

Program Year 2010

A graphic of the Arizona state flag, featuring a blue field with two white stars in the upper left corner. The word "ARIZONA" is written across the center in a bold, serif font. The letters "ARIZO" are white and set against the blue background, while the letters "NA" are blue and extend to the right of the blue field.

ARIZONA

Workforce Investment Act
Title IB
Annual Report





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Governor's Council on Workforce Policy

October 1, 2011

The Honorable Hilda Solis
Secretary of Labor
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

Dear Secretary Solis:

On behalf of the Governor's Council on Workforce Policy (GCWP), I am pleased to present Arizona's Workforce Investment Act (WIA) Report for Program Year (PY) 2010. This report highlights our achievements over the past year, which has been another highly successful one for workforce programs in Arizona.

Arizona is heading in a new strategic direction. The Council is focusing on business clients and is implementing a Sector Strategy. We have put in place committees consisting of Council members, Local Area Workforce Directors and members of the business community. These committees are the driving force to ensure a quality service delivery system to create a vibrant and viable workforce for our State.

Arizona has successfully integrated employment, education, training, and support services in its continuing goal to provide employers with a demand-driven, skilled workforce and Arizonans with good paying jobs and opportunities for career choice. The results of these efforts are evident as we anticipate meeting or exceeding all negotiated WIA performance levels for the coming year.

This is an excellent opportunity to appreciate all of the training and employment efforts within a multitude of state and local level partnerships that work together to ensure that Arizona's workforce system is competitive in today's global economy.

Sincerely,

Sherman A. Jennings, Chairman
Governor's Council on Workforce Policy

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ARIZONA WORKFORCE CONNECTION

The Arizona Workforce Connection (AWC) is a statewide system committed to coordinating a comprehensive approach to workforce development. AWC incorporates the state's economic development goals and strategies using federal, state, and local resources. AWC consists of the Governor's Council on Workforce Policy (GCWP), 14 Local Workforce Investment Areas (LWIAs) along with their respective Local Workforce Investment Boards (LWIBs), comprehensive One-Stop centers, satellite offices, and an array of workforce partners.

This annual report focuses on Program Year (PY) 2010, which covers the timeframe of July 1, 2010 through June 30, 2011. This report describes how WIA Title IB services are provided in Arizona, highlights local and state accomplishments, and concludes with performance results.

The website at <http://www.arizonaworkforceconnection.com/> is a gateway that allows businesses, job seeking customers, and employment counselors the ability to obtain information related to workforce development. This portal maintains links to the Arizona Virtual OneStop (VOS) system, Arizona's Workforce Development and Labor Exchange internet based system. Since VOS is a web-based application, it can be accessed from anywhere there is an internet connection. VOS provides access to job seekers and business customers wherever and whenever access is needed. It also provides a comprehensive statewide management information system for WIA Title IB and Wagner-Peyser programs. The system tracks service delivery of WIA participants and allows job seekers the ability to conduct job searches, explore career and training opportunities, and receive information on labor market information and community services. In order to meet the needs of the business community, employers have the ability to utilize VOS for recruiting, posting job orders, and accessing labor market information.

AWC's goal is to support the economic success of individuals, businesses, and communities by improving opportunities for growth. Arizona's performance substantiates the state's continuous improvement efforts by successfully meeting or exceeding its negotiated performance standards for PY 2010 under WIA Title IB in spite of the struggling economy in Arizona.

Arizona is prepared to meet the workforce challenges by building a comprehensive, seamless system of educational, training, and employment services throughout the state. AWC has created an innovative workforce system that is responsive, cohesive, and accountable, and provides a means to efficiently meet the needs of businesses and job seekers.

ARIZONA ECONOMIC ENVIRONMENT

Prior to the recession that began in 2007, Arizona had one of the fastest growing employment markets in the nation. The structure of the Arizona economy, highly tied to the construction industry, made Arizona one of the states hardest hit by the economic and financial crises that started in late 2007. As shown in Table 1, nonfarm employment declined by 0.3 percent during PY 2010, after posting losses of 5.3 percent in PY 2008 and 5.4 percent in PY 2009.

Table 1: Percentage Change in Program Year Average Employment - Arizona

Source: BLS Current Employment Statistics

Industry	PY 2007	PY 2008	PY 2009	PY 2010
Total Nonfarm	0.2%	-5.3%	-5.4%	-0.3%
Manufacturing	-2.8%	-8.3%	-8.7%	-0.7%
Natural Resources and Mining	19.5%	1.1%	-15.1%	0.0%
Construction	-10.9%	-25.3%	-25.9%	-5.5%
Trade, Transportation and Utilities	1.2%	-5.7%	-5.4%	-0.2%
Leisure and Hospitality	1.0%	-3.8%	-3.9%	1.1%
Education and Health Services	4.8%	4.2%	3.1%	3.5%
Professional and Business Services	-0.6%	-8.6%	-7.0%	-1.0%
Financial Activities	-3.1%	-4.9%	-3.7%	-1.3%
Other Services	2.7%	-3.0%	-7.2%	-3.7%
Government	3.9%	0.1%	-2.3%	-1.1%
Information	-1.4%	-4.4%	-6.6%	-2.2%

Although the overall nonfarm growth in PY 2010 was negative, Education and Health Services and Leisure and Hospitality have gained in employment, with Natural Resources and Mining remaining flat.

As shown in Table 2 on the next page, nonfarm employment is projected to grow by 0.7 percent in 2011 and 1.4 percent in 2012 for Arizona, resulting in a total of 51,900 new nonfarm jobs over the two year period. Net over-the-year gain started in January 2011 but, even though employment recovery has begun, the speed of the recovery has been weak. Arizona continues to face a slowdown in population growth, high levels of unemployment, large debt loads, reduced income and wealth, weak housing and commercial real estate markets, rising health care costs, and ongoing budget challenges in state and local governments.

Table 2 below also reflects the average annual growth rate in total nonfarm employment for Phoenix, Tucson, and Balance of State from PY 2010 and the forecasted growth for PY 2011 and PY 2012. In 2011, all of the counties in Arizona, with the exception of Pima County, are expected to have a positive over-the-year growth rate in nonfarm employment. Arizona is forecast to grow at a rate of 0.7 percent in 2011, with Phoenix growing faster than the state rate at 0.9 percent. The Balance of State is expected to grow more slowly at 0.6 percent.

Table 2: Forecasted Total Nonfarm Employment, Growth Rate*Source: Arizona Department of Administration, Employment and Population Statistics Unit*

	2010 ^(a)	2011 ^(b)	2012 ^(b)
Arizona	-2.1%	0.7%	1.4%
Phoenix MSA (<i>Maricopa and Pinal Counties</i>)	-2.1%	0.9%	1.6%
Tucson MSA (<i>Pima County</i>)	-2.3%	0.0%	0.8%
Balance of State (<i>Arizona less Maricopa, Pinal and Pima Counties</i>)	-2.3%	0.6%	1.4%

Notes: a) Historical; b) Forecast

The state's seasonally adjusted unemployment rate was 10 percent in May 2010, up 0.4 percent from May 2009, as shown in Table 3. The state's unemployment rate declined to 9.1 percent for May 2011, matching the national rate.

Table 3: Unemployment Rate (Seasonally Adjusted), End of Program Years(s)

	May 2009	May 2010	May 2011
United States	9.4%	9.6%	9.1%
Arizona ⁽¹⁾	9.6%	10.0%	9.1%
Phoenix - Mesa - Glendale ⁽¹⁾⁽²⁾	8.7%	8.9%	8.0%
Tucson Metro ⁽¹⁾⁽²⁾	8.4%	8.7%	7.8%
Flagstaff Metro ⁽¹⁾⁽²⁾	7.1%	8.7%	7.2%
Lake Havasu City - Kingman - Metro ⁽¹⁾⁽²⁾	10.6%	10.8%	9.7%
Prescott Metro ⁽¹⁾⁽²⁾	9.7%	10.1%	9.3%
Yuma Metro ⁽¹⁾⁽²⁾	25.3%	27.3%	27.9%

Notes: 1) May 2011 Unemployment Rate; 2) Not Seasonally Adjusted

With the employment losses in the state, personal income growth (quarterly average), which stood at 2.2 percent in 2006, has seen a steady decline and, with it, the erosion of Arizona's national ranking in employment growth. Personal income growth has declined to 1.1 percent in 2007, 0.1 percent in 2008, 0.3 percent in 2009 and 0.8 percent in 2010. Arizona ranked second in growth in employment in 2006, but dropped to 22nd in 2007, 47th in 2008, 49th in 2009 and remained in 49th place in 2010. The decline in the state's average annual growth ranking over recent years parallels the decline in personal income.

ARIZONA WAIVERS

The U.S. Department of Labor granted Arizona the following waivers during Program Year (PY) 2010. The waivers were granted with the intent of allowing Arizona the flexibility to implement a more effective workforce system.

1) Waiver of Section 133(b)(4) to increase the allowable transfer amount between Adult and Dislocated Worker funding streams allocated to a local area.

This waiver has permitted the transfer of funds between the Adult and the Dislocated Worker funding streams, with the transfer authority limited to 50 percent. The limitation provides flexibility while ensuring consistency with Congressional intent regarding the level of funding appropriated for the WIA Adult and Dislocated Worker programs. This waiver has allowed LWIAs to successfully serve the program most in need of services during the program year while providing the LWIBs the ability to better respond to changes in the economic environment and the local labor market.

2) Waiver of the required 50 percent employer contribution for customized training at WIA Section 101(8)(C).

This waiver eliminated the required 50 percent employer contribution for customized training and substitutes a sliding-scale contribution based on the size of the employer. The waiver has afforded more customized training opportunities for smaller businesses or businesses with smaller training budgets, while also allowing greater flexibility in designing and implementing improved programs in larger metro areas.

3) Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers.

This waiver has allowed training providers to offer continuous, uninterrupted service to WIA customers who continue to have the ability to choose their training providers and access training services in their local areas with the highest degree of informed customer choice possible. The primary goal of this waiver is to ensure that the increasing numbers of adults and dislocated workers have a system that can offer training options ensuring maximum customer choice. Arizona currently has 212 active providers and 2,781 active training programs. This is an increase from 99 active providers and 537 training programs prior to the implementation of the waiver.

4) Waiver of WIA Section 123 requires that providers of Youth Program elements be selected on a competitive basis.

This waiver permitted the state to allow its One-Stop Career Centers or partner agencies to directly provide the elements of supportive services, follow-up services, and paid/unpaid work experience for youth programs. By including these elements in the design framework of the WIA Youth Program, One-Stop Career Centers have been able to provide greater continuity of service for youth, and to enhance their case management process.

- 5) **Waiver to permit the Gila County Reemployment and Pre-Layoff Assistance Center (REPAC) to negotiate a uniform set of measures and represent the five local areas in preparation of the State annual report as described in Section 136(c); 20 CFR 666.300 and 666.310.**

This waiver has granted Gila County REPAC the ability to negotiate one set of dislocated worker performance measures that would be applicable to all five of the LWIAs in the consortium collectively. This waiver applies to the negotiations and agreements reached regarding the annual levels of performance for the dislocated worker program only.

- 6) **Waiver of WIA Section 136(h) and 20 CFR 666.420 to apply applicable sanctioning to the Gila County REPAC with regard to those performance measures that were negotiated collectively.**

This waiver applies to the sanctions for local areas that fail to meet local performance measures and instead apply sanctioning to the Gila County REPAC consortium. In addition, Gila County REPAC assumes all liability for the WIA Title I dislocated worker, rapid response, and incentive funds that it receives on behalf of the five LWIAs that are members of the consortium.

ARIZONA HIGHLIGHTS

State Energy Sector Partnership and Training Grant (SESP)

Arizona Governor's Council on Workforce Policy (GCWP) was awarded an SESP grant of \$6 million by the Department of Labor (DOL) to develop a statewide strategy for integrating the workforce needs of targeted green energy industries of Energy Efficiency and Renewable Energy in Arizona with education and training. The grant funds were made available by the American Recovery and Reinvestment Act (ARRA) and end on January 28, 2013. The Energy Efficiency industry includes green construction, energy-efficient building, retrofit industries and solar water heating, as well as an energy efficient assessment industry that will serve residential, commercial, and industrial sectors. Renewable Energy includes the electric power industry, including Smart Grid, solar, thermal power, electric vehicle, nuclear, water harvesting and soil reclamation.

Lean Six Sigma Green Belt and Black Belt

While high tech manufacturing has embedded the Lean Six Sigma practices for decades, healthcare and advanced business services are increasingly rolling these improvement processes into their work environments. The Lean Six Sigma Green Belt and Black Belt certification customized training program is a partnership between the Phoenix Workforce Connection and Arizona State University, and provides a means to match increased demand for Lean Six Sigma certifications by providing customized training to degreed professionals who have been laid off. The Lean Six Sigma Green Belt and Black Belt certification customized training program produced the following results for PY 2010:

- Nineteen trainees have completed their certification.
- Seventeen more have completed training and are currently working on their projects.
- In addition, 21 trainees have completed their four week training and are working on their projects at partner companies.
- Dozens of private and public sector companies and organizations have stepped up to provide project opportunities for these candidates who work as paid interns at their sites.
- At least four Black Belt candidates are working on their projects at the City of Phoenix in the Information Technologies Department and the Police Department.
- Other partner companies and organizations include Insight Technologies, Smart Modules, Banner Behavioral Health, A Road 2 Learning, Fresh Start Women's Center, A New Leaf, Aero South Products, Datasoft, Avnet, Info Crossing, Excalibur, Still Dental University, Trillium Specialty Hospital, Water Resources Design Services, and Delta Labs.

Pathways Out of Poverty

Central Arizona Association of Governments (CAAG) received a grant through the DOL to provide a training program in emerging green industries, solar, Heating Ventilation Air Condition (HVAC), building performance and environmental remediation. The targeted population is disadvantaged or

dislocated adults. Outreach has been provided to over 600 prospective participants at the Gila-Pinal One-Stop offices and satellite centers, and 229 participants have been served and trained. Participants have received 323 occupational certificates such as Occupational Safety and Health Administration/Hazardous Waste Operations and Emergency Response (HazWoper), Solar Installer, and Building Performance Institute Energy Auditor. One hundred forty-two participants have received employability skills training, and 211 have received supportive services. Seventy-four participants have received paid work experience, with average earnings of over \$4,000 per participant. Forty-two participants have received full-time employment and more will be entering the workforce once training has been completed. Tuition and direct funding for equipment and faculty development has assisted our community colleges in building capacity by developing new programs that will be continued once the grant has ended.

Ex-Offender Re-entry Task Force

The Ex-Offender Re-entry Task Force provides services for persons with prior offenses so they can find employment, and thereby improve personal and community quality of life and reduce recidivism. The task force objectives are to:

- Continuously identify and create employers that are willing to consider hiring persons with prior offenses;
- Establish a volunteer intermediary program to create an entrée between job seekers and potential employers;
- Develop a universal assessment for use by all task force organizations; and
- Utilize the Community Information and Referral Service re-entry section as the Maricopa Workforce Connection repository for community resources involving re-entry.

The task force has adopted two standards of conduct:

- 1) Commitment to community collaboration as the key to our success; and
- 2) The use of people-first language instead of “felons” or “ex-offenders” individuals are referred to as a “person with a previous offense”, which identifies him or her as a person first.

Business Assistance Center (BAC)

The Business Assistance Center (BAC) offers specialized assistance for small business owners, individuals planning to start businesses, people searching for support to acquire and/or maintain their businesses, and people searching for support to acquire and/or maintain their business skills.

Yavapai County’s Business Center in Prescott opened April 2010 and provides assistance to home-based or small business with a variety of free services such as business assessment and planning, business skills development, leadership development, labor recruitment and development, notary public, and state of the art tools. In the first year of operation the BAC served 3,952 people and is receiving a 2011 Innovation Award from the National Association of Development Organizations (NADO).

Youth Build Grant

YouthBuild Phoenix is a program designed to empower young people to rebuild their communities and their own lives with a commitment to education, work, community and their family.

Young people ages 16-24 earn their General Educational Development (GED), acquire a construction trade, and receive leadership training while constructing or rehabilitating new or existing housing for low-income families in their communities. This year, YouthBuild participants will be building two Leadership in Energy and Environmental Design (LEED) - Certified Platinum level homes in established neighborhoods. These “green” YouthBuild projects support important elements of Phoenix Mayor Phil Gordon’s 17-point Green Phoenix Initiative by building greener neighborhoods throughout the community, educating youth about the importance of creating a “green” city, and actually training youth in sustainable construction.

Participants spend 50 percent of their time in the classroom working on their education. Another 40 percent of their time is spent at a construction site gaining valuable one-on-one training and job skills. The other 10 percent of the time is spent working on community service projects, leadership activities and work readiness skills. The program also offers a safe caring environment that promotes involvement in positive peer groups and in the community.

COST EFFECTIVENESS

Program	PY 2010 Participants	Cost per Participant
*Overall for all programs	15,624	\$2,900.13
Adult Program	5,479	\$2,156.11
Dislocated Worker Program	5,557	\$2,842.96
Youth Program	4,588	\$3,376.00

**Overall includes Administration Expenses*

For PY 2010, the Local Workforce Investment Areas (LWIAs) served 15,624 participants. Arizona spent \$51,944,112 in WIA Title IB funding, with \$11,400,508 from American Recovery and Reinvestment Act funding, and \$40,543,603 from the regular program allotment. LWIAs also provided services to Arizona’s business communities and affected workers through the Rapid Response funded activities by providing assistance during lay-offs and closures.

Based upon program performance, the expenditures per client are adequate to meet the training needs of the WIA client population. Due to the severe economic downturn in 2009, the average cost per participant for the Adult Program decreased from the PY 2009 levels as more clients were served in the One-Stop locations.

Arizona continues to meet or exceed the negotiated performance measures for WIA. Monitoring activities conducted on both the programmatic and fiscal operations of the LWIAs indicate that the costs are reasonable and that clients are receiving the services needed to re-enter or progress in the workforce.

The Summer Youth Employment Program (SYEP), which was implemented in PY 2008, has been sustained by many local areas. SYEP continues to be an excellent opportunity for the LWIAs to engage youth during the economic downturn, and provide them with valuable work experience that will assist them in being competitive in the workforce as the economy begins to recover.

WORKFORCE INVESTMENT ACTIVITIES

Arizona maintains an ongoing process for evaluating workforce investment activities. The analysis of program data allows state and local staff to evaluate the impact of services on participants, and allows for an evaluation of progress toward meeting negotiated performance goals. WIA Field Operation Liaisons provide feedback regarding performance to LWIAs, which gives personnel the opportunity to focus on any performance issues, which may relate to entire program population segments or to individual participants, within a particular local area.

Arizona utilizes several different reports to monitor the LWIAs performance outcomes on a regular basis. These reports are reviewed by the WIA Field Operation Liaisons in order to identify areas that require additional technical assistance and/or training to correct any deficiencies. The outcome of this effort enhances services to participants as well as performance reporting for the WIA program.

State staff perform annual on-site monitoring of each of the LWIAs. Monitoring includes a comprehensive review of local programmatic, fiscal, and management information systems, provider agreements, the eligible training provider application process, and Equal Opportunity Monitoring of WIA Title I financially assisted programs. Activities in the Adult, Dislocated Worker and Youth programs are observed and evaluated. The results of the monitoring activities are tracked, reviewed, and reported.

Annual data element monitoring is also conducted to validate the accuracy of data used in WIA performance reports. This process compares source documentation in participant files, such as eligibility documentation, to selected information pulled from a sample of records of exited participants in the Virtual OneStop (VOS) system.

Arizona also conducts telephone surveys of participants and employers to evaluate their level of satisfaction with the services they received.

Arizona uses these and other appropriate methods to conduct ongoing evaluations of workforce investment activities across the state. Arizona persists in taking the steps necessary to ensure collaboration and continuous improvement by strengthening delivery systems, integrating the workforce development system, and establishing system wide performance measures to improve the effectiveness of the Arizona Workforce Connection (AWC).

Arizona contracted with Social Policy Research Associates (SPRA) in September 2010 to evaluate the designation of LWIAs within the state. The results of this study will be used to determine if the currently designated LWIA framework is the most efficient structure for the program, and if this framework supports the program's ability to meet all WIA requirements.

The SPRA evaluation was recently completed and the Governor's Council on Workforce Policy has assigned the report to the WIA Compliance Committee to review the recommendations. This review will provide input to determine the best course of action for the re-designation of the local workforce areas. This redesign process is aimed at improving program effectiveness, efficiency, and performance, and is

expected to require several years to complete.

STATE PERFORMANCE TABLES

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	# of Surveys Completed	# of Customers Eligible for the Survey	# of Customers included in the Sample	Response Rate
Participants	71.0%	81.0%	551	596	596	92.4%
Employers	71.0%	67.0%	515	575	575	89.6%

Table B – Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70.5%	73.2%	1,669
			2,280
Employment Retention Rate	84.0%	82.8%	1,864
			2,251
Average Earnings	\$11,200.00	\$12,042.20	\$20,038,265
			1,664
Employment and Credential Rate	66.0%	66.4%	1,102
			1,659

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	71.5%	473	64.8%	127	72.0%	36	65.3%	160
		662		196		50		245
Employment Retention Rate	79.7%	362	82.3%	107	72.7%	24	81.3%	152
		454		130		33		187
Average Earnings Rate	\$10,738.70	\$3,393,441	\$12,726.10	\$1,170,800	\$9,869.00	\$217,119	\$10,836.00	\$1,397,846
		316		92		22		129
Employment and Credential Rate	64.8%	318	59.2%	74	69.2%	18	59.1%	68
		491		125		26		115

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services
Entered Employment Rate	76.1%	867
		1,140
Employment Retention Rate	84.7%	962
		1,136
Average Earnings Rate	\$13,354.00	\$11,417,684
		855
		\$10,655.80
		\$8,620,581
		809

Table E – Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0%	82.5%	2,246
			2,721
Employment Retention Rate	87.5%	86.9%	1,593
			1,833
Average Earning	\$14,000.00	\$15,581.90	\$22,297,760
			1,431
Employment and Credential Rate	72.0%	72.0%	1,023
			1,420

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	79.7%	192	50.0%	10	77.0%	396	60.0%	30
		241		20		514		50
Employment Retention Rate	86.9%	119	60.0%	3	83.4%	281	82.4%	28
		137		5		337		34
Average Earnings	\$17,463.10	\$1,798,696	\$15,551.50	\$31,103	\$15,691.50	\$3,891,500	\$13,085.20	\$314,044
		103		2		248		24
Employment and Credential Rate	74.1%	86	45.5%	5	69.3%	167	64.3%	27
		116		11		241		42

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	86.4%	1,221	78.4%	1,025
		1,413		1,308
Employment Retention Rate	86.7%	704	87.1%	889
		812		1,021
Average Earnings	\$15,119.10	\$9,388,976	\$15,936.80	\$12,908,784
		621		810

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	N/A	62.7%	855
			1,363
Attainment of Degree or Certificate	N/A	69.3%	1,039
			1,499
Literacy and Numeracy Gains	N/A	53.1%	304
			573

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.0%	69.5%	298
			429
Employment Retention Rate	80.0%	83.2%	237
			285
Six Months Earnings Increase	\$3,400.00	\$3,362.90	\$817,193
			243

Credential Rate	50.0%	52.0%	306
			589

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	66.8%	123	100.0%	1	42.1%	8	68.0%	259
		184		1		19		381
Employment Retention Rate	79.4%	77	0%	0	87.5%	7	82.3%	209
		97		0		8		254
Six Months Earnings Increase	\$3,025.70	\$260,214	\$0.00	0	\$73.70	\$516	\$3,074.50	\$664,088
		86		0		7		216
Credential Rate	48.7%	112	50.0%	1	36.7%	11	51.0%	263
		230		2		30		516

Table J – Younger Youth (14-18) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level
Skill Attainment Rate	83.0%	86.0%
		2,349
Youth Diploma or Equivalent Rate	58.0%	76.4%
		548
Retention Rate	65.0%	67.5%
		493
		730

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	86.5%	1,328	85.8%	145	80.9%	719
		1,536		169		889
Youth Diploma or Equivalent Rate	73.6%	270	84.6%	33	65.8%	169
		367		39		257
Retention Rate	67.9%	182	66.1%	39	62.7%	210
		268		59		335

Table L – Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults & Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placements for Participants in Non-traditional Employment		Wages at Entry into Employment for those who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.2%	1,781	\$2,094.30	\$4,063,001	4.8%	80	\$4,793.10	\$7,165,713	13.6%	118
		2,193		1,940		1,669		1,495		867
Dislocated Workers	84.2%	1,303	\$79.80	\$18,327,801	2.7%	60	\$7,247.90	\$14,814,759	10.6%	129
		1,547		22,972,865		2,246		2,044		1,221
Older Youth	76.9%	190	\$3,412.60	\$696,164	4.0%	12	\$3,212.00	\$822,264		
		247		204		298		256		

Table M – Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	48,988	43,507
Total Adult Self-Service	38,017	37,655
WIA Adult	43,496	40,710
WIA Dislocated Worker	5,557	2,822
Total Youth (14-21)	4,588	1,806
Younger Youth (14-18)	2,975	1,088
Older Youth (19-21)	1,613	718
Out-of-School Youth	2,271	1,049
In-School Youth	2,317	757

Table N – Cost of Program Activities

Program Activity	Total Federal Spending	
Local Adults	11,813,315	
Local Dislocated Workers	15,798,331	
Local Youth	15,489,067	
Rapid Response (up to 25%) §134 9a) (2)(A)	2,210,899	
Statewide Required Activities (up to 15%) §134(a)(2)(B)	890,000	
Statewide Allowable Activities §134(a)(3)	Program Activity Description	
	State Administration	2,427,585
	Demonstration Projects	3,184,915
	Apprenticeship	130,000
Total of All Federal Spending Listed Above	51,944,112	

LOCAL WORKFORCE INVESTMENT AREAS PERFORMANCE TABLES

Table O – Local Performance

Cochise County	Total Participants Served	Adults	1,177
		Dislocated Workers	69
		Older Youth	51
		Younger Youth	102
ETA Assigned # <u>04005</u>	Total Exiters	Adults	1,083
		Dislocated Workers	29
		Older Youth	17
		Younger Youth	9

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	72.0%	83.0%	
	Dislocated Workers	77.0%	88.4%	
	Older Youth	73.0%	83.3%	
Retention Rates	Adults	85.0%	98.5%	
	Dislocated Workers	88.0%	90.9%	
	Older Youth	82.0%	87.5%	
	Younger Youth	65.0%	87.0%	
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$11,200.00	\$11,891.60	
	Dislocated Workers	\$14,000.00	\$12,274.40	
	Older Youth	\$4,000.00	\$4,630.30	
Credential/Diploma Rates	Adults	67.0%	77.5%	
	Dislocated Workers	70.0%	83.7%	
	Older Youth	51.0%	87.5%	
	Younger Youth	60.0%	85.7%	
Skill Attainment Rate	Younger Youth	86.0%	100.0%	
Placement in Employment or Education	Youth (14-21)	N/A	88.2%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	91.3%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	36.4%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	14

Table O – Local Performance

Coconino County	Total Participants Served	Adults	828
		Dislocated Workers	29
		Older Youth	21
		Younger Youth	43
ETA Assigned # <u>04065</u>	Total Exiters	Adults	672
		Dislocated Workers	23
		Older Youth	13
		Younger Youth	29

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	71.0%	100.0%	
	Dislocated Workers	75.0%	100.0%	
	Older Youth	73.0%	75.0%	
Retention Rates	Adults	84.0%	90.5%	
	Dislocated Workers	87.5%	100.0%	
	Older Youth	81.0%	100.0%	
	Younger Youth	67.0%	66.7%	
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$11,200.00	\$17,402.30	
	Dislocated Workers	\$12,000.00	\$13,131.80	
	Older Youth	\$3,500.00	\$2,852.00	
Credential/Diploma Rates	Adults	66.0%	72.2%	
	Dislocated Workers	70.0%	75.0%	
	Older Youth	51.0%	50.0%	
	Younger Youth	59.0%	94.7%	
Skill Attainment Rate	Younger Youth	83.0%	75.0%	
Placement in Employment or Education	Youth (14-21)	N/A	60.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	87.1%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	11

Table O – Local Performance

Gila/Pinal Counties	Total Participants Served	Adults	3,235
		Dislocated Workers	*
		Older Youth	61
		Younger Youth	79
ETA Assigned # <u>04010</u>	Total Exiters	Adults	3,027
		Dislocated Workers	*
		Older Youth	14
		Younger Youth	25

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers	See Table A			
Entered Employment Rates	Adults	75.0%	69.7%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	74.0%	75.0%		
Retention Rates	Adults	83.0%	95.7%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	84.0%	87.5%		
	Younger Youth	66.0%	85.0%		
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$12,500.00	\$13,724.80		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	\$5,000.00	\$6,919.00		
Credential/Diploma Rates	Adults	64.5%	75.0%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	50.0%	68.8%		
	Younger Youth	63.5%	93.8%		
Skill Attainment Rate	Younger Youth	85.0%	90.7%		
Placement in Employment or Education	Youth (14-21)	N/A	73.1%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	80.0%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	23.8%		
Overall Status of Local Performance		Not Met	Met	Exceeded	
		0	1	10	

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O – Local Performance

Graham County	Total Participants Served	Adults	232
		Dislocated Workers	*
		Older Youth	33
		Younger Youth	41
ETA Assigned # <u>04015</u>	Total Exiters	Adults	194
		Dislocated Workers	*
		Older Youth	6
		Younger Youth	13

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	69.5%	66.7%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	66.0%	75.0%		
Retention Rates	Adults	83.0%	100.0%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	75.0%	66.7%		
	Younger Youth	65.0%	75.0%		
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$11,500.00	\$22,008.50		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	\$3,500.00	\$834.30		
Credential/Diploma Rates	Adults	64.0%	73.3%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	50.0%	0.0%		
	Younger Youth	58.0%	100.0%		
Skill Attainment Rate	Younger Youth	81.0%	89.3%		
Placement in Employment or Education	Youth (14-21)	N/A	90.9%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	31.6%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	20.0%		
Overall Status of Local Performance		Not Met	Met	Exceeded	
		2	2	7	

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O – Local Performance

Greenlee County	Total Participants Served	Adults	8
		Dislocated Workers	*
		Older Youth	7
		Younger Youth	7
ETA Assigned #04020	Total Exiters	Adults	0
		Dislocated Workers	*
		Older Youth	1
		Younger Youth	1

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	69.5%	100.0%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	66.0%	0.0%		
Retention Rates	Adults	83.0%	100.0%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	75.0%	0.0%		
	Younger Youth	64.0%	33.3%		
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$11,200.00	\$0.00		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	\$3,400.00	\$0.00		
Credential/Diploma Rates	Adults	64.0%	100.0%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	50.0%	0.0%		
	Younger Youth	58.0%	100.0%		
Skill Attainment Rate	Younger Youth	81.0%	93.3%		
Placement in Employment or Education	Youth (14-21)	N/A	100.0%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	100.0%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%		
Overall Status of Local Performance		Not Met	Met	Exceeded	
		6	0	5	

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O – Local Performance

Maricopa County	Total Participants Served	Adults	10,186
		Dislocated Workers	1,116
		Older Youth	251
		Younger Youth	394
ETA Assigned # <u>04035</u>	Total Exiters	Adults	9,937
		Dislocated Workers	578
		Older Youth	148
		Younger Youth	239

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	75.3%	73.1%	
	Dislocated Workers	77.4%	73.4%	
	Older Youth	73.0%	62.3%	
Retention Rates	Adults	84.0%	83.5%	
	Dislocated Workers	87.5%	85.8%	
	Older Youth	80.0%	78.8%	
	Younger Youth	65.0%	59.7%	
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$12,420.00	\$11,638.70	
	Dislocated Workers	\$14,000.00	\$15,993.30	
	Older Youth	\$4,000.00	\$2,367.20	
Credential/Diploma Rates	Adults	66.0%	68.0%	
	Dislocated Workers	72.0%	75.4%	
	Older Youth	50.0%	53.0%	
	Younger Youth	70.0%	73.6%	
Skill Attainment Rate	Younger Youth	83.0%	77.7%	
Placement in Employment or Education	Youth (14-21)	N/A	62.7%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	73.6%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	58.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	9	5

Table O – Local Performance

Mohave/La Paz Counties	Total Participants Served	Adults	2,096
		Dislocated Workers	*
		Older Youth	36
		Younger Youth	135
ETA Assigned # <u>04070</u>	Total Exiters	Adults	2,074
		Dislocated Workers	*
		Older Youth	13
		Younger Youth	36

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	72.0%	81.5%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	65.0%	100.0%		
Retention Rates	Adults	84.0%	88.7%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	80.0%	87.5%		
	Younger Youth	65.0%	64.9%		
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$10,000.00	\$10,670.20		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	\$3,700.00	\$3,366.60		
Credential/Diploma Rates	Adults	57.0%	73.5%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	40.0%	77.8%		
	Younger Youth	58.0%	80.6%		
Skill Attainment Rate	Younger Youth	83.0%	89.2%		
Placement in Employment or Education	Youth (14-21)	N/A	87.2%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	79.2%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	23.5%		
Overall Status of Local Performance		Not Met	Met	Exceeded	
		0	2	9	

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O – Local Performance

Navajo/Apache Counties	Total Participants Served	Adults	962
		Dislocated Workers	25
		Older Youth	4
		Younger Youth	11
ETA Assigned # <u>04095</u>	Total Exiters	Adults	932
		Dislocated Workers	15
		Older Youth	7
		Younger Youth	13

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	72.0%	93.8%	
	Dislocated Workers*	77.0%	91.7%	
	Older Youth	73.0%	60.0%	
Retention Rates	Adults	84.5%	88.9%	
	Dislocated Workers	88.0%	100.0%	
	Older Youth	81.0%	100.0%	
	Younger Youth	65.0%	100.0%	
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$10,500.00	\$12,073.90	
	Dislocated Workers	\$12,000.00	\$10,551.20	
	Older Youth	\$3,000.00	\$0.00	
Credential/Diploma Rates	Adults	64.5%	83.3%	
	Dislocated Workers	72.0%	91.7%	
	Older Youth	50.0%	60.0%	
	Younger Youth	58.0%	91.7%	
Skill Attainment Rate	Younger Youth	83.0%	100.0%	
Placement in Employment or Education	Youth (14-21)	N/A	66.7%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	87.5%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	40.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	2	12

Table O – Local Performance

Nineteen Tribal Nations	Total Participants Served	Adults	425
		Dislocated Workers	*
		Older Youth	151
		Younger Youth	301
ETA Assigned # <u>04090</u>	Total Exiters	Adults	223
		Dislocated Workers	*
		Older Youth	61
		Younger Youth	108

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	71.0%	72.7%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	70.0%	70.2%		
Retention Rates	Adults	82.0%	82.5%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	82.0%	96.9%		
	Younger Youth	58.0%	60.9%		
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$10,000.00	\$9,997.90		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	\$3,500.00	\$5,238.30		
Credential/Diploma Rates	Adults	62.5%	67.8%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	45.0%	41.5%		
	Younger Youth	61.0%	88.3%		
Skill Attainment Rate	Younger Youth	83.0%	83.4%		
Placement in Employment or Education	Youth (14-21)	N/A	49.7%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	60.8%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	19.0%		
Overall Status of Local Performance		Not Met	Met	Exceeded	
		0	2	9	

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O – Local Performance

Phoenix, City of	Total Participants Served	Adults	10,129	
		Dislocated Workers	1,284	
		Older Youth	358	
		Younger Youth	522	
ETA Assigned # <u>04025</u>	Total Exiters	Adults	10,313	
		Dislocated Workers	738	
		Older Youth	156	
		Younger Youth	193	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	78.0%	70.1%	
	Dislocated Workers	85.0%	81.3%	
	Older Youth	74.0%	65.3%	
Retention Rates	Adults	85.0%	79.3%	
	Dislocated Workers	90.0%	88.3%	
	Older Youth	81.5%	80.3%	
	Younger Youth	65.0%	66.2%	
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$12,500.00	\$12,790.10	
	Dislocated Workers	\$15,500.00	\$17,466.80	
	Older Youth	\$3,700.00	\$3,129.70	
Credential/Diploma Rates	Adults	70.0%	65.6%	
	Dislocated Workers	72.0%	72.7%	
	Older Youth	50.0%	49.7%	
	Younger Youth	66.0%	78.4%	
Skill Attainment Rate	Younger Youth	83.0%	86.0%	
Placement in Employment or Education	Youth (14-21)	N/A	57.7%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	62.5%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	43.7%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	9	6

Table O – Local Performance

Pima County	Total Participants Served	Adults	8,887
		Dislocated Workers	2,080
		Older Youth	382
		Younger Youth	850
ETA Assigned # <u>04030</u>	Total Exiters	Adults	7,400
		Dislocated Workers	924
		Older Youth	136
		Younger Youth	214

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	70.6%	74.7%		
	Dislocated Workers	75.5%	86.5%		
	Older Youth	73.1%	71.6%		
Retention Rates	Adults	84.5%	78.8%		
	Dislocated Workers	87.6%	85.3%		
	Older Youth	80.1%	81.5%		
	Younger Youth	65.1%	67.2%		
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$11,300.00	\$12,312.80		
	Dislocated Workers	\$14,100.00	\$14,644.50		
	Older Youth	\$3,500.00	\$3,039.50		
Credential/Diploma Rates	Adults	66.5%	61.9%		
	Dislocated Workers	71.0%	69.8%		
	Older Youth	45.0%	48.1%		
	Younger Youth	58.5%	77.6%		
Skill Attainment Rate	Younger Youth	83.1%	89.1%		
Placement in Employment or Education	Youth (14-21)	N/A	65.5%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	67.0%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	34.5%		
Overall Status of Local Performance		Not Met	Met	Exceeded	
		0	6	9	

Table O – Local Performance

REPAC Dislocated Worker Consortium	Total Participants Served	Dislocated Workers	470
ETA Assigned # <u>04010</u>	Total Exiters	Dislocated Workers	199
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Dislocated Workers	83.0%	95.0%
Retention Rates	Dislocated Workers	86.5%	95.9%
Average Earnings (Adults/DWs)	Dislocated Workers	\$14,000.00	\$18,136.70
Credential/Diploma Rates	Dislocated Workers	69.0%	70.4%
Overall Status of Local Performance		Not Met	Met
		0	0
			4

* The Dislocated Worker statistics reflected in this chart are those of the Re-Employment and Pre-Layoff Assistance Center (REPAC). This entity administers the Dislocated Worker program on behalf of five local areas that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations.

Table O – Local Performance

Santa Cruz County	Total Participants Served	Adults	280	
		Dislocated Workers	35	
		Older Youth	22	
		Younger Youth	166	
ETA Assigned # <u>04040</u>	Total Exiters	Adults	262	
		Dislocated Workers	19	
		Older Youth	6	
		Younger Youth	59	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	70.5%	43.8%	
	Dislocated Workers	73.5%	66.7%	
	Older Youth	66.0%	0.0%	
Retention Rates	Adults	84.0%	85.7%	
	Dislocated Workers	82.0%	100.0%	
	Older Youth	75.5%	100.0%	
	Younger Youth	65.0%	84.2%	
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$11,200.00	\$11,064.50	
	Dislocated Workers	\$11,500.00	\$8,570.00	
	Older Youth	\$3,400.00	\$8,638.70	
Credential/Diploma Rates	Adults	66.0%	66.7%	
	Dislocated Workers	72.0%	100.0%	
	Older Youth	50.0%	66.7%	
	Younger Youth	58.0%	52.9%	
Skill Attainment Rate	Younger Youth	83.0%	77.3%	
Placement in Employment or Education	Youth (14-21)	N/A	41.4%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	62.7%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	4	8

Table O – Local Performance

Yavapai County	Total Participants Served	Adults	1,689
		Dislocated Workers	185
		Older Youth	42
		Younger Youth	57
ETA Assigned # <u>04080</u>	Total Exiters	Adults	1,558
		Dislocated Workers	104
		Older Youth	28
		Younger Youth	17

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	74.0%	86.3%	
	Dislocated Workers	84.5%	90.6%	
	Older Youth	70.0%	93.3%	
Retention Rates	Adults	84.0%	89.4%	
	Dislocated Workers	90.0%	90.9%	
	Older Youth	80.0%	87.5%	
	Younger Youth	63.0%	72.7%	
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$10,500.00	\$12,835.60	
	Dislocated Workers	\$14,000.00	\$14,464.70	
	Older Youth	\$3,400.00	\$1,749.60	
Credential/Diploma Rates	Adults	70.0%	67.9%	
	Dislocated Workers	68.5%	62.7%	
	Older Youth	48.0%	43.5%	
	Younger Youth	58.0%	100.0%	
Skill Attainment Rate	Younger Youth	82.0%	96.4%	
Placement in Employment or Education	Youth (14-21)	N/A	87.8%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	71.1%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	3	11

Table O – Local Performance

Yuma County	Total Participants Served	Adults	3,361
		Dislocated Workers	262
		Older Youth	194
		Younger Youth	267
ETA Assigned # <u>04045</u>	Total Exiters	Adults	3,033
		Dislocated Workers	192
		Older Youth	112
		Younger Youth	132

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	75.0%	70.7%	
	Dislocated Workers	75.0%	82.4%	
	Older Youth	73.0%	73.1%	
Retention Rates	Adults	83.0%	83.2%	
	Dislocated Workers	87.5%	82.1%	
	Older Youth	82.0%	77.1%	
	Younger Youth	65.0%	72.3%	
Average Earnings (Adults/DWs)	Adults	\$10,000.00	\$11,007.10	
	Dislocated Workers	\$10,100.00	\$11,435.10	
Six months Earnings Increase (Older Youth)	Older Youth	\$3,400.00	\$2,892.70	
Credential/Diploma Rates	Adults	66.0%	65.0%	
	Dislocated Workers	72.0%	73.8%	
	Older Youth	50.0%	63.8%	
	Younger Youth	56.0%	53.7%	
Skill Attainment Rate	Younger Youth	83.0%	94.4%	
Placement in Employment or Education	Youth (14-21)	N/A	71.5%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	80.2%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	82.5 %	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	9

LOCAL WORKFORCE INVESTMENT AREA CONTACT INFORMATION

The 14 designated LWIAs provide services in their local areas both directly and indirectly. LWIAs offer an array of services, as specified in their local plans and are accountable to the LWIBs. The LWIBs are responsible for strategic planning, program oversight, and coordination of resources.

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