



STATE OF GEORGIA  
OFFICE OF THE GOVERNOR  
ATLANTA 30334-0900

Nathan Deal  
GOVERNOR

September 26, 2011

Ms. Jane Oates  
Assistant Secretary  
Employment and Training Administration  
U.S. Department of Labor  
200 Constitution Avenue, NW  
Washington, DC 20210

Dear Ms. Oates:

Please find Georgia's Program Year 2010 Workforce Investment Act Annual Report attached. We are pleased to share this information with you as we continue to provide Georgia's workforce and the business community with customer-friendly, quality services that meet their needs.

Should you have any questions concerning information contained in this report, please address them to Tricia Pridemore, Executive Director, Governor's Office of Workforce Development [tpridemore@georgia.gov](mailto:tpridemore@georgia.gov) or 404.232.1776.

Sincerely,

Nathan Deal  
Governor



# GEORGIA DEPARTMENT OF LABOR

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

MARK BUTLER  
COMMISSIONER

September 30, 2011

Ms. Jane Oates  
Assistant Secretary  
Employment and Training Administration  
U.S. Department of Labor  
200 Constitution Avenue, NW  
Washington, DC 20210

Dear Ms. Oates:

It is with pleasure that we provide you with Georgia's Program Year 2010 Workforce Investment Act Annual Report. In these challenging economic times, the role of the workforce system is more important than ever before. Restructuring of the economy has left thousands of qualified, well-trained Georgians without jobs, while in emerging sectors of the economy, businesses struggle to find suitable employees. The workforce system addresses the needs of both customer groups through its pivotal role in communities and its strong linkages to business and economic development efforts. We hope the accomplishments contained in this report energize and inspire its readers to support, promote and make use of these vital services.

If you have any questions regarding the report, please contact Ms. Andrea Harper, Assistant Commissioner, Career Development Services at [andrea.harper@dol.state.ga.us](mailto:andrea.harper@dol.state.ga.us) or (404) 232-7320.

Sincerely,

Mark Butler

Cc: Dr. Helen Parker, ETA Regional Administrator

Attachment

**WORKFORCE  
INVESTMENT ACT  
  
ANNUAL REPORT**

**STATE OF GEORGIA  
PROGRAM YEAR 2010**

# GEORGIA WIA ANNUAL REPORT PROGRAM YEAR 2010

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**STATE OF GEORGIA  
WORKFORCE INVESTMENT ACT ANNUAL REPORT  
PROGRAM YEAR 2010**

The foundation of Georgia's workforce system is a network of partners including the State Workforce Investment Board, the Governor's Office of Workforce Development, the Georgia Department of Labor's 53 career centers and 50+ Vocational Rehabilitation service sites and 20 local workforce areas, 25 technical colleges with two university system technical divisions and 31 satellite campuses, 35 two- and four-year colleges and universities, the statewide economic development network and a multitude of private, public and community partners working together collaboratively to meet the needs of employers and job seekers in Georgia.

Georgia's workforce development system is designed to:

- ◆ Collaborate with and support the state's economic development activities to attract new industry and retain existing businesses
- ◆ Offer comprehensive career and employment services and labor market information
- ◆ Help individuals attain their career goals through training and employment preparation
- ◆ Assist job seekers in connecting with employers who are hiring
- ◆ Help businesses attain qualified workers and address other workforce needs
- ◆ Assist Georgians and Georgia's businesses in accessing Georgia Work Ready tools
- ◆ Implement industry-led regional workforce development strategies
- ◆ Provide specialized assistance to individuals with barriers to career success
- ◆ Support workers through periods of unemployment
- ◆ Ensure workplaces are safe
- ◆ Offer all of these services in the most integrated and customer-friendly ways possible

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

In February 2006, Governor Sonny Perdue reconstituted the state Workforce Investment Board (WIB) and established the Office of Workforce Development. At that time, Governor Perdue provided the WIB with the mission of developing a strategic plan to enable his workforce development vision to be implemented in Georgia. The State Workforce Development Strategic Plan was developed and approved in 2007, and the State WIB oversees implementation of the plan through Georgia Work Ready. Georgia's current Governor, Nathan Deal, has reaffirmed the role of the Office of Workforce Development and has recently reconstituted the State WIB.

### **State Workforce Investment Board**

The WIB met quarterly during Program Year 2010, continuing its work to implement the Work Ready initiative and to promote services for the employers and workforce of Georgia. WIB Chairs and local workforce staff provide input to the board on issues of importance, and state-level partners use this forum to strengthen collaborative workforce efforts.

### **Georgia Work Ready**

Georgia Work Ready was launched in 2006 as a strategy to support Georgia businesses and workforce. Individuals have the opportunity to take the Work Ready assessment, which measures the real world skills employers need workers to have. Work Ready uses the nationally-accredited WorkKeys® assessment system to measure individuals' skills in the areas of applied mathematics, reading for information and locating information. Work habits are also measured through the assessment. Participants receive a Work Ready certificate that indicates their level of work readiness. More than 245,000 Work Ready certificates have been issued since inception of the initiative.

To help Georgia employers build the quality workforce they need, Work Ready profiling identifies the job tasks and skills levels for selected positions within a company. By comparing job profiles with individuals' Work Ready certificates, employers are able to make better hiring decisions. Profiling is conducted at no cost to the business at the Work Ready centers located in the state's technical colleges.

The Georgia Work Ready initiative uses assessment results to award certificates in four categories: The Certificate level is based on the lowest level earned in any of the three core areas, although individual scores in one or more area may be higher.

- ◆ Platinum Level: Signifies an individual has scored at least a level 6 in each of the three core areas and has the necessary skills for 99 percent of the jobs in the WorkKeys database.
- ◆ Gold Level: Signifies an individual has scored at least a level 5 in each of the three core areas and has the necessary skills for 90 percent of the jobs in the WorkKeys database.

- ◆ Silver Level: Signifies an individual has scored at least a level 4 in each of the three core areas and has the necessary skills for 65 percent of the jobs in the WorkKeys database.
- ◆ Bronze Level: Signifies that an individual has scored at least a level 3 in each of the three core areas and has the necessary skills for 35 percent of the jobs in the WorkKeys database.



## Georgia Work Ready Scorecard- August 2011

Georgia Work Ready is built on Work Ready Certificates and job profiles powered by ACT WorkKeys®. The Certificate carries the National Career Readiness (NCRC) seal.

| Work Ready Connect 9/12/2011                                       |                     |                     |                        |
|--------------------------------------------------------------------|---------------------|---------------------|------------------------|
| Job Seekers                                                        | Approved Businesses | Jobs Posted         | Applications Submitted |
| 8030                                                               | 230                 | 198                 | 2,992                  |
| Work Ready Certificates Earned (NCRC) Jan 1, 2007 to July 31, 2011 |                     |                     |                        |
|                                                                    | State (07/31/11)    | National (07/31/11) | State Percent of NCRC  |
| Platinum                                                           | 1,741               | 12,178              | 14%                    |
| Gold                                                               | 44,902              | 384,334             | 12%                    |
| Silver                                                             | 130,293             | 992,268             | 13%                    |
| Bronze                                                             | 63,186              | 430,921             | 15%                    |
| <b>Total</b>                                                       | <b>240,122</b>      | <b>1,819,701</b>    | <b>13%</b>             |

| Work Ready job profiles August '11 |       |            |          |
|------------------------------------|-------|------------|----------|
|                                    | State | Percentage | National |
| 2007                               | 44    | 3%         | 1,298    |
| 2008                               | 119   | 9%         | 1,340    |
| 2009                               | 163   | 21%        | 790      |
| 2010                               | 179   | 17%        | 1,065    |
| 2011                               | 113   |            |          |

|                                          |       |
|------------------------------------------|-------|
| Businesses listed on Work Ready Web site | 1,058 |
| Businesses with one or more job profiles | 205   |

|                                                               |                                              |
|---------------------------------------------------------------|----------------------------------------------|
| Participating Work Ready Communities                          | 156 Counties (98% of all counties)           |
| Certified Work Ready Communities                              | 105 Counties (68% of participating counties) |
| Communities Meeting Certificate Goals Only                    | 4 Counties                                   |
| Work Ready Communities in progress at 90% or above completion | 11 Counties                                  |
| Work Ready Communities in progress at 75% or above completion | 18 Counties                                  |
| 2010 Statewide High School Graduation Rate                    | 80.8%                                        |

| Work Ready Regions |                   |             |                             |                                          |
|--------------------|-------------------|-------------|-----------------------------|------------------------------------------|
| Group              | Number of Regions | Status      | Sustained industry Networks | Average % of Workforce at Gold and Above |
| Round 1            | 7                 | Completed   | 4                           | 18.68%                                   |
| Round 2            | 5                 | Completed   | 4                           | 17.13%                                   |
| Round 3            | 5                 | In Progress | -                           | 19.00%                                   |
| Round 4            | 5                 | Launched    |                             |                                          |

| Work Ready customer service (2008)                        |  |  |     |
|-----------------------------------------------------------|--|--|-----|
| Job seekers recommending earning a Work Ready Certificate |  |  | 93% |
| Businesses recommending using Work Ready                  |  |  | 90% |

  

| American Recovery and Reinvestment Act (ARRA)- June 2009 to May 2011 |                   |                 |                    |
|----------------------------------------------------------------------|-------------------|-----------------|--------------------|
|                                                                      | Packets Delivered | Total Dollars   | Improved WRC Level |
| Be Work Ready                                                        | 27681             | \$ 2,607,450.00 | 1181               |

  

| February 2010 to November 2010 | Small Businesses Approved | WRC New Hires | Training Dollars Distributed |
|--------------------------------|---------------------------|---------------|------------------------------|
| Hire Work Ready                | 98                        | 46            | 11500                        |

  

|                             | Completers | Participating WIA | Earned WRC via Internet Version |
|-----------------------------|------------|-------------------|---------------------------------|
| GWR Basic Computer Training | 400        | 12                | 74                              |

  

| February 2010 to April 2010 | Vouchers Issued | Activated Vouchers |
|-----------------------------|-----------------|--------------------|
| Elevate America             | 19,391          | 3,896              |

  

| CAA Mil Spouse Jan 2008 to July 2011 |                       |                    |
|--------------------------------------|-----------------------|--------------------|
| Mil Spouses Enrolled                 | Mil Spouses Graduated | Mil Spouses Active |
| 1,000                                | 330                   | 309                |

The Work Ready Region program builds on the work of communities designated as Certified Work Ready communities. As certified counties come together to develop regional talent pools for particular strategic industries, they must demonstrate improved regional high school graduation rates, increased numbers of students in majors pertaining to those strategic industries, successful transition of workers into higher skilled jobs and training the existing workforce in high tech skills to improve productivity and competitiveness. To date, 125 counties have come together to form multiple regions around the advanced manufacturing, aerospace, bioscience, logistics, energy, and entertainment industries that are growing in their geographic areas. Two of these industry cluster Work Ready Region initiatives are highlighted below.

Coastal Logistics Work Ready Region is a regional coalition of counties, educators, economic developers and Chambers of Commerce dedicated to expanding the logistics industry and growing high-wage jobs in the coastal area of Georgia. The collaborative partners are establishing career pathways to supply trained workers to the growing logistics industry, and to work with these companies to profile their jobs for enhanced hiring practices. Both secondary and post-secondary educational institutions are preparing their students to serve as a pipeline – from entry-level positions to PhDs – for these industries. The region has been instrumental in developing the state’s first logistics career pathway curriculum that is up for approval by the Department of Education. Upon approval, the curriculum will provide students across the state with a clear pathway to a career in the logistics industry. In order to attract students to the

logistics career pathway, the region developed the “Follow the Container” project where students get to see the many parts of the logistics process.

The Georgia Entertainment Media Work Ready Region (GEM) is aligning education and training with the needs of GEM businesses. The region's diverse geography provides the film industry with a mixture of urban and rural locations for filming, making it a popular destination for productions. Couple that with a 30 percent tax incentive and a strong professional base, and Georgia is a popular destination for film and video production. The region is also home to major music facilities, artists and technical professionals and is growing its base of game designers and developers. The focus is on careers in radio, television, film, digital gaming and music and the cluster is working with industry leaders in the metro Atlanta area to ensure their current and future workforce needs are met.

In 2010, the Georgia Work Ready Regional Industry Network (GWRRIN) was established to promote and support productivity and competitiveness of Georgia’s strategic industries through comprehensive workforce development strategies and a network of regional Industry Partnerships. The GWRRIN is governed by a Board of Directors that meets quarterly. Membership of the GWRRIN Board of Directors is comprised of State Workforce Investment Board representatives as well as Directors from each Regional Industry Partnership that has qualified for GWRRIN membership based on their success within the Work Ready Regions initiative. GWRRIN provides Workforce Competitive Grants to regional Industry Partnerships to sustain their efforts through common industry training. GWRRIN has awarded eight training grants in areas including soft skills, project management, and computer training and up-skilling. GWRRIN recently received their 501(c)3 status from the IRS.

The Work Ready Connect program opens the door to new opportunities for both Georgia job seekers and employers. It is an online employment matching tool, available exclusively to those individuals holding a Work Ready Certificate and those companies that value Work Ready certification among their prospective employees. To date, 8,718 Work Ready Certificate holders and 230 Georgia Businesses have taken advantage of this program.

The State WIB has worked closely with the state and local Chambers of Commerce and the education community to establish Certified Work Ready Communities. This voluntary initiative allows communities to demonstrate to current and prospective employers that they have the trained workforce needed for current and future jobs. They demonstrate this by setting and meeting goals for certain numbers of the local workforce to earn Work Ready certificates and by achieving increases in their high school graduation rates.

Each participating community establishes a team of economic development, government and education partners, including local WIBs, technical colleges and school boards, to meet the certification criteria. Counties have three years to reach the goals necessary to earn the designation. There are currently 105 Certified Work Ready Communities in the state, and 4 counties have achieved recertification through their continued efforts to develop a quality workforce and engage local businesses to recognize and use Work Ready.



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

The Georgia Department of Labor (Georgia DOL) serves as the administrative entity for the Workforce Investment Act in Georgia, and is responsible for support and direction of the state's 20 local workforce areas. The department has built a customer-focused, integrated service delivery system that incorporates the services of many state and local partners. The extensive number of service locations gives individuals and businesses access to a rich array of workforce services using a standard, consistent framework throughout the state. Local workforce areas and Georgia DOL career centers also draw on their unique community resources and assets to ensure that all partners are working together to achieve the desired outcomes of business and job seeker customers. This work is more important than ever, with the continuing challenges of the economy to grow jobs.

Four major workforce programs are coordinated under the Georgia DOL umbrella: Wagner-Peyser/Employment Services (ES), Unemployment Insurance (UI), Workforce Investment Act (WIA) and Vocational Rehabilitation (VR). Georgia's system embraces the concepts of customer choice and customer satisfaction, encourages multi-agency collaboration across programs and services, promotes program flexibility and addresses the varied needs of customers through its One-Stop career center system.

Georgia's workforce system is designed to serve a diverse and dynamic customer base, as evidenced by its universal access policy, which ensures that all persons have equal access to employment, education and training resources.

The foundation of Georgia's workforce system is comprised of three components:

- ◆ An interactive technological infrastructure
- ◆ A statewide network of One-Stop Centers and partner sites
- ◆ Professionally-trained, customer-focused staff

### **Service Integration**

There are more than 45 comprehensive WIA One-Stop Centers, as designated by local workforce investment boards (WIBs) and nearly three-quarters of these are Georgia DOL career centers. All of the 53 Georgia DOL career centers and 50+ Vocational Rehabilitation Offices serve as access points for workforce services. The service network extends beyond these full-service locations, with satellite locations and outreach staff that serve special populations including separating veterans, offenders, homeless individuals, non-custodial parents and many more.

The use of automated systems and new technologies is critical to the success of Georgia's workforce system. The Georgia Workforce System (GWS) is a web-enabled, browser-based environment with WIA and ES reporting capability. There are linkages from this system to the

UI database; as a result, customers provide basic demographic information once and comprehensive records are built, maintained and accessed throughout the service continuum. Additionally, an automated employer information system allows the multi-program staff that serves employers (e.g., ES, WIA and VR) to document employer services, coordinate job development visits and share employer information.

### **New Focus**

Georgia DOL is under new leadership, and Commissioner Mark Butler has established significant priorities for Georgia's workforce services. These include an enhanced focus on services to employers, promoting job creation through partnerships with economic development entities and an emphasis on electronic and self-service opportunities for all customers. During Program Year 2010 (PY10), the department worked with state partners to promote and actively support several economic development projects that could bring significant numbers of jobs to Georgia, especially in areas of high unemployment in the state. A close internal collaboration is also underway with these economic development projects. The department has established several new online services, which will be discussed later in the report.

In addition to the new administration, functions within Georgia DOL have been realigned to promote service integration and efficient and effective service delivery. The leadership for Employment Services, Career Development Services/WIA, Field Services and Workforce Statistics and Economic Research reports to the Deputy Commissioner for Economic Development under the umbrella name of Workforce Solutions. The close coordination with Vocational Rehabilitation and Unemployment Insurance continues as well, so that customers receive a seamless array of workforce services that meet their needs. At the staff level, these divisions are working closely together on behalf of statewide workforce staff and customers, employers and economic development prospects.

### **Continuum of Services**

Georgia's workforce system provides job seekers and employers with a continuum of services that is customized to meet individuals' needs. The three phases of the continuum are: 1) Self-Directed Services; (2) Core Services; and 3) Intensive Services. Support and assistance are provided based on a triage approach that permits staff to efficiently guide customers to services that meet their needs. As additional support is needed or requested, customers proceed through this continuum through training and until employed.

Self-Directed Services are available to customers wishing to conduct an independent job search. Resources available at each comprehensive One-Stop location include, but are not limited to: computers with Internet access and valuable software programs, assistive technology, fax and copy machines, online job search and career exploration resources, online filing for Unemployment Insurance benefits, Job TV, labor market information and literature pertaining to careers, job search, training and other relevant topics.

Core Services are available to customers who require some staff assistance. Examples of Core Services include job referral, job development, workshops, résumé review, and other reemployment services.

Intensive Services are more highly structured and are available to customers who have significant barriers to employment. WIA partners, technical colleges and authorized proprietary schools are the primary providers of training opportunities. Georgia DOL also provides services for specific target populations, such as Unemployment Insurance claimants (Reemployment Services and Georgia Works), high school youth at risk (Jobs for Georgia Graduates and High School/High Tech), offenders (the Offender Parolee Probationer State Training Employment Program, or TOPPSTEP), Vocational Rehabilitation applicants (Orientation, Ability and Service Identification Seminar – OASIS) and many others.

The nationally-acclaimed Georgia Works program continues throughout the state. This innovative initiative for Unemployment Insurance claimants connects qualified individuals to work-based training opportunities for up to six weeks, at a maximum of 24 hours per week. Participants receive a certificate after successful completion of training, as well as their Unemployment Insurance benefits and up to two stipends of \$120 each to defray their costs while in training. The benefits of this initiative to employers are the opportunity to try out prospective new employees without paying wages or Workers' Compensation costs during these individuals' training periods and minimized training costs for those participants employers wish to hire permanently.

Since 1993, the Georgia HOPE Scholarships and Grants Program has awarded more than \$6 billion in financial assistance for students enrolled in Georgia technical colleges and public and private colleges and universities. This source of funds, available through an earmarked distribution of proceeds from Georgia's lottery, has greatly expanded workforce areas' training opportunities to WIA customers. With recent declines in lottery revenue, the HOPE Program has tightened requirements for eligibility. As a result, the HOPE Program is now available to fewer WIA recipients and WIA funds will need to cover more of tuition expenses.

## **Program Year 2010 Achievements**

### **Workforce Investment Act – State Level**

As part of the recent Georgia DOL reorganization, the Career Development Services Division was placed under new leadership with a renewed commitment to supporting the local workforce system. The division, comprised of WIA-funded staff working in close collaboration with the Employment Services, Field Services and Vocational Rehabilitation Divisions, has been functionally realigned to offer data and expertise in different facets of state and local service delivery and system-building. The division is also promoting close alignment of WIA and Jobs for Georgia Graduates (JGG) Program activities at the state and local levels for further integration of youth services.

The onsite local WIA review function has been restructured to permit local workforce areas to assure their compliance in a broad variety of areas, while focusing state-level resources on key quality issues such as local WIB engagement, the quality of services to the employer community, effective service delivery and case management strategies, and procurement and grant management. Staff across divisions within Workforce Solutions, Grants and Contracts and Finance work closely together to ensure that reviews address local service delivery in a comprehensive fashion.

The Career Development Services and Employment Services staff also began in PY10 to design a new and comprehensive model for training and technical assistance to local workforce systems. Broad topics include: Administrative Systems, Board Development and Community Involvement, Performance and Data Management and Workforce System Enhancement. Training opportunities on specific topics in these areas will be offered to the local WIA staff. Employment Services staff and Vocational Rehabilitation staff will also be included, to further promote alignment of services and system-building across these programs. Training will be provided at locations and times convenient to the local participants, as well as through video conferences and online training as appropriate.

Georgia DOL was honored to receive the Program Year 2010 William J. Harris award from the National Association of State Workforce Agencies (NASWA) for the OASIS initiative. OASIS (Orientation, Ability and Service Identification Seminar) is a one-day seminar provided at Georgia DOL career centers throughout the state to Vocational Rehabilitation (VR) applicants and participants seeking employment. The initiative was launched in 2009 in response to the exceedingly high rates of unemployment among job seekers with disabilities. The service was also envisioned to reinforce linkages between career center and VR staff, while shoring up eroding funds to the VR program. The seminar is co-facilitated by career center and VR staff, who provide participants with occupational assessments, job search strategies and résumé assistance. Based on the assessment results of the one-day seminar and on the customers' preferences, participants may choose structured job search activities with individualized follow-up, or receive immediate referral to available job openings. Those customers who have not found a job before the end of the six-week job search activity are referred back to VR for additional services. This successful effort has provided new opportunities to more than 9,000 job seekers with disabilities to date and has boosted the VR budget to assist additional individuals. The initiative is also promoting the use of career centers and their job search resources by individuals with disabilities. This is truly a win-win strategy!

### **Automated Enhancements**

With a new focus on enhancing online services, the department's Employment Services Division took the lead on several automated projects during PY10. These include upgrading technology, enhancing the agency's website and expanding the department's social media presence. Key accomplishments are listed below.

◆ **Ask T.E.D.**

During the program year, five 90-minute online chats known as Ask T.E.D. (Type, Explore and Discover) were held. These online chats provide visitors to the Georgia DOL web site with the opportunity to submit workforce questions and receive answers from a panel of workforce system subject matter experts. These live chats, on topics including GDOL Services for Businesses, Résumés, Job Searching in a Tight Economy and others, have had a steady increase in popularity with each session and provide the opportunity for staff to offer real-time workforce information and resources that Georgians are seeking.

◆ **RésuméMAY**

This month-long series of events during May 2011 in communities throughout Georgia showcased popular résumé tools and services available to workforce customers. Some of these products included an Ask T.E.D. session on résumés, a series of new online résumé writing podcasts, résumé and occupational coding refresher webinars for workforce staff, and marketing materials for local staff to download and use with customers. Local events were held in various parts of the state during the month, involving collaborative planning and execution by Georgia DOL career centers, WIA staff, Vocational Rehabilitation and local technical colleges. The effort was well received and deemed quite successful.

◆ **Social Media**

The new Georgia DOL leadership is committed to providing an array of resources, services and information in as many social media formats as possible. To this end, the department now has a presence on Facebook, You Tube, Twitter and RSS Feed that has permitted real-time dissemination of information and events designed for the workforce needs of business and job seeker customers.

◆ **Workforce Solutions Site**

The department's Intranet site has been reengineered to provide access to local workforce areas. A new password-protected Intranet web site is now underway, which will provide system-wide access to online workforce resources. This user-friendly compilation of information and resources will further strengthen service integration across career centers, Vocational Rehabilitation offices and local workforce areas.

Content development will be an ongoing process; resources and tools currently available include a wide array of self-study materials, training manuals, and policy guidance to the field. An online survey link allows internal users to provide continuous feedback that will promote continuous improvement of the site.

◆ **Compilation of Customer Successes**

Several workforce areas in Georgia are now using the online resource *Workforce Investment Works* ([www.workforceinvestmentworks.com](http://www.workforceinvestmentworks.com)) to share customer success stories and testimonials. The campaign, a collaboration of Full Capacity Marketing and the National Association of Workforce Boards, is intended to educate the public about the workforce investment system and its many successes across the country. This resource

provides the opportunity to share customer successes and best practices in service delivery. Georgia DOL is also exploring U-Tube video contests to encourage businesses and job seekers to share their successful experiences through Georgia's workforce system.

◆ **Georgia Jobs Plus**

Georgia DOL has developed automated linkages to real-time job openings throughout the Southeast. The new site, which includes Georgia jobs as well as those in the other southeastern states, is searchable by keyword, type of job or location. This resource is especially valuable for job seekers who live near the state's borders or who may be seeking to relocate to a neighboring state.

◆ **Staff Feedback via Live Chat**

At a statewide conference in the spring of 2011, the new Georgia DOL administration took the opportunity to obtain feedback from representative field staff across several program areas. Staff were assembled by cohort group (e.g., career center managers; Employment Marketing Representatives; veterans staff; Vocational Rehabilitation Employment Specialists, etc.) and asked for their feedback and input on agency services, employment practices and opportunities for improvement. The chat sessions were an overwhelming success and provided valuable information for the Commissioner's Office to use in shaping future directions.

◆ **Online Employer Job Orders**

Late in PY10, Georgia DOL launched a fully automated method for employers to submit recruitment requests. This system streamlines the process by which employers may request workers, via a fillable form that is submitted directly to the career center that serves the job location. The system also stores information previously submitted, providing a short cut for future recruitment requests. The format also contains convenient links for federal contractor compliance, H-2B and green jobs. While employers continue to have the opportunity for telephone or in-person assistance with recruitment, this new process provides an additional level of convenience and access to service on a 24/7 basis.

◆ **E-Learning**

Georgia DOL has established an e-learning process through which staff may receive just-in-time training. This allows staff in the field to more quickly receive information in their key areas of responsibility, while also promoting convenience for field staff and a reduction in training-related travel costs. Relevant topics in the new training series discussed previously will be among the candidates for development of e-learning modules.

## **Rapid Response and State-Level Dislocated Worker Services**

While the economy improved to some degree during PY10, large and small layoffs continued throughout the state. Georgia's workforce system assisted many businesses and workers with these transitions. Notably, the department supported MidCoast Aviation and its staff during the business' closure that affected 360 employees. Following initial layoff orientation services, Georgia DOL established an onsite transition center to provide individual support to the workers losing their jobs. The department and the company collaborated to host a career expo, during which other companies in the aerospace industry were invited to meet with qualified workers. The company paid all travel expenses for the hiring companies' representatives, resulting in an excellent response from interested companies and many quality job opportunities for affected workers.

Georgia DOL received a \$2 million On-the-Job Training National Emergency Grant (NEG) from the U.S. Department of Labor in the fall of 2010. This grant has provided reimbursement to employers who hire long-term unemployed job seekers in three workforce areas – Northwest Georgia, East Central Georgia and Heart of Georgia Altamaha. Qualified workers must be unemployed for a minimum of 16 weeks to be eligible to participate. Employers with 50 or fewer employees may be reimbursed up to 90% of the training costs for these workers; employers with 51 – 250 employees may receive up to 75% reimbursement; and those employers with 251 or more employees may receive up to 50% of the extraordinary costs associated with on-the-job training. To date, 95 participants have benefitted from this project.

In the spring of 2011, severe storms and tornadoes devastated parts of North Georgia. The Georgia DOL requested and was awarded a \$5 million NEG from the U.S. Department of Labor to assist 24 counties to clean up and rebuild the public infrastructure of their communities. This work will continue during Program Year 2011.

The military Base Realignment and Closure (BRAC) process continued during PY10; Georgia's workforce system provided services throughout the year to separating employees at Fort McPherson and Fort Gillem in metropolitan Atlanta. These services included employee information sessions, town hall meetings, job search workshops and job fairs. Georgia has also benefitted from the federal BRAC initiative; Fort Benning in the Columbus area is poised for significant expansion, and a new base hospital is in the planning stages. Leaders in the area anticipate new investments in infrastructure and staffing, with a potential net gain in jobs of 10,000 or more. Lower Chattahoochee workforce area staff are developing strategies to ensure trained workers are available to meet these needs.

## **Jobs for Georgia Graduates**

Jobs for Georgia Graduates (JGG) is a school-to-work transition program designed to provide high school students with pre-employment work skills, leadership development, job development and support for their post-high-school success. This state affiliate of the national Jobs for America's Graduates served 905 participants in the class of 2010. This involved 23 local school systems and one state school, including a total of 19 programs for high school seniors and 14

multi-year programs. Georgia is the only state in the national network that operates the model at a school for the deaf.

A student participating in JGG from the 9<sup>th</sup> through the 12<sup>th</sup> grade receives approximately 720 hours of curriculum and classroom content. Highly qualified and caring Job Specialists provide services to program participants.

The model involves a strong partnership among teachers, administrators, Job Specialists, youth and their parents. A new emphasis for Program Year 2011 is to establish additional linkages to other workforce services within Georgia DOL, local workforce areas and the community at large. For instance, local WIA programs are encouraged to enroll and support JGG students after they graduate from high school to seamlessly promote their career success. Georgia DOL career centers are invited to “adopt” the JGG schools in their community – by welcoming students into centers for career exploration, and through support, mentoring, workshops and mock interviews with members of the local Employer Committees. Opportunities for internships or summer work experience are also options through members of local Employer Committees.

During Program Year 2010, nearly 250 students representing 25 JGG program sites attended the Second Annual JGG Leadership Summit at Fort Valley State University. Additionally, more than 700 JGG participants attended the annual State Career Association Conference, at which winners were announced from the eight competitive regional and state career association events held earlier in the year. The JGG statewide graduation rate for the class of 2010 was 97%, and **twenty of the 33 sites achieved a 100% participant graduation rate.**

### **Local WIA Services**

Local Workforce Investment Areas are involved in a variety of service strategies that address the specific needs of their communities. The summary that follows describes some of the many PY10 innovations undertaken in different regions of the state.

### **Sector Strategies**

As noted in the Georgia Work Ready section of the report, work continues with several industry sector strategies in different parts of the state. Participating workforce areas offer career exploration assessments to customers considering employment in these strategic industries and work closely with businesses and the economic development community to promote these jobs in the region. Current sector strategies include advanced manufacturing, aerospace, bioscience, energy, entertainment and logistics.

### **Mobile Units**

Nearly half of the state’s workforce areas have invested in “mobile classrooms,” which allow them to expand their reach in communities - especially in rural areas of the state - and to provide additional, flexible service delivery. WIA staff conduct customer intake and assessment using these units, as well as providing the opportunity for Self-Directed and staff-assisted Core Services. The units typically have from eight to 16 computer workstations available that use

wireless technology. In the Northeast Georgia area, the mobile units have been particularly effective in providing onsite services during business closures. The Atlanta Regional Workforce Board has used their units to deliver services at the two military base closings in metro Atlanta; nearly 700 customers have accessed this resource to date. Local areas also administer Georgia Work Ready assessment tests in the mobile units.

### **Innovative Board Practices**

- ◆ The South Georgia Workforce Investment Board (WIB) has recently developed a broad vision and purpose for their work. The board has committed to its leadership role in the community by recognizing the need to align workforce development and economic development efforts to promote a healthy and vibrant economy supported by a well-trained workforce. One example of the implementation of this vision is meetings that have been held with regional health care providers, including all area hospitals, medical laboratories and health care training providers. The group set a goal of securing funds for health care worker training; this has been achieved through a grant that will allow the area to launch a Licensed Practical Nurse (LPN) training program in one of its rural counties.
- ◆ The DeKalb Workforce Board has charged staff with establishing a Business Relations Unit whose mission is to forge strong relationships with area employers seeking qualified, trained workers. These staff add value by understanding the needs of businesses in the changing economy and assisting employers with job placement and job retention. Since the inception of the unit, staff have worked with more than 250 businesses and assisted over 2,000 job seekers to gain employment.
- ◆ Members of the Heart of Georgia Altamaha WIB also serve on other community boards, thereby ensuring close coordination among workforce issues throughout the area. WIB members serve on local Boards of Education, Recreation Boards, Southeast Georgia Financial Advisors, Chambers of Commerce and Regional Development Authorities, Community Action, Head Start and many others.

### **Adult and Dislocated Worker Services**

- ◆ The East Central Georgia workforce area continues its work to assist Georgia Power and the Construction Education Foundation of Georgia to provide a pipeline of workers in the areas of energy and industrial construction. Partners have been able to further their efforts through a Work Ready Region Grant.
- ◆ Eleven of the 12 counties in the Northeast Georgia region have applied for designation as a Certified Work Ready Community, and eight have received this designation to date. The Northeast Georgia workforce area is integral to this effort and makes their mobile learning labs available for Work Ready assessments.

- ◆ The Northwest Georgia area is working with two Skilled Trade Training Trusts to offer apprenticeship opportunities to WIA customers. This includes “green” jobs. The area also assists customers interested in self-employment and entrepreneurial training through referrals to the Appalachian Community Enterprise and local Chambers of Commerce.
- ◆ The City of Atlanta workforce area collaborates with the Atlanta Development Authority to promote its well-trained workforce with companies seeking to expand and relocate businesses in Atlanta. This partnership was instrumental in the recent decision of Porsche to relocate its U.S. headquarters to Atlanta.
- ◆ The Fulton County Workforce Preparation and Employment System has initiated a partnership with the North Metro Georgia DOL Career Center to co-enroll veterans. The workforce area will conduct veterans’ orientations and veterans’ jobs clubs; both entities will assist customers with job leads and placements. Other partners will also be involved to ensure a broad continuum of assistance to our nation’s heroes.
- ◆ The Middle Flint WIB contracts with a “GEDPlus” provider that creatively combines basic skills remediation and work readiness services for individuals who need to obtain their GED. The array of services also includes English as a Second Language classes. Increasingly, area dislocated workers are taking advantage of this opportunity and many customers continue into post-secondary occupational training once the GED is obtained. This provides new opportunities for workers who, in the past, may have held good jobs despite low educational attainment. In the current economy, core skills will be vital to future career success.
- ◆ Several of the One-Stop sites of the Atlanta Regional Workforce Board have become Older Worker subsidized employment sites and the sites are focusing on resources to assist older workers return to the workforce – whether laid off or coming out of retirement. Staff are enlisting the assistance of Older Worker partners in the community to promote success for this crucial and growing sector of the workforce.

### **Youth Services**

- ◆ In the Coastal Georgia area, services to out-of-school youth have been expanded in an effort to promote their involvement in technical college training. The area’s technical colleges are developing short-term certificate programs to meet the employment needs of these new workers (e.g., forklift driver and customer service training). The area also has an active collaboration with the YouthBuild program in the Savannah area that is helping to meet the need for skilled construction and carpentry workers – occupations in demand in this growing port city.
- ◆ In Southeast Georgia, members of the WIB and Youth Council also serve on a variety of other local boards and/or serve in leadership roles in the organizations. Some affiliations include: Big Brothers/Big Sisters, County Board of Education, County Chamber of Commerce, the Consolidated Mens' Club, the Area Development Authority, South Georgia

College Board of Trustees, and the YMCA. These affiliations foster integrated service delivery and promote quality workforce outcomes for youth throughout the nine-county area.

- ◆ In conjunction with its Youth Council, the Heart of Georgia Altamaha WIB is using a team model for youth services to ensure youth customers receive a whole-person approach to success. Youth participants have the support of as many experienced service providers as necessary. Partners in this effort include, among others: Job Corps, Department of Juvenile Justice, Baxley Wilderness Institute, Boys and Girls Clubs, Communities in Schools, Project Care, and the Lion's Club. Out-of-school youth are engaged in a demand-driven construction trades training class, pre-employment readiness skills training and field trips to local technical colleges to explore post-secondary training options. Older youth have the opportunity to enroll in post-secondary occupational training.
- ◆ The East Central Georgia WIB has received funding for gang, drug and crime prevention youth initiatives throughout McDuffie County. The project, known as PROJECT M-PACT, seeks to deter youth from risky and unhealthy behaviors that undermine their career potential through dedicated, caring partners and community citizens who educate, encourage and support these youth in carrying out healthier choices.
- ◆ A partnership among metro Atlanta workforce boards, the Georgia DOL, DeKalb Technical Institute and the Metropolitan Atlanta Rapid Transit Authority (MARTA) has established a school-to-work pilot program to train operators for MARTA Mobility Services. The participants are trained by DeKalb Technical College to operate mobility vans and vehicles. The first class was so successful that MARTA has extended the program to include MARTA bus operator training, thus establishing an effective pipeline of qualified workers for this important transportation resource.

## WAIVER OUTCOMES

Since 2003, the waiver to **provide Individual Training Accounts (ITAs) to youth** has allowed training to youth who would not otherwise receive such training. This is especially important since, in some areas of the state, competitively-procured services do not provide enough options for youth services. This expanded service strategy for older and out-of-school youth has helped numerous youth and has enhanced local area performance. During Program Year 2010, all 20 local workforce areas provided ITAs to a total of 413 youth. For this performance period, 61% of the older youth receiving ITAs secured employment; 53% received credentials and secured employment. By contrast, the employment rate for older youth who did not receive an ITA was 46%, with only 24% of these participants attaining a credential and employment.

Employment retention and earnings were also dramatically improved for those youth receiving ITAs. Of the youth receiving ITAs, 86% were retained in employment, with an average earnings change of \$5,872. Older youth served who did not participate in an ITA had a retention rate of 79%, with an average earnings change of \$2,656. It is evident that the added flexibility provided through this waiver has given Georgia's youth access to more diverse and relevant training options within the constraints of local and regional training and labor market demands.

Georgia was also granted a waiver to **allow local workforce areas to use up to 20% of formula Dislocated Worker funds for Incumbent Worker Training**. To date, Georgia has enrolled 1,000 employees in Incumbent Worker Training involving four employers. Performance outcomes on employment, earnings and retention for these projects will not be available until PY11.

During PY10, 14 of the 20 local workforce areas **transferred formula funds from the Dislocated Worker to the Adult funding stream**. In keeping with the newly-approved waiver, four (20%) of the areas chose to transfer more than 30% of their Dislocated Worker funds to the Adult funding stream. This flexibility made service delivery more effective for the parts of the state not experiencing major layoffs.

A waiver allowing **the exemption of On-the-Job (OJT) participants from the credential and employment performance measure** has encouraged the use of OJT as a service strategy. An additional waiver granted permits **areas to use a sliding scale for employer OJT reimbursements, based on the size of the business' workforce**. During PY10, eight local workforce areas provided OJT services to 612 customers, involving 244 employers. One example of the success attained through this waiver flexibility is in the Heart of Georgia Altamaha area. Workforce staff have arranged OJT training through a modular home building business. During PY10, six individuals were trained in welding and construction skills through a combination of classroom skills training and on-the-job training. Since the company is of medium size, their wage reimbursement during the training period exceeded 50%. This area works closely with its OJT employers, assisting with paperwork and providing options on the frequency of wage reimbursement.

## **PROGRAM EVALUATION PROGRAM YEAR 2010**

WIA Section 136(e) directs states to conduct ongoing evaluation studies of workforce investment activities to promote, establish, implement and use methods to continuously improve services and achieve high-level performance. Georgia's emphasis on evaluation activities carried out under WIA is on providing timely data to support effective local program and performance management and sound policy development. Some of the strategies to attain this goal include the following:

- ◆ An integrated statewide automated system, known as the Georgia Workforce System or GWS, that incorporates data entry, retrieval and reporting capabilities for WIA, Wagner-Peyser, Veterans, Unemployment Insurance and Trade. This system provides integrated support for customer service and includes a broad array of data on customers, services and outcomes. During the coming program year, the state anticipates providing customer self-entry as an option to apply for services.
- ◆ The WIA/Trade Tracking and Reporting System to track financial obligations for individual training accounts and other training commitments. This system allows local staff to create cost commitments for training and other activities, track participant training costs, print training vouchers and carry out other financial tracking activities at the local level. The Tracking and Reporting System is integrated into the GWS.
- ◆ A WebFOCUS-based system of user-friendly reports, both pre-programmed and ad hoc, based on information from the GWS, Grants Management System or Tracking and Reporting System. This system generates daily, weekly, monthly and quarterly automated management reports and gives users at the state and local levels the capability to customize pre-programmed reports to their specific needs. It also permits staff to create reports of their own design using a menu-driven report generator. These reports provide useful information to local Workforce Investment Boards, service providers and administrative staff, as well as for state-level staff to monitor local activities.
- ◆ A data users' group was reinstated during PY10. This group of local data users receives guidance from state staff who work closely with WebFOCUS and other automated solutions, thereby enhancing local data capacity and understanding of evaluation tools.
- ◆ The capacity to download data from the GWS and import it into statistical reporting software, where it can be merged with data from other sources. This allows staff to conduct complex analyses for program evaluation and other information needs, as well as for routine reporting purposes.
- ◆ Onsite annual WIA Program Reviews at each local workforce area. The teams of Georgia DOL staff conducting the reviews includes state WIA, Employment Services, financial and grants management staff. The overall purposes of the reviews, which focus on

program design, policy development, overall effectiveness and financial management, are to:

- Ensure compliance with relevant laws and regulations
- Provide meaningful technical assistance
- Improve outcomes for youth, adult and dislocated worker customers
- Prepare grant recipients for state and federal audits and focus on cost effectiveness and return on investment
- Provide local workforce boards with tools to assist in managing and integrating workforce services and economic development strategies in local and regional communities
- Enhance knowledge, skills and abilities to promote demand-driven service delivery strategies
- Identify and share best practices

**COST EFFECTIVENESS  
PROGRAM YEAR 2010**

Georgia served a total of 31,312 adult, dislocated worker and youth customers in WIA activities during the program year. In addition to WIA formula funds, a variety of resources are available to serve Georgia’s workforce customers. Funds include TAA, Wagner-Peyser, Pell grants, partner funds and HOPE, Georgia’s lottery-sponsored grant and scholarship program. These resources support local infrastructure, self-service and informational activities, as well as direct service delivery. While the varied funding sources have significantly enhanced the system’s ability to provide occupational training, it makes evaluating the cost effectiveness of WIA formula funds more challenging.

Georgia has chosen to consider WIA participant counts and formula fund expenditures as one method to analyze cost effectiveness. The following table depicts the number of WIA participants served during Program Year 2010, expenditures for each WIA formula funding stream, and the expenditures divided by participants.

**Program Year 2010 Participants and Expenditures**

| Funding Stream    | Participants | Expenditures | Expenditures/Participants |
|-------------------|--------------|--------------|---------------------------|
| Adult             | 10,298       | \$29,172,978 | \$2,833                   |
| Dislocated Worker | 11,958       | \$33,406,920 | \$2,794                   |
| Youth             | 9,056        | \$31,566,409 | \$3,486                   |
| Totals/Average    | 31,312       | \$94,146,307 | \$3,007                   |

These expenditures are based on the Financial Status Reports for June 30, 2011. They represent expenditures only and do not include reported obligations. The data reflect only current year and carry over expenditures of WIA federal formula funds by the local workforce area agencies. All other funding (e.g., statewide activities, Rapid Response grants, NEG, HOPE, Pell, etc.) is excluded from this analysis. The participant count includes only WIA-registered customers.

## **INTRODUCTION TO THE DATA PROGRAM YEAR 2010**

The tables on the following pages represent Georgia's state-level and local area performance data for Program Year 2010. While state-level tables B through L include numerators and denominators as well as performance rates, only the negotiated and actual performance rates are provided for the local workforce area data in Table O, based on the federal reporting format. Georgia is extremely proud to report that performance statewide exceeded federal goals, with 11 measures exceeded and the remaining six met.

States and local areas negotiate performance levels each year. A state is considered to "meet" its target if it attains at least 90 percent of the negotiated level. The state "exceeds" its target when outcomes are higher than the negotiated rates. Georgia uses the same 10 measures at the sub-state level but considers a local area to have met its target if it attains at least 80% of its negotiated level. Georgia is reporting on the 17 statutory measures for Program Year 2010 and is transitioning to the federal common measures effective Program Year 2011.

For self-service customers, Georgia is working to implement a mechanism to capture and report these participants. Thus, specific data are not available for self-service customers in this year's report.

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

| <b>Customer Satisfaction</b> | <b>Negotiated Performance Level</b> | <b>Actual Performance Level - American Customer Satisfaction Index</b> | <b>Number of Surveys Completed</b> | <b>Number of Customers Eligible for the Survey</b> | <b>Number of Customers Included in the Sample</b> | <b>Response Rate</b> |
|------------------------------|-------------------------------------|------------------------------------------------------------------------|------------------------------------|----------------------------------------------------|---------------------------------------------------|----------------------|
| <b>Participants</b>          | 75.0%                               | 73.6%                                                                  | 3,289                              | 4,274                                              | 3,900                                             | 84.3%                |
| <b>Employers</b>             | 78.0%                               | 79.0%                                                                  | 4,271                              | 8,466                                              | 5,647                                             | 75.6%                |

**Table B - Adult Program Results**

|                                       | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |              |
|---------------------------------------|-------------------------------------|---------------------------------|--------------|
| <b>Entered Employment Rate</b>        | 70.5%                               | 69.5%                           | 2,191        |
|                                       |                                     |                                 | 3,151        |
| <b>Employment Retention Rate</b>      | 80.0%                               | 83.2%                           | 1,816        |
|                                       |                                     |                                 | 2,183        |
| <b>Average Earnings</b>               | \$11,000                            | \$12,178                        | \$22,066,678 |
|                                       |                                     |                                 | 1,812        |
| <b>Employment and Credential Rate</b> | 60.0%                               | 64.8%                           | 1,670        |
|                                       |                                     |                                 | 2,578        |

**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                                               | 69.4%       | 584        | 68.3%       | 151                           | 55.2%     | 37                | 65.0%     |
|                                | 841                                                                   |             | 221        |             | 67                            |           | 123               |           |
| Employment Retention Rate      | 81.3%                                                                 | 404         | 80.3%      | 102         | 67.6%                         | 23        | 81.0%             | 47        |
|                                |                                                                       | 497         |            | 127         |                               | 34        |                   | 58        |
| Average Earnings               | \$11,127.1                                                            | \$4,495,333 | \$14,304.6 | \$1,459,074 | \$8,200.4                     | \$188,610 | \$12,227.6        | \$574,695 |
|                                |                                                                       | 404         |            | 102         |                               | 23        |                   | 47        |
| Employment and Credential Rate | 59.9%                                                                 | 493         | 63.5%      | 106         | 43.6%                         | 17        | 61.8%             | 47        |
|                                |                                                                       | 823         |            | 167         |                               | 39        |                   | 76        |

**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   | 74.6%                                      | 1,588        | 59.1%                                                     | 603         |
|                           |                                            | 2,130        |                                                           | 1,021       |
| Employment Retention Rate | 84.6%                                      | 1,355        | 79.3%                                                     | 461         |
|                           |                                            | 1,602        |                                                           | 581         |
| Average Earnings          | \$12,616.3                                 | \$17,044,555 | \$10,894.0                                                | \$5,022,123 |
|                           |                                            | 1,351        |                                                           | 461         |

**Table E - Dislocated Worker Program Results**

|                                       | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |              |
|---------------------------------------|-------------------------------------|---------------------------------|--------------|
| <b>Entered Employment Rate</b>        | 73.0%                               | 75.4%                           | 2,737        |
|                                       |                                     |                                 | 3,632        |
| <b>Employment Retention Rate</b>      | 87.0%                               | 87.2%                           | 1,627        |
|                                       |                                     |                                 | 1,865        |
| <b>Average Earnings</b>               | \$13,800                            | \$14,783.6                      | \$24,023,382 |
|                                       |                                     |                                 | 1,625        |
| <b>Employment and Credential Rate</b> | 63.0%                               | 63.8%                           | 1,885        |
|                                       |                                     |                                 | 2,955        |

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

| <b>Reported Information</b>           | <b>Veterans</b> |             | <b>Individuals With Disabilities</b> |           | <b>Older Individuals</b> |             | <b>Displaced Homemakers</b> |           |
|---------------------------------------|-----------------|-------------|--------------------------------------|-----------|--------------------------|-------------|-----------------------------|-----------|
| <b>Entered Employment Rate</b>        | 76.0%           | 304         | 78.0%                                | 32        | 63.8%                    | 243         | 76.2%                       | 16        |
|                                       |                 | 400         |                                      | 41        |                          | 381         |                             | 21        |
| <b>Employment Retention Rate</b>      | 84.8%           | 167         | 76.2%                                | 16        | 83.9%                    | 130         | 72.7%                       | 8         |
|                                       |                 | 197         |                                      | 21        |                          | 155         |                             | 11        |
| <b>Average Earnings</b>               | \$15,604.4      | \$2,590,335 | \$12,141.7                           | \$194,267 | \$12,909.3               | \$1,678,210 | \$16,465.0                  | \$131,720 |
|                                       |                 | 166         |                                      | 16        |                          | 130         |                             | 8         |
| <b>Employment And Credential Rate</b> | 66.6%           | 225         | 71.0%                                | 22        | 54.4%                    | 167         | 63.2%                       | 12        |
|                                       |                 | 338         |                                      | 31        |                          | 307         |                             | 19        |

**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                    | 76.0%        | 2,269                                                     | 72.2%       |
|                           |                                            | 2,984        |                                                           | 648         |
| Employment Retention Rate | 87.6%                                      | 1,345        | 85.5%                                                     | 282         |
|                           |                                            | 1,535        |                                                           | 330         |
| Average Earnings          | \$14,497.2                                 | \$19,469,716 | \$16,147.8                                                | \$4,553,666 |
|                           |                                            | 1,343        |                                                           | 282         |

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

|                                     | Negotiated Performance Level | Actual Performance Level             |       |
|-------------------------------------|------------------------------|--------------------------------------|-------|
|                                     |                              | Placement in Employment or Education | N/A   |
|                                     |                              |                                      | 2,303 |
| Attainment of Degree or Certificate | N/A                          | 67.3%                                | 1,557 |
|                                     |                              |                                      | 2,315 |
| Literacy and Numeracy Gains         | N/A                          | 31.5%                                | 384   |
|                                     |                              |                                      | 1,218 |

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

|                                      | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |             |
|--------------------------------------|-------------------------------------|---------------------------------|-------------|
| <b>Entered Employment Rate</b>       | 58.0%                               | 56.6%                           | 374         |
|                                      |                                     |                                 | 661         |
| <b>Employment Retention Rate</b>     | 79.5%                               | 85.2%                           | 323         |
|                                      |                                     |                                 | 379         |
| <b>Earnings Change in Six Months</b> | \$3,400                             | \$4,338.7                       | \$1,644,351 |
|                                      |                                     |                                 | 379         |
| <b>Credential Rate</b>               | 38.0%                               | 35.9%                           | 316         |
|                                      |                                     |                                 | 880         |

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

| <b>Reported Information</b>          | <b>Public Assistance Recipients</b> |           | <b>Veterans</b> |        | <b>Individuals With Disabilities</b> |           | <b>Out-of-School Youth</b> |           |
|--------------------------------------|-------------------------------------|-----------|-----------------|--------|--------------------------------------|-----------|----------------------------|-----------|
| <b>Entered Employment Rate</b>       | 51.8%                               | 176       | 100.0%          | 1      | 54.9%                                | 39        | 54.6%                      | 283       |
|                                      |                                     | 340       |                 | 1      |                                      | 71        |                            | 518       |
| <b>Employment Retention Rate</b>     | 82.0%                               | 105       | 100.0%          | 1      | 81.3%                                | 26        | 84.1%                      | 232       |
|                                      |                                     | 128       |                 | 1      |                                      | 32        |                            | 276       |
| <b>Earnings Change in Six Months</b> | \$3,740.6                           | \$478,794 | \$16,272.0      | 16,272 | \$3,302.5                            | \$105,680 | \$3,304.0                  | \$911,900 |
|                                      |                                     | 128       |                 | 1      |                                      | 32        |                            | 276       |
| <b>Credential Rate</b>               | 29.8%                               | 128       | 100.0%          | 1      | 39.0%                                | 32        | 31.9%                      | 217       |
|                                      |                                     | 429       |                 | 1      |                                      | 82        |                            | 681       |

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

|                                         | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |       |
|-----------------------------------------|-------------------------------------|---------------------------------|-------|
| <b>Skill Attainment Rate</b>            | 88.0%                               | 82.7%                           | 4,947 |
|                                         |                                     |                                 | 5,983 |
| <b>Youth Diploma or Equivalent Rate</b> | 74.0%                               | 77.1%                           | 1,273 |
|                                         |                                     |                                 | 1,651 |
| <b>Retention Rate</b>                   | 64.0%                               | 60.4%                           | 749   |
|                                         |                                     |                                 | 1,241 |

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

| <b>Reported Information</b>             | <b>Public Assistance Recipients</b> |       | <b>Individuals With Disabilities</b> |     | <b>Out-of-School Youth</b> |       |
|-----------------------------------------|-------------------------------------|-------|--------------------------------------|-----|----------------------------|-------|
| <b>Skill Attainment Rate</b>            | 80.1%                               | 2,808 | 89.1%                                | 541 | 76.5%                      | 864   |
|                                         |                                     | 3,506 |                                      | 607 |                            | 1,130 |
| <b>Youth Diploma or Equivalent Rate</b> | 75.6%                               | 764   | 78.4%                                | 131 | 59.6%                      | 183   |
|                                         |                                     | 1,010 |                                      | 167 |                            | 307   |
| <b>Retention Rate</b>                   | 60.5%                               | 415   | 39.5%                                | 45  | 54.9%                      | 226   |
|                                         |                                     | 686   |                                      | 114 |                            | 412   |

**Table L - Other Reported Information**

|                           | 12 Month Employment Retention Rate |       | 12 Mo. Earnings Change<br>(Adults and Older Youth)<br>or<br>12 Mo. Earnings Replacement<br>(Dislocated Workers) |             | Placements in Non-traditional Employment |       | Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment |              | Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services |       |
|---------------------------|------------------------------------|-------|-----------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------|-------|------------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------|-------|
|                           | <b>Adults</b>                      | 82.9% | 1,612                                                                                                           | \$5,573.1   | \$10,823,044                             | 4.2%  | 93                                                                                       | \$5,064.2    | \$11,075,431                                                                                                 | 67.4% |
|                           | 1,945                              |       | 1,942                                                                                                           |             | 2,191                                    |       | 2,187                                                                                    |              | 1,588                                                                                                        |       |
| <b>Dislocated Workers</b> | 86.9%                              | 1,335 | 97.0%                                                                                                           | 19,720,827  | 4.1%                                     | 113   | \$6,862.6                                                                                | \$18,714,279 | 64.9%                                                                                                        | 1,472 |
|                           |                                    | 1,537 |                                                                                                                 | 20,329,610  |                                          | 2,737 |                                                                                          | 2,727        |                                                                                                              | 2,269 |
| <b>Older Youth</b>        | 83.2%                              | 268   | \$4,643.8                                                                                                       | \$1,495,317 | 2.9%                                     | 11    | \$2,571.0                                                                                | \$961,563    |                                                                                                              |       |
|                           |                                    | 322   |                                                                                                                 | 322         |                                          | 374   |                                                                                          | 374          |                                                                                                              |       |

**Table M - Participation Levels**

| Reported Information                    | Total Participants Served | Total Exiters |
|-----------------------------------------|---------------------------|---------------|
| <b>Total Adult Customers</b>            | 21,918                    | 8,742         |
| <b>Total Adults (self-service only)</b> | INA                       | INA           |
| <b>WIA Adults</b>                       | 10,298                    | 4,075         |
| <b>WIA Dislocated Workers</b>           | 11,958                    | 4,773         |
| <b>Total Youth (14-21)</b>              | 9,065                     | 2,928         |
| <b>Younger Youth (14-18)</b>            | 6,649                     | 1,902         |
| <b>Older Youth (19-21)</b>              | 2,416                     | 1,026         |
| <b>Out-of-School Youth</b>              | 3,072                     | 1,202         |
| <b>In-School Youth</b>                  | 5,993                     | 1,726         |

**Table N - Cost of Program Activities**

| <b>Program Activity</b>                                             |                                     | <b>Total Federal Spending</b> |
|---------------------------------------------------------------------|-------------------------------------|-------------------------------|
| <b>Local Adults</b>                                                 |                                     | \$ 29,172,977.00              |
| <b>Local Dislocated Workers</b>                                     |                                     | \$ 33,406,920.00              |
| <b>Local Youth</b>                                                  |                                     | \$ 31,566,408.00              |
| <b>Rapid Response</b><br>(up to 25%)<br>134 (a) (2) (A)             |                                     | \$ 20,406,031.00              |
| <b>Statewide Required Activities</b> (up to 25%)<br>134 (a) (2) (B) |                                     | \$ 15,412,502.00              |
| <b>Statewide Allowable Activities</b><br>134 (a) (3)                | <b>Program Activity Description</b> |                               |
|                                                                     |                                     |                               |
|                                                                     |                                     |                               |
|                                                                     |                                     |                               |
|                                                                     |                                     |                               |
|                                                                     |                                     |                               |
|                                                                     |                                     |                               |
|                                                                     |                                     |                               |
| <b>Total of All Federal Spending Listed Above</b>                   |                                     | \$ 129,964,840.00             |

**Table O - Local Program Activities**

| Local Area Name                                                                                                                                                          | Total Participants Served | Adults                        | 535                      |                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------|--------------------------|--------------------|
|                                                                                                                                                                          |                           | Northwest Georgia<br>(Area 1) |                          | Dislocated Workers |
| Older Youth (19-21)                                                                                                                                                      | 92                        |                               |                          |                    |
| Younger Youth (14-18)                                                                                                                                                    | 203                       |                               |                          |                    |
| ETA Assigned #                                                                                                                                                           | 13210                     |                               |                          | Total Exiters      |
|                                                                                                                                                                          |                           | Dislocated Workers            | 594                      |                    |
|                                                                                                                                                                          |                           | Older Youth (19-21)           | 51                       |                    |
|                                                                                                                                                                          |                           | Younger Youth (14-18)         | 93                       |                    |
|                                                                                                                                                                          |                           | Negotiated Performance Level  | Actual Performance Level |                    |
| Customer Satisfaction                                                                                                                                                    | Program Participants      | 76.7%                         | 72.0%                    |                    |
|                                                                                                                                                                          | Employers                 | 79.0%                         | 78.0%                    |                    |
| Entered Employment Rate                                                                                                                                                  | Adults                    | 70.5%                         | 73.2%                    |                    |
|                                                                                                                                                                          | Dislocated Workers        | 79.0%                         | 81.3%                    |                    |
|                                                                                                                                                                          | Older Youth               | 62.0%                         | 52.3%                    |                    |
| Retention Rate                                                                                                                                                           | Adults                    | 79.5%                         | 86.2%                    |                    |
|                                                                                                                                                                          | Dislocated Workers        | 86.5%                         | 89.9%                    |                    |
|                                                                                                                                                                          | Older Youth               | 79.0%                         | 100.0%                   |                    |
|                                                                                                                                                                          | Younger Youth             | 64.0%                         | 47.3%                    |                    |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)                                                                               | Adults                    | \$11,187                      | \$13,980                 |                    |
|                                                                                                                                                                          | Dislocated Workers        | \$13,170                      | \$13,892                 |                    |
|                                                                                                                                                                          | Older Youth               | \$3,400                       | \$2,195                  |                    |
| Credential/Diploma Rate                                                                                                                                                  | Adults                    | 60.0%                         | 63.6%                    |                    |
|                                                                                                                                                                          | Dislocated Workers        | 60.0%                         | 66.3%                    |                    |
|                                                                                                                                                                          | Older Youth               | 45.0%                         | 51.8%                    |                    |
|                                                                                                                                                                          | Younger Youth             | 78.0%                         | 86.3%                    |                    |
| Skill Attainment Rate                                                                                                                                                    | Younger Youth             | 88.8%                         | 90.0%                    |                    |
| Placement in Employment or Education                                                                                                                                     | Youth (14-21)             | N/A                           | 59.4%                    |                    |
| Attainment of Degree or Certificate                                                                                                                                      | Youth (14-21)             | N/A                           | 81.6%                    |                    |
| Literacy or Numeracy Gains                                                                                                                                               | Youth (14-21)             | N/A                           | 84.6%                    |                    |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") |                           |                               |                          |                    |
| Overall Status of Local Performance                                                                                                                                      | Not Met                   |                               | Met                      |                    |
|                                                                                                                                                                          |                           |                               | Exceeded                 |                    |
|                                                                                                                                                                          |                           | X                             |                          |                    |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>Georgia Mountains<br>(Area 2)                                                                                                                     | <b>Total Participants Served</b> | <b>Adults</b> <b>213</b>                |                                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b> <b>535</b>    |                                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b> <b>33</b>    |                                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b> <b>111</b> |                                 |
| <b>ETA Assigned #</b><br><br>13050                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b> <b>102</b>                |                                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b> <b>253</b>    |                                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b> <b>19</b>    |                                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b> <b>24</b>  |                                 |
|                                                                                                                                                                                 |                                  | <b>Negotiated Performance Level</b>     | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 77.0%                                   | 71.4%                           |
|                                                                                                                                                                                 | <b>Employers</b>                 | 79.0%                                   | 80.0%                           |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 83.4%                                   | 68.6%                           |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 80.5%                                   | 76.9%                           |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 66.0%                                   | 62.5%                           |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 64.0%                                   | 48.5%                           |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 82.5%                                   | 78.0%                           |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.5%                                   | 76.1%                           |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 79.0%                                   | 90.9%                           |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 64.0%                                   | 48.5%                           |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>                                                                               | <b>Adults</b>                    | \$12,100                                | \$15,562                        |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$13,001                                | \$12,415                        |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$3,565                                 | \$4,132                         |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 63.1%                                   | 82.0%                           |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 72.6%                                   | 71.4%                           |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 45.0%                                   | 50.0%                           |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 72.0%                                   | 78.9%                           |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 84.0%                                   | 79.1%                           |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 55.8%                           |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 63.4%                           |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 20.0%                           |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                 |
|                                                                                                                                                                                 |                                  |                                         |                                 |
| <b>Overall Status of Local Performance</b>                                                                                                                                      | <b>Not Met</b>                   |                                         | <b>Met</b>                      |
|                                                                                                                                                                                 |                                  |                                         | <b>X</b>                        |
|                                                                                                                                                                                 |                                  | <b>Exceeded</b>                         |                                 |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                     |                                 |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------|---------------------------------|-----------------|
| <b>Local Area Name</b><br><br>City of Atlanta<br>(Area 3)                                                                                                                       | <b>Total Participants Served</b> | <b>Adults</b>                       | <b>1306</b>                     |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>           | <b>545</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>          | <b>327</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>        | <b>958</b>                      |                 |
| <b>ETA Assigned #</b><br><br>13235                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                       | <b>625</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>           | <b>177</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>          | <b>149</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>        | <b>280</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |                 |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 74.0%                               | 74.7%                           |                 |
|                                                                                                                                                                                 | <b>Employers</b>                 | 74.0%                               | 79.0%                           |                 |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 70.5%                               | 48.3%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 73.0%                               | 63.0%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 68.5%                               | 49.1%                           |                 |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 79.5%                               | 78.1%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.5%                               | 71.0%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 80.3%                               | 85.7%                           |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 75.0%                               | 73.1%                           |                 |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>                                                                               | <b>Adults</b>                    | \$10,625                            | \$9,150                         |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$13,082                            | \$18,175                        |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$3,400                             | \$2,073                         |                 |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 60.0%                               | 35.4%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 63.0%                               | 41.7%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 42.0%                               | 25.6%                           |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 78.0%                               | 78.9%                           |                 |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 85.7%                               | 94.9%                           |                 |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                 | 76.3%                           |                 |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                 | 74.5%                           |                 |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                 | 0.0%                            |                 |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                     |                                 |                 |
| <b>Overall Status of Local Performance</b>                                                                                                                                      |                                  | <b>Not Met</b>                      | <b>Met</b>                      | <b>Exceeded</b> |
|                                                                                                                                                                                 |                                  |                                     | <b>X</b>                        |                 |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                     |                                 |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------|---------------------------------|-----------------|
| <b>Local Area Name</b><br><br>Cobb County<br>(Area 4)                                                                                                                           | <b>Total Participants Served</b> | <b>Adults</b>                       | <b>325</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>           | <b>834</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>          | <b>226</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>        | <b>179</b>                      |                 |
| <b>ETA Assigned #</b><br><br>13245                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                       | <b>167</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>           | <b>530</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>          | <b>92</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>        | <b>30</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |                 |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 74.9%                               | 74.1%                           |                 |
|                                                                                                                                                                                 | <b>Employers</b>                 | 74.0%                               | 79.0%                           |                 |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 77.5%                               | 66.7%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 73.0%                               | 61.9%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 66.0%                               | 73.3%                           |                 |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 79.5%                               | 84.5%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.5%                               | 84.0%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 82.0%                               | 81.3%                           |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 67.0%                               | 42.9%                           |                 |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>                                                                               | <b>Adults</b>                    | \$12,100                            | \$13,572                        |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$15,180                            | \$22,140                        |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$2,811                             | \$1,858                         |                 |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 61.9%                               | 56.1%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 65.0%                               | 54.3%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 42.0%                               | 37.1%                           |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 70.0%                               | 14.3%                           |                 |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 84.0%                               | 52.6%                           |                 |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                 | 59.0%                           |                 |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                 | 27.3%                           |                 |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                 | 11.0%                           |                 |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                     |                                 |                 |
| (This row is currently blank)                                                                                                                                                   |                                  |                                     |                                 |                 |
| <b>Overall Status of Local Performance</b>                                                                                                                                      |                                  | <b>Not Met</b>                      | <b>Met</b>                      | <b>Exceeded</b> |
|                                                                                                                                                                                 |                                  |                                     | X                               |                 |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-------------------------------------|
| <b>Local Area Name</b><br><br>DeKalb County<br>(Area 5)                                                                                                                         | <b>Total Participants Served</b> | <b>Adults</b>                           | <b>956</b>                          |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>1715</b>                         |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>112</b>                          |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>688</b>                          |
| <b>ETA Assigned #</b><br><br>13240                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                           | <b>261</b>                          |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>504</b>                          |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>12</b>                           |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>82</b>                           |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 76.6%                                   | 73.0%                               |
|                                                                                                                                                                                 | <b>Employers</b>                 | 74.0%                                   | 79.0%                               |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 83.5%                                   | 84.5%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 80.0%                                   | 76.9%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 72.0%                                   | 100.0%                              |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 80.5%                                   | 83.7%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.6%                                   | 90.7%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 79.0%                                   | 100.0%                              |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 71.3%                                   | 75.0%                               |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings<br/>Change in Six Months (Older Youth)</b>                                                                           | <b>Adults</b>                    | \$11,398                                | \$14,175                            |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$15,180                                | \$14,565                            |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$3,400                                 | \$7,717                             |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 62.0%                                   | 65.2%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 68.0%                                   | 70.5%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 45.0%                                   | 100.0%                              |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 78.0%                                   | 82.4%                               |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 88.5%                                   | 82.2%                               |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 78.1%                               |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 78.9%                               |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 18.2%                               |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                     |
|                                                                                                                                                                                 |                                  |                                         |                                     |
| <b>Overall Status of Local Performance</b>                                                                                                                                      |                                  | <b>Not Met</b>                          | <b>Met</b>                          |
|                                                                                                                                                                                 |                                  |                                         | <b>Exceeded</b>                     |
|                                                                                                                                                                                 |                                  |                                         | <b>X</b>                            |

**Table O - Local Program Activities**

| Local Area Name                                                                                                                                                          | Total Participants Served | Adults                       |                          |     |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------------|--------------------------|-----|----------|
|                                                                                                                                                                          |                           | 456                          |                          |     |          |
| Fulton County<br>(Area 6)                                                                                                                                                |                           | Dislocated Workers           |                          | 791 |          |
|                                                                                                                                                                          |                           | Older Youth (19-21)          |                          | 102 |          |
|                                                                                                                                                                          |                           | Younger Youth (14-18)        |                          | 102 |          |
|                                                                                                                                                                          |                           |                              |                          |     |          |
| ETA Assigned #                                                                                                                                                           | Total Exiters             | Adults                       |                          |     |          |
|                                                                                                                                                                          |                           | 189                          |                          |     |          |
| 13250                                                                                                                                                                    |                           | Dislocated Workers           |                          | 364 |          |
|                                                                                                                                                                          |                           | Older Youth (19-21)          |                          | 41  |          |
|                                                                                                                                                                          |                           | Younger Youth (14-18)        |                          | 47  |          |
|                                                                                                                                                                          |                           |                              |                          |     |          |
|                                                                                                                                                                          |                           | Negotiated Performance Level | Actual Performance Level |     |          |
| Customer Satisfaction                                                                                                                                                    | Program Participants      | 74.0%                        | 72.4%                    |     |          |
|                                                                                                                                                                          | Employers                 | 74.0%                        | 79.0%                    |     |          |
| Entered Employment Rate                                                                                                                                                  | Adults                    | 65.0%                        | 54.6%                    |     |          |
|                                                                                                                                                                          | Dislocated Workers        | 79.5%                        | 73.7%                    |     |          |
|                                                                                                                                                                          | Older Youth               | 66.8%                        | 56.7%                    |     |          |
|                                                                                                                                                                          |                           |                              |                          |     |          |
| Retention Rate                                                                                                                                                           | Adults                    | 79.5%                        | 76.6%                    |     |          |
|                                                                                                                                                                          | Dislocated Workers        | 86.6%                        | 84.3%                    |     |          |
|                                                                                                                                                                          | Older Youth               | 79.0%                        | 70.0%                    |     |          |
|                                                                                                                                                                          | Younger Youth             | 67.0%                        | 50.0%                    |     |          |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)                                                                               | Adults                    | \$11,549                     | \$10,245                 |     |          |
|                                                                                                                                                                          | Dislocated Workers        | \$15,180                     | \$20,515                 |     |          |
|                                                                                                                                                                          | Older Youth               | \$2,790                      | \$3,232                  |     |          |
| Credential/Diploma Rate                                                                                                                                                  | Adults                    | 63.0%                        | 55.6%                    |     |          |
|                                                                                                                                                                          | Dislocated Workers        | 65.0%                        | 65.8%                    |     |          |
|                                                                                                                                                                          | Older Youth               | 40.0%                        | 9.4%                     |     |          |
|                                                                                                                                                                          | Younger Youth             | 70.0%                        | 89.5%                    |     |          |
| Skill Attainment Rate                                                                                                                                                    | Younger Youth             | 88.2%                        | 77.9%                    |     |          |
| Placement in Employment or Education                                                                                                                                     | Youth (14-21)             | N/A                          | 60.6%                    |     |          |
| Attainment of Degree or Certificate                                                                                                                                      | Youth (14-21)             | N/A                          | 50.0%                    |     |          |
| Literacy or Numeracy Gains                                                                                                                                               | Youth (14-21)             | N/A                          | 12.0%                    |     |          |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") |                           |                              |                          |     |          |
|                                                                                                                                                                          |                           |                              |                          |     |          |
| Overall Status of Local Performance                                                                                                                                      |                           | Not Met                      |                          | Met | Exceeded |
|                                                                                                                                                                          |                           |                              |                          | X   |          |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-------------------------------------|
| <b>Local Area Name</b><br><br>Atlanta Regional<br>(Area 7)                                                                                                                      | <b>Total Participants Served</b> | <b>Adults</b>                           | <b>1209</b>                         |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>1503</b>                         |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>333</b>                          |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>763</b>                          |
| <b>ETA Assigned #</b><br><br>13255                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                           | <b>477</b>                          |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>588</b>                          |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>117</b>                          |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>239</b>                          |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 74.0%                                   | 72.4%                               |
|                                                                                                                                                                                 | <b>Employers</b>                 | 74.0%                                   | 79.0%                               |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 72.0%                                   | 66.7%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 80.6%                                   | 75.5%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 66.1%                                   | 60.2%                               |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 79.5%                                   | 78.0%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 87.8%                                   | 84.8%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 79.0%                                   | 83.1%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 66.0%                                   | 62.8%                               |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>                                                                               | <b>Adults</b>                    | \$11,100                                | \$9,990                             |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$15,180                                | \$17,402                            |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$3,262                                 | \$3,261                             |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 66.7%                                   | 66.4%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 73.0%                                   | 69.1%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 45.0%                                   | 45.2%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 70.0%                                   | 78.5%                               |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 85.4%                                   | 93.6%                               |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 63.2%                               |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 65.6%                               |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 45.5%                               |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                     |
| <br>                                                                                                                                                                            |                                  |                                         |                                     |
| <b>Overall Status of Local Performance</b>                                                                                                                                      | <b>Not Met</b>                   |                                         | <b>Met</b>                          |
|                                                                                                                                                                                 |                                  |                                         | <b>X</b>                            |
| <b>Exceeded</b>                                                                                                                                                                 |                                  |                                         |                                     |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-------------------------------------|
| <b>Local Area Name</b><br><br>West Central Georgia<br>(Area 8)                                                                                                                  | <b>Total Participants Served</b> | <b>Adults</b> <b>958</b>                |                                     |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b> <b>1030</b>   |                                     |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b> <b>210</b>   |                                     |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b> <b>516</b> |                                     |
| <b>ETA Assigned #</b><br><br>13225                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b> <b>470</b>                |                                     |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b> <b>466</b>    |                                     |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b> <b>145</b>   |                                     |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b> <b>193</b> |                                     |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 76.8%                                   | 73.3%                               |
|                                                                                                                                                                                 | <b>Employers</b>                 | 78.9%                                   | 78.0%                               |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 70.5%                                   | 67.7%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 82.0%                                   | 74.9%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 58.0%                                   | 51.1%                               |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 82.0%                                   | 78.4%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.9%                                   | 88.9%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 79.9%                                   | 82.1%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 64.0%                                   | 38.0%                               |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change<br/>in Six Months (Older Youth)</b>                                                                           | <b>Adults</b>                    | \$10,767                                | \$10,683                            |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,487                                | \$12,254                            |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$2,790                                 | \$3,555                             |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 68.0%                                   | 58.8%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 73.0%                                   | 60.4%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 38.0%                                   | 9.5%                                |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 70.0%                                   | 69.5%                               |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 84.0%                                   | 55.4%                               |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 45.4%                               |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 40.0%                               |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 9.0%                                |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                     |
|                                                                                                                                                                                 |                                  |                                         |                                     |
| <b>Overall Status of Local Performance</b>                                                                                                                                      |                                  | <b>Not Met</b>                          | <b>Met</b>                          |
|                                                                                                                                                                                 |                                  |                                         | <b>X</b>                            |
|                                                                                                                                                                                 |                                  | <b>Exceeded</b>                         |                                     |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-------------------------------------|
| <b>Local Area Name</b><br><br>Northeast Georgia<br>(Area 9)                                                                                                                     | <b>Total Participants Served</b> | <b>Adults</b>                           | 612                                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | 658                                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | 99                                  |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | 521                                 |
| <b>ETA Assigned #</b><br><br>13275                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                           | 256                                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | 257                                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | 43                                  |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | 142                                 |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 76.2%                                   | 74.1%                               |
|                                                                                                                                                                                 | <b>Employers</b>                 | 77.0%                                   | 79.0%                               |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 80.7%                                   | 71.9%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 80.7%                                   | 70.2%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 70.2%                                   | 61.8%                               |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 82.5%                                   | 82.2%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.5%                                   | 84.0%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 79.0%                                   | 88.2%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 67.8%                                   | 56.8%                               |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change<br/>in Six Months (Older Youth)</b>                                                                           | <b>Adults</b>                    | \$12,100                                | \$11,920                            |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,420                                | \$12,997                            |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$2,790                                 | \$4,894                             |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 63.9%                                   | 59.5%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 69.5%                                   | 60.3%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 42.0%                                   | 51.3%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 70.0%                                   | 84.0%                               |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 87.5%                                   | 93.4%                               |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 57.9%                               |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 77.3%                               |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 78.0%                               |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                     |
|                                                                                                                                                                                 |                                  |                                         |                                     |
| <b>Overall Status of Local Performance</b>                                                                                                                                      |                                  | <b>Not Met</b>                          | <b>Met</b>                          |
|                                                                                                                                                                                 |                                  |                                         | <b>X</b>                            |
|                                                                                                                                                                                 |                                  | <b>Exceeded</b>                         |                                     |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                     |                                 |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------|---------------------------------|-----------------|
| <b>Local Area Name</b><br><br>Macon-Bibb<br>(Area 10)                                                                                                                           | <b>Total Participants Served</b> | <b>Adults</b>                       | <b>208</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>           | <b>111</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>          | <b>42</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>        | <b>148</b>                      |                 |
| <b>ETA Assigned #</b><br><br>13295                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                       | <b>87</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>           | <b>30</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>          | <b>17</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>        | <b>52</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |                 |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 76.5%                               | 71.8%                           |                 |
|                                                                                                                                                                                 | <b>Employers</b>                 | 77.9%                               | 78.0%                           |                 |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 83.5%                               | 80.0%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 73.0%                               | 58.8%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 58.0%                               | 58.3%                           |                 |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 82.5%                               | 71.2%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.5%                               | 87.5%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 82.0%                               | 83.3%                           |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 68.6%                               | 67.5%                           |                 |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>                                                                               | <b>Adults</b>                    | \$11,617                            | \$12,272                        |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,442                            | \$12,182                        |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$3,400                             | \$2,820                         |                 |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 65.5%                               | 66.7%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 63.0%                               | 41.9%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 38.0%                               | 16.7%                           |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 70.0%                               | 75.0%                           |                 |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 84.0%                               | 94.4%                           |                 |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                 | 49.1%                           |                 |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                 | 33.3%                           |                 |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                 | 0.0%                            |                 |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                     |                                 |                 |
| (This row is intentionally blank for additional performance indicators)                                                                                                         |                                  |                                     |                                 |                 |
| <b>Overall Status of Local Performance</b>                                                                                                                                      |                                  | <b>Not Met</b>                      | <b>Met</b>                      | <b>Exceeded</b> |
|                                                                                                                                                                                 |                                  |                                     | X                               |                 |

**Table O - Local Program Activities**

| Local Area Name                                                                                                                                                          | Total Participants Served | Adults                       |                          |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------------|--------------------------|----------|
|                                                                                                                                                                          |                           |                              | 223                      |          |
| Middle Georgia<br>(Area 11)                                                                                                                                              |                           | Dislocated Workers           |                          | 344      |
|                                                                                                                                                                          |                           | Older Youth (19-21)          |                          | 55       |
|                                                                                                                                                                          |                           | Younger Youth (14-18)        |                          | 160      |
|                                                                                                                                                                          |                           |                              |                          |          |
| ETA Assigned #                                                                                                                                                           | Total Exiters             | Adults                       |                          |          |
|                                                                                                                                                                          |                           |                              | 69                       |          |
| 13265                                                                                                                                                                    |                           | Dislocated Workers           |                          | 69       |
|                                                                                                                                                                          |                           | Older Youth (19-21)          |                          | 13       |
|                                                                                                                                                                          |                           | Younger Youth (14-18)        |                          | 54       |
|                                                                                                                                                                          |                           |                              |                          |          |
|                                                                                                                                                                          |                           | Negotiated Performance Level | Actual Performance Level |          |
| Customer Satisfaction                                                                                                                                                    | Program Participants      | 74.0%                        | 74.8%                    |          |
|                                                                                                                                                                          | Employers                 | 77.9%                        | 78.0%                    |          |
| Entered Employment Rate                                                                                                                                                  | Adults                    | 82.8%                        | 83.8%                    |          |
|                                                                                                                                                                          | Dislocated Workers        | 73.0%                        | 78.4%                    |          |
|                                                                                                                                                                          | Older Youth               | 66.9%                        | 85.7%                    |          |
| Retention Rate                                                                                                                                                           | Adults                    | 82.5%                        | 90.9%                    |          |
|                                                                                                                                                                          | Dislocated Workers        | 89.5%                        | 88.0%                    |          |
|                                                                                                                                                                          | Older Youth               | 82.0%                        | 100.0%                   |          |
|                                                                                                                                                                          | Younger Youth             | 75.0%                        | 68.0%                    |          |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)                                                                               | Adults                    | \$12,100                     | \$13,614                 |          |
|                                                                                                                                                                          | Dislocated Workers        | \$14,626                     | \$15,804                 |          |
|                                                                                                                                                                          | Older Youth               | \$3,565                      | \$11,720                 |          |
| Credential/Diploma Rate                                                                                                                                                  | Adults                    | 61.6%                        | 75.6%                    |          |
|                                                                                                                                                                          | Dislocated Workers        | 63.0%                        | 73.1%                    |          |
|                                                                                                                                                                          | Older Youth               | 45.0%                        | 37.5%                    |          |
|                                                                                                                                                                          | Younger Youth             | 78.0%                        | 87.0%                    |          |
| Skill Attainment Rate                                                                                                                                                    | Younger Youth             | 86.4%                        | 83.1%                    |          |
| Placement in Employment or Education                                                                                                                                     | Youth (14-21)             | N/A                          | 74.1%                    |          |
| Attainment of Degree or Certificate                                                                                                                                      | Youth (14-21)             | N/A                          | 77.1%                    |          |
| Literacy or Numeracy Gains                                                                                                                                               | Youth (14-21)             | N/A                          | 0.0%                     |          |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") |                           |                              |                          |          |
| Overall Status of Local Performance                                                                                                                                      | Not Met                   |                              | Met                      | Exceeded |
|                                                                                                                                                                          |                           |                              |                          | X        |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-------------------------------------|
| <b>Local Area Name</b><br><br>Richmond-Burke<br>(Area 12)                                                                                                                       | <b>Total Participants Served</b> | <b>Adults</b>                           | <b>503</b>                          |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>182</b>                          |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>100</b>                          |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>179</b>                          |
| <b>ETA Assigned #</b><br><br>13195                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                           | <b>129</b>                          |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>43</b>                           |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>50</b>                           |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>70</b>                           |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 77.0%                                   | 75.5%                               |
|                                                                                                                                                                                 | <b>Employers</b>                 | 75.9%                                   | 80.0%                               |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 79.4%                                   | 89.7%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 85.5%                                   | 86.5%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 72.0%                                   | 61.9%                               |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 79.5%                                   | 89.5%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.5%                                   | 97.1%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 81.2%                                   | 82.8%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 73.2%                                   | 79.2%                               |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change<br/>in Six Months (Older Youth)</b>                                                                           | <b>Adults</b>                    | \$9,900                                 | \$10,559                            |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,420                                | \$12,373                            |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$3,565                                 | \$4,792                             |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 66.7%                                   | 90.2%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 73.0%                                   | 86.8%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 45.0%                                   | 33.9%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 72.9%                                   | 81.3%                               |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 92.0%                                   | 94.3%                               |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 59.5%                               |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 46.8%                               |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 0.0%                                |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                     |
|                                                                                                                                                                                 |                                  |                                         |                                     |
| <b>Overall Status of Local Performance</b>                                                                                                                                      | <b>Not Met</b>                   |                                         | <b>Met</b>                          |
|                                                                                                                                                                                 |                                  |                                         | <b>Exceeded<br/>X</b>               |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                     |                                 |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------|---------------------------------|-----------------|
| <b>Local Area Name</b><br><br>East Central Georgia<br>(Area 13)                                                                                                                 | <b>Total Participants Served</b> | <b>Adults</b>                       | <b>316</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>           | <b>197</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>          | <b>34</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>        | <b>220</b>                      |                 |
| <b>ETA Assigned #</b><br><br>13260                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                       | <b>132</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>           | <b>99</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>          | <b>20</b>                       |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>        | <b>100</b>                      |                 |
|                                                                                                                                                                                 |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |                 |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 74.0%                               | 82.2%                           |                 |
|                                                                                                                                                                                 | <b>Employers</b>                 | 75.9%                               | 80.0%                           |                 |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 70.5%                               | 75.9%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 79.0%                               | 87.1%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 58.0%                               | 38.7%                           |                 |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 82.5%                               | 89.5%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 89.5%                               | 94.0%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 79.0%                               | 87.5%                           |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 64.0%                               | 35.0%                           |                 |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>                                                                               | <b>Adults</b>                    | \$10,787                            | \$13,150                        |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,420                            | \$11,654                        |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$2,790                             | \$2,867                         |                 |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 60.0%                               | 79.7%                           |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 60.0%                               | 86.5%                           |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 38.0%                               | 8.8%                            |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 70.0%                               | 43.6%                           |                 |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 84.0%                               | 76.0%                           |                 |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                 | 36.1%                           |                 |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                 | 69.0%                           |                 |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                 | 0.0%                            |                 |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                     |                                 |                 |
|                                                                                                                                                                                 |                                  |                                     |                                 |                 |
| <b>Overall Status of Local Performance</b>                                                                                                                                      |                                  | <b>Not Met</b>                      | <b>Met</b>                      | <b>Exceeded</b> |
|                                                                                                                                                                                 |                                  |                                     | X                               |                 |

**Table O - Local Program Activities**

| Local Area Name                                                                                                                                                          | Total Participants Served | Adults                | 120           |                                 |                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------|---------------|---------------------------------|-----------------------------|
|                                                                                                                                                                          |                           | Dislocated Workers    | 108           |                                 |                             |
| Lower Chattahoochee<br>(Area 14)                                                                                                                                         |                           | Older Youth (19-21)   | 85            |                                 |                             |
|                                                                                                                                                                          |                           | Younger Youth (14-18) | 243           |                                 |                             |
|                                                                                                                                                                          |                           | ETA Assigned #        | Total Exiters | Adults                          | 35                          |
|                                                                                                                                                                          |                           | 13110                 |               | Dislocated Workers              | 55                          |
| Older Youth (19-21)                                                                                                                                                      | 31                        |                       |               |                                 |                             |
| Younger Youth (14-18)                                                                                                                                                    | 45                        |                       |               |                                 |                             |
|                                                                                                                                                                          |                           |                       |               | Negotiated<br>Performance Level | Actual<br>Performance Level |
| Customer Satisfaction                                                                                                                                                    | Program Participants      | 76.4%                 | 76.2%         |                                 |                             |
|                                                                                                                                                                          | Employers                 | 78.7%                 | 77.0%         |                                 |                             |
| Entered Employment Rate                                                                                                                                                  | Adults                    | 77.5%                 | 90.0%         |                                 |                             |
|                                                                                                                                                                          | Dislocated Workers        | 79.5%                 | 84.6%         |                                 |                             |
|                                                                                                                                                                          | Older Youth               | 68.0%                 | 34.5%         |                                 |                             |
|                                                                                                                                                                          | Younger Youth             | 75.0%                 | 57.7%         |                                 |                             |
| Retention Rate                                                                                                                                                           | Adults                    | 79.5%                 | 88.2%         |                                 |                             |
|                                                                                                                                                                          | Dislocated Workers        | 86.5%                 | 95.0%         |                                 |                             |
|                                                                                                                                                                          | Older Youth               | 82.0%                 | 66.7%         |                                 |                             |
|                                                                                                                                                                          | Younger Youth             | 75.0%                 | 57.7%         |                                 |                             |
| Average Earnings (Adults/Dislocated Workers) / Earnings<br>Change in Six Months (Older Youth)                                                                            | Adults                    | \$10,516              | \$13,802      |                                 |                             |
|                                                                                                                                                                          | Dislocated Workers        | \$12,983              | \$13,253      |                                 |                             |
|                                                                                                                                                                          | Older Youth               | \$3,565               | \$5,669       |                                 |                             |
| Credential/Diploma Rate                                                                                                                                                  | Adults                    | 60.0%                 | 52.9%         |                                 |                             |
|                                                                                                                                                                          | Dislocated Workers        | 65.0%                 | 55.3%         |                                 |                             |
|                                                                                                                                                                          | Older Youth               | 42.0%                 | 0.0%          |                                 |                             |
|                                                                                                                                                                          | Younger Youth             | 78.0%                 | 81.0%         |                                 |                             |
| Skill Attainment Rate                                                                                                                                                    | Younger Youth             | 92.0%                 | 93.0%         |                                 |                             |
| Placement in Employment or Education                                                                                                                                     | Youth (14-21)             | N/A                   | 46.1%         |                                 |                             |
| Attainment of Degree or Certificate                                                                                                                                      | Youth (14-21)             | N/A                   | 72.6%         |                                 |                             |
| Literacy or Numeracy Gains                                                                                                                                               | Youth (14-21)             | N/A                   | 0.0%          |                                 |                             |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") |                           |                       |               |                                 |                             |
|                                                                                                                                                                          |                           |                       |               |                                 |                             |
| Overall Status of Local Performance                                                                                                                                      | Not Met                   |                       | Met           |                                 |                             |
|                                                                                                                                                                          |                           |                       | Exceeded<br>X |                                 |                             |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                     |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-------------------------------------|-----------------|
| <b>Local Area Name</b><br><br>Middle Flint<br>(Area 15)                                                                                                                         | <b>Total Participants Served</b> | <b>Adults</b>                           | <b>168</b>                          |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>178</b>                          |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>43</b>                           |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>38</b>                           |                 |
| <b>ETA Assigned #</b><br><br>13285                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                           | <b>96</b>                           |                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>65</b>                           |                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>32</b>                           |                 |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>33</b>                           |                 |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |                 |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 74.7%                                   | 74.7%                               |                 |
|                                                                                                                                                                                 | <b>Employers</b>                 | 78.7%                                   | 77.0%                               |                 |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 80.9%                                   | 69.6%                               |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 82.4%                                   | 84.6%                               |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 60.0%                                   | 58.3%                               |                 |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 82.5%                                   | 78.9%                               |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.5%                                   | 93.8%                               |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 79.0%                                   | 83.3%                               |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 67.0%                                   | 65.0%                               |                 |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change<br/>in Six Months (Older Youth)</b>                                                                           | <b>Adults</b>                    | \$10,990                                | \$13,900                            |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,420                                | \$13,205                            |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$2,790                                 | \$3,072                             |                 |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 60.0%                                   | 68.2%                               |                 |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 65.0%                                   | 80.8%                               |                 |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 43.1%                                   | 65.2%                               |                 |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 70.0%                                   | 84.4%                               |                 |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 84.0%                                   | 82.1%                               |                 |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 75.9%                               |                 |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 77.8%                               |                 |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 86.3%                               |                 |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                     |                 |
| (This row is intentionally blank for additional indicators)                                                                                                                     |                                  |                                         |                                     |                 |
| <b>Overall Status of Local Performance</b>                                                                                                                                      |                                  | <b>Not Met</b>                          | <b>Met</b>                          | <b>Exceeded</b> |
|                                                                                                                                                                                 |                                  |                                         |                                     | <b>X</b>        |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-------------------------------------|
| <b>Local Area Name</b><br><br>Heart of Georgia<br>(Area 16)                                                                                                                     | <b>Total Participants Served</b> | <b>Adults</b>                           | 459                                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | 333                                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | 56                                  |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | 470                                 |
| <b>ETA Assigned #</b><br><br>13280                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                           | 145                                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | 163                                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | 34                                  |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | 141                                 |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 77.0%                                   | 75.7%                               |
|                                                                                                                                                                                 | <b>Employers</b>                 | 79.0%                                   | 78.0%                               |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 83.5%                                   | 74.5%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 85.5%                                   | 73.7%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 67.1%                                   | 78.6%                               |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 82.5%                                   | 92.6%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 86.5%                                   | 87.0%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 82.0%                                   | 80.0%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 75.0%                                   | 80.0%                               |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change<br/>in Six Months (Older Youth)</b>                                                                           | <b>Adults</b>                    | \$10,758                                | \$12,719                            |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,420                                | \$11,163                            |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$2,790                                 | \$4,642                             |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 60.0%                                   | 66.9%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 65.0%                                   | 65.8%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 45.0%                                   | 81.0%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 78.0%                                   | 75.4%                               |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 92.0%                                   | 84.1%                               |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 78.4%                               |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 76.3%                               |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 62.5%                               |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                     |
|                                                                                                                                                                                 |                                  |                                         |                                     |
| <b>Overall Status of Local Performance</b>                                                                                                                                      | <b>Not Met</b>                   |                                         | <b>Met</b>                          |
|                                                                                                                                                                                 |                                  |                                         | <b>Exceeded</b><br>X                |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-------------------------------------|
| <b>Local Area Name</b><br><br>Southwest Georgia<br>(Area 17)                                                                                                                    | <b>Total Participants Served</b> | <b>Adults</b>                           | <b>756</b>                          |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>531</b>                          |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>105</b>                          |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>477</b>                          |
| <b>ETA Assigned #</b><br><br>13075                                                                                                                                              | <b>Total Exiters</b>             | <b>Adults</b>                           | <b>212</b>                          |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>85</b>                           |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>34</b>                           |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>117</b>                          |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 74.4%                                   | 70.8%                               |
|                                                                                                                                                                                 | <b>Employers</b>                 | 77.8%                                   | 77.0%                               |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 78.6%                                   | 68.2%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 79.7%                                   | 75.4%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 58.0%                                   | 37.5%                               |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 79.5%                                   | 84.9%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 87.7%                                   | 90.4%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 82.0%                                   | 86.7%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 64.0%                                   | 47.7%                               |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>                                                                               | <b>Adults</b>                    | \$11,104                                | \$12,925                            |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,420                                | \$12,964                            |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$3,565                                 | \$6,039                             |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 65.7%                                   | 70.3%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 63.0%                                   | 57.0%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 44.9%                                   | 50.0%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 70.0%                                   | 84.5%                               |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 86.7%                                   | 68.7%                               |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 48.5%                               |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 87.4%                               |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 51.4%                               |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                     |
|                                                                                                                                                                                 |                                  |                                         |                                     |
| <b>Overall Status of Local Performance</b>                                                                                                                                      | <b>Not Met</b>                   |                                         | <b>Met</b>                          |
|                                                                                                                                                                                 |                                  |                                         | <b>Exceeded<br/>X</b>               |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-----------------------------------------|
| <b>Local Area Name</b><br><br>South Georgia<br>(Area 18)                                                                                                                        | <b>Total Participants Served</b> | <b>Adults</b>                           | <b>377</b>                              |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>359</b>                              |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>100</b>                              |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>298</b>                              |
| <b>ETA Assigned #</b><br><br>New # 13300 (was 13290)                                                                                                                            | <b>Total Exiters</b>             | <b>Adults</b>                           | <b>152</b>                              |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | <b>148</b>                              |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | <b>11</b>                               |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | <b>31</b>                               |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance<br/>Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 75.9%                                   | 72.0%                                   |
|                                                                                                                                                                                 | <b>Employers</b>                 | 79.0%                                   | 77.0%                                   |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 83.5%                                   | 81.8%                                   |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 82.9%                                   | 94.3%                                   |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 72.0%                                   | 100.0%                                  |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 82.5%                                   | 88.2%                                   |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 88.2%                                   | 85.9%                                   |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 79.0%                                   | 100.0%                                  |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 75.0%                                   | 80.0%                                   |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth)</b>                                                                               | <b>Adults</b>                    | \$12,100                                | \$12,348                                |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,420                                | \$11,717                                |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$2,790                                 | \$9,339                                 |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 68.0%                                   | 76.9%                                   |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 73.0%                                   | 71.8%                                   |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 45.0%                                   | 88.9%                                   |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 72.7%                                   | 100.0%                                  |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 92.0%                                   | 89.9%                                   |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 94.9%                                   |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 93.3%                                   |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 25.4%                                   |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                         |
|                                                                                                                                                                                 |                                  |                                         |                                         |
| <b>Overall Status of Local Performance</b>                                                                                                                                      | <b>Not Met</b>                   |                                         | <b>Met</b>                              |
|                                                                                                                                                                                 |                                  |                                         | <b>Exceeded</b>                         |
|                                                                                                                                                                                 |                                  | <b>X</b>                                |                                         |

**Table O - Local Program Activities**

|                                                                                                                                                                                 |                                  |                                         |                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|-------------------------------------|
| <b>Local Area Name</b><br><br>Southeast Georgia<br>(Area 19)                                                                                                                    | <b>Total Participants Served</b> | <b>Adults</b>                           | 247                                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | 236                                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | 84                                  |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | 68                                  |
| <b>ETA Assigned #</b><br><br>New # 13305 (was 13095)                                                                                                                            | <b>Total Exiters</b>             | <b>Adults</b>                           | 113                                 |
|                                                                                                                                                                                 |                                  | <b>Dislocated Workers</b>               | 126                                 |
|                                                                                                                                                                                 |                                  | <b>Older Youth (19-21)</b>              | 35                                  |
|                                                                                                                                                                                 |                                  | <b>Younger Youth (14-18)</b>            | 29                                  |
|                                                                                                                                                                                 |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| <b>Customer Satisfaction</b>                                                                                                                                                    | <b>Program Participants</b>      | 77.0%                                   | 76.0%                               |
|                                                                                                                                                                                 | <b>Employers</b>                 | 79.0%                                   | 77.0%                               |
| <b>Entered Employment Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 83.5%                                   | 93.2%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 85.5%                                   | 90.0%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 72.0%                                   | 90.0%                               |
| <b>Retention Rate</b>                                                                                                                                                           | <b>Adults</b>                    | 82.5%                                   | 93.1%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 89.5%                                   | 96.4%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 82.0%                                   | 96.3%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 75.0%                                   | 0.0%                                |
| <b>Average Earnings (Adults/Dislocated Workers) / Earnings Change<br/>in Six Months (Older Youth)</b>                                                                           | <b>Adults</b>                    | \$12,100                                | \$13,378                            |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | \$12,478                                | \$14,183                            |
|                                                                                                                                                                                 | <b>Older Youth</b>               | \$3,565                                 | \$11,885                            |
| <b>Credential/Diploma Rate</b>                                                                                                                                                  | <b>Adults</b>                    | 68.0%                                   | 87.3%                               |
|                                                                                                                                                                                 | <b>Dislocated Workers</b>        | 69.2%                                   | 73.2%                               |
|                                                                                                                                                                                 | <b>Older Youth</b>               | 45.0%                                   | 88.5%                               |
|                                                                                                                                                                                 | <b>Younger Youth</b>             | 70.0%                                   | 96.3%                               |
| <b>Skill Attainment Rate</b>                                                                                                                                                    | <b>Younger Youth</b>             | 84.0%                                   | 74.8%                               |
| <b>Placement in Employment or Education</b>                                                                                                                                     | <b>Youth (14-21)</b>             | N/A                                     | 77.8%                               |
| <b>Attainment of Degree or Certificate</b>                                                                                                                                      | <b>Youth (14-21)</b>             | N/A                                     | 45.7%                               |
| <b>Literacy or Numeracy Gains</b>                                                                                                                                               | <b>Youth (14-21)</b>             | N/A                                     | 0.0%                                |
| <b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b> |                                  |                                         |                                     |
| (Empty row for additional indicators)                                                                                                                                           |                                  |                                         |                                     |
| <b>Overall Status of Local Performance</b>                                                                                                                                      |                                  | <b>Not Met</b>                          | <b>Met</b>                          |
|                                                                                                                                                                                 |                                  |                                         | <b>X</b>                            |

**Table O - Local Program Activities**

| Local Area Name                                                                                                                                                          | Total Participants Served | Adults                                  |                                     |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------------------|-------------------------------------|----------|
|                                                                                                                                                                          |                           | 351                                     |                                     |          |
| Coastal<br>(Area 20)                                                                                                                                                     |                           | Dislocated Workers                      |                                     | 508      |
|                                                                                                                                                                          |                           | Older Youth (19-21)                     |                                     | 178      |
|                                                                                                                                                                          |                           | Younger Youth (14-18)                   |                                     | 307      |
|                                                                                                                                                                          |                           |                                         |                                     |          |
| ETA Assigned #                                                                                                                                                           | Total Exiters             | Adults                                  |                                     | 118      |
|                                                                                                                                                                          |                           | Dislocated Workers                      |                                     | 157      |
|                                                                                                                                                                          |                           | Older Youth (19-21)                     |                                     | 80       |
|                                                                                                                                                                          |                           | Younger Youth (14-18)                   |                                     | 100      |
|                                                                                                                                                                          |                           | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |          |
| Customer Satisfaction                                                                                                                                                    | Program Participants      | 74.2%                                   | 76.0%                               |          |
|                                                                                                                                                                          | Employers                 | 74.5%                                   | 78.0%                               |          |
| Entered Employment Rate                                                                                                                                                  | Adults                    | 81.2%                                   | 75.0%                               |          |
|                                                                                                                                                                          | Dislocated Workers        | 81.7%                                   | 80.9%                               |          |
|                                                                                                                                                                          | Older Youth               | 60.0%                                   | 66.7%                               |          |
| Retention Rate                                                                                                                                                           | Adults                    | 81.8%                                   | 88.3%                               |          |
|                                                                                                                                                                          | Dislocated Workers        | 86.5%                                   | 88.4%                               |          |
|                                                                                                                                                                          | Older Youth               | 82.0%                                   | 88.2%                               |          |
|                                                                                                                                                                          | Younger Youth             | 64.0%                                   | 65.0%                               |          |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change<br>in Six Months (Older Youth)                                                                            | Adults                    | \$11,183                                | \$13,286                            |          |
|                                                                                                                                                                          | Dislocated Workers        | \$14,504                                | \$15,453                            |          |
|                                                                                                                                                                          | Older Youth               | \$3,517                                 | \$2,359                             |          |
| Credential/Diploma Rate                                                                                                                                                  | Adults                    | 61.1%                                   | 53.8%                               |          |
|                                                                                                                                                                          | Dislocated Workers        | 63.0%                                   | 48.4%                               |          |
|                                                                                                                                                                          | Older Youth               | 40.0%                                   | 50.0%                               |          |
|                                                                                                                                                                          | Younger Youth             | 70.0%                                   | 67.5%                               |          |
| Skill Attainment Rate                                                                                                                                                    | Younger Youth             | 84.0%                                   | 87.5%                               |          |
| Placement in Employment or Education                                                                                                                                     | Youth (14-21)             | N/A                                     | 63.9%                               |          |
| Attainment of Degree or Certificate                                                                                                                                      | Youth (14-21)             | N/A                                     | 61.0%                               |          |
| Literacy or Numeracy Gains                                                                                                                                               | Youth (14-21)             | N/A                                     | 14.3%                               |          |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") |                           |                                         |                                     |          |
|                                                                                                                                                                          |                           |                                         |                                     |          |
| Overall Status of Local Performance                                                                                                                                      | Not Met                   |                                         | Met                                 | Exceeded |
|                                                                                                                                                                          |                           |                                         |                                     | X        |