



PROGRAM YEAR 2005
JULY 1, 2005 THROUGH JUNE 30, 2006







STATE OF ARIZONA

JANET NAPOLITANO
GOVERNOR

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I am pleased to present the Arizona Workforce Connections' Annual Report. Workforce development opportunities in Arizona are numerous. Each year close to 200,000 new residents call Arizona their home. We have a growing economy, sustained by our base industries and complimented by new and emerging industries such as biotechnology. Our unemployment rate is the lowest it's been in years and we continue to grow a strong pipeline of "home grown" talent.

In this global market where talent is the paramount, we must continue to focus on where we want to be, not where we've been. To turn these workforce development opportunities into true successes a coordinated and solutions based workforce system is crucial. The Arizona Workforce Connections system continues to focus on system improvement and collaboration. Local Workforce Investment Boards are aligning their resources to serve as catalysts to support current and emerging industries. New and innovative partnerships are created daily, leveraging resources and establishing new opportunities.

Furthermore, aligning workforce and economic development activities is no longer just being "talked" about, we now see change happening. For example, the City of Phoenix's Economic and Workforce development units have merged to make one comprehensive Community and Economic Development division. Additionally, the Arizona Association of Economic Development is bringing workforce and economic development practitioners around the same table learning to speak the same language and use the same tools.

I thank both the Governor's Council on Workforce Policy and Local Workforce Investment Boards throughout the State for their leadership and vision to these programs and services. I look forward to continued success in the years ahead.

Yours very truly,

A handwritten signature in black ink, appearing to read "Janet Napolitano", with a long horizontal flourish extending to the right.

Janet Napolitano
Governor



Governor's Council on Workforce Policy

The Honorable Elaine L. Chao
Secretary of Labor
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, D.C. 20210

Dear Secretary Chao:

On behalf of the Arizona Governor's Council on Workforce Policy (GCWP), I present the Workforce Investment Act Title IB Annual Report for Program Year 2005.

Under Governor Napolitano's leadership, the Council, State Agencies and the Local Workforce Investment Areas have worked together to achieve a higher level of effectiveness and success for the citizens of our State. It is my pleasure to report that Arizona's workforce system continues to make substantive progress towards exceeding all performance standards required under the WIA legislation.

Ten months ago, Governor Napolitano charged the Council with realigning the mission of Arizona's workforce system to concentrate on the priorities of our business community. Specifically, we have focused on three strategic areas:

- **Strengthening the State's relationship with the business community**
- **Creating an effective business services delivery system**
- **Actively engaging Arizona's economic development community**

To accelerate our plans, the Governor and the Council created Business Outreach Grants for the Local Workforce Investment Areas. The goal of these specialized grants is to rapidly expand workforce services to the local business community. These grants will help accelerate the growth of a skilled workforce, which is critical to Arizona's economic prosperity and development.

Arizona will continue to attract individuals interested in our State's unique culture, natural beauty, enviable winter temperatures and positive business climate. We must, as a State, commit ourselves to the promise of economic prosperity for all residents.

I look forward to working with the Governor's Office and members of the Council to facilitate the development of a highly skilled, 21st Century workforce.

Sincerely,



Lisa Lovallo
Chair, Governor's Council on Workforce Policy

Lisa Marie Lovallo
Spot-On Consulting

Hank Atha
Pima County

Elaine S. Babcock
Southwest Gas

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FFA Foundation

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Deanna Salazar
Blue Cross Blue Shield

Dina Rojas Sanchez
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Steven Speer
IBEW

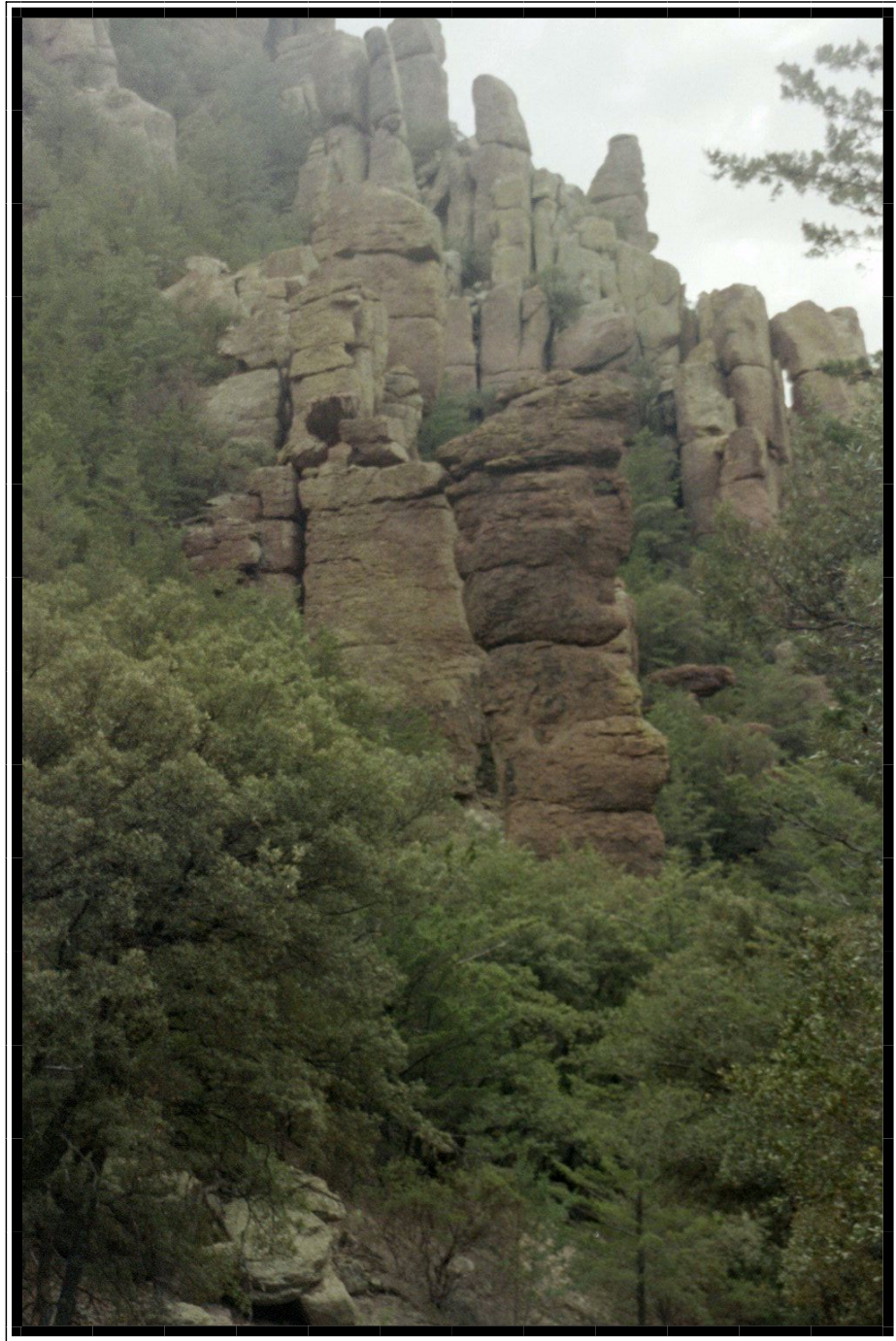
Joe Standley
CA Field Iron Workers District Council

Dr. Mary Vanis
Maricopa Community Colleges

Richmond Vincent, Jr.
JP Morgan Chase Bank, N.A.

Tracy Wareing
AZ Department of
Economic Security

Joan Warren
Central Arizona College



Annual Report

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Arizona's Workforce Connection

The Governor's Council on Workforce Policy (GCWP), Arizona's State Workforce Board, is comprised of 35 members representing private industry, education, human services, and organized labor. Under Governor Napolitano's leadership, the GCWP adopted a Strategic Plan in 2005 to work with the Department of Commerce, Economic Development Commission, and the Governor's P-20 Council to move Arizona's workforce forward and meet the needs of a global economy.

The Governor identified three strategies to improve the *Arizona Workforce Connection* system:

- Strengthen the State's relationship with the business community;
- Create an effective business services delivery system; and
- Actively engage Arizona's economic development community.

These critical business areas guided the GCWP in its creation of a new committee structure to support three strategic initiatives:

- The Operation Committee's mission is to create a workforce development system that focuses on continuous improvement.
- The Marketing/Public Relation Committee's goal is to solidify a more effective relationship with business.
- The Economic Development Committee has been assigned to work more constructively with economic development professionals and agencies.

The Interagency Team operates as an interdisciplinary clearinghouse for workforce issues impacting the State. The team is comprised of workforce professionals representing the Governor's Office and three state workforce agencies: the Departments of Commerce, Economic Security, and Education. The team reviews workforce issues and provides technical assistance and guidance to the GCWP and its committees. The team and its efforts were identified in Program Year (PY) 2005 by the U.S. Department of Labor as a promising practice.

The *Arizona Workforce Connection* system encompasses 15 Local Workforce Investment Areas, including the Nineteen Tribal Nation Consortium that serves Arizona's tribes. Included in the system are 23 comprehensive One-Stop Centers, numerous affiliated sites and the Arizona Virtual OneStop website that provides workforce services throughout the state.

Economic Environment

Between PY 2004 and PY 2005 (July 2004 – June 2006), Arizona's seasonally adjusted unemployment rate decreased from 4.7% in PY 2004 to 4.6% in PY 2005. According to figures released for June 2006, an average of 129,900 non-farm jobs were added over-the-year (OTY = July 2005 – June 2006) for an annual average gain of 5.3%, and demonstrated a steady increase of employment in the State.

In comparison to the rest of the nation in June 2006, Arizona's OTY non-farm employment growth was ranked fourth in the nation, just behind Idaho, Nevada, and Utah. Industries with the most rapid rates of growth included leisure and hospitality; construction; educational and health services; and natural resources and mining.

From PY 2004 to PY 2005, the construction industry experienced an increase of 26,800 jobs (13.1%). Jobs in construction of buildings and heavy construction grew by 8,400 jobs (13.3%) Specialty trades added 18,400 jobs (13.1%).

Educational/health services added 12,400 jobs between PY 2004 and PY 2005 (4.6%). Financial activities had an increase of 9,300 jobs (5.5%). Professional and business services had an increase of 31,200 jobs (8.8%).

Trade, transportation and utilities added 23,700 jobs (5.0%) in the two program years. Retail trade alone added the majority of these jobs: 18,100 (6.1%). Retail trade showed some weakness in the last few months of PY 2005.

Leisure and hospitality gained 14,500 jobs (5.9%) from PY 2004 to PY 2005. Arts, entertainment and recreation added 2,300 new jobs (7.7%), while accommodation and food services had a gain of 12,100 jobs (5.6%). Leisure and hospitality did not report as many job losses at the end of PY 2005, suggesting that reasonably good demand still existed.

Natural resources and mining gained 600 jobs (6.6%) from PY 2004 to PY 2005. Manufacturing recorded a net gain of 3,600 jobs (2.0%). Gains occurred in the reported sectors of computer and electronic parts (1,100) (2.4%), and aerospace products (500) (2.0%). Non-durable manufacturing lost (100) (-0.2%).

Information services continued to be weak, as the industry pared 625 jobs (-1.4%) from PY 2004 to PY 2005. Publishing industries remained flat, while telecommunications lost 800 jobs (-4.9%) from PY 2004 to PY 2005. Other services gained 5,000 non-farm jobs (5.5%).

Government added 3,600 jobs (0.9%) from PY 2004 to PY 2005. An increase of 2,800 jobs occurred in state and local government (0.8%). Federal government added 800 jobs (1.5%).

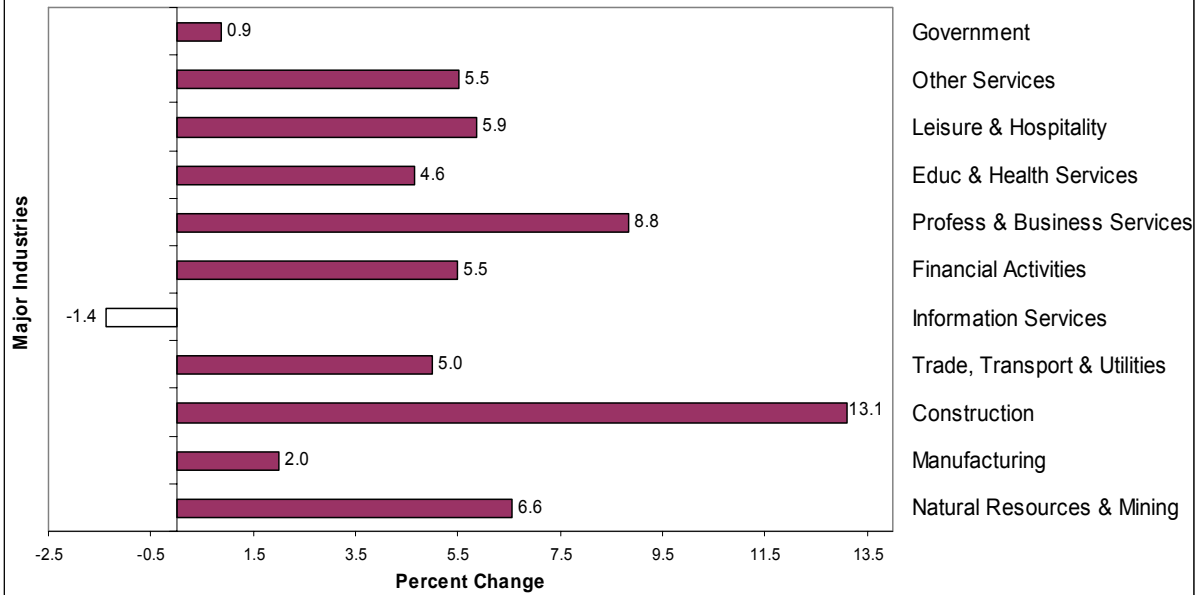
Job growth is projected for all 11 major industry groups in PY 2006, with the most rapid expansion occurring in construction; professional and business services; natural resources and mining; leisure and hospitality; and educational and health services.

Indicators predict that the economy for PY 2006 will remain as strong as PY 2005.

Source: DES Research Administration

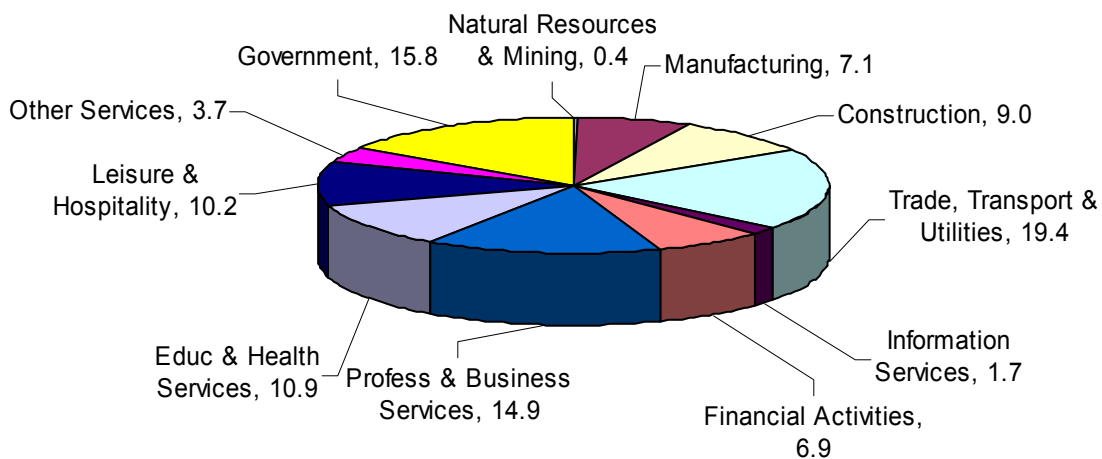
Annual Average % Change in Industry Employment, PY 2004-PY 2005

Source: Arizona Department of Economic Security, Research Administration & Bureau of Labor Statistics



Industry Percentage Share PY 2005 NonFarm Employment

Source: Arizona Department of Economic Security, Research Administration & Bureau of Labor Statistics



Arizona Statewide -- 2005 Occupational Employment and <i>Hourly</i> Wage Estimates								
Occ. Code	Occupational Title	Rounded Employment*	Mean Wage*	10th Percentile Wage	25th Percentile Wage	Median Wage	75th Percentile Wage	90th Percentile Wage
00-0000	Total all occupations	2,437,020	\$16.84	\$7.00	\$9.12	\$13.31	\$20.24	\$30.73
11-0000	Management Occupations	118,540	\$37.39	\$15.95	\$22.34	\$32.41	\$46.71	\$67.34
11-1011	Chief Executives	7,870	\$62.77	\$29.63	\$39.97	\$59.51		
11-1021	General and Operations Managers	28,030	\$41.05	\$18.56	\$25.65	\$35.27	\$51.06	
11-1031	Legislators	800	\$14.86	\$5.74	\$6.36	\$11.31	\$19.74	\$31.08
11-2011	Advertising and Promotions Managers	720	\$31.98	\$15.11	\$18.85	\$27.23	\$40.81	\$53.45
11-2021	Marketing Managers	3,540	\$36.87	\$16.73	\$22.79	\$32.30	\$47.25	\$64.07
11-2022	Sales Managers	7,920	\$39.53	\$16.04	\$22.56	\$33.95	\$51.69	
11-2031	Public Relations Managers	840	\$30.42	\$15.13	\$19.54	\$27.51	\$37.93	\$48.30
11-3011	Administrative Services Managers	4,700	\$25.85	\$13.86	\$16.79	\$22.30	\$30.96	\$41.84
11-3021	Computer and Information Systems Manag	4,390	\$42.16	\$21.74	\$31.01	\$40.96	\$51.66	\$63.89
11-3031	Financial Managers	9,280	\$39.77	\$20.38	\$25.75	\$36.15	\$48.14	\$66.63
11-3041	Compensation and Benefits Managers	1,030	\$27.93	\$17.16	\$20.39	\$25.72	\$34.00	\$43.08
11-3042	Training and Development Managers	790	\$30.85	\$16.37	\$21.04	\$28.43	\$38.71	\$49.22
11-3049	Human Resources Managers, All Other	1,510	\$32.74	\$18.75	\$22.65	\$28.88	\$41.04	\$52.66
11-3051	Industrial Production Managers	1,830	\$39.11	\$21.33	\$27.43	\$36.69	\$48.11	\$61.50

In the Arizona job market, it is helpful to know which occupations and industries afford better career path opportunities. The Department of Economic Security Research Administration created a unique tool for WIA Labor Market Information (LMI) known as the Training and Education Research Model (TERM) that helps identify occupations with more employment/advancement opportunities.

TERM evaluates occupations based on their projected openings, growth rate, wages, skills, estimated turnover ratio, and basic training and education guidelines. It is helpful looking at one criterion by itself, such as growth rate or openings. For example, some occupations with a high number of openings may have relatively low pay, and some occupations with high pay may not have many openings. By factoring in multiple criteria, employment opportunities can be readily identified.

This LMI was layered with WIA data, allowing local areas to view information specific to their location, thus creating ease of interpretation. This breakdown of the data allowed case managers to better understand high demand, high growth industries and the jobs/positions in certain sectors along with salary ranges for each region.

TERM empowers case managers to accurately advise individuals on training and career paths, and allows participants to consider options outside their immediate community. TERM addresses the critical link between performance, data and the availability of correct, current and understandable labor market information.

TERM is flexible and can be adapted to different applications and needs. For example, TERM can rank training programs according to occupation. Education and training requirements of occupations can be used to query the data for jobs that meet the needs of the user. TERM can also assign weights to criteria (openings, growth, wages, skill, turnover) used to evaluate occupations in demand.

Source: DES Research Administration

WIA Title IB Set-Aside Funds

Each year, 10% of the State's allocations for youth, adult, and dislocated worker funds are identified as the Governor's Discretionary Funds to provide both required activities, as well as innovative programming. In PY 2005, the Governor's discretionary funds were allocated by the GCWP to perform activities and programs that focused on the needs of disadvantaged youth, older workers, and apprenticeships.

Eligible Training Provider List - \$127,000

Individuals who seek training are given access to information about providers and programs approved by Local Workforce Investment Boards (LWIBs) throughout the state. Set-aside funding is allocated to the Department of Education (ADE) to develop, maintain, and enhance the arizonaheat website (www.ade.az.gov/arizonaheat) which lists the eligible providers of WIA training services upon approval by the LWIBs. Each provider must be a postsecondary educational institution, apprenticeship program, or public and private provider of training services. The Department regularly monitors providers for compliance with WIA requirements and with State statutes and regulations governing the provision of training in Arizona.

ADE organized and coordinated the Annual WIA Training Expo in Spring 2006 where training providers, One-Stop partner agencies, and other workforce professionals from across the state attended workshops and presentations on the latest workforce issues to continuously improve Arizona's service delivery.

Evaluation - \$100,000

Evaluation of the effectiveness of the One-Stop system is required by WIA. The State, along with local boards, conducts ongoing evaluation of WIA data, Rapid Response activities and Equal Opportunity for program services. The evaluations were used to determine that program activities were a cost effective return on investment, improve program operations and to ensure that individuals were provided equal access to services.

High Concentrations of Eligible Youth - \$150,000

Providing additional funds to Local Workforce Investment Areas (LWIAs), who serve substantial numbers of youth in poverty, is another required activity of set-aside funding. Funds were designated by the GCWP to help defray the relatively higher program costs associated with serving these youth. The funds were allocated by the GCWP to nine LWIAs that received less than \$500,000 in youth formula funds.

Incentive Funds - \$350,000

WIA requires that each State provide incentive grants to LWIAs under two methods. Method I requires each LWIA to display exemplary performance in serving WIA participants by exceeding negotiated outcomes for the performance measures under WIA. Fifteen LWIAs received awards under the Method I due to their exemplary performance in PY 2004. Method II required LWIAs to demonstrate cooperation among local boards or One-Stop offices. Funds were awarded to six LWIAs under Method II through an application process and scoring system.

Virtual OneStop (VOS) - \$300,000

Each State is required to accurately track and record its WIA data. Funding was allocated for maintenance of the Virtual OneStop (VOS) internet-based management information system utilized by WIA and its One-Stop partners. VOS allowed case managers and other staff to track service delivery for each WIA participant. Services included intake; eligibility determination; case management and tracking of program services; assessments; on-line interagency referrals; reports; case notes; and performance data required for the WIA annual report. Students, job seekers, and employers also accessed VOS for job search, employment, recruitment, training information, and career exploration.

Technical Assistance/Capacity Building for LWIAs - \$250,000

The State is required to provide Technical Assistance and Capacity Building to the local areas. Technical assistance included training on issues involving programmatic, fiscal and civil rights matters. Examples include training on monitoring processes and procedures, accrual accounting and reporting, as well as equal opportunity and nondiscrimination topics. These technical assistance modules led to enhanced customer service, improved the competence of local staff and increased performance outcomes.

Capacity building at State and local levels increased the opportunities for professional development of One Stop System staff. This enhanced existing partnerships and further integrated services to reduce duplication and better leverage funding among One-Stop system partners.

Apprenticeship Program - \$130,000

One of the initiatives Arizona supports with set-aside funding is the Apprenticeship Program. Arizona's registered apprenticeship program met the Department of Labor's standards and was approved for Federal re-certification. Arizona was one of 27 states approved as a State Apprenticeship Agency Council (SAC) in PY 2005.

The apprenticeship program produced highly skilled workers to meet the demands of employers competing in a global economy. The program combined on-the-job training with related theoretical classroom instruction where paid employees received technical and practical training in skilled occupations. This program was sponsored and operated by private and public sectors: individual employers, employer associations and joint labor/management groups. Upon completion, employees received a nationally recognized portable skill certificate issued by the Arizona Department of Commerce and approved by the U.S. Department of Labor. Arizona had more than 120 registered apprenticeship programs with over 3,100 apprentices in 2005.

Pima Council on Aging - \$77,000

In February 2005, Governor Napolitano announced that the State would develop strategies to connect Arizona's mature workers to productive and satisfying careers, and assist employers who needed to hire or retain experienced workers.

The GCWP approved set-aside funding for Pima County's Mature Worker Connection established at the Pima Council on Aging, the Area Agency on Aging for Tucson. This project became operational in September 2005. Staffed by a group of retired professionals, these volunteers assisted job seekers and local businesses with training and employment opportunities for individuals age 50 and older. They are partnering with local One-Stops in Pima County to provide a database and computer system that provides information on jobs, applicants and employers specific to the age 50+ job seekers. The program specifically targets women, minorities and low income seniors. Performance information provided to the GCWP in July 2006 from a Senior Job Fair included 157 job placements, 26 unsubsidized employments through Title V Older Worker agencies and 12 were placed in unsubsidized employment.

Evaluation

In PY 2005, the State expanded its evaluation processes. Adult, dislocated worker and youth programs and activities were observed and evaluated, recommendations made, and results tracked, reviewed and reported. This process actively supported the local areas ability to construct strong programs to empower participants in their career paths and meet business needs for a skilled and motivated workforce.

Virtual OneStop (VOS):

In preparation for Common Measures, WIA staff focused on improving and clarifying data through:

- Extensive data clean-up;
- Reviewing state and local performance; and
- Monitoring evaluation recommendations.

Evaluation of Statewide and Local Area Rapid Response activities were prominent this program year. Rapid Response is an early intervention by a team of workforce professionals with an employer who has announced a lay-off or closure. The Arizona Rapid Response Information System (ARRIS) was enhanced based on evaluations conducted of each Local Area's Rapid Response program needs. ARRIS was recognized by DOL in PY 2005 as a promising practice for sharing Rapid Response information among workforce professionals statewide.

ARRIS centralizes and maintains Rapid Response data that is not in the Virtual OneStop system, including the number of impacted workers, their job titles, salary information, and job codes. This information is shared with other LWIAs to move the impacted worker quickly into other employment activities. Having developed this distinct product, the State was able to maintain a better tracking system of lay-off alerts received from the LWIAs along with the Worker Adjustment and Retraining and Notification Act (WARN) notices received from employers. The interactive sharing of information between local areas improved because of the ARRIS system.



Success Stories

The following are examples of successes shared by participants in Arizona's Local Workforce Investment Areas.

The journey **Veronica** took to get to this point in her life has not been simple. She began training at Maricopa Skills Center in January of 2005. While in training, her case manager at Arizona Call-A-Teen encouraged Veronica to fulfill her hopes and dreams of a career in the medical field.

At times, she wanted to give up and quit school. Besides the difficulty she faced in class, she also had challenges at home. She is the mother of three beautiful girls who needed her attention.

On November 4, 2005, she graduated from Maricopa Skill Center with certification as a Medical Assistant. Shortly thereafter, she obtained a position with Maricopa Health Care as a Medical Assistant.

Vanessa is married and a proud mother of a baby boy. About a year ago, she was unemployed and enrolled in the TANF/WIA Adult Program.

She participated in a training program through Pima Community College where she received her certificate in Legal Office Support. During training, the WIA/TANF program assisted her with supportive services such as clothing and bus passes.

She thanks her case manager for being there and always answering her questions. Today she is employed with Pima County Consolidated Justice Courts as a Front Counter Clerk. She hopes to one day fulfill her goal of becoming a judge.

Marjorie put all her efforts towards achieving her goals and completing her schooling through the International Institute of the Americas. Her GPA of 4.0 is proof of her efforts. Marjorie had to make the grueling decision of returning to school or maintaining her full-time job. She was convinced that going back to school was her long term best choice. She made the commitment to do this for herself and her two children.

The challenges Marjorie faced as a newly single mother were finding day care for her 2-year-old son, helping her 7-year-old son with his homework, and completing her own course work as well. Marjorie states she could not have achieved her goal without help from her mother, other family members, and support of the WIA staff. Marjorie has succeeded and accomplished what she set forth to do.

Andrea has been employed with the Pascua Yaqui Tribe Housing Maintenance Department for the past seven months. The WIA program helped her obtain employment with the tribe and funded her schooling at the Old Master Trade School, where she gained the experience and knowledge to help in her field of work.

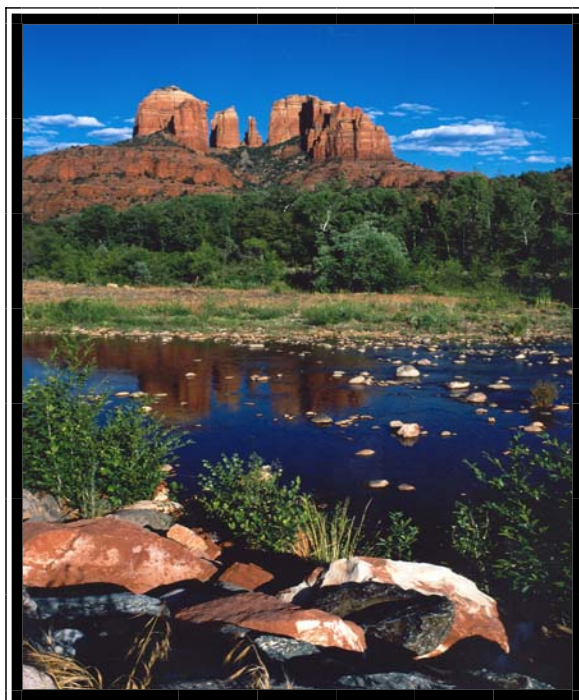
WIA not only provided funding for school, they also provided clothing, shoes, tools and a tremendous amount of support, ensuring her successful completion of the program.

Andrea said, “WIA remains an integral part of my life as staff continues to encourage me and see me complete my ambitions!”

Jamie was thirty-three years old and working sporadically in dead-end jobs, with no specific goals. In 2004, he decided to turn his life around and walked into the Graham County WIA office where he requested automotive mechanic training.

Jamie had many concerns and reservations including: was he too old to go back to school; would his criminal record keep him from succeeding once he finished training? WIA staff assured him that every effort would be made to help him obtain the skills needed to achieve his goal of operating his own business.

Instructors and WIA staff were impressed with the focus and determination Jamie applied to both his educational goals and work ethics. Although it had been nearly seventeen years since he had attended school, Jamie maintained better than a 3.0 GPA and graduated in May of 2006 with an AAS Degree in Automotive Service Technology. He is now successfully employed.



Cost of Workforce Activities

The State received a WIA Title IB allotment of \$47,660,141 that provided services and activities through the *Arizona Workforce Connection* One-Stop system for PY 2005 (July 1, 2005 through June 30, 2006).

A total of 11,988 individuals were served through formula funding provided to the 15 LWIAs through the youth (\$14,142,484), adult (\$13,255,424) and dislocated worker (\$11,347,730) funding streams. LWIAs also provided services to Arizona's business communities and affected workers by providing assistance with lay-offs and closures through Rapid Response funded (\$1,515,030) activities .

Arizona's Costs Per Participant for PY 2005 ranged from:

- Youth: \$3,701; require long term classroom training, to not only meet the demands of today's labor market, but to adequately prepare for future employment opportunities.
- Adults: \$2,216; generally looking for immediate employment at the One-Stops rather than seeking long term training opportunities, therefore, their costs remain lower.
- Dislocated Workers: \$5,193; often see a lay-off as an opportunity to acquire new skills and make a career change. Both dynamics involve longer, more intense training services, thus increasing the cost of serving these individuals.

The average cost for all three funding streams for PY 2005 was \$3,232 per participant.

The first table shows that individuals who received core, intensive and training services performed higher in the Entered Employment Rate, Employment Retention Rate, and Average Earnings performance indicators than those individuals who only received core and intensive services. Even though less individuals accessed training services, this table clearly shows the economic impact experienced by the participants who took advantage of all three levels of service (core, intensive, training), resulting in more extensive occupational preparation.

Reported Information	Individuals Who Received Training Service		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	83.2%	889	77.5%
		1,069		1,556
Employment Retention Rate	88.3%	1,016	84.8%	1,410
		1,151		1,663
Average Earnings	\$5,194	\$5,251,377	\$4,357	\$6,644,663
		1,011		1,525

Customer Group	Total Participants Served	Total Exiters
Adults	5,982	3,545
Dislocated Workers	2,185	1,270
Older Youth	847	474
Younger Youth	2,974	1,617

Program Activity	Total Federal Funds
Local Adults	\$13,255,424
Dislocated Worker	11,347,730
Local Youth	14,142,484
Rapid Response	1,513,030
Statewide Required Activities	4,241,473
Statewide Allowable Activities	3,160,000
Total Federal Funds	\$47,660,141

Innovative Service Delivery Strategies

There are several innovative service delivery strategies happening in Arizona that are producing positive results. The benefits of these programs have a positive effect on not only the participant of the WIA program, but the employer, as well. These strategies focus on high growth and high demand industries. The partnerships include education, various public agencies, private businesses and government.

Industrial Maintenance Training Partnership

In the Apache and Navajo Counties' Workforce Partnership LWIA, an innovative service delivery strategy is the Industrial Maintenance Training Partnership. The partners include: Career and Technical Education programs at local high schools (Northern Arizona Vocational Institute of Technology), Northland Pioneer College, Tucson Electric Power, Salt River Project, Abitibi Paper Company, Arizona Public Service and WIA. The curriculum was developed in cooperation with the companies involved in the partnership, and each employer has hired graduates.

The actual federal WIA outlay has been minimal, primarily paying for certification costs of a few hundred dollars per participant. Graduates of the Industrial Maintenance Training Partnership Program leave high school with college credits and a credential related to their high school vocational program. Several graduates are employed in high-growth, high demand industries with major corporate employers earning a starting salary between \$30,000 and \$52,000 per year. As one of the smaller LWIAs in Arizona, these types of employment opportunities have a dramatic impact on local area performance. Local employment statistics indicate there will be increased retirements among maintenance workers in these local areas. This program also provides trained replacements for companies facing workforce shortages.

Employed Worker Training Program For Advancement Opportunities

In the Maricopa County LWIA, the Employed Worker Training Program provides opportunities for employed workers to attain needed training for advancement, increasing skill levels, gaining transferable skills, and avoiding layoffs. Utilizing adult formula funds, this innovative program specifically targets and identifies training needs in high-growth/high-demand industries. Program highlights include: a comprehensive application process, available to businesses on-line and an application review process that demonstrates if the business is a high-growth/high-demand employer. The cost to provide training for employed workers varies, depending on the number of individuals to be trained, training cost and time identified. However, there is a ceiling of \$50,000 per employer and \$8,000 per employee for the program. One positive outcome Maricopa County has experienced with the program thus far is an increase in the number of businesses who have participated in the Employed Worker Training Program and who are now utilizing other services from the One-Stop centers.

Health Care Partnership

In the Gila/Pinal LWIA, WIA and DES Jobs (TANF) programs have been partnering with a local hospital to provide training in numerous health care fields. The Participants in Recognition In Determination through Employment (PRIDE) program provides enrolled individuals with extensive job shadowing opportunities and seven to twelve weeks of on-site work experience in the medical and allied health fields. The LWIB reports that these hard-to-serve participants are leaving behind years of program dependency and becoming self-sufficient in high-demand/high-growth jobs in the medical and allied health fields throughout the state. The PRIDE Program received the National Association of Development Organization’s 2006 Innovation Award.

Allocation of Resources—Adults & Dislocated Workers

Local areas have been increasingly creative in leveraging funding to continue to meet the needs of business and job seeking customers. Arizona received a waiver from DOL to allow LWIAs to request a transfer of up to 100% of dislocated worker funds to adult funds. During PY 2005, Maricopa and Yuma counties were granted transfers by the GCWP. Historically, Arizona has far surpassed the Dislocated Worker performance measures. Arizona led the nation in the Dislocated Worker Earnings Replacement measure for PY 2004. Due to Arizona’s improved economy, the State has been experiencing less layoffs and closures, thereby serving less dislocated workers. By encouraging the transfer of funds, Arizona leveraged available dislocated worker resources to improve performance for adult workers. Proof of the effectiveness of this strategy is demonstrated by Arizona exceeding all adult and dislocated worker measures for the second consecutive year.



Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	71%	78%	643	1,729	739	86%
Employers	71%	76%	958	1,541	1,127	85%

Table B: Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	79.8%	2,095
			2,625
Employment Retention Rate	80%	86.2%	2,426
			2,814
Average Earnings	\$3,550	\$4,691	\$11,896,040
			2,536
Employment and Credential Rate	60%	71.3%	1,108
			1,555

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals (Age 55 or older)	
Entered Employment Rate	75.5%	256	84.5%	120	72.1%	62	72.7%	125
		339		142		86		172
Employment Retention Rate	77.8%	193	88.8%	119	78.5%	62	89.0%	145
		248		134		79		163
Average Earnings	\$4,436	\$958,231	\$6,878	\$784,084	\$3,726	\$264,530	\$5,052	\$666,876
		216		114		71		132
Employment And Credential Rate	62.6%	112	74.3%	75	65.9%	27	80.8%	84
		179		101		41		104

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Service		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	83.2%	889	77.5%
1,069			1,556	
Employment Retention Rate	88.3%	1,016	84.8%	1,410
		1,151		1,663
Average Earnings	\$5,194	\$5,251,377	\$4,357	\$6,644,663
		1,011		1,525

Table E: Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	84%
1,203			
Employment Retention Rate	87%	93.4%	1,335
			1,430
Average Earnings	(\$2,750)	\$2,629	\$3,380,220
			1,286
Employment and Credential Rate	67%	77.1%	531
			689

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	86.3%	139	79.1%	34	82.7%	158	69.4%
161			43		191		36	
Employment Retention Rate	92.2%	165	92.5%	37	91.8%	190	94.4%	34
		179		40		207		36
Average Earnings	\$933	\$151,087	\$2,332	\$88,622	(\$748)	(\$139,843)	\$6,588	\$217,409
		162		38		187		33
Employment And Credential Rate	74.7%	71	62.5%	15	69.1%	65	57.1%	16
		95		24		94		28

Table G: Other Outcome Information for Dislocated Worker Program

Reported Information	Individuals Who Received Training Service		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	89.4%	609	86.2%
681			522	
Employment Retention Rate	94.3%	716	92.3%	619
		759		671
Average Earnings	\$3,927	\$2,619,456	\$1,229	\$760,764
		667		619

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	N/A	62.4%	1,046
			1,677
Attainment of Degree or Certificate	N/A	40.2%	671
			1,668
Literacy and Numeracy Gains	N/A	39.2%	49
			125

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69%	72.6%	275
			379
Employment Retention Rate	79%	84.5%	311
			368
Six Months Earnings Increase	\$3,350	\$4,505	\$1,459,636
			324
Credential Rate	49%	47.2%	219
			464

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	76.1%	51	100%	1	70.6%	12	73.9%	249
		67		1		17		337
Employment Retention Rate	80.4%	41	100%	1	81.0%	17	84.6%	275
		51		1		21		325
Six Months Earnings Increase	\$4,722	\$212,483	(\$337)	(\$337)	\$4,414	\$83,862	\$4,483	\$1,277,545
		45		1		19		285
Credential Rate	36.2%	25	0.0%	0	45.8%	11	46.5%	192
		69		1		24		413

Table J: Younger Youth (14-18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	82%	76.3%	2,443
			3,201
Youth Diploma or equivalent Attainment Rate	57%	57.6%	392
			681
Retention Rate	58%	70.0%	678
			969

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	74.0%	435	78.8%	272	66.9%	588
		588		345		879
Youth Diploma or Equivalent Rate	51.2%	44	67.4%	60	42.0%	108
		86		89		257
Retention Rate	56.6%	77	67.6%	73	65.7%	261
		136		108		397

Table L: Participation Level

Reported Information	12 Month Employment Retention Rate		12 Month Earnings Increase (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment for Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those Who Completed Training Services	
Adults	79.3%	1,692	\$1,295	\$1,151,529	0.9%	18	\$4,463	\$8,614,141	5.8%	52
		2,133		889		2,095		1,930		889
Dislocated Workers	86.7%	971	82.2%	\$8,149,592	0.5%	5	\$7,367	\$7,094,279	4.8%	29
		1,120		\$9,912,860		1,059		963		609
Older Youth	80.6%	241	\$4,768	\$1,253,912	1.1%	3	\$2,832	\$688,263		
		299		263		275		243		

Table M: Participation Level

Reported Information	Total Participants Served 7/1/05—6/30/06	Total Exitors 4/1/05—3/31/06
Total Adult Customers	8,121	4,792
Total Adults (self-service only)	2	3
WIA Adults	5,982	3,545
WIA Dislocated Workers	2,185	1,270
Total Youth (14-21) *	3,821	2,091
Younger Youth (14-18)*	2,974	1,617
Older Youth (19-21)*	847	474
Out-of-School Youth*	1,704	949
In-School Youth*	2,117	1,142

Table N: Cost of Program Activities

Program Activity	Total Federal Spending	
Local Adults	\$13,255,424	
Local Dislocated Workers	11,347,730	
Local Youth	14,142,484	
Rapid Response (up to 25%) WIA §134 (a) (2) (A)	1,513,030	
Statewide Required Activities (up to 15%) WIA §134 (a) (2) (B)	4,241,473	
Statewide Allowable Activities WIA §134 (a) (3)	Program Activity Description	
	JOBS	2,000,000
	Labor Market Information	180,000
	Apprenticeship	130,000
	Master Teacher	450,000
	High Tech Education	250,000
	Post Secondary Education	150,000
Total of All Federal Spending Listed Above	\$47,660,141	

Table O: Local Performance (By Individual Local Workforce Investment Area)

Local Area Name	Total Participants Served	Adults	
		APACHE COUNTY	
		Dislocated Workers	
		*	
		Older Youth (19-21)	
		3	
		Younger Youth (14-18)	
		3	
ETA Assigned #	Total Exitters	Adults	
<u>4060</u>		3	
		Dislocated Workers	
		*	
		Older Youth (19-21)	
		1	
		Younger Youth (14-18)	
		3	
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	75%	100.0%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	60%	100.0%
Retention Rates	Adults	80%	80.0%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	79%	100.0%
	Younger Youth	60%	100.0%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$3,000	\$5,592
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	\$2,800	\$1,514
Credential/Diploma Rates	Adults	69%	66.7%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	49%	100.0%
	Younger Youth	57%	0.0%
Skill Attainment Rate	Younger Youth	82%	66.7%
Placement in Employment or Education	Younger Youth (14-21)	N/A	100.0%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	50.0%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%
Other State Indicators of Performance		N/A	
Overall Status of Local Performance	Not Met	Met	Exceed
	2	3	6

* The Dislocated Worker statistics reflected in this chart are those of Re-Employment and Pre-Layoff Assistance Center (REPAC), the entity which administers the dislocated worker program on behalf of 7 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz, Navajo Counties and the Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker

Local Area Name COCHISE COUNTY	Total Participants Served	Adults	238
		Dislocated Workers	28
		Older Youth (19-21)	48
		Younger Youth (14-18)	136
ETA Assigned # <u>4005</u>	Total Exiters	Adults	112
		Dislocated Workers	18
		Older Youth (19-21)	27
		Younger Youth (14-18)	54
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	70%	87.0%
	Dislocated Workers	87%	71.4%
	Older Youth	70%	76.2%
Retention Rates	Adults	90%	93.8%
	Dislocated Workers	88%	100.0%
	Older Youth	83%	100.0%
	Younger Youth	60%	66.7%
Average Earnings (Adult/ DWs) Six Months Earnings Increase (Older Youth)	Adults	\$3,550	\$9,776
	Dislocated Workers	\$1,500	\$11,110
	Older Youth	\$3,000	\$7,039
Credential/Diploma Rates	Adults	57%	82.4%
	Dislocated Workers	61%	75.0%
	Older Youth	47%	50.0%
	Younger Youth	60%	67.9%
Skill Attainment Rate	Younger Youth	80%	96.1%
Placement in Employment or Education	Younger Youth (14-21)	N/A	68.3%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	49.1%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	1
		Exceed	14

PERFORMANCE TABLE O: COCONINO COUNTY

Local Area Name COCONINO COUNTY	Total Participants Served	Adults	69
		Dislocated Workers	10
		Older Youth (19-21)	23
		Younger Youth (14-18)	85
ETA Assigned # 4065	Total Exitters	Adults	50
		Dislocated Workers	8
		Older Youth (19-21)	13
		Younger Youth (14-18)	31
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	75%	89.3%
	Dislocated Workers	77%	85.7%
	Older Youth	78%	71.4%
Retention Rates	Adults	84%	94.1%
	Dislocated Workers	90%	90.9%
	Older Youth	78%	100.0%
	Younger Youth	62%	70.8%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$3,000	\$5,944
	Dislocated Workers	\$1,500	\$9,839
	Older Youth	\$1,800	\$8,575
Credential/Diploma Rates	Adults	58%	86.1%
	Dislocated Workers	60%	85.7%
	Older Youth	50%	60.0%
	Younger Youth	65%	83.3%
Skill Attainment Rate	Younger Youth	75%	92.0%
Placement in Employment or Education	Younger Youth (14-21)	N/A	82.4%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	86.5%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	0
		Exceed	15

Local Area Name GILA/PINAL COUNTIES	Total Participants Served	Adults	146
		Dislocated Workers	*
		Older Youth (19-21)	46
		Younger Youth (14-18)	83
ETA Assigned # 4010	Total Exitors	Adults	92
		Dislocated Workers	*
		Older Youth (19-21)	15
		Younger Youth (14-18)	25
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	76%	88.0%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	71%	44.4%
Retention Rates	Adults	85%	90.9%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	82%	100.0%
	Younger Youth	59%	72.4%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$3,600	\$5,585
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	\$3,600	\$4,999
Credential/Diploma Rates	Adults	62%	59.5%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	52%	30.0%
	Younger Youth	60%	50.0%
Skill Attainment Rate	Younger Youth	82%	85.3%
Placement in Employment or Education	Younger Youth (14-21)	N/A	54.8%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	51.5%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	100.0%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		2	2
		Exceed	7

* The Dislocated Worker statistics reflected in this chart are those of Re-Employment and Pre-Layoff Assistance Center (REPAC), the entity which administers the dislocated worker program on behalf of 7 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz, Navajo Counties and the Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

PERFORMANCE TABLE O: GRAHAM COUNTY

Local Area Name GRAHAM COUNTY	Total Participants Served	Adults	56
		Dislocated Workers	*
		Older Youth (19-21)	17
		Younger Youth (14-18)	54
ETA Assigned # 4015	Total Exitters	Adults	21
		Dislocated Workers	*
		Older Youth (19-21)	11
		Younger Youth (14-18)	27
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	64%	87.5%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	56%	83.3%
Retention Rates	Adults	76%	100.0%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	79%	100.0%
	Younger Youth	56%	83.3%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$3,363	\$11,950
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	\$3,400	\$12,342
Credential/Diploma Rates	Adults	60%	73.7%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	49%	80.0%
	Younger Youth	57%	52.4%
Skill Attainment Rate	Younger Youth	83%	75.0%
Placement in Employment or Education	Younger Youth (14-21)	N/A	60.0%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	90.9%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	2
		Exceed	9

* The Dislocated Worker statistics reflected in this chart are those of Re-Employment and Pre-Layoff Assistance Center (REPAC), the entity which administers the dislocated worker program on behalf of 7 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz, Navajo Counties and the Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

PERFORMANCE TABLE O: GREENLEE COUNTY

Local Area Name GREENLEE COUNTY	Total Participants Served	Adults	11	
		Dislocated Workers	*	
		Older Youth (19-21)	2	
		Younger Youth (14-18)	27	
ETA Assigned # 4020	Total Exiters	Adults	4	
		Dislocated Workers	*	
		Older Youth (19-21)	0	
		Younger Youth (14-18)	4	
Report Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	63.0%	100.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	61.5%	0.0%	
Retention Rates	Adults	72.0%	100.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	75.5%	0.0%	
	Younger Youth	49.5%	80.0%	
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,500	\$8,509	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	\$2,300	\$0	
Credential/Diploma Rates	Adults	49.0%	80.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	25.0%	0.0%	
	Younger Youth	49.5%	25.0%	
Skill Attainment Rate	Younger Youth	82.0%	92.3%	
Placement in Employment or Education	Younger Youth (14-21)	N/A	66.7%	
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	33.3%	
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%	
Other State Indicators of Performance		N/A		N/A
Overall Status of Local Performance		Not Met	Met	Exceed
		5	0	6

* The Dislocated Worker statistics reflected in this chart are those of Re-Employment and Pre-Layoff Assistance Center (REPAC), the entity which administers the dislocated worker program on behalf of 7 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz, Navajo Counties and the Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

PERFORMANCE TABLE O: MARICOPA COUNTY

Local Area Name MARICOPA COUNTY	Total Participants Served	Adults	1186
		Dislocated Workers	380
		Older Youth (19-21)	79
		Younger Youth (14-18)	308
ETA Assigned # 4035	Total Exiters	Adults	527
		Dislocated Workers	193
		Older Youth (19-21)	55
		Younger Youth (14-18)	214
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	83%	86.5%
	Dislocated Workers	88%	87.5%
	Older Youth	69%	82.5%
Retention Rates	Adults	85%	91.0%
	Dislocated Workers	88%	95.5%
	Older Youth	82%	85.7%
	Younger Youth	56%	75.6%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,965	\$6,513
	Dislocated Workers	(\$2,133)	\$1,519
	Older Youth	\$2,686	\$4,318
Credential/Diploma Rates	Adults	73%	64.2%
	Dislocated Workers	74%	79.3%
	Older Youth	45%	46.0%
	Younger Youth	58%	60.2%
Skill Attainment Rate	Younger Youth	80%	77.3%
Placement in Employment or Education	Younger Youth (14-21)	N/A	72.8%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	39.8%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	45.5%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	2
		Exceed	13

PERFORMANCE TABLE O: MOHAVE/LA PAZ COUNTIES

Local Area Name MOHAVE/LA PAZ COUNTIES	Total Participants Served	Adults	160
		Dislocated Workers	*
		Older Youth (19-21)	10
		Younger Youth (14-18)	146
ETA Assigned # 4070	Total Exiters	Adults	89
		Dislocated Workers	*
		Older Youth (19-21)	8
		Younger Youth (14-18)	57
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	79%	81.7%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	70%	72.7%
Retention Rates	Adults	74%	87.3%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	75%	87.5%
	Younger Youth	58%	78.6%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,950	\$6,372
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	\$2,900	\$6,675
Credential/Diploma Rates	Adults	60%	58.8%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	46%	36.4%
	Younger Youth	53%	21.1%
Skill Attainment Rate	Younger Youth	82%	74.9%
Placement in Employment or Education	Younger Youth (14-21)	N/A	59.1%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	22.0%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		2	2
		Exceed	7

* The Dislocated Worker statistics reflected in this chart are those of Re-Employment and Pre-Layoff Assistance Center (REPAC), the entity which administers the dislocated worker program on behalf of 7 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz, Navajo Counties and the Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

PERFORMANCE TABLE O: NAVAJO COUNTY

Local Area Name NAVAJO COUNTY	Total Participants Served	Adults	51
		Dislocated Workers	*
		Older Youth (19-21)	13
		Younger Youth (14-18)	16
ETA Assigned # 4075	Total Exiters	Adults	27
		Dislocated Workers	*
		Older Youth (19-21)	9
		Younger Youth (14-18)	11
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	75%	79.3%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	60%	55.6%
Retention Rates	Adults	75%	89.3%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	79%	100.0%
	Younger Youth	63%	63.2%
Average Earnings (Adult/ DWs) Six Months Earnings Increase (Older Youth)	Adults	\$3,000	\$3,522
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	\$2,800	\$1,806
Credential/Diploma Rates	Adults	60%	76.5%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	49%	60.0%
	Younger Youth	57%	75.0%
Skill Attainment Rate	Younger Youth	80%	81.3%
Placement in Employment or Education	Younger Youth (14-21)	N/A	69.6%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	72.0%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		1	1
		Exceed	9

* The Dislocated Worker statistics reflected in this chart are those of Re-Employment and Pre-Layoff Assistance Center (REPAC), the entity which administers the dislocated worker program on behalf of 7 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz, Navajo Counties and the Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Local Area Name NINETEEN TRIBAL NATIONS	Total Participants Served	Adults	357
		Dislocated Workers	*
		Older Youth (19-21)	80
		Younger Youth (14-18)	398
ETA Assigned # 4090	Total Exiters	Adults	204
		Dislocated Workers	*
		Older Youth (19-21)	41
		Younger Youth (14-18)	134
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	73.5%	69.4%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	68.4%	70.6%
Retention Rates	Adults	78.7%	68.6%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	79.8%	56.5%
	Younger Youth	57.2%	50.6%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,867	\$3,761
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	\$3,569	\$2,616
Credential/Diploma Rates	Adults	59.3%	48.1%
	Dislocated Workers*	See REPAC - Table O	
	Older Youth	43.2%	40.5%
	Younger Youth	58.8%	48.9%
Skill Attainment Rate	Younger Youth	80.7%	59.3%
Placement in Employment or Education	Younger Youth (14-21)	N/A	47.4%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	50.0%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		3	6
		Exceed	2

* The Dislocated Worker statistics reflected in this chart are those of Re-Employment and Pre-Layoff Assistance Center (REPAC), the entity which administers the dislocated worker program on behalf of 7 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz, Navajo Counties and the Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

PERFORMANCE TABLE O: CITY OF PHOENIX

Local Area Name PHOENIX (CITY OF)	Total Participants Served	Adults	1870
		Dislocated Workers	735
		Older Youth (19-21)	219
		Younger Youth (14-18)	710
ETA Assigned # <u>4025</u>	Total Exiters	Adults	1257
		Dislocated Workers	465
		Older Youth (19-21)	120
		Younger Youth (14-18)	291
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	78%	79.8%
	Dislocated Workers	89%	87.6%
	Older Youth	69%	71.8%
Retention Rates	Adults	86%	87.6%
	Dislocated Workers	90%	93.8%
	Older Youth	80%	83.8%
	Younger Youth	58%	71.7%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$3,550	\$4,212
	Dislocated Workers	(\$2,000)	\$2,162
	Older Youth	\$3,400	\$5,120
Credential/Diploma Rates	Adults	60%	80.5%
	Dislocated Workers	64%	81.3%
	Older Youth	47%	39.2%
	Younger Youth	64%	49.0%
Skill Attainment Rate	Younger Youth	70%	65.3%
Placement in Employment or Education	Younger Youth (14-21)	N/A	54.8%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	28.7%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	34.8%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceed
	1	3	11

PERFORMANCE TABLE O: PIMA COUNTY

Local Area Name PIMA COUNTY	Total Participants Served	Adults	1,242
		Dislocated Workers	609
		Older Youth (19-21)	171
		Younger Youth (14-18)	484
ETA Assigned # 4030	Total Exitters	Adults	746
		Dislocated Workers	401
		Older Youth (19-21)	78
		Younger Youth (14-18)	400
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	72.7%	80.1%
	Dislocated Workers	85.5%	87.1%
	Older Youth	57.0%	75.0%
Retention Rates	Adults	82.7%	81.0%
	Dislocated Workers	82.0%	93.8%
	Older Youth	81.0%	89.7%
	Younger Youth	54.5%	60.0%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,461	\$4,428
	Dislocated Workers	(\$2,750)	\$3,062
	Older Youth	\$2,222	\$4,582
Credential/Diploma Rates	Adults	60.0%	69.6%
	Dislocated Workers	62.5%	69.9%
	Older Youth	42.0%	43.2%
	Younger Youth	52.5%	51.8%
Skill Attainment Rate	Younger Youth	86.0%	85.5%
Placement in Employment or Education	Younger Youth (14-21)	N/A	61.4%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	25.8%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	29.4%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	3
			Exceed
			12

PERFORMANCE TABLE O: REPAC CONSORTIUM

Local Area Name			
REPAC Dislocated Worker Consortium	Total Participants Served	Dislocated Workers	298
	Total Exiters	Dislocated Workers	114
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Dislocated Workers	84%	96.1%
Retention Rate	Dislocated Workers	85%	87.9 %
Earnings Change/Earnings Replacement in Six Months	Dislocated Workers	(\$2,133)	\$4,431
Credential/Diploma Rate	Dislocated Workers	61%	71.7%
Other State Indicators of Performance		N/A	N/A
		Not Met	Met
		Exceed	
Overall Status of Local Performance		0	0
			4

The Re-Employment and Pre-Layoff Assistance Center (REPAC) operates the dislocated worker program for seven local workforce investment areas (a total of eight counties), which include Apache County, Navajo County, Gila/Pinal Counties, Mohave/LaPaz Counties, Graham County, Greenlee County and the Nineteen Tribal Nations.

These local areas have entered into a consortium agreement, which provides that REPAC will be responsible for negotiating **one set** of dislocated worker performance measures for the consortium. Thus, the consortium outcomes for these local area's dislocated worker measures are reported under one table titled "REPAC Dislocated Worker Consortium."

Local Area Name SANTA CRUZ COUNTY	Total Participants Served	Adults	35
		Dislocated Workers	13
		Older Youth (19-21)	7
		Younger Youth (14-18)	107
ETA Assigned # 4040	Total Exiters	Adults	38
		Dislocated Workers	7
		Older Youth (19-21)	3
		Younger Youth (14-18)	34
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	76%	70.0%
	Dislocated Workers	84%	100.0%
	Older Youth	70%	60.0%
Retention Rates	Adults	86%	89.1%
	Dislocated Workers	87%	93.8%
	Older Youth	80%	71.4%
	Younger Youth	60%	82.5%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$3,750	\$5,429
	Dislocated Workers	\$0	\$5,450
	Older Youth	\$3,500	\$5,054
Credential/Diploma Rates	Adults	70%	80.0%
	Dislocated Workers	70%	90.0%
	Older Youth	55%	66.7%
	Younger Youth	60%	68.8%
Skill Attainment Rate	Younger Youth	82%	89.4%
Placement in Employment or Education	Younger Youth (14-21)	N/A	67.3%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	83.9%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	3
		Exceed	12

PERFORMANCE TABLE O: YAVAPAI COUNTY

Local Area Name YAVAPAI COUNTY	Total Participants Served	Adults	89
		Dislocated Workers	37
		Older Youth (19-21)	14
		Younger Youth (14-18)	25
ETA Assigned # <u>4080</u>	Total Exiters	Adults	71
		Dislocated Workers	31
		Older Youth (19-21)	12
		Younger Youth (14-18)	32
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	75%	83.3%
	Dislocated Workers	88%	83.3%
	Older Youth	68%	85.7%
Retention Rates	Adults	82%	97.6%
	Dislocated Workers	82%	95.7%
	Older Youth	79%	100.0%
	Younger Youth	54%	70.6%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,800	\$4,175
	Dislocated Workers	(\$2,750)	\$1,666
	Older Youth	\$2,428	(\$657)
Credential/Diploma Rates	Adults	58%	76.3%
	Dislocated Workers	58%	70.0%
	Older Youth	53%	30.0%
	Younger Youth	52%	80.0%
Skill Attainment Rate	Younger Youth	72%	85.7%
Placement in Employment or Education	Younger Youth (14-21)	N/A	75.7%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	50.0%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	0.0%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		2	1
		Exceed	12

PERFORMANCE TABLE O: YUMA COUNTY

Local Area Name YUMA COUNTY	Total Participants Served	Adults	457
		Dislocated Workers	74
		Older Youth (19-21)	115
		Younger Youth (14-18)	393
ETA Assigned # 4045	Total Exiters	Adults	304
		Dislocated Workers	33
		Older Youth (19-21)	81
		Younger Youth (14-18)	301
Report Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Adults	74%	75.4%
	Dislocated Workers	84%	86.4%
	Older Youth	69%	70.0%
Retention Rates	Adults	82%	85.0%
	Dislocated Workers	87%	87.8%
	Older Youth	79%	80.2%
	Younger Youth	60%	75.5%
Average Earnings (Adult/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$3,550	\$4,326
	Dislocated Workers	(\$2,000)	\$2,580
	Older Youth	\$3,350	\$3,035
Credential/Diploma Rates	Adults	62%	65.5%
	Dislocated Workers	65%	75.0%
	Older Youth	50%	57.1%
	Younger Youth	57%	67.5%
Skill Attainment Rate	Younger Youth	84%	91.2%
Placement in Employment or Education	Younger Youth (14-21)	N/A	67.4%
Attainment of Degree or Certificate	Younger Youth (14-21)	N/A	40.7%
Literacy or Numeracy Gains	Younger Youth (14-21)	N/A	46.8%
Other State Indicators of Performance		N/A	N/A
Overall Status of Local Performance		Not Met	Met
		0	1
		Exceed	14

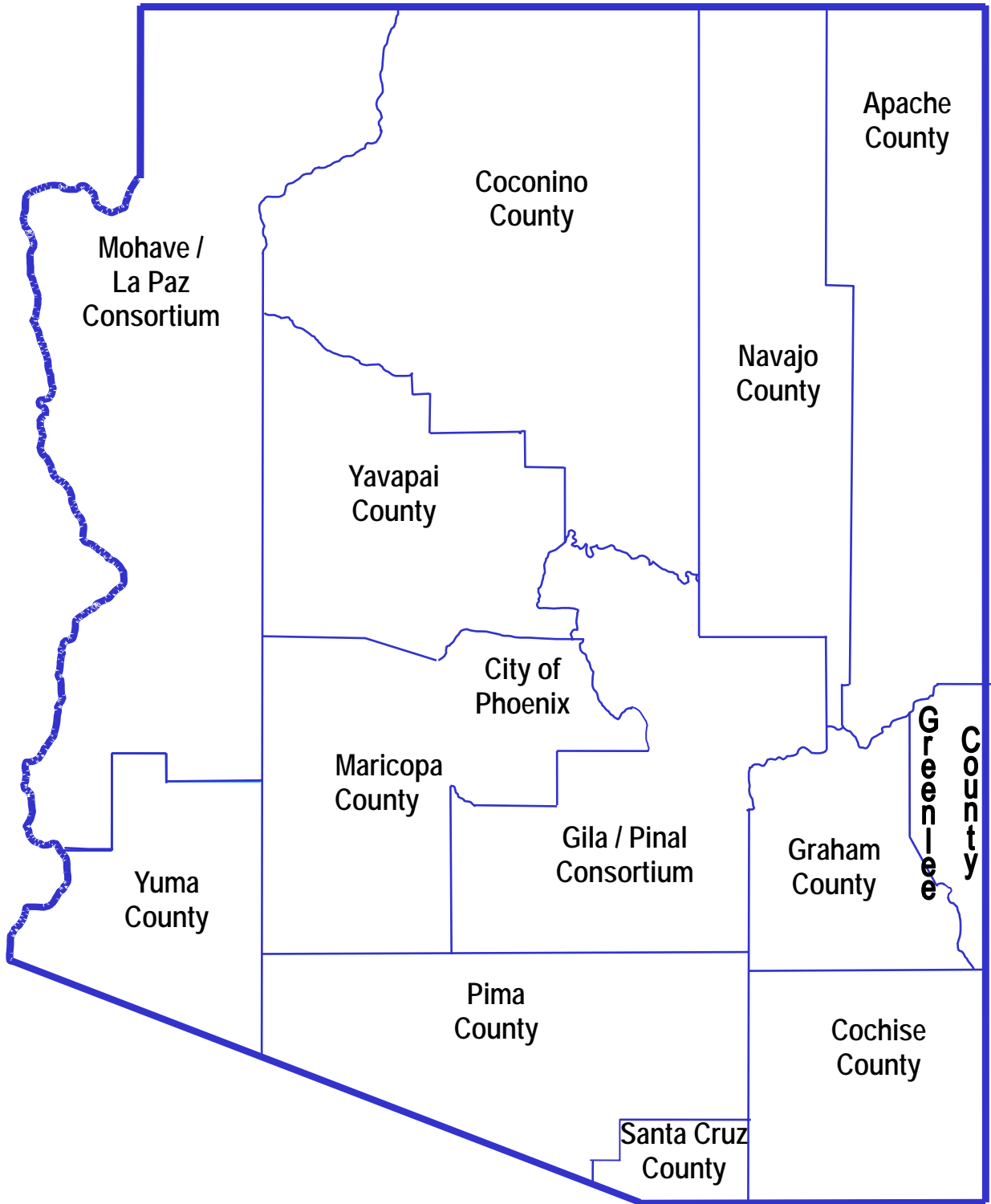
Governor's Council on Workforce Policy

Hank Atha	Acting Deputy County Administrator	Management Assistance Services, Community and Economic Development, Pima County
Elaine S. Babcock	Manager, Human Resources	Southwest Gas
Dr. Bob Breault	Chairman of the Board	Breault Research
Donna Davis	Director of Development	Arizona Agricultural Education / FFA Foundation
Bryan Detwiler	Executive Director	Old Town Mission
Milton D. Ericksen	Deputy Associate Superintendent and State Director	Career & Technical Education Arizona Department of Education
Urban Giff	Community Manager	Gila River Indian Community
Mary Hernandez Kaffer	Law Office Administrator	Hunt Law Firm, LTD
Gilbert Jimenez	Director	Arizona Department of Commerce
Gerald Kohlbeck	Owner	Pinal Lumber & Hardware
Fred Lockhart	Executive Director	Arizona Private School Association
Lisa Marie Lovallo	President	Spot-On Consulting
Gary J. Marks	Executive Director	Prescott Valley Economic Development Foundation
David Martin	Director	Associated General Contractors
Michael McGrath	Director	Arizona AFL-CIO
Art Othon	Director, Community Development	Arizona Public Service
Patrick Quinn	President for Qwest of Arizona	Qwest
Pam Ross	Director, Business Partnerships	Honeywell
Deanna Salazar	Vice President of Human Resources	Blue Cross Blue Shield
Dina Rojas Sanchez	Assistant Administrator	Carondelet Holy Cross Hospital
Joseph A. Snell	President and CEO	Tucson Regional Economic Opportunities, Inc.
Steven M. Speer	International Representative	International Brotherhood of Electrical Workers
Joe Standley	President	CA Field Iron Workers District Council
Dr. Mary Vanis	Director Center for Workforce Development	Maricopa Community Colleges
Richmond Vincent, Jr.	Vice President Small Business Banking	JP Morgan Chase Bank, N.A.
Tracy Wareing	Director	Arizona Department of Economic Security
Joan Warren	Dean of Workforce & Community Education, Aravaipa Campus	Central Arizona College

<i>Vada Phelps, Executive Director</i>	Cochise County
<i>Carol Curtis, Director</i>	Coconino County
<i>Barbara Valencia, WIB Program Manager</i>	Gila / Pinal Counties
<i>Neil Karnes, Director</i>	Graham County
<i>Evangelina Esquivel, Program Manager</i>	Greenlee County
<i>Susan Schmidt, Assistant Director Workforce Development Division</i>	Maricopa County
<i>Susie Parel-Duranceau, Director</i>	Mohave / La Paz Counties
<i>Gail Sadler, Director</i>	Navajo / Apache Counties
<i>Cynthia Spell, Director</i>	City of Phoenix
<i>Art Eckstrom, Director of Community Services Employment and Training</i>	Pima County
<i>Nils Urman, Director</i>	Santa Cruz County
<i>Teri Drew, Regional Director</i>	Yavapai County
<i>John Morales, Executive Director</i>	Yuma County
<i>Sonia Stone, Chair</i>	Nineteen Tribal Nations Consortium



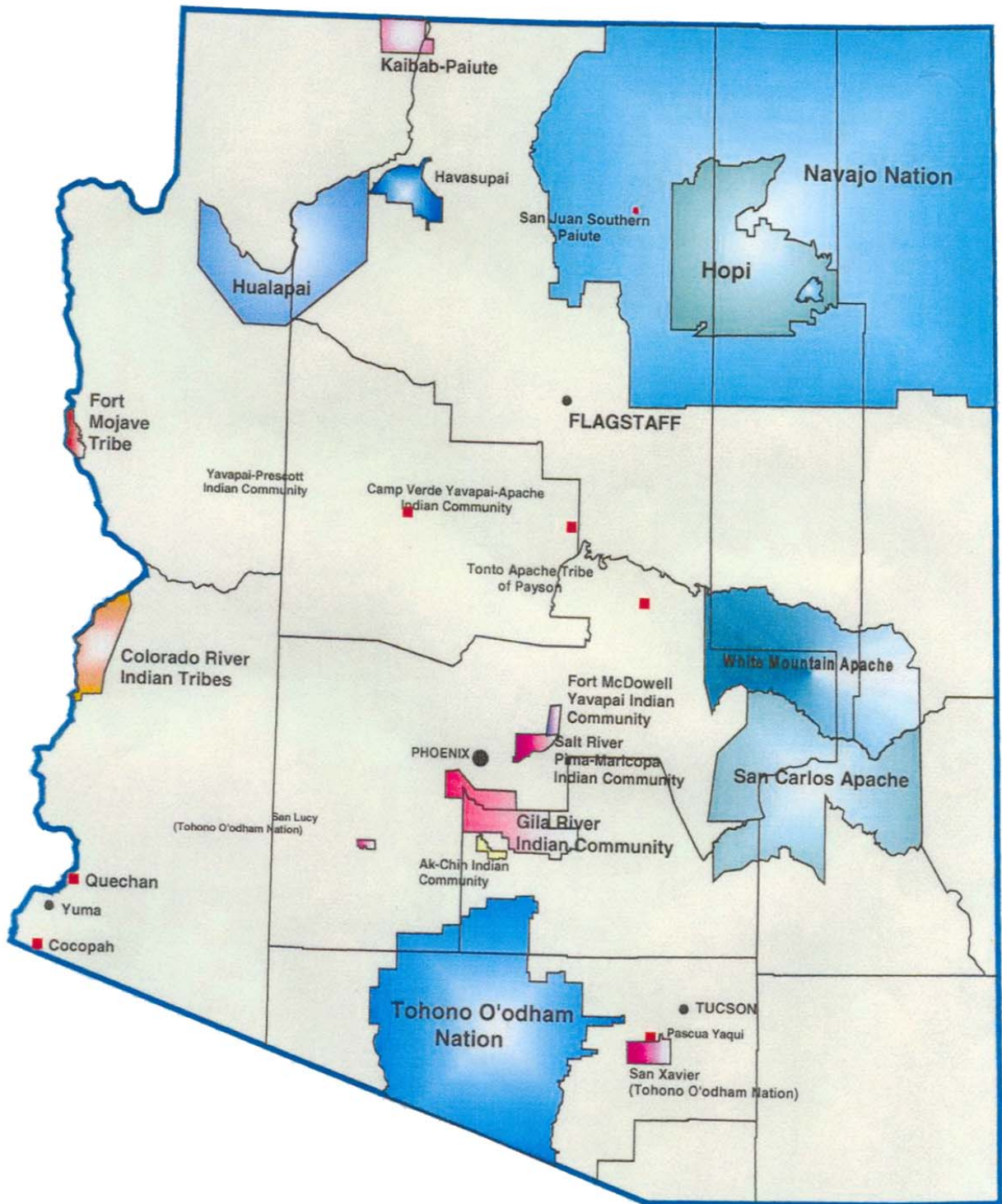
APPENDIX C: MAP OF ARIZONA LWIAS



See Page 40 for Tribal Nations Map

Apache County - Marnie Uhl Springerville/Eagar Chamber Of Commerce	PO Box 31, Springerville 85938 (928) 333-2123 Tourist@cybertrails.com
Cochise County - Ron Curtis Stockman's Bank	25 South Highway, Sierra Vista 85635 (520) 458-9309
Coconino County - Christine Mayer CMA Marketing	PO Box 31438, Flagstaff 86003 (928) 779-6104 Christine@cmamarketingpr.com
Gila/Pinal Counties - Jerry Odom Compton Motors	1298 Avila Road, Casa Grande 85222 (520) 836-8153 (520) 876-5054 Fax azgramp@cgmailbox.com
Graham County - Lois Ann Moody Dynasty Travel, Inc.	1809 West Thatcher Boulevard, Safford 85546 (928) 428-6805
Greenlee County - Edwina Gray Copper Valley Telephone	PO Box 1626, Clifton, 85533 (928) 865-2881 Edwina.gray@vtc.net
Pima County - Shawna Adams Jobing.com – General Mgr.	5829 East Speedway, Tucson 85712 (520) 434-2000 Shawna.adams@jobing.com
Maricopa County - Richmond Vincent JP Morgan Chase Bank, NA Small Business Banking	AZ1-0203, 892 North Higley Road, Gilbert 85234 richmond.j.vincent@chase.com
Mohave/La Paz Counties - Jeane Fisher	1108 Joshua, Parker 85344 (928) 669-8969
Navajo County - Kenneth Light KSL, Inc.	PO Box 1115, Winslow 86047 (928) 536-3668 tgamboa@workforce.ws
Nineteen Tribal Nations - Sonia Stone SKS Works	601 Geronimo, Parker 85344 (928) 916-1006 Cell sksworks@msn.com
City of Phoenix - Art Othon Arizona Public Service	400 N. 5th Street, Phoenix 85072 (602) 250-329 Arthur.othon@aps.com
Santa Cruz County - Mayra L. Zuniga	777 North Grand Avenue, Nogales 85621 (520) 285-5638 mzuniga@cityofnogales.net
Yavapai County - Lou Rangel Wal-Mart	1100 Highway 279, Cottonwood 85324 (928) 634-0444 legnarscave@Wmconnect.com
Yuma County - Sam Pepper	4620 West Senatra Way, Yuma 85364 (928) 344-9777 spepper@beamspeed.net

APPENDIX E: MAP OF ARIZONA TRIBAL NATIONS



COLORADO RIVER INDIAN TRIBES <i>Don Eddy, Director</i> <i>edtde@npgcable.com</i>	Route 1, Box 23-B 13390 1st Avenue	Parker 85344	(928) 669-8555 (928) 669-6085 Fax
COCOPAH INDIAN TRIBE <i>Frank Molina, Director</i> <i>cocopah1@yahoo.com</i>	PO Box 1980 1450 S Avenue I	Somerton 85350	(928) 627-8026 (928) 627-2510 Fax
GILA RIVER INDIAN COMMUNITY <i>Lana Chanda, Director</i> <i>lana.chanda@gric.nsn.us</i>	PO Box 97 208 Skill Center Road	Sacaton 85247	(480) 963-0902 (520) 562-3590 Fax
HOPi TRIBE <i>Dr. Noreen Sakiestewa, Director</i> <i>nsakiestewa@hopi.nsn.us</i>	PO Box 123 Main Street off Highway 264	Kykotsmovi 86039	(928) 734-3501 (928) 734-3509 Fax
HUALAPAI TRIBE <i>Lucille Watahomigie, Director</i> <i>hualwia@yahoo.com</i>	PO Box 179 460 Hualapai Drive	Peach Springs 86434	(928) 769-2200 (928) 769-2250 Fax
ITCA CONSORTIUM - INTER TRIBAL COUNCIL OF AZ <i>Toni DeBrie, WIA Project Coordinator</i> <i>toni.debrie@itcaonline.com</i>	2214 North Central Avenue Suite 100	Phoenix 85004	(602) 258-4822 (602) 258-4825 Fax
ITCA CONSORTIUM FORT MOHAVE INDIAN TRIBE <i>Michel Medrano, Director</i> <i>fmos@ftmojave.com</i>	PO Box 5896 1599 Plantation Road	Mohave Valley 86446	(928) 346-1787 (928) 346-1123
ITCA CONSORTIUM KAIBAB PAIUTE TRIBE <i>Linda Smith, WIA Director</i> <i>kpwia@scinternet.net</i>	HC 65 Box 2	Fredonia 86022	(928) 643-8312 (928) 643-7260 Fax
ITCA CONSORTIUM HAVASUPAI TRIBE <i>Patrick Dallas, Tribal Administrator</i>	PO Box 10	Supai 86435	(928) 448-2731 (928) 448-2551 Fax
PASCUA YAQUI TRIBE <i>Greg Madril, Director</i> <i>gregmadril@pascuayaquitribe.org</i>	7474 South Camino de Oeste	Tucson 85746	(520) 879-5843 (520) 879-5850 Fax
QUECHAN INDIAN TRIBE <i>Christine Emerson, Director</i> <i>quechanwia@yahoo.com</i>	PO Box 1899 604 Picacho Road	Yuma 85366	(760) 572-2314 (760) 572-2735 Fax
SALT RIVER PIMA-MARICOPA INDIAN COMMUNITY <i>Raynette C. Nahkai, Program Coordinator</i> <i>raynette.nahkai@srpmic-nsn.gov</i>	Salt River Career Center 10005 East Osborn	Scottsdale 85256	(480) 850-4133 (480) 850-4139 Fax
SAN CARLOS APACHE TRIBE <i>Etta Key, Director</i> <i>ekey@cybertrails.com</i>	PO Box 0 San Carlos Avenue	San Carlos 85550	(928) 475-2305 (928) 475-2707 Fax
TOHONO O'ODHAM NATION <i>Robin Bitrick, Director</i> <i>robin.bitrick@tonation-nsn.gov</i>	PO Box 837 SR 86 & Indian Route 19 (Main business loop near Fire Dept)	Sells 85634	(520) 383-4251 (520) 383-2533 Fax
WHITE MOUNTAIN APACHE TRIBE <i>Marjorie Quade, Director</i> <i>mquade@wmat.nsn.us</i>	PO Box 520 100 East Walnut Street	Whiteriver 85941	(928) 338-4818 (928) 338-4177 Fax
YAVAPAI APACHE NATION <i>Debra Johnson, Director/Fiscal</i> <i>djohnson@yan-tribe.org</i>	2400 West Datsi (Mail address) 3462 Smith Avenue	Camp Verde 86322	(928) 567-0594 x 27 (928) 567-2854

Apache County			
<i>Gail Sadler, Director</i> <i>gsadler@workforce.ws</i>	1016 S. Main Street	Snowflake 85937	(928) 289-9257 (928) 536-3748 Fax
<i>Rondi Moore, One-Stop Coordinator</i> <i>rmoore@workforce.ws</i>	2500 East Cooley, Suite 410	Show Low 85901	(928) 532-4313 (928) 532-4367 Fax
COMPREHENSIVE ONE-STOP CENTER			
Apache County Workforce Partnership	74 N. Main Street, Suite 5-7	Eagar 85925	(928) 333-4454
Cochise County Cochise County Workforce Development http://www.cpic-cas.org			
<i>Vada Phelps, Executive Director</i> <i>vphelps@cpic-cas.org</i>	1843 Paseo San Luis	Sierra Vista 85635	(520) 458-9309 (520) 417-9910 Fax
COMPREHENSIVE ONE-STOP CENTERS			
Cochise County Workforce Development Douglas One-Stop	1706 East 10th Street	Douglas 85607	(520) 364-8906
Cochise County Workforce Development Sierra Vista One-Stop	1843 Paseo San Luis	Sierra Vista 85635	(520) 458-9309 (520) 417-9910 Fax
AFFILIATE SITES			
Arizona Department of Economic Security	277 West 4th Street	Benson 85602	(520) 586-2513
Arizona Department of Economic Security	1140 F Avenue	Douglas 85607	(520) 364-4446
Arizona Department of Economic Security	2981 East Tacoma	Sierra Vista 85635	(520) 459-3206
ELECTRONIC ACCESS LOCATIONS			
Benson Public Library	300 South Huachuca	Benson 85602	(520) 586-9535
Copper Queen Public Library	6 Main Street	Bisbee 85603	(520) 432-4232
Cochise College Career Action Center	4190 West Highway 80	Douglas 85602	(520) 364-0253
Douglas Public Library	625 10th Street	Douglas 85602	(520) 364-3851
Huachuca City Public Library	506 Gonzales Boulevard	Huachuca City 85616	(520) 456-1063
Cochise College Career Action Center	901 North Colombo	Sierra Vista 85635	(520) 515-5457
Sierra Vista Public Library	2600 East Tacoma	Sierra Vista 85635	(520) 458-4225
Elsie S. Hogan Library	450 West Maley	Wilcox 85643	(520) 384-4271
Tombstone Public Library	4th & Toughnut	Tombstone 85638	(520) 457-3612

Coconino County Coconino Workforce Connection http://co.coconino.az.gov/careercenter			
<i>Carol Curtis, Director</i> <i>ccurtis@coconino.az.gov</i>	110 East Cherry Avenue	Flagstaff 86001-4627	(928) 522-7900 (928) 522-7919 Fax
COMPREHENSIVE ONE-STOP CENTER			
Arizona Department of Economic Security	397 Malpais Lane, # 9	Flagstaff 86001	(928) 779-4557
AFFILIATE SITE			
Arizona Department of Economic Security	337 North Navajo PO Box 4269	Page 86040	(928) 645-5201
Goodwill of Central Arizona	2225 North Steves Boulevard	Flagstaff 86004	(928) 526-9188
ELECTRONIC ACCESS LOCATION			
Williams Public Library	113 South First Street	Williams 86046	
Gila County http://www.gilacountyaz.gov			
<i>Barbara Valencia, WIB Program Manager</i> <i>bvalencia@co.gila.az.us</i>	5515 South Apache Avenue Suite 200	Globe 85501	(928) 425-7631 x 8657 (928) 425-9468 Fax
COMPREHENSIVE ONE-STOP CENTER			
Gila County Division of Health and Community Services	5515 South Apache Avenue	Globe 85501	(928) 425-7631
AFFILIATE SITES			
Arizona Department of Economic Security	605 South 7th Street	Globe 85501	(928) 425-3101
Arizona Department of Economic Security	112 East Highway 260	Payson 85541	(928) 472-9339
Central Arizona Association of Governments (CAAG) Gila Community College	1720 East Ash Street PO Box 912	Globe 85501	(928) 425-3181 (928) 425-6450 Fax
Graham County Graham County Employment & Training			
<i>Neil Karnes, Director</i> <i>nkarnes@graham.az.gov</i>	826 West Main Street	Safford 85546	(928) 428-7386 (928) 428-8074 Fax
COMPREHENSIVE ONE-STOP CENTER			
WIA Title I Service Center	826 West Main Street	Safford 85546	(928) 428-7386 (928) 428-8074 Fax
AFFILIATE SITE			
Arizona Department of Economic Security	1938 West Thatcher Boulevard	Safford 85546	(928) 428-2911
ELECTRONIC ACCESS LOCATIONS			
Fort Thomas High School	15502 West U.S. Highway 70	Fort Thomas 85536	(928) 485-2427
Eastern Arizona College - Occupational Placement	3714 Church Street	Thatcher 85552	(928) 428-8341

Greenlee County Greenlee Career Center http://www.aznex.net/~clifton_os			
<i>Evangelina Esquivel,</i> <i>Program Manager</i> <i>vesquivel@aznex.net</i>	Highway 191 & Ward Canyon Road PO Box 1537	Clifton 85533	(928) 865-4151 (928) 865-3566 Fax
COMPREHENSIVE ONE-STOP CENTER			
Greenlee One-Stop Resource Center	Highway 191 & Ward Canyon Road PO Box 1537	Clifton 85533	(928) 865-4151 (928) 865-3566 Fax
ELECTRONIC ACCESS LOCATIONS			
Greenlee Clifton Public Library	102 School Street	Clifton 85533	(928) 865-2461
Town of Duncan	506 South East Old West Highway	Duncan 85534	(928) 359-2272
Morenci Community Library	Morenci Plaza	Morenci 85540	(928) 865-2775
La Paz www.co.la.paz.az.us/career.html			
<i>Cheryl Burns, Director</i> <i>cburns@co.la.paz.az.us</i>	113 Kofa Avenue	Parker 85344	(928) 669-9812 (928) 669-6326 Fax
COMPREHENSIVE ONE-STOP CENTER			
La Paz Career Center	113 Kofa Avenue	Parker 85344	(928) 669-9812 (928) 669-6326 Fax
AFFILIATE SITE			
Arizona Department of Economic Security	1032 Hopi Avenue	Parker 85344	(928) 669-6755
Maricopa County Maricopa Workforce Connection http://www.hsd.maricopa.gov/mwc			
<i>Susan Schmidt,</i> <i>Assistant Director</i> <i>sschmidt@mail.maricopa.gov</i>	234 North Central Avenue Suite 3201	Phoenix 85004	(602) 506-5911 (602) 506-8789 Fax
COMPREHENSIVE ONE-STOP CENTERS			
Gilbert Career Center	735 North Gilbert Road, Suite 134	Gilbert 85234-6066	(480) 497-0350
Peoria Career Center	9770 West Peoria	Peoria 85345	(623) 934-3231
Arizona Department of Economic Security	163 North Dobson Road	Mesa 85201-6066	(480) 962-7678
AFFILIATE SITE			
Vista Del Camino Center	7700 East Roosevelt	Scottsdale 85257	(480) 312-2323
MARICOPA COMMUNITY ACTION PROGRAM ELECTRONIC ACCESS			
Avondale Community Action Program	1007 South Third Street	Avondale 85323	(623) 478-3060
Buckeye Community Action Program	201 East Center	Buckeye 85326	(623) 386-2588
Chandler Community Action Program	77 West Chicago	Chandler 85244-1418	(480) 963-4321
El Mirage Community Action Program	14010 El Mirage Road	El Mirage 85335	(623) 937-0500
Gila Bend Community Action Program	202 North Euclid Street	Gila Bend 85337	(602) 252-3186

Maricopa County ...continued			
MARICOPA COMMUNITY ACTION PROGRAM ELECTRONIC ACCESS			
Glendale Community Action Program	5850 West Glendale Avenue	Glendale 85301	(623) 930-2854
Town of Guadalupe - Community Action Program	9421 South Avenida del Yaqui	Guadalupe 85283	(480) 730-3093
Peoria Community Action Program	8335 West Jefferson Street	Peoria 85345	(623) 979-3911
Tempe Community Action Program	2150 East Orange	Tempe 85281	(480) 350-5880
Tolleson Community Action Program	9555 West Van Buren Street	Tolleson 85353	(623) 936-1407
Wickenburg Community Action Program	255 North Washington Street	Wickenburg 85390	(520) 258-0819
Mohave County			
<i>Susie Parel-Duranceau, Director</i> <i>susie.parel-duranceau@co.mohave.az.us</i> <i>Jen Miles, Workforce Development Director</i> <i>jen.miles@co.mohave.az.us</i>	700 West Beale Street	Kingman 86401	(928) 753-0723 (928) 753-0726 Fax (928) 753-0726 TDD
COMPREHENSIVE ONE-STOP CENTER			
Mohave County Community and Economic Development Department	700 West Beale Street	Kingman 86401	(928) 753-0723 (928) 753-0726 Fax (928) 753-0726 TDD
AFFILIATE SITE			
Mohave County Community and Economic Development Dept.	1355 Ramar Road, Suite 9	Bullhead 86442	(928) 758-0702
Arizona Department of Economic Security	232 London Bridge Road	Lake Havasu 86403	(928) 680-6005
Arizona Department of Economic Security	2601 Highway 95	Bullhead 86442	(928) 763-4154
Arizona Department of Economic Security	301 Pine Street	Kingman 86401	(928) 753-4333
Mohave County Community and Economic Development Dept.	2001 College Drive, Suite 122	Lake Havasu 86403	(928) 453-0710
Navajo County			
<i>Gail Sadler, Director</i> <i>gsadler@workforce.ws</i>	1016 S. Main Street	Snowflake 85937	(928) 289-9257 (928) 536-3748 Fax
<i>Rondi Moore, One-Stop Coordinator</i> <i>rmoore@workforce.ws</i>	2500 East Cooley, Suite 410	Show Low 85901	(928) 532-4313 (928) 532-4367 Fax
COMPREHENSIVE ONE-STOP CENTER			
Arizona Department of Economic Security	2500 East Cooley, Suite 410	Show Low 85901	(928) 532-4313 (928) 532-4367 Fax
Arizona Department of Economic Security	319 East Third Street, 335C	Winslow 86047	(928) 289- 4644 Ext 101 & 103

Navajo County...continued			
ELECTRONIC ACCESS LOCATIONS			
Show Low Headstart	131 South 6th Place	Show Low 85901	(928) 537-7716
Show Low Library	20 North 6th Street	Show Low 85901	(928) 537-2447
Larson Memorial Public Library	1594 West Johnson Drive	Lakeside 85929	(928) 368-6688
Arizona Baptist Children Service	1016 South Main Street	Snowflake 85927	(928) 536-4760
NORTHLAND PIONEER COLLEGE ELECTRONIC ACCESS LOCATIONS			
Keams Canyon Center	Highway 264	Keams Canyon 86034	(928) 738-5585
Whiteriver Center	1001 Old Middle School Road	Whiteriver 85941	(928) 338-4662
Kayenta Center	Kayenta Unified School District III Highway 163	Kayenta 86033	(928) 697-8333
Heber Center	3450 Mustang Avenue	Heber 85928	(928) 535-5937
Silver Creek Campus	1610 South Main Street	Snowflake 85937	(928) 536-6211
Painted Desert Campus	1200 East Hermosa Drive	Holbrook 86025	(928) 524-7310
Phoenix, City of Phoenix Workforce Connection http://www.phoenix.gov/phxwc			
<i>Stan Flowers, One-Stop Coordinator onestop@phoenix.gov</i>	200 West Washington, 19th Floor	Phoenix 85003	(602) 262-4036 (602) 534-3915 Fax
COMPREHENSIVE ONE-STOP CENTERS			
Phoenix Workforce Connection North	9801 North 7th Street	Phoenix 85020	(602) 861-0208
Phoenix Workforce Connection West	3406 North 51st Avenue	Phoenix 85031	(602) 247-3304
AFFILIATE SITES			
Phoenix Workforce Connection South	4732 South Central Avenue	Phoenix 85040	(602) 534-4732
Phoenix Workforce Connection Arizona Opportunities Industrialization Center	39 East Jackson	Phoenix 85004	(602) 254-5081
Phoenix Workforce Connection Chicanos Por La Causa	2916 North 35th Avenue, Suite 5	Phoenix 85017	(602) 269-6485
Phoenix Workforce Connection Friendly House	802 South First Avenue	Phoenix 85003	(602) 257-1870 x243
Phoenix Workforce Connection Goodwill of Central Arizona	Main Campus 417 North 16th Street	Phoenix 85016	(602) 416-6174
Phoenix Workforce Connection Goodwill of Central Arizona	Greenway Career Center 3202 East Greenway Road	Phoenix 85032	(602) 482-0676
Phoenix Workforce Connection Goodwill of Central Arizona	Northern Career Center 3548 West Northern Avenue	Phoenix 85021	(602) 335-1531

Phoenix, City of Phoenix Workforce Connection ...continued			
YOUTH PROVIDER SITES:			
Phoenix Workforce Connection Arizona Call-A-Teen Youth Resources, Inc.	649 North Sixth Avenue	Phoenix 85003	(602) 252-6721
Children & Family Resources Pregnant & Parenting Teen Program	700 West Campbell Avenue #3	Phoenix 85013	(602) 234-3941
Chicanos Por La Causa Youth Offender Program	2916 North 35th Avenue, Suite 5	Phoenix 85017	(602) 269-6485
Goodwill of Central Arizona	417 North 16th Street	Phoenix 85006	(602) 416-6381
Southwest Institute for Families and Children with Special Needs	5111 North Scottsdale Road # 105	Scottsdale 85250	(480) 222-8800
Tumbleweed	950 West Indian School Road	Phoenix 85013	(602) 264-6035
VALLEY OF THE SUN UNITED WAY CONSORTIUM			
Arizona Women's Education & Employment Sunnyslope Family Services Center	914 West Hatcher Road	Phoenix 85021	(602) 371-1216
Arizona Women's Education & Employment Career Connections Center	3336 North 32nd Street	Phoenix 85018	(602) 955-4227
Arizona Opportunities Industrialization Center	39 East Jackson Street	Phoenix 85004	(602) 254-5081
Chicanos Por La Causa	2916 North 35th Avenue, Suite 5	Phoenix 85017	(602) 269-6485
Communities in Schools of Arizona	4520 North Central Avenue, Suite 560	Phoenix 85012	(602) 926-1849
Jobs for Arizona's Graduates	395 North Hayden Road, Suite 160	Scottsdale 85257	(480) 441-1807
Somali Association of Arizona	3644 East McDowell Road, Suite 210	Phoenix 85008	(602) 277-7662
YMCA	5517 North 17th Avenue	Phoenix 85015	(602) 433-6352
PIMA COUNTY http://www.PimaWorks.com			
<i>Celina Somoza, One-Stop Program Manager</i> <i>csomoza@csd.pima.gov</i>	340 North Commerce Loop Tortolita Building	Tucson 85745	(520) 798-0500 (520) 798-0599 Fax
<i>Arnold Palacios, One-Stop Program Manager</i> <i>apalacios@csd.pima.gov</i>	2797 East Ajo Way	Tucson 85716	(520) 243-6700 (520) 243-6799 Fax
COMPREHENSIVE ONE-STOP CENTERS			
One-Stop Career Center	340 North Commerce Loop Tortolita Building	Tucson 85745	(520) 798-0500 (520) 798-0599 Fax
Kino Service Center	2797 East Ajo Way	Tucson 85716	(520) 243-6700 (520) 243-6799 Fax

Pima County ...continued			
AFFILIATE SITES			
One-Stop Career Center Satellite	316 West Fort Lowell	Tucson 85705	(520) 293-1919
Jackson Employment Center	300 East 26th Street	Tucson 85713	(520) 882-5500
PINAL COUNTY Gila County Division of Health and Community Services http://www.gilacountyaz.gov			
<i>Barbara Valencia, WIB Program Manager</i> <i>bvalencia@co.gila.az.us</i>	PO Box 2778	Globe 85502	(928) 425-7631 x 8657 (928) 425-9468 Fax
AFFILIATE SITES			
Arizona Department of Economic Security	401 North Marshall Street	Casa Grande 85222	(520) 426-3529
Central Arizona Association of Governments (CAAG)	414-B Marshall Street	Casa Grande 85222	(520) 836-1887
Arizona Department of Economic Security	1155 North Arizona Boulevard	Coolidge 85228	(520) 723-5351
Central Arizona Association of Governments (CAAG)	230 Main Street	Superior 85273	(520) 689-9044
CENTRAL ARIZONA COLLEGE ELECTRONIC ACCESS LOCATIONS:			
Signal Peak Campus	8470 North Overfield Road	Coolidge 85228	(520) 426-4444
Superstition Mountain Campus	273 Old West Highway	Apache Junction 85219	(520) 982-7261
Aravaipa Campus	Star Route Box 97	Winkelman 85292	(520) 357-2024
Santa Cruz County www.santacruzconnect.org			
<i>Nils Urman, Director</i> <i>nurman@co.santa-cruz.az.us</i>	2935 North Grand Avenue	Nogales 85621	(520) 375-7670 (520) 281-1166 Fax
COMPREHENSIVE ONE-STOP CENTER			
Santa Cruz County One-Stop Center	2935 North Grand Avenue	Nogales 85621	(520) 375-7670 (520) 281-1166 Fax
AFFILIATE SITES			
Arizona Department of Economic Security	480 North Grand Avenue	Nogales 85621	(520) 287-4635
Nogales One-Stop	29 East Court Street	Nogales 85621	(520) 287-0106
Seeds of Change Community Learning Center	412 North Morley Avenue	Nogales 85621	(520) 287-6292
Yavapai County			
<i>Teri Drew, Regional Director</i> <i>tdrew@nacog.org</i>	221 North Marina, Suite 201 Mail: PO Box 2451, Prescott 86302	Prescott 86301	(928) 778-1756 (928) 778-1756 Fax
COMPREHENSIVE ONE-STOP CENTERS			
Yavapai Workforce Connection East County	1500 East Cherry Street, Suite F	Cottonwood 86326	(928) 634-3337
Yavapai Workforce Connection West County	221 North Marina, Suite 201 Mail: PO Box 2451, Prescott 86302	Prescott 86301	(928) 778-1422 (928) 778-1756 Fax

Yavapai County ...continued			
AFFILIATE SITE			
Yavapai Workforce Affiliate Office Prescott Valley	8128 East Highway 69, Suite 211	Prescott Valley 86314	(928) 445-5100
Yuma County http://www.ypic.com/crc.htm			
<i>Mercedes Mendivil, One-Stop System Administrator</i> <i>mmendivil@ypic.com</i>	3826 West 16th Street	Yuma 85364	(928) 329-0990 (928) 783-1825 Fax
COMPREHENSIVE ONE-STOP CENTER			
Career Resource Center	3826 West 16th Street	Yuma 85364	(928) 329-0990 (928) 783-1825 Fax
SATELLITE/AFFILIATE SITES			
Somerton Career Center	201 Bingham Avenue, #19	Somerton 85350	(928) 627-0487
Arizona Department of Economic Security, Employment Admin. San Luis Office	1950 East Juan Sanchez Blvd. Suite J	San Luis 85349	(982) 627-9439
Arizona Department of Economic Security	201 South 3rd Avenue	Yuma 85364	(928) 783-1221
ELECTRONIC ACCESS LOCATIONS			
Yuma County Library	350 South 3rd Avenue	Yuma 85364	
Yuma County Library - San Luis Branch	23233 South 1st Street	San Luis 85349	
Arizona Western College Career Center	1351 South Redondo Center Drive	Yuma 85365	(928) 317-6163
Nineteen Tribal Nations One-Stops http://www.antn1stop.org			
NINETEEN TRIBAL NATIONS COMPREHENSIVE ONE-STOP CENTER			
<i>COLORADO RIVER INDIAN TRIBES</i> <i>Don Eddy, Director</i> <i>edtde@npgcable.com</i>	Route 1, Box 23-B 13390 1st Avenue	Parker 85344	(928) 669-8555 (928) 669-6085 Fax
NINETEEN TRIBAL NATIONS ONE-STOP SYSTEM CONTACTS			
<i>COCOPA INDIAN TRIBE</i> <i>Frank Molina, Director</i> <i>cocopah1@yahoo.com</i>	PO Box 1980 1450 S Avenue I	Somerton 85350	(928) 627-8026 (928) 627-2510 Fax
<i>GILA RIVER INDIAN COMMUNITY</i> <i>Lana Chanda, Director</i> <i>lana.chanda@gric.nsn.us</i>	PO Box 97 208 Skill Center Road	Sacaton 85247	(480) 963-0902 (520) 562-3590 Fax
<i>HOPI TRIBE</i> <i>Dr. Noreen Sakiestewa, Director</i> <i>nsakiestewa@hopi.nsn.us</i>	PO Box 123 Main Street off Highway 264	Kykotsmovi 86039	(928) 734-3501 (928) 734-3509 Fax
<i>HUALAPAI TRIBE</i> <i>Lucille Watahomigie, Director</i> <i>hualwia@yahoo.com</i>	PO Box 179 460 Hualapai Drive	Peach Springs 86434	(928) 769-2200 (928) 769-2250 Fax

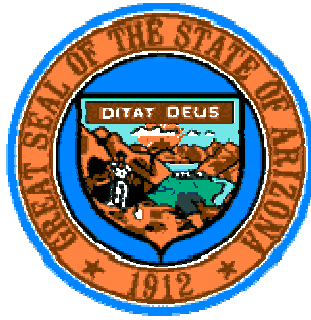
Nineteen Tribal Nations One-Stops...continued			
ITCA - INTER TRIBAL COUNCIL OF ARIZONA, INC. <i>Toni DeBrie, WIA Project Coordinator</i> <i>toni.debrie@itcaonline.com</i>	2214 North Central Avenue Suite 100	Phoenix 85004	(602) 258-4822 (602) 258-4825 Fax
FORT MOHAVE INDIAN TRIBE <i>Michel Medrano, Director</i> <i>fmfos@ftmojave.com</i>	PO Box 5896 1599 Plantation Road	Mohave Valley 86446	(928) 346-1787 (928) 346-1123
KAIBAB PAIUTE TRIBE <i>Linda Smith, WIA Director</i> <i>kpwia@scinternet.net</i>	HC 65 Box 2	Fredonia 86022	(928) 643-8312 (928) 643-7260 Fax
HAVASUPAI TRIBE <i>Patrick Dallas, Tribal Administrator</i>	PO Box 10	Supai 86435	(928) 448-2731 (928) 448-2551 Fax
PASCUA YAQUI TRIBE <i>Greg Madril, Director</i> <i>gregmadril@pascuayaquitribe.org</i>	7474 South Camino de Oeste	Tucson 85746	(520) 879-5843 (520) 879-5850 Fax
QUECHAN INDIAN TRIBE <i>Christine Emerson, Director</i> <i>quechanwia@yahoo.com</i>	PO Box 1899 604 Picacho Road	Yuma 85366	(760) 572-2314 (760) 572-2735 Fax
SALT RIVER PIMA-MARICOPA INDIAN COMMUNITY <i>Raynette C. Nahkai, Program Coordinator</i> <i>raynette.nahkai@srpmic-ed.org</i>	Salt River Career Center 10005 East Osborn	Scottsdale 85256	(480) 850-4133 (480) 850-4139 Fax
SAN CARLOS APACHE TRIBE <i>Etta Key, Director</i> <i>ekey@cybertrails.com</i>	PO Box 0 San Carlos Avenue	San Carlos 85550	(928) 475-2305 (928) 475-2707 Fax
TOHONO O'ODHAM NATION <i>Robin Bitrick, Director</i> <i>robin.bitrick@tonation-nsn.gov</i>	PO Box 837 SR 86 & Indian Route 19 (Main business loop near Fire Dept)	Sells 85634	(520) 383-4251 (520) 383-2533 Fax
WHITE MOUNTAIN APACHE TRIBE <i>Marjorie Quade, Director</i> <i>mquade@wmat.nsn.us</i>	PO Box 520 100 East Walnut Street	Whiteriver 85941	(928) 338-4818 (928) 338-4177 Fax
YAVAPAI APACHE NATION <i>Debra Johnson, Director/Fiscal</i> <i>djohnson@yan-tribe.org</i>	2400 West Datsi (Mail address) 3462 Smith Avenue	Camp Verde 86322	(928) 567-0594 x 27 (928) 567-2854



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- Coconino County Career Center
- Gila/Pinal Counties Community Services
- Graham County Employment and Training Administration
- Greenlee County Career Center
- La Paz County Career Center
- Maricopa Workforce Connection
- Mohave County Community Development Center
- Navajo/Apache County Workforce Investment Board
- Nineteen Tribal Nations Workforce Investment Area
- Phoenix Workforce Connection
- Pima County Community Services
- Santa Cruz County Workforce Development
- Yavapai County Workforce Connection
- Yuma Private Industry Council



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