



GEORGIA DEPARTMENT OF LABOR

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

MICHAEL L. THURMOND
COMMISSIONER

September 28, 2005

U.S. Department of Labor - ETA
Attn: Esther Johnson, Administrator
Office of Performance and Technology
Room S-5206
200 Constitution Avenue, NW
Washington, D.C. 20210

Dear Ms. Johnson:

Attached is a copy of Georgia's Program Year 2004 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. Linda T. Johnson, Assistant Commissioner for Career Development Services, at LindaT.Johnson@dol.state.ga.us or 404-232-7452.

Sincerely,

Michael L. Thurmond

Attachment

WORKFORCE
INVESTMENT
ACT
ANNUAL REPORT

STATE OF GEORGIA
PROGRAM YEAR 2004

Workforce Investment Act Annual Report Program Year 2004

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 53 career centers and 53 Vocational Rehabilitation service sites operated by the Georgia Department of Labor (GDOL), plus Georgia's 20 workforce area agencies and 51 technical colleges and satellite locations, where innovative service delivery strategies continue to evolve to meet the needs of Georgia's workforce. State and local partners in Georgia are working together to build on our accomplishments so the goals of the Workforce Investment Act (WIA) will be fulfilled and our workforce development system enhanced.

Georgia's workforce development system is designed to:

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

Georgia's customer-focused integrated service delivery system, including our universally available electronic information network, is built upon the services of the state and local partners cited above. The locations in this network give individuals and businesses access to a rich array of workforce services. The statewide nature of these service networks and additional access points established by local workforce area agencies ensures a standard, consistent framework throughout the state. Local workforce area agencies have drawn on their unique community resources and assets to ensure that all partners are working together to achieve coordinated outcomes for their business and job seeker customers.

Georgia's system uses technology as a fundamental means of providing state-of-the-art and "no wrong door" service to Georgia's companies and job seekers. GDOL has developed a statewide web-based automated system that incorporates data entry, retrieval and reporting capabilities for WIA, Wagner-Peyser, Veterans, Unemployment Insurance, Trade and state programs. Customers seeking any of these services only have to provide basic information once, and comprehensive data records are built and maintained for customers receiving multiple services. GDOL supports this system through a cadre of trained professional staff that provide day-to-day support and technical assistance on data management and reporting issues. The state also provides local systems with performance tools, including WebFOCUS software, through which standard and ad-hoc data queries help local systems track and manage customer activities and outcomes.

PY2004 Summary of Achievements

The strength of Georgia's workforce development system is reflected in our WIA achievements. We are pleased to report that Georgia's Program Year 2004 (PY2004) WIA performance was outstanding. The State exceeded the target levels set by the U.S. Department of Labor for sixteen of the seventeen WIA performance measures and met the target level for the remaining measure. In addition, our performance was stronger in PY2004 on twelve of the measures than it had been the previous year – a year in which Georgia was one of nineteen states that qualified for WIA incentive awards based on exemplary performance. Highlights for PY2004 include the following:

- The average earnings change for adult participants increased in PY2004 by 24 percent over the previous year's level, reaching \$4,988.
- Retention rates increased across all participant groups, reflecting improvements in the quality of services provided.
- We made substantial gains on all four older youth measures (employment, retention, earnings, and credentials), reflecting the work that workforce area agencies have done to attract and provide effective services to older youth.
- Our high school diploma or equivalent rate was 75 percent – 10 percentage points higher than national WIA performance reported in March of this year.
- Georgia's workforce development system continued to provide coordinated service to our dislocated workers. Rapid response services were provided whenever and wherever they were needed, and workforce area agencies focused on skill development for these customers. Eighty-four percent of the dislocated workers who exited from WIA during PY2004 received occupational skills training either in the classroom or on the job.

While we are proud of Georgia's past performance, we are mindful of issues that may have an effect on future performance. First, Georgia has experienced a substantial reduction in WIA funding for Program Year 2005. Within the State, some areas have been hit harder than others by this reduction. We are working to help them find ways to keep their commitments to existing customers, leverage other funding sources, and continue to respond to community needs.

We are also preparing for both the immediate and long-term effects of federal decisions regarding base closures. Of the 13 military bases in Georgia, four are slated for closure. Three bases are in Metropolitan Atlanta, a region that has not fully recovered from the economic downturn of 2001 and major job loss in the information sector of its economy. In addition to the expected needs of civilian employees directly affected by base closures, we anticipate that the closures will have substantial effects on the surrounding communities.

Finally, it is not possible to determine the impending effects Hurricane Katrina and the displaced survivors will have on the economy of the Southeast, nevertheless, we have an immediate responsibility to assist those who have sought refuge in Georgia. We recognize that the uncertainty of their lives at this time may limit their ability to follow through and take full advantage of the services we have to offer. However, we desire to provide requested assistance while minimizing as best we can any adverse affect on our future performance on the WIA measures.

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."

During PY2004, evaluation efforts have focused on the upcoming implementation of the new U.S. Department of Labor (USDOL) common performance measures for workforce programs. Considerable energy has been directed toward understanding the measures, assessing their implications for Georgia's workforce programs, evaluating our readiness for their implementation, and projecting performance under the new measures.

When WIA was enacted, Georgia made a commitment to integrate services across program boundaries and to support that integration with a common data system. Phased data collection has meant that customers' information follows them as they receive services funded under different programs. But while services were integrated, federal reporting and performance measurement were not. The new USDOL common measures and the common definitions they bring with them provide us with the opportunity to improve service delivery coordination, enhance data quality, and integrate accountability across programs.

Preparation for Common Measures. In preparation for common measures, Georgia briefed state and local WIA, Employment Service (ES), and Trade Adjustment Act (TAA) staff on the changes being made and their implications for service delivery. Working groups that cut across program lines were set up to address data system changes and identify transitional issues. Baseline data were analyzed to estimate what Georgia's performance would be under common measures, and to lay a foundation for negotiating state and local performance levels.

Common measures have presented both opportunities and challenges. The new concept of system participation, which emphasizes participation in workforce activities rather than programs, is a change that will ultimately benefit our customers. This model necessitates tracking customers through participation periods that begin with the first receipt of a partner service and continue across program boundaries until 90 days after the last partner service is received. Applying the concepts of exits and system participation to the large volume of ES customers, who tend to have short and often repeated service encounters, presents technical complexity and changes in how program staff need to think about their customers. Similarly, the fact that exits are generated by the data system rather than by case managers may create ambiguity for WIA staff about when to provide follow-up services. It will take time for partners to discover how best to work within the new common measures environment, but we believe that shared accountability is an opportunity that will result in shared success.

One of the benefits of common measures is common data and performance definitions across programs. However, each program will continue to have unique data needs. In modifying our integrated management information system to incorporate common data definitions, it has been

important to ensure that staff in each partner program have all the information they need to continue to provide effective services to their customers.

Finally, the time available for making these important changes has been short. The schedule for implementation of the common measures themselves, with delayed implementation of measures requiring new data, has been realistic. However, the late release of new programmatic reporting requirements and policies has placed heavy demands on available resources.

At this time, important questions remain unanswered. For example, it is not clear how states should handle program-specific, time-sensitive eligibility requirements in the context of participation periods that span multiple programs. The answers to this and other questions have implications for customer service strategies and the state's data system.

Performance Projections. Estimating the performance that Georgia's workforce programs could expect to achieve under common measures was important for several reasons. In addition to providing part of the basis for negotiating performance targets at both the federal and local levels, estimates derived from baseline data reassured staff responsible for the partner programs that the measures would, in most instances, provide valid indicators of program success and that Georgia would continue to be recognized as successful under the new measures.

No baseline data were available for the new WIA youth measures and changes in the measures for adults and dislocated workers were, for the most part, minor. The common retention measure is more stringent than the current measure and results in slightly lower performance. The most significant change is from an earnings replacement ratio to an earnings change measure for dislocated workers. The goal of dislocated worker programs is to come as close as possible to restoring the wages their customers have lost. An earnings replacement rate is readily understood in terms of this goal and corrects for differences in the pre-dislocation wages earned by workers in different industries. An earnings change has neither of these advantages, and we are concerned that it will not be a helpful measure of program performance. The table that follows compares our Program Year 2003 (PY2003) WIA performance using both the current and the common performance measures.

Workforce Investment Act: PY2003 Performance

Measurement System	Entered Employment Rate	Employment Retention Rate	Earnings Replacement Rate/ Earnings Change
Adults			
Current	83.4%	84.3%	\$4,017
Common	Same	80.3%	Same
Dislocated Workers			
Current	84.0%	91.7%	86.8%
Common	84.0%	89.6%	- \$973

Similar results were found for the ES and TAA programs. For ES, the most significant change is having an earnings change measure. We were pleased to learn that ES customers experienced average earnings increases in excess of \$1,500, and we believe that this measure will be helpful in focusing attention on the quality of the job placements made. However, because TAA serves dislocated workers, we have the same concern about the change from an earnings replacement ratio to an earnings change as we have for WIA.

Conclusions. Based on our evaluations, Georgia should have a challenging but smooth transition to common measures and the new USDOL reporting requirements. We look forward to additional clarification and guidance from USDOL during the next program year.

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.

Georgia has chosen to consider WIA participant counts and formula fund expenditures as the first phase of cost effectiveness discussions. This approach is the beginning point for further exploration of local area funding and service delivery strategies. The following table shows the number of participants served during PY2004, expenditures for each WIA formula funding stream, and the expenditures divided by participants.

PY2004 Participants and Expenditures

Funding Stream	Participants	Expenditures	Exp/Part
Adult	9,643	\$18,123,231	\$1,879
Dislocated Worker	5,740	\$22,547,331	\$3,928
Youth	10,198	\$20,833,637	\$2,043
Totals/Average	25,581	\$61,504,199	\$2,404

The above expenditures are based on June 30, 2005 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 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 PY2004. While state-level Tables B through L include numerators and denominators as well as performance rates, the federal reporting format does not include anything but the negotiated and actual performance rates for the local area data in Table O. Georgia has taken the position that performance resulting from fewer than ten cases should not be considered when evaluating local area performance. Some of the results in the local area tables were based on very few cases, and were not used when overall local area performance was determined.

To comply with the Wage Record Interchange System (WRIS) data sharing agreement, Georgia routinely suppresses performance results based on wage records when a small number of 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: 2004

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	70.4	76.4	3,569	10,947	4,898	72.9
Employers	73.4	77.9	4,252	31,858	5,473	77.7

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72.9	83.1	2,737
			3,294
Employment Retention Rate	80.4	86.4	2,348
			2,719
Earnings Change in Six Months	3,481	4,988	13,493,864
			2,705
Employment and Credential Rate	55.9	68.7	2,191
			3,189

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	73.7	221	85.2	236	87.2	75	77.7	101
		300		277		86		130
Employment Retention Rate	83	176	83.5	182	81.8	45	78.8	63
		212		218		55		80
Earnings Change in Six Months	4,777	998,455	4,907	1,069,639	4,633	250,199	1,723	136,108
		209		218		54		79
Employment and Credential Rate	61.9	193	65.8	183	79.5	66	59.4	60
		312		278		83		101

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	81.1	1,942	88.3	795
		2,394		900
Employment Retention Rate	88.2	1,964	78	384
		2,227		492
Earnings Change in Six Months	5,039	11,152,253	4,759	2,341,611
		2,213		492

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79.3	85.4	2,518
			2,947
Employment Retention Rate	89.5	92.1	2,217
			2,406
Earnings Replacement in Six Months	87.5	87.4	30,537,626
			34,954,985
Employment and Credential Rate	60.3	70.8	1,826
			2,578

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	86.3	283	80.4	45	76.2	173	86.7	13
		328		56		227		15
Employment Retention Rate	89.1	253	91.1	41	88.6	140	63.6	7
		284		45		158		11
Earnings Replacement Rate	79.6	3,894,877	90.7	432,466	61.3	1,721,251	505.4	61,183
		4,892,385		477,039		2,805,909		12,106
Employment And Credential Rate	74.7	218	61.2	30	64.7	123	84.6	11
		292		49		190		13

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	86.1	2,219	81
2,578			369	
Employment Retention Rate	92.2	2,021	91.6	196
		2,192		214
Earnings Replacement Rate	87.1	27,973,128	90.4	2,564,498
		32,117,221		2,837,764

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	72
Employment Retention Rate	79.7	82.5	663
			435
Earnings Change in Six Months	2,814	3,624	1,898,774
			524
Credential Rate	42	64.3	518
			805

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	74.8	122	100	3	75.4	43	79	458
		163		3		57		580
Employment Retention Rate	74.8	86	75	3	79.2	38	82.1	381
		115		4		48		464
Earnings Change in Six Months	2,809	320,187	8,417	33,666	2,678	128,563	3,476	1,612,901
		114		4		48		464
Credential Rate	61.4	116	100	3	57.6	38	64.5	451
		189		3		66		699

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	75.7	86.2	7,158
			8,306
Diploma or Equivalent Attainment Rate	55.3	75	980
			1,306
Retention Rate	62.3	78.3	772
			986

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	84.5	1,494	88	637	79.9	899
		1,769		724		1,125
Diploma or Equivalent Attainment Rate	74.3	185	86.1	143	52.5	156
		249		166		297
Retention Rate	75.9	154	79.1	106	70.7	265
		203		134		375

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	75	1,644	3,861	8,439,729	2.9	51	4,464	7,843,900	79.3	1,301
		2,192		2,186		1,764		1,757		1,640
Dislocated Workers	87	1,796	83.6	25,518,175	2.4	42	6,208	11,050,702	77.7	1,146
		2,064		30,540,538		1,782		1,780		1,475
Older Youth	75.2	321	3,046	1,291,696	1	5	2,740	964,635		
		427		424		515		352		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	9,643	4,872
Dislocated Workers	5,740	2,923
Older Youth	1,838	776
Younger Youth	8,360	3,374

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$35,575,442.00
Local Dislocated Workers		\$28,515,463.00
Local Youth		\$44,542,801.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$12,250,308.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$20,554,481.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$141,438,495.00

WIA Annual Report Data

State Name: GA

Program Year: 2004

Table O: Summary of Participants

Local Area Name: Northwest Georgia Area 1	Total Participants Served	Adults	378
		Dislocated Workers	1,019
		Older Youth	35
		Younger Youth	249
	Total Exiters	Adults	230
		Dislocated Workers	508
		Older Youth	22
		Younger Youth	126

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.4	79.8
	Employers	73.4	81.3
Entered Employment Rate	Adults	67	80.2
	Dislocated Workers	71.4	85.7
	Older Youth	76	75
Retention Rate	Adults	80.4	87.8
	Dislocated Workers	83	92.9
	Older Youth	67	87.5
	Younger Youth	61	79.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	5,730
	Dislocated Workers	85.1	100.2
	Older Youth (\$)	1,525	2,910
Credential / Diploma Rate	Adults	60.5	63
	Dislocated Workers	60.5	66
	Older Youth	46.7	80
	Younger Youth	56	75.5
Skill Attainment Rate	Younger Youth	75	95.5
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: 2004

Table O: Summary of Participants

Local Area Name: Georgia Mountains Area 2	Total Participants Served	Adults	93
		Dislocated Workers	272
		Older Youth	13
		Younger Youth	185
	Total Exiters	Adults	35
		Dislocated Workers	68
		Older Youth	8
		Younger Youth	116

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.4	81.6
	Employers	77	78.6
Entered Employment Rate	Adults	76	95.5
	Dislocated Workers	76	87.1
	Older Youth	78	50
Retention Rate	Adults	85	91.2
	Dislocated Workers	94	92.4
	Older Youth	76	83.3
	Younger Youth	58	77.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	4,940
	Dislocated Workers	95	100.5
	Older Youth (\$)	2,533	9,858
Credential / Diploma Rate	Adults	62.1	82.9
	Dislocated Workers	54.3	69.6
	Older Youth	46.7	66.7
	Younger Youth	60	56.8
Skill Attainment Rate	Younger Youth	86	60.8
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: 2004

Table O: Summary of Participants

Local Area Name: City of Atlanta Area 3	Total Participants Served	Adults	610
		Dislocated Workers	134
		Older Youth	57
		Younger Youth	688
	Total Exiters	Adults	608
		Dislocated Workers	124
		Older Youth	28
		Younger Youth	60

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	73.9
	Employers	73	73.4
Entered Employment Rate	Adults	72.9	69.6
	Dislocated Workers	77	72.6
	Older Youth	68.4	53.1
Retention Rate	Adults	76.4	78.7
	Dislocated Workers	85	94.9
	Older Youth	75.7	75
	Younger Youth	62	89.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	3,581
	Dislocated Workers	88	104.5
	Older Youth (\$)	2,533	2,226
Credential / Diploma Rate	Adults	57	64.1
	Dislocated Workers	57	68.5
	Older Youth	42	51
	Younger Youth	55.3	86.4
Skill Attainment Rate	Younger Youth	75.7	97.7
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: 2004

Table O: Summary of Participants

Local Area Name: Cobb County Area 4	Total Participants Served	Adults	58
		Dislocated Workers	152
		Older Youth	51
		Younger Youth	333
	Total Exiters	Adults	25
		Dislocated Workers	89
		Older Youth	35
		Younger Youth	76

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	67.9
	Employers	73	73.4
Entered Employment Rate	Adults	72.9	84
	Dislocated Workers	77	80.5
	Older Youth	68.4	75
Retention Rate	Adults	76.4	92.6
	Dislocated Workers	85	90.9
	Older Youth	75.7	75
	Younger Youth	62	68.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	6,044
	Dislocated Workers	88	79
	Older Youth (\$)	2,533	1,740
Credential / Diploma Rate	Adults	57	72.4
	Dislocated Workers	57	68.9
	Older Youth	42	18.5
	Younger Youth	55	75
Skill Attainment Rate	Younger Youth	71	70.3
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: 2004

Table O: Summary of Participants

Local Area Name: DeKalb County Area 5	Total Participants Served	Adults	242
		Dislocated Workers	196
		Older Youth	66
		Younger Youth	1,502
	Total Exiters	Adults	94
		Dislocated Workers	88
		Older Youth	27
		Younger Youth	691

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	77.5
	Employers	73	73.4
Entered Employment Rate	Adults	72.9	77
	Dislocated Workers	77	91.1
	Older Youth	68.4	75
Retention Rate	Adults	76.4	87.1
	Dislocated Workers	85	94.4
	Older Youth	75.7	86.7
	Younger Youth	56.1	76.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	5,716
	Dislocated Workers	88	86.9
	Older Youth (\$)	2,533	4,294
Credential / Diploma Rate	Adults	57	69.7
	Dislocated Workers	57	80.2
	Older Youth	42	35.7
	Younger Youth	55	87.5
Skill Attainment Rate	Younger Youth	75	96.8
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: 2004

Table O: Summary of Participants

Local Area Name: Fulton County Area 6	Total Participants Served	Adults	576
		Dislocated Workers	80
		Older Youth	87
		Younger Youth	284
	Total Exiters	Adults	182
		Dislocated Workers	47
		Older Youth	34
		Younger Youth	137

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	54.9
	Employers	73	73.4
Entered Employment Rate	Adults	72.9	80
	Dislocated Workers	77	75
	Older Youth	68.4	100
Retention Rate	Adults	76.4	90
	Dislocated Workers	85	100
	Older Youth	75.7	0
	Younger Youth	55	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	2,821
	Dislocated Workers	88	85
	Older Youth (\$)	2,533	0
Credential / Diploma Rate	Adults	57	80
	Dislocated Workers	57	60
	Older Youth	42	92.3
	Younger Youth	61	94.9
Skill Attainment Rate	Younger Youth	80	67.5
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: 2004

Table O: Summary of Participants

Local Area Name: Atlanta Regional Area 7	Total Participants Served	Adults	355
		Dislocated Workers	949
		Older Youth	106
		Younger Youth	392
	Total Exiters	Adults	214
		Dislocated Workers	517
		Older Youth	33
		Younger Youth	121

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	75.7
	Employers	73	73.4
Entered Employment Rate	Adults	72.9	83.1
	Dislocated Workers	77	83.2
	Older Youth	68.4	69.2
Retention Rate	Adults	76.4	92
	Dislocated Workers	85	88.6
	Older Youth	75.7	80.6
	Younger Youth	62	64
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	7,069
	Dislocated Workers	78	73
	Older Youth (\$)	2,533	3,705
Credential / Diploma Rate	Adults	57	74.5
	Dislocated Workers	57	73.7
	Older Youth	42	46.2
	Younger Youth	55	58
Skill Attainment Rate	Younger Youth	72	78.3
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: 2004

Table O: Summary of Participants

Local Area Name: West Central Georgia Area 8	Total Participants Served	Adults	1,933
		Dislocated Workers	989
		Older Youth	171
		Younger Youth	518
	Total Exiters	Adults	853
		Dislocated Workers	485
		Older Youth	14
		Younger Youth	361

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	74.7
	Employers	70	77.7
Entered Employment Rate	Adults	72.9	88.6
	Dislocated Workers	79.3	89
	Older Youth	64.8	50
Retention Rate	Adults	80.4	87.3
	Dislocated Workers	89.5	96.9
	Older Youth	79.7	66.7
	Younger Youth	62.3	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,481	4,796
	Dislocated Workers	81.9	96.7
	Older Youth (\$)	2,533	4,683
Credential / Diploma Rate	Adults	50	72.2
	Dislocated Workers	55	81.6
	Older Youth	42	64.3
	Younger Youth	55.3	90
Skill Attainment Rate	Younger Youth	72	75.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

WIA Annual Report Data

State Name: GA

Program Year: 2004

Table O: Summary of Participants

Local Area Name: Northeast Georgia Area 9	Total Participants Served	Adults	300
		Dislocated Workers	188
		Older Youth	45
		Younger Youth	246
	Total Exiters	Adults	150
		Dislocated Workers	116
		Older Youth	32
		Younger Youth	95

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.4	79.3
	Employers	72	79
Entered Employment Rate	Adults	67.5	77.7
	Dislocated Workers	80	80.6
	Older Youth	66.3	75
Retention Rate	Adults	76.5	88.5
	Dislocated Workers	89	88.7
	Older Youth	71.7	83.3
	Younger Youth	59	70.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,375	4,337
	Dislocated Workers	94	89
	Older Youth (\$)	2,550	3,353
Credential / Diploma Rate	Adults	54.5	67.8
	Dislocated Workers	55.5	68.6
	Older Youth	42	46.2
	Younger Youth	55	52.1
Skill Attainment Rate	Younger Youth	75.7	87.6
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: 2004

Table O: Summary of Participants

Local Area Name: Macon-Bibb Area 10	Total Participants Served	Adults	227
		Dislocated Workers	59
		Older Youth	11
		Younger Youth	189
	Total Exiters	Adults	97
		Dislocated Workers	24
		Older Youth	1
		Younger Youth	8

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	67	78.1
	Employers	71.5	76.4
Entered Employment Rate	Adults	65.6	88.4
	Dislocated Workers	71.4	92.9
	Older Youth	69.6	100
Retention Rate	Adults	79	88.9
	Dislocated Workers	86	90
	Older Youth	74.3	100
	Younger Youth	60	91.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	5,061
	Dislocated Workers	85.1	92.8
	Older Youth (\$)	2,533	1,033
Credential / Diploma Rate	Adults	60	86
	Dislocated Workers	60	85.7
	Older Youth	42	100
	Younger Youth	55	100
Skill Attainment Rate	Younger Youth	72	94.6
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: 2004

Table O: Summary of Participants

Local Area Name: Middle Georgia Area 11	Total Participants Served	Adults	293
		Dislocated Workers	118
		Older Youth	39
		Younger Youth	222
	Total Exiters	Adults	95
		Dislocated Workers	59
		Older Youth	34
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.1
	Employers	70	76.4
Entered Employment Rate	Adults	65.6	83.3
	Dislocated Workers	79.3	88.6
	Older Youth	68	93
Retention Rate	Adults	78	87.8
	Dislocated Workers	87	85.7
	Older Youth	77	83.3
	Younger Youth	58	69.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	5,408
	Dislocated Workers	85.1	121
	Older Youth (\$)	2,533	3,386
Credential / Diploma Rate	Adults	56.5	69.2
	Dislocated Workers	57	63.6
	Older Youth	42	83
	Younger Youth	49.8	78
Skill Attainment Rate	Younger Youth	72	68.5
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: 2004

Table O: Summary of Participants

Local Area Name: Richmond-Burke Area 12	Total Participants Served	Adults	375
		Dislocated Workers	75
		Older Youth	105
		Younger Youth	292
	Total Exiters	Adults	219
		Dislocated Workers	26
		Older Youth	42
		Younger Youth	147

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	82.3
	Employers	70	77
Entered Employment Rate	Adults	70	88.5
	Dislocated Workers	71	93.8
	Older Youth	70	90.7
Retention Rate	Adults	81	85.3
	Dislocated Workers	90	93.3
	Older Youth	76	85
	Younger Youth	60	72.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	5,533
	Dislocated Workers	97	114.5
	Older Youth (\$)	2,533	4,132
Credential / Diploma Rate	Adults	60	79.7
	Dislocated Workers	55	81.3
	Older Youth	42	79.7
	Younger Youth	60	70.2
Skill Attainment Rate	Younger Youth	72	80
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: 2004

Table O: Summary of Participants

Local Area Name: East Central Georgia Area 13	Total Participants Served	Adults	578
		Dislocated Workers	156
		Older Youth	124
		Younger Youth	253
	Total Exiters	Adults	269
		Dislocated Workers	76
		Older Youth	39
		Younger Youth	176

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	74.8
	Employers	70	77
Entered Employment Rate	Adults	74	85.6
	Dislocated Workers	75	83.6
	Older Youth	72	72.5
Retention Rate	Adults	80	91
	Dislocated Workers	89	92.6
	Older Youth	75.7	71
	Younger Youth	58	68.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	5,302
	Dislocated Workers	92	114.6
	Older Youth (\$)	2,533	3,818
Credential / Diploma Rate	Adults	50	59.3
	Dislocated Workers	65	60.9
	Older Youth	42	47.2
	Younger Youth	55	64
Skill Attainment Rate	Younger Youth	72	59.5
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: 2004

Table O: Summary of Participants

Local Area Name: Lower Chattahoochee Area 14	Total Participants Served	Adults	279
		Dislocated Workers	118
		Older Youth	141
		Younger Youth	777
	Total Exiters	Adults	42
		Dislocated Workers	39
		Older Youth	18
		Younger Youth	194

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	77.5
	Employers	70	78.2
Entered Employment Rate	Adults	68.7	97.4
	Dislocated Workers	75.3	93
	Older Youth	71	100
Retention Rate	Adults	80.6	86.5
	Dislocated Workers	84	100
	Older Youth	77	100
	Younger Youth	58	83.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	3,118
	Dislocated Workers	85.1	100.4
	Older Youth (\$)	2,533	7,397
Credential / Diploma Rate	Adults	50	92.1
	Dislocated Workers	55	86
	Older Youth	42	100
	Younger Youth	55	94
Skill Attainment Rate	Younger Youth	75.7	93.8
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: 2004

Table O: Summary of Participants

Local Area Name: Middle Flint Area 15	Total Participants Served	Adults	100
		Dislocated Workers	29
		Older Youth	65
		Younger Youth	107
	Total Exiters	Adults	89
		Dislocated Workers	23
		Older Youth	34
		Younger Youth	74

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.4	73.2
	Employers	75	78.2
Entered Employment Rate	Adults	72.9	86.2
	Dislocated Workers	79.3	100
	Older Youth	72	90
Retention Rate	Adults	80.4	81.2
	Dislocated Workers	89.5	94.4
	Older Youth	79.7	72.3
	Younger Youth	62.3	72.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	3,068
	Dislocated Workers	94.5	84.3
	Older Youth (\$)	2,200	1,980
Credential / Diploma Rate	Adults	60	84.6
	Dislocated Workers	60.3	95.2
	Older Youth	42	81.8
	Younger Youth	59	62.5
Skill Attainment Rate	Younger Youth	75	92.6
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: 2004

Table O: Summary of Participants

Local Area Name: Heart of Georgia Area 16	Total Participants Served	Adults	410
		Dislocated Workers	365
		Older Youth	98
		Younger Youth	584
	Total Exiters	Adults	171
		Dislocated Workers	193
		Older Youth	60
		Younger Youth	272

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	79.3
	Employers	75	81.1
Entered Employment Rate	Adults	75	93.6
	Dislocated Workers	80	89.1
	Older Youth	72	90.2
Retention Rate	Adults	80	89.6
	Dislocated Workers	89	91.4
	Older Youth	75	82.4
	Younger Youth	56.1	92.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,133	5,853
	Dislocated Workers	100	95.4
	Older Youth (\$)	3,000	2,718
Credential / Diploma Rate	Adults	55.9	80
	Dislocated Workers	54.3	72.6
	Older Youth	42	79.2
	Younger Youth	55.3	80.3
Skill Attainment Rate	Younger Youth	75.7	98.6
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: 2004

Table O: Summary of Participants

Local Area Name: Southwest Georgia Area 17	Total Participants Served	Adults	1,708
		Dislocated Workers	408
		Older Youth	329
		Younger Youth	1,055
	Total Exiters	Adults	878
		Dislocated Workers	195
		Older Youth	125
		Younger Youth	383

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.5	77.4
	Employers	76.2	81.2
Entered Employment Rate	Adults	72.3	88.5
	Dislocated Workers	77.6	96.8
	Older Youth	68.4	78.8
Retention Rate	Adults	81.1	81.8
	Dislocated Workers	92.3	96.7
	Older Youth	87	94.3
	Younger Youth	68.5	79.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,581	5,436
	Dislocated Workers	98.6	113.2
	Older Youth (\$)	3,237	6,292
Credential / Diploma Rate	Adults	57.3	71.1
	Dislocated Workers	57.3	67.5
	Older Youth	42	58.4
	Younger Youth	65	71.4
Skill Attainment Rate	Younger Youth	78.6	84
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: 2004

Table O: Summary of Participants

Local Area Name: South Georgia Area 18	Total Participants Served	Adults	285
		Dislocated Workers	123
		Older Youth	85
		Younger Youth	131
	Total Exiters	Adults	156
		Dislocated Workers	60
		Older Youth	75
		Younger Youth	93

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	76.7
	Employers	72	79.7
Entered Employment Rate	Adults	70	86.3
	Dislocated Workers	75.3	85.9
	Older Youth	65	73.9
Retention Rate	Adults	80	91
	Dislocated Workers	89.5	93.3
	Older Youth	79.7	78.6
	Younger Youth	60	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,481	4,970
	Dislocated Workers	94.5	109.5
	Older Youth (\$)	2,533	1,756
Credential / Diploma Rate	Adults	60	72.9
	Dislocated Workers	60	65.5
	Older Youth	42	64.1
	Younger Youth	57	66.7
Skill Attainment Rate	Younger Youth	73	95
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: 2004

Table O: Summary of Participants

Local Area Name: Southeast Georgia Area 19	Total Participants Served	Adults	142
		Dislocated Workers	168
		Older Youth	129
		Younger Youth	64
	Total Exiters	Adults	100
		Dislocated Workers	109
		Older Youth	85
		Younger Youth	26

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	82.4
	Employers	70	79.7
Entered Employment Rate	Adults	69	93.3
	Dislocated Workers	76	91.6
	Older Youth	68	81
Retention Rate	Adults	80	92.2
	Dislocated Workers	89	96.5
	Older Youth	75	96.2
	Younger Youth	58	80.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,240	7,672
	Dislocated Workers	94	91.2
	Older Youth (\$)	2,533	4,079
Credential / Diploma Rate	Adults	55.9	78.2
	Dislocated Workers	60.3	76.1
	Older Youth	42	81.5
	Younger Youth	55	100
Skill Attainment Rate	Younger Youth	75.7	93.7
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: 2004

Table O: Summary of Participants

Local Area Name: Coastal Area 20	Total Participants Served	Adults	701
		Dislocated Workers	142
		Older Youth	81
		Younger Youth	289
	Total Exiters	Adults	365
		Dislocated Workers	77
		Older Youth	30
		Younger Youth	83

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.4	76.9
	Employers	73	74.4
Entered Employment Rate	Adults	74	72.2
	Dislocated Workers	72	74.2
	Older Youth	68.4	88.9
Retention Rate	Adults	80	88.1
	Dislocated Workers	89.5	91.3
	Older Youth	80	87.5
	Younger Youth	63	82.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	3,506
	Dislocated Workers	88	78.3
	Older Youth (\$)	2,800	4,683
Credential / Diploma Rate	Adults	60	49.1
	Dislocated Workers	54.3	60.5
	Older Youth	42	83.3
	Younger Youth	55	72.2
Skill Attainment Rate	Younger Youth	75	84
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X