activities**

Local Area Name  Lower Chattahoochee (Area 14)	Total Participants Served	Adults	101
		Dislocated Workers	57
		Older Youth (19-21)	27
		Younger Youth (14-18)	167
ETA Assigned #  13110	Total Exiters	Adults	101
		Dislocated Workers	31
		Older Youth (19-21)	10
		Younger Youth (14-18)	41
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	75.9	79.1
	Employers	77.9	78.4
Entered Employment Rate	Adults	90.0%	69.4%
	Dislocated Workers	86.0%	86.7%
	Older Youth	78.6%	76.2%
Retention Rate	Adults	84.6%	66.7%
	Dislocated Workers	86.0%	76.3%
	Older Youth	82.0%	78.4%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$7,244	\$9,191
	Dislocated Workers	\$9,929	\$14,964
	Older Youth	\$3,800	\$3,730
Credential/Diploma Rate	Adults	67.0%	53.6%
	Dislocated Workers	76.5%	47.9%
	Older Youth	44.9%	23.2%
Skill Attainment Rate	Younger Youth	82.0%	100.0%
Placement in Employment or Education	Younger Youth	94.0%	97.6%
Attainment of Degree or Certificate	Youth (14-21)	N/A	60.3%
Literacy or Numeracy Gains	Youth (14-21)	N/A	61.2%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

**Table O - Local Program Activities**

Local Area Name  Middle Flint (Area 15)	Total Participants Served	Adults	110
		Dislocated Workers	48
		Older Youth (19-21)	47
		Younger Youth (14-18)	48
ETA Assigned #  13285	Total Exiters	Adults	50
		Dislocated Workers	22
		Older Youth (19-21)	43
		Younger Youth (14-18)	5
		<b>Negotiated Performance Level</b>	
Customer Satisfaction	Program Participants	76.5	67.3
	Employers	77.9	78.4
Entered Employment Rate	Adults	87.6%	86.0%
	Dislocated Workers	90.0%	80.0%
	Older Youth	80.0%	45.5%
Retention Rate	Adults	82.1%	88.4%
	Dislocated Workers	92.0%	85.7%
	Older Youth	78.0%	90.0%
	Younger Youth	73.9%	52.6%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$7,762	\$11,134
	Dislocated Workers	\$8,985	\$11,106
	Older Youth	\$3,181	\$3,584
Credential/Diploma Rate	Adults	77.0%	76.6%
	Dislocated Workers	80.0%	52.4%
	Older Youth	42.3%	37.5%
	Younger Youth	64.0%	0.0%
Skill Attainment Rate	Younger Youth	80.0%	50.0%
Placement in Employment or Education	Youth (14-21)	N/A	48.1%
Attainment of Degree or Certificate	Youth (14-21)	N/A	34.8%
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Exceeded
		Met X	

**Table O - Local Program Activities**

Local Area Name  Heart of Georgia (Area 16)	Total Participants Served	Adults	322
		Dislocated Workers	188
		Older Youth (19-21)	53
		Younger Youth (14-18)	433
ETA Assigned #  13280	Total Exiters	Adults	148
		Dislocated Workers	85
		Older Youth (19-21)	28
		Younger Youth (14-18)	119
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	77.0	78.5
	Employers	80.0	80.2
Entered Employment Rate	Adults	87.5%	92.6%
	Dislocated Workers	89.3%	88.2%
	Older Youth	80.0%	57.1%
Retention Rate	Adults	84.8%	84.5%
	Dislocated Workers	91.3%	88.1%
	Older Youth	82.0%	90.9%
	Younger Youth	76.0%	73.6%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$7,445	\$9,855
	Dislocated Workers	\$8,379	\$9,989
	Older Youth	\$3,090	\$1,616
Credential/Diploma Rate	Adults	77.0%	74.1%
	Dislocated Workers	80.0%	66.3%
	Older Youth	53.0%	45.8%
	Younger Youth	80.5%	78.4%
Skill Attainment Rate	Younger Youth	94.0%	97.4%
Placement in Employment or Education	Youth (14-21)	N/A	71.7%
Attainment of Degree or Certificate	Youth (14-21)	N/A	77.7%
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded



**Table O - Local Program Activities**

Local Area Name  Southwest Georgia (Area 17)	Total Participants Served	Adults	456
		Dislocated Workers	113
		Older Youth (19-21)	83
		Younger Youth (14-18)	452
ETA Assigned #  13075	Total Exiters	Adults	225
		Dislocated Workers	45
		Older Youth (19-21)	41
		Younger Youth (14-18)	139
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	75.0	77.6
	Employers	79.0	75.5
Entered Employment Rate	Adults	87.5%	82.7%
	Dislocated Workers	88.6%	87.8%
	Older Youth	76.9%	68.8%
Retention Rate	Adults	76.0%	76.8%
	Dislocated Workers	92.0%	83.9%
	Older Youth	81.2%	76.5%
	Younger Youth	71.7%	68.7%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$7,959	\$9,520
	Dislocated Workers	\$9,353	\$10,944
	Older Youth	\$3,800	\$3,971
Credential/Diploma Rate	Adults	73.2%	68.9%
	Dislocated Workers	67.9%	80.0%
	Older Youth	43.2%	52.1%
	Younger Youth	73.4%	81.4%
Skill Attainment Rate	Younger Youth	80.0%	78.1%
Placement in Employment or Education	Youth (14-21)	N/A	66.2%
Attainment of Degree or Certificate	Youth (14-21)	N/A	57.2%
Literacy or Numeracy Gains	Youth (14-21)	N/A	96.3%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

**Table O - Local Program Activities**

Local Area Name  South Georgia (Area 18)	Total Participants Served	Adults	226
		Dislocated Workers	87
		Older Youth (19-21)	49
		Younger Youth (14-18)	107
ETA Assigned #  New # 13300 (was 13290)	Total Exiters	Adults	82
		Dislocated Workers	34
		Older Youth (19-21)	18
		Younger Youth (14-18)	25
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	76.5	74.7
	Employers	79.9	76.8
Entered Employment Rate	Adults	86.2%	85.3%
	Dislocated Workers	87.0%	86.8%
	Older Youth	80.0%	75.0%
Retention Rate	Adults	86.0%	84.8%
	Dislocated Workers	92.0%	89.2%
	Older Youth	78.0%	75.0%
	Younger Youth	60.0%	78.3%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$8,895	\$12,422
	Dislocated Workers	\$9,470	\$10,266
	Older Youth	\$3,200	\$1,894
Credential/Diploma Rate	Adults	74.1%	71.6%
	Dislocated Workers	70.7%	70.0%
	Older Youth	53.0%	29.3%
	Younger Youth	64.0%	60.9%
Skill Attainment Rate	Younger Youth	89.1%	98.5%
Placement in Employment or Education	Youth (14-21)	N/A	57.6%
Attainment of Degree or Certificate	Youth (14-21)	N/A	42.5%
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

**Table O - Local Program Activities**

Local Area Name  Southeast Georgia (Area 19)	Total Participants Served	Adults	113
		Dislocated Workers	82
		Older Youth (19-21)	41
		Younger Youth (14-18)	14
ETA Assigned #  New # 13305 (was 13095)	Total Exiters	Adults	50
		Dislocated Workers	44
		Older Youth (19-21)	19
		Younger Youth (14-18)	4
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	80.0	85.6
	Employers	79.9	76.8
Entered Employment Rate	Adults	90.0%	90.2%
	Dislocated Workers	87.2%	94.6%
	Older Youth	80.0%	75.0%
Retention Rate	Adults	86.0%	93.4%
	Dislocated Workers	92.0%	94.9%
	Older Youth	82.0%	77.8%
	Younger Youth	76.0%	75.0%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$9,817	\$13,687
	Dislocated Workers	\$9,460	\$12,182
	Older Youth	\$2,933	\$2,819
Credential/Diploma Rate	Adults	74.4%	80.0%
	Dislocated Workers	67.0%	83.8%
	Older Youth	53.0%	60.5%
	Younger Youth	64.0%	50.0%
Skill Attainment Rate	Younger Youth	86.0%	94.4%
Placement in Employment or Education	Youth (14-21)	N/A	75.6%
Attainment of Degree or Certificate	Youth (14-21)	N/A	31.0%
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>
			<b>Exceeded</b>
			<b>X</b>

**Table O - Local Program Activities**

Local Area Name  Coastal (Area 20)	Total Participants Served	Adults	186
		Dislocated Workers	109
		Older Youth (19-21)	119
		Younger Youth (14-18)	179
ETA Assigned #  13270	Total Exiters	Adults	101
		Dislocated Workers	58
		Older Youth (19-21)	35
		Younger Youth (14-18)	63
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	76.1	72.1
	Employers	75.0	74.3
Entered Employment Rate	Adults	81.8%	80.2%
	Dislocated Workers	85.6%	88.9%
	Older Youth	73.9%	71.4%
Retention Rate	Adults	81.7%	84.7%
	Dislocated Workers	88.8%	92.3%
	Older Youth	80.0%	78.3%
	Younger Youth	72.8%	64.4%
Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)	Adults	\$9,308	\$12,233
	Dislocated Workers	\$10,247	\$16,707
	Older Youth	\$2,600	\$3,561
Credential/Diploma Rate	Adults	63.0%	56.2%
	Dislocated Workers	67.0%	60.0%
	Older Youth	51.9%	51.4%
	Younger Youth	76.4%	69.6%
Skill Attainment Rate	Younger Youth	90.1%	89.3%
Placement in Employment or Education	Youth (14-21)	N/A	70.7%
Attainment of Degree or Certificate	Youth (14-21)	N/A	38.1%
Literacy or Numeracy Gains	Youth (14-21)	N/A	50.0%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded