

November 25, 2003

U.S. Department of Labor - ETA  
Attn: Eric Johnson  
Performance and Results Office  
Room N-5309  
200 Constitution Avenue, NW  
Washington, D.C. 20210

Dear Mr. Johnson:

Attached is a copy of Georgia's Program Year 2002 Workforce Investment Act Annual Report. Georgia continues to take significant steps towards enhancing the workforce development system to foster the provision of quality services to its jobseekers, employed individuals and employers.

Please direct any questions you may have upon review of the information contained in this report to Ms. Cynthia Robinson, Director for Workforce Development, at 404-232-7485.

Sincerely,

Michael L. Thurmond

Attachment

# Workforce Investment Act Annual Report Program Year 2002

Georgia Department of Labor  
Michael L. Thurmond, Commissioner

The vision for Georgia's workforce development system is to build a world-class workforce. The foundation of this system is the network of the Georgia Department of Labor's 53 career centers and 50 Vocational Rehabilitation service sites, plus Georgia's 20 workforce area agencies and 51 technical colleges and satellite locations. State and local partners in Georgia look forward to building on accomplishments to date, so that the goals of the Workforce Investment Act (WIA) will be fulfilled and the vision of a world-class workforce development system will be realized.

## Evaluations

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."

While the mandated WIA performance system provides good outcome measures, it has proven to be unwieldy for managing performance. Unemployment Insurance (UI) wage data is the basis of the majority of these measures. While UI data provide an inexpensive and comprehensive source of information on employment, retention and earnings, complete wage data are not available until approximately 18 months after a customer leaves WIA-funded activities. Consequently, many of the WIA measures do not provide the workforce development system with timely feedback on program performance. The workforce development system cannot afford to wait until WIA performance is calculated to assess service strategy success and outcomes for customers.

Georgia has begun a series of evaluations designed to provide its workforce development system with a set of timely performance management indicators. Management tools for use at both the state and local levels will be developed to aid in continuous improvement. Having more timely information will allow adjustments to service strategies, data entry practices and other activities long before the WIA performance calculations occur. Use of the following indicators is being explored:

- **Employment Rate at Registration.** Areas with relatively high numbers of customers employed at registration need to consider two issues. First, are they serving the population they intended to serve? Secondly, is this pattern having an impact on the earnings gain measure for adults? Georgia's data show that customers who were

employed at registration tend to have higher pre-program wages and, consequently, lower earnings gains. Registering excessive numbers of employed customers makes it very difficult for states and local areas to meet performance levels on the earnings gain measures and may divert limited resources away from those most in need of the intensive services and training provided to WIA registrants.

- **Employment Rate at Exit.** Whether customers have jobs when they exit from WIA is a strong predictor of what will happen in the subsequent performance measurement period. Employment at exit can be used to project WIA entered employment rates and employment retention rates. For example, approximately 88 percent of those who are employed at exit will be employed in the first post-exit quarter, compared to approximately 50 percent of those not employed at exit.
- **Soft Exit Rate.** “Soft exits” – exits that occur automatically in the WIA management information system 90 days after last receipt of service – may indicate a problem with either customer service or data entry. Customers who leave WIA with soft exits are less likely to be employed in subsequent quarters.
- **Average Starting Wage.** Differences in average starting wage reflect differences in labor markets and populations served. However, if an area’s starting wages are relatively low, it may have a problem with the quality of the placements being made. In addition, we have found that employment at exit and starting wage are useful predictors of subsequent earnings. Predictive equations have been calculated for adults, dislocated workers, and older youth.
- **Credential Attainment Rate.** The WIA credential measures combine credential attainment with employment in the first quarter following exit. They do not give a true picture of all the credentials earned. In order to get a clear understanding of these valuable outcomes, it is important to look at credential rates separately.
- **Missing Credential, Goal, and Youth Retention Data.** Credit is given for credentials earned by adults, dislocated workers and older youth (19-21 years old at registration) either during participation or during the three quarters following exit. Youth retention outcomes are based on what a young person (14-18 years old at registration) is doing three quarters following exit. In addition, younger youth have a year in which to meet the skill attainment goals set for them. When no data are entered into the credential, youth retention, or skill attainment fields in Georgia’s management information system, it is not clear whether follow-up efforts have been adequate. Georgia has designed an array of management reports to alert local areas to missing data and impending due dates for various data elements, including credentials, goals and retention. More complete and timely documentation should lead to more consistent follow-up and improved performance rates.

## **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 grants. These resources support local infrastructures, 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. The variety of funding options enhances service opportunities, but also makes evaluating cost effectiveness of WIA formula funds alone more difficult. Therefore, Georgia has chosen to consider WIA formula fund expenditures and participant counts 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. This dialogue will occur during PY2003.

The following three tables show expenditures by local area for each WIA formula funding stream, the number of participants served during PY2002, and the expenditures divided by participants.

## Georgia PY2002 WIA Expenditures and Participants

### Adult Formula Fund Expenditures and Participant Counts by Local Area

Local Area	Adults		
	Expenditures	Participant Count	Expenditures/Count
Northwest Georgia (Area 1)	\$995,510	493	\$2,019
Georgia Mountains (Area 2)	\$273,886	95	\$2,883
City of Atlanta (Area 3)	\$1,661,619	526	\$3,159
Cobb County (Area 4)	\$282,204	65	\$4,342
DeKalb County (Area 5)	\$1,047,384	176	\$5,951
Fulton County (Area 6)	\$151,880	111	\$1,368
Atlanta Regional (Area 7)	\$274,750	286	\$961
West Central Georgia (Area 8)	\$193,685	539	\$359
Northeast Georgia (Area 9)	\$789,980	336	\$2,351
Macon-Bibb (Area 10)	\$969,650	221	\$4,388
Middle Georgia (Area 11)	\$525,792	322	\$1,633
Richmond-Burke (Area 12)	\$1,037,288	384	\$2,701
East Central Georgia (Area 13)	\$1,432,633	869	\$1,649
Lower Chattahoochee (Area 14)	\$954,422	192	\$4,971
Middle Flint (Area 15)	\$569,792	202	\$2,821
Heart of Georgia (Area 16)	\$1,150,140	350	\$3,286
Southwest Georgia (Area 17)	\$2,418,848	1,855	\$1,304
South Georgia (Area 18)	\$582,227	473	\$1,231
Southeast Georgia (Area 19)	\$620,144	211	\$2,939
Coastal (Area 20)	\$938,670	787	\$1,193
Totals	\$16,870,504	8,493	\$1,986

The above expenditures are based on local area June 30, 2003 Financial Status Reports (FSR). These are expenditures only and do not include reported obligations. This report reflects only current year and carry over expenditures of local area WIA federal formula funds. 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.

## Georgia PY2002 WIA Expenditures and Participants

### Dislocated Worker Formula Fund Expenditures and Participant Counts by Local Area

Local Area	Dislocated Workers		
	Expenditures	Participant Count	Expenditures/Count
Northwest Georgia (Area 1)	\$1,346,516	1,057	\$1,274
Georgia Mountains (Area 2)	\$648,743	210	\$3,089
City of Atlanta (Area 3)	\$521,506	202	\$2,582
Cobb County (Area 4)	\$576,378	287	\$2,008
DeKalb County (Area 5)	\$1,241,330	334	\$3,717
Fulton County (Area 6)	\$311,261	133	\$2,340
Atlanta Regional (Area 7)	\$1,444,084	1,492	\$968
West Central Georgia (Area 8)	\$140,799	648	\$217
Northeast Georgia (Area 9)	\$898,293	391	\$2,297
Macon-Bibb (Area 10)	\$251,105	58	\$4,329
Middle Georgia (Area 11)	\$309,030	130	\$2,377
Richmond-Burke (Area 12)	\$226,152	69	\$3,278
East Central Georgia (Area 13)	\$400,719	177	\$2,264
Lower Chattahoochee (Area 14)	\$771,944	179	\$4,313
Middle Flint (Area 15)	\$218,494	42	\$5,202
Heart of Georgia (Area 16)	\$513,070	587	\$874
Southwest Georgia (Area 17)	\$639,021	382	\$1,673
South Georgia (Area 18)	\$513,975	170	\$3,023
Southeast Georgia (Area 19)	\$246,048	146	\$1,685
Coastal (Area 20)	\$784,346	225	\$3,486
Totals	\$12,002,814	6,919	\$1,735

The above expenditures are based on local area June 30, 2003 Financial Status Reports (FSR). These are expenditures only and do not include reported obligations. This report reflects only current year and carry over expenditures of local area WIA federal formula funds. 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.

## Georgia PY2002 WIA Expenditures and Participants

### Youth Formula Fund Expenditures and Participant Counts by Local Area

Local Area	Youth		
	Expenditures	Participant Count	Expenditures/Count
Northwest Georgia (Area 1)	\$1,058,502	256	\$4,135
Georgia Mountains (Area 2)	\$203,404	184	\$1,105
City of Atlanta (Area 3)	\$2,150,533	1,314	\$1,637
Cobb County (Area 4)	\$421,878	145	\$2,910
DeKalb County (Area 5)	\$2,089,464	1,222	\$1,710
Fulton County (Area 6)	\$226,104	84	\$2,692
Atlanta Regional (Area 7)	\$313,320	310	\$1,011
West Central Georgia (Area 8)	\$345,590	274	\$1,261
Northeast Georgia (Area 9)	\$444,826	199	\$2,235
Macon-Bibb (Area 10)	\$1,074,887	467	\$2,302
Middle Georgia (Area 11)	\$937,511	338	\$2,774
Richmond-Burke (Area 12)	\$1,870,414	999	\$1,872
East Central Georgia (Area 13)	\$1,530,283	682	\$2,244
Lower Chattahoochee (Area 14)	\$1,058,044	739	\$1,432
Middle Flint (Area 15)	\$781,469	298	\$2,622
Heart of Georgia (Area 16)	\$2,180,168	933	\$2,337
Southwest Georgia (Area 17)	\$2,151,928	1,252	\$1,719
South Georgia (Area 18)	\$957,667	341	\$2,808
Southeast Georgia (Area 19)	\$541,894	208	\$2,605
Coastal (Area 20)	\$1,257,658	685	\$1,836
Totals	\$21,595,544	10,930	\$1,976

The above expenditures are based on local area June 30, 2003 Financial Status Reports (FSR). These are expenditures only and do not include reported obligations. This report reflects only current year and carry over expenditures of local area WIA federal formula funds. 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 Data**

The following tables represent Georgia's state-level and local area performance data for PY2002. Georgia calculates final local area results in January and then determines whether negotiated levels have been met.

Georgia has taken the position that performance resulting from fewer than ten cases should not be considered when evaluating local area performance. However, the federal reporting format does not include numerators and denominators for local areas. Some of the results in these tables may therefore be misleading, and may not be used when final local area performance is calculated in January.

To comply with the Wage Record Interchange System (WRIS) data sharing agreement, Georgia routinely suppresses performance results based on wage records when fewer than five cases are involved. As noted above, the federal reporting format does not include numerators and denominators, nor does it allow for exclusion of performance results involving small cells.



## WIA Annual Report Data

State Name: GA

Program Year: 2002

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

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68	72.7	1,506	10,017	2,144	70.2
Employers	73	76.4	4,137	28,054	5,760	71.8

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68	84.4	1,392
			1,650
Employment Retention Rate	78	81.9	1,476
			1,802
Earnings Change in Six Month	3,445	3,598	6,432,660
			1,788
Employment and Credential Rate	55.3	70.3	1,122
			1,597

**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	81.8	198	86.7	117	73.5	25	85.1	40
		242		135		34		47
Employment Retention Rate	81.2	190	81.2	112	78.1	25	73.9	34
		234		138		32		46
Earnings Change in Six Months	3,814	888,718	3,338	447,278	4,178	133,707	4,399	193,574
		233		134		32		44
Employment and Credential Rate	67	130	65.1	84	69.2	27	85	34
		194		129		39		40

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	84.9	1,015	83	377
		1,196		454
Employment Retention Rate	84	1,158	75.2	318
		1,379		423
Earnings Change in Six Months	3,781	5,160,740	3,007	1,271,920
		1,365		423

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74	88.5	1,528
			1,726
Employment Retention Rate	87	90.3	1,380
			1,528
Earnings Replacement in Six Months	94	88.5	17,981,288
			20,307,495
Employment and Credential Rate	60	73.8	1,155
			1,566

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	82.8	154	93.5	43	80.7	88	72.7	8
		186		46		109		11
Employment Retention Rate	90.3	139	81.4	35	87.5	77	100	8
		154		43		88		8
Earnings Replacement Rate	90.6	1,974,787	91.4	400,751	73.8	927,040	91.9	66,456
		2,178,852		438,514		1,256,609		72,326
Employment And Credential Rate	69.1	121	67.4	29	63.8	60	72.7	8
		175		43		94		11

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
Entered Employment Rate	88.1	1,380	92.5	148
		1,566		160
Employment Retention Rate	90.3	1,246	90.5	134
		1,380		148
Earnings Replacement Rate	88.3	16,292,869	90.9	1,688,419
		18,449,633		1,857,862

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70	74.8	258
			345
Employment Retention Rate	77	76.3	254
			333
Earnings Change in Six Months	2,800	3,202	1,062,968
			332
Credential Rate	40	58.5	265
			453

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	70	56	100	1	65	26	78.7
80			1		40		268	
Employment Retention Rate	73.5	50	50	1	85.2	23	76.5	215
		68		2		27		281
Earnings Change in Six Months	2,870	195,170	3,398	6,796	3,170	85,590	3,417	956,887
		68		2		27		280
Credential Rate	50	49	50	1	50	21	62.2	224
		98		2		42		360

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	72
			10,013
Diploma or Equivalent Attainment Rate	55	62.6	653
			1,043
Retention Rate	60	60.8	575
			945

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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	87.8	1,900	90.8	609	76.4	1,006
		2,164		671		1,316
Diploma or Equivalent Attainment Rate	60.7	136	85.6	89	34.6	102
		224		104		295
Retention Rate	61.7	87	46.6	27	58.3	155
		141		58		266

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	77	622	4,068	3,246,313	1.3	18	3,787	5,249,420	80.1	270
		808		798		1,392		1,386		337
Dislocated Workers	87.3	655	99.3	6,976,105	0	0	6,181	9,388,746	79.4	373
		750		7,022,293		1,528		1,519		470
Older Youth	74.7	142	3,646	685,368	0	0	2,602	668,809		
		190		188		258		257		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>8,504</b>	<b>3,010</b>
<b>Dislocated Workers</b>	<b>6,922</b>	<b>2,656</b>
<b>Older Youth</b>	<b>1,723</b>	<b>712</b>
<b>Younger Youth</b>	<b>9,211</b>	<b>3,639</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$33,722,797.00</b>
<b>Local Dislocated Workers</b>		<b>\$26,800,198.00</b>
<b>Local Youth</b>		<b>\$42,703,290.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$11,543,645.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$21,233,109.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	
<b>Total of All Federal Spending Listed Above</b>		<b>\$136,003,039.00</b>

# WIA Annual Report Data

State Name: GA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Northwest Georgia Area 1	Total Participants Served	Adults	493
		Dislocated Workers	1,058
		Older Youth	17
		Younger Youth	239
	Total Exiters	Adults	160
		Dislocated Workers	343
		Older Youth	12
		Younger Youth	118

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	77.1
	Employers	73	77.8
Entered Employment Rate	Adults	65.9	69.6
	Dislocated Workers	68.6	92.7
	Older Youth	75	80
Retention Rate	Adults	77.2	84.7
	Dislocated Workers	82.5	89.9
	Older Youth	66	90
	Younger Youth	60	65.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,515	4,447
	Dislocated Workers	84.6	93.2
	Older Youth (\$)	1,475	2,663
Credential / Diploma Rate	Adults	60	64.5
	Dislocated Workers	60	77.6
	Older Youth	51	83.3
	Younger Youth	55	73.6
Skill Attainment Rate	Younger Youth	73	92.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X



# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Georgia Mountains Area 2	Total Participants Served	Adults	95
		Dislocated Workers	210
		Older Youth	18
		Younger Youth	169
	Total Exiters	Adults	51
		Dislocated Workers	70
		Older Youth	3
		Younger Youth	10

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	73.7
	Employers	76	80.5
Entered Employment Rate	Adults	73	63.6
	Dislocated Workers	75	93.5
	Older Youth	77	100
Retention Rate	Adults	83	97.1
	Dislocated Workers	92	82.8
	Older Youth	84	50
	Younger Youth	57	33.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,650	4,385
	Dislocated Workers	96	68.6
	Older Youth (\$)	3,000	4,125
Credential / Diploma Rate	Adults	66	62.8
	Dislocated Workers	64	65.4
	Older Youth	58	100
	Younger Youth	57	77.8
Skill Attainment Rate	Younger Youth	75	64.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: City of Atlanta Area 3	Total Participants Served	Adults	526
		Dislocated Workers	202
		Older Youth	104
		Younger Youth	1,211
	Total Exiters	Adults	251
		Dislocated Workers	76
		Older Youth	63
		Younger Youth	639

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	69.3
	Employers	73	72.8
Entered Employment Rate	Adults	68	82.7
	Dislocated Workers	77	82.1
	Older Youth	63	68.7
Retention Rate	Adults	74.1	74.8
	Dislocated Workers	80.8	73.9
	Older Youth	73.2	68.5
	Younger Youth	62	43.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,101	1,294
	Dislocated Workers	88	103
	Older Youth (\$)	2,520	2,067
Credential / Diploma Rate	Adults	57	69.6
	Dislocated Workers	57	59.3
	Older Youth	40	65.3
	Younger Youth	55	82.8
Skill Attainment Rate	Younger Youth	75	96
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: GA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Cobb County Area 4	Total Participants Served	Adults	65
		Dislocated Workers	287
		Older Youth	20
		Younger Youth	125
	Total Exiters	Adults	8
		Dislocated Workers	74
		Older Youth	11
		Younger Youth	74

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	79.1
	Employers	73	72.8
Entered Employment Rate	Adults	68	50
	Dislocated Workers	77	82.4
	Older Youth	63	37.5
Retention Rate	Adults	74.1	100
	Dislocated Workers	82.7	97.6
	Older Youth	73.2	0
	Younger Youth	62	36.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,101	9,770
	Dislocated Workers	88	92.1
	Older Youth (\$)	2,520	1,033
Credential / Diploma Rate	Adults	57	40
	Dislocated Workers	57	80.9
	Older Youth	40	25
	Younger Youth	55	63.6
Skill Attainment Rate	Younger Youth	72	93.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: DeKalb County Area 5	Total Participants Served	Adults	177
		Dislocated Workers	334
		Older Youth	52
		Younger Youth	1,170
	Total Exiters	Adults	76
		Dislocated Workers	143
		Older Youth	25
		Younger Youth	462

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	73.6
	Employers	73	72.8
Entered Employment Rate	Adults	68	91.3
	Dislocated Workers	77	92.4
	Older Youth	63	58.3
Retention Rate	Adults	74.1	81.5
	Dislocated Workers	82.7	85.2
	Older Youth	73.2	71.4
	Younger Youth	62	44
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,101	6,368
	Dislocated Workers	88	90.6
	Older Youth (\$)	2,520	1,558
Credential / Diploma Rate	Adults	57	82.8
	Dislocated Workers	57	76.6
	Older Youth	40	29.2
	Younger Youth	55	50
Skill Attainment Rate	Younger Youth	72	96.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Fulton County Area 6	Total Participants Served	Adults	111
		Dislocated Workers	133
		Older Youth	17
		Younger Youth	67
	Total Exiters	Adults	64
		Dislocated Workers	90
		Older Youth	1
		Younger Youth	36

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	69.7
	Employers	73	72.8
Entered Employment Rate	Adults	68	79.4
	Dislocated Workers	77	84.6
	Older Youth	63	100
Retention Rate	Adults	74.1	84.8
	Dislocated Workers	82.7	84.8
	Older Youth	73.2	100
	Younger Youth	55	33.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,101	2,954
	Dislocated Workers	88	106.2
	Older Youth (\$)	2,520	-489
Credential / Diploma Rate	Adults	57	81.8
	Dislocated Workers	57	62.5
	Older Youth	40	0
	Younger Youth	61	100
Skill Attainment Rate	Younger Youth	80	50
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Atlanta Regional Area 7	Total Participants Served	Adults	292
		Dislocated Workers	1,493
		Older Youth	117
		Younger Youth	192
	Total Exiters	Adults	128
		Dislocated Workers	790
		Older Youth	20
		Younger Youth	52

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	69.3
	Employers	73	72.8
Entered Employment Rate	Adults	68	69.1
	Dislocated Workers	77	86.6
	Older Youth	63	81.5
Retention Rate	Adults	74.1	82.1
	Dislocated Workers	82.7	90.2
	Older Youth	73.2	80.8
	Younger Youth	57	43.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,101	5,685
	Dislocated Workers	88	82.3
	Older Youth (\$)	2,520	3,746
Credential / Diploma Rate	Adults	57	60.4
	Dislocated Workers	57	76.6
	Older Youth	40	65.6
	Younger Youth	55	89.7
Skill Attainment Rate	Younger Youth	72	87.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: West Central Georgia Area 8	Total Participants Served	Adults	539
		Dislocated Workers	648
		Older Youth	41
		Younger Youth	233
	Total Exiters	Adults	34
		Dislocated Workers	87
		Older Youth	7
		Younger Youth	33

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	79.6
	Employers	73	78.3
Entered Employment Rate	Adults	69	96
	Dislocated Workers	70	95.9
	Older Youth	66	60
Retention Rate	Adults	80	92.3
	Dislocated Workers	88	94.6
	Older Youth	81	66.7
	Younger Youth	62	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,450	5,230
	Dislocated Workers	81.9	92.9
	Older Youth (\$)	2,800	3,939
Credential / Diploma Rate	Adults	60	100
	Dislocated Workers	55	75
	Older Youth	50	16.7
	Younger Youth	55	42.9
Skill Attainment Rate	Younger Youth	72	90.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Northeast Georgia Area 9	Total Participants Served	Adults	336
		Dislocated Workers	391
		Older Youth	15
		Younger Youth	184
	Total Exiters	Adults	144
		Dislocated Workers	197
		Older Youth	7
		Younger Youth	87

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	82	73.7
	Employers	71.5	73.2
Entered Employment Rate	Adults	66.3	70.8
	Dislocated Workers	79	79.8
	Older Youth	66	0
Retention Rate	Adults	76.5	87.2
	Dislocated Workers	88.7	95.2
	Older Youth	65	100
	Younger Youth	59	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,313	4,342
	Dislocated Workers	96	82.7
	Older Youth (\$)	2,740	2,632
Credential / Diploma Rate	Adults	50	57.1
	Dislocated Workers	50	65.7
	Older Youth	50	0
	Younger Youth	55	58.8
Skill Attainment Rate	Younger Youth	72	60.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X



# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Macon-Bibb Area 10	Total Participants Served	Adults	221
		Dislocated Workers	58
		Older Youth	52
		Younger Youth	415
	Total Exiters	Adults	43
		Dislocated Workers	6
		Older Youth	29
		Younger Youth	187

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	72.9
	Employers	73	78.8
Entered Employment Rate	Adults	65	73.7
	Dislocated Workers	66	100
	Older Youth	69.6	77.8
Retention Rate	Adults	79	89.3
	Dislocated Workers	86	100
	Older Youth	79	50
	Younger Youth	62	34.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,900	3,049
	Dislocated Workers	86	100.3
	Older Youth (\$)	2,520	-24
Credential / Diploma Rate	Adults	60	51.5
	Dislocated Workers	60	75
	Older Youth	50	7.7
	Younger Youth	55	84.4
Skill Attainment Rate	Younger Youth	72	92
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Middle Georgia Area 11	Total Participants Served	Adults	322
		Dislocated Workers	130
		Older Youth	92
		Younger Youth	246
	Total Exiters	Adults	61
		Dislocated Workers	35
		Older Youth	56
		Younger Youth	18

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	68.8
	Employers	70	78.8
Entered Employment Rate	Adults	67	83.3
	Dislocated Workers	74	84
	Older Youth	68	66.7
Retention Rate	Adults	78	87.1
	Dislocated Workers	88.6	95.2
	Older Youth	77	82.1
	Younger Youth	58	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,649	5,963
	Dislocated Workers	84.6	92.8
	Older Youth (\$)	2,300	2,545
Credential / Diploma Rate	Adults	56.5	67.6
	Dislocated Workers	57	64
	Older Youth	50	64.3
	Younger Youth	30	45.5
Skill Attainment Rate	Younger Youth	72	69.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Richmond-Burke Area 12	Total Participants Served	Adults	384
		Dislocated Workers	69
		Older Youth	171
		Younger Youth	828
	Total Exiters	Adults	119
		Dislocated Workers	28
		Older Youth	58
		Younger Youth	343

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	67.5	74.1
	Employers	70	73.2
Entered Employment Rate	Adults	69	92.9
	Dislocated Workers	70.5	92.3
	Older Youth	70	78.3
Retention Rate	Adults	81	83.3
	Dislocated Workers	90	87.5
	Older Youth	76	64.3
	Younger Youth	59	57.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,700	2,876
	Dislocated Workers	97	113.1
	Older Youth (\$)	2,300	2,353
Credential / Diploma Rate	Adults	60	82.1
	Dislocated Workers	55	76.9
	Older Youth	50	48.6
	Younger Youth	55	65.7
Skill Attainment Rate	Younger Youth	70	90.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: GA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: East Central Georgia Area 13	Total Participants Served	Adults	871
		Dislocated Workers	177
		Older Youth	138
		Younger Youth	544
	Total Exiters	Adults	159
		Dislocated Workers	45
		Older Youth	41
		Younger Youth	191

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	70.2
	Employers	70	73.2
Entered Employment Rate	Adults	66	82.9
	Dislocated Workers	68.5	92.9
	Older Youth	67	91.3
Retention Rate	Adults	78.4	86.3
	Dislocated Workers	88.7	88.5
	Older Youth	73	81.5
	Younger Youth	58	45.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,630	4,333
	Dislocated Workers	93.4	116
	Older Youth (\$)	1,736	4,557
Credential / Diploma Rate	Adults	50	62.5
	Dislocated Workers	55	73.6
	Older Youth	50	33.3
	Younger Youth	55	36.5
Skill Attainment Rate	Younger Youth	72	68.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Lower Chattahoochee Area 14	Total Participants Served	Adults	193
		Dislocated Workers	179
		Older Youth	91
		Younger Youth	648
	Total Exiters	Adults	79
		Dislocated Workers	60
		Older Youth	11
		Younger Youth	38

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	70	78.5
Entered Employment Rate	Adults	68.7	92.6
	Dislocated Workers	72.2	85.7
	Older Youth	71	75
Retention Rate	Adults	80.6	77.2
	Dislocated Workers	84	66.7
	Older Youth	77	86.7
	Younger Youth	58	58.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,101	3,131
	Dislocated Workers	84.6	82.6
	Older Youth (\$)	2,520	4,611
Credential / Diploma Rate	Adults	50	59
	Dislocated Workers	55	76.5
	Older Youth	50	57.9
	Younger Youth	55	78.6
Skill Attainment Rate	Younger Youth	72	98
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Middle Flint Area 15	Total Participants Served	Adults	202
		Dislocated Workers	42
		Older Youth	135
		Younger Youth	163
	Total Exiters	Adults	154
		Dislocated Workers	33
		Older Youth	121
		Younger Youth	146

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	72.4
	Employers	73	78.5
Entered Employment Rate	Adults	68	88.7
	Dislocated Workers	74.3	87
	Older Youth	70	100
Retention Rate	Adults	80	82.4
	Dislocated Workers	89	95
	Older Youth	77	78.6
	Younger Youth	60	42.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,064	3,269
	Dislocated Workers	94	110.5
	Older Youth (\$)	2,520	4,058
Credential / Diploma Rate	Adults	60	80.1
	Dislocated Workers	60	71.7
	Older Youth	50	86.7
	Younger Youth	55	12.1
Skill Attainment Rate	Younger Youth	72	27.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Heart of Georgia Area 16	Total Participants Served	Adults	350
		Dislocated Workers	587
		Older Youth	171
		Younger Youth	762
	Total Exiters	Adults	213
		Dislocated Workers	304
		Older Youth	87
		Younger Youth	254

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	73.7
	Employers	85	80.7
Entered Employment Rate	Adults	75	93.3
	Dislocated Workers	80	92.2
	Older Youth	70	85
Retention Rate	Adults	80	85.9
	Dislocated Workers	89	90.4
	Older Youth	75	87.5
	Younger Youth	50	92.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,750	3,420
	Dislocated Workers	105	90.9
	Older Youth (\$)	3,100	4,040
Credential / Diploma Rate	Adults	52	81.8
	Dislocated Workers	47	84.9
	Older Youth	30	82.1
	Younger Youth	55	73.1
Skill Attainment Rate	Younger Youth	60	91.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	

# WIA Annual Report Data

State Name: GA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Southwest Georgia Area 17	Total Participants Served	Adults	1,856
		Dislocated Workers	382
		Older Youth	242
		Younger Youth	1,011
	Total Exiters	Adults	630
		Dislocated Workers	71
		Older Youth	38
		Younger Youth	275

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	71.1
	Employers	73	75.2
Entered Employment Rate	Adults	68.2	86.5
	Dislocated Workers	73.3	88.2
	Older Youth	84	75
Retention Rate	Adults	79.5	74.4
	Dislocated Workers	92.4	93.9
	Older Youth	92	75
	Younger Youth	68	74.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,379	3,731
	Dislocated Workers	95.8	97.3
	Older Youth (\$)	3,329	5,074
Credential / Diploma Rate	Adults	60	74.5
	Dislocated Workers	60	69.3
	Older Youth	50	55.9
	Younger Youth	65	62.7
Skill Attainment Rate	Younger Youth	77	82.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	



# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: South Georgia Area 18	Total Participants Served	Adults	473
		Dislocated Workers	170
		Older Youth	104
		Younger Youth	237
	Total Exiters	Adults	245
		Dislocated Workers	67
		Older Youth	43
		Younger Youth	204

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73	75.5
	Employers	75	79.6
Entered Employment Rate	Adults	72.1	85.5
	Dislocated Workers	72.5	95.2
	Older Youth	74	81.8
Retention Rate	Adults	82.3	92.3
	Dislocated Workers	90.4	95
	Older Youth	83	90.9
	Younger Youth	65	54.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,480	5,188
	Dislocated Workers	95.1	102.8
	Older Youth (\$)	2,016	3,856
Credential / Diploma Rate	Adults	60	73.7
	Dislocated Workers	60	76.2
	Older Youth	56	85.7
	Younger Youth	60	17.9
Skill Attainment Rate	Younger Youth	75	88.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

# WIA Annual Report Data

State Name: GA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Southeast Georgia Area 19	Total Participants Served	Adults	211
		Dislocated Workers	146
		Older Youth	62
		Younger Youth	146
	Total Exiters	Adults	126
		Dislocated Workers	70
		Older Youth	43
		Younger Youth	108

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	80.1
	Employers	70	79.6
Entered Employment Rate	Adults	69	87.1
	Dislocated Workers	76	85.7
	Older Youth	68	78.6
Retention Rate	Adults	80	92.4
	Dislocated Workers	89	97.6
	Older Youth	75	81.3
	Younger Youth	58	83.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,480	5,342
	Dislocated Workers	94	97.7
	Older Youth (\$)	2,016	3,305
Credential / Diploma Rate	Adults	50	69.3
	Dislocated Workers	50	56.3
	Older Youth	50	50
	Younger Youth	55	57.4
Skill Attainment Rate	Younger Youth	72	86.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

# WIA Annual Report Data

State Name: GA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Coastal Area 20	Total Participants Served	Adults	787
		Dislocated Workers	226
		Older Youth	64
		Younger Youth	621
	Total Exiters	Adults	265
		Dislocated Workers	68
		Older Youth	36
		Younger Youth	364

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	71.7
	Employers	73	73.4
Entered Employment Rate	Adults	70	86.2
	Dislocated Workers	69	88.7
	Older Youth	75	73.9
Retention Rate	Adults	80	79.3
	Dislocated Workers	87	88.9
	Older Youth	80	80
	Younger Youth	62	61.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	1,991
	Dislocated Workers	88	80.7
	Older Youth (\$)	2,800	2,605
Credential / Diploma Rate	Adults	60	52.8
	Dislocated Workers	60	54.3
	Older Youth	50	63
	Younger Youth	55	76.1
Skill Attainment Rate	Younger Youth	72	93.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X