



Building Futures

The Workforce Investment Act Title IB
Annual Report
Program Year 2003

**The Workforce Investment Act
Annual Report
Program Year 2003
July 1, 2003 – June 30, 2004**



A Partner of America's Workforce Network

**State of Arizona
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Economic Environment

Economic Environment

During Program Year (PY) 2003, Arizona's unemployment rate steadily decreased from 5.8% in July 2003, to 4.7% in June 2004, [51,200 jobs or 2.3% over-the-year (OTY) change] reflecting a steady increase in jobs. Arizona's OTY Non-farm employment growth ranked third in the nation after Nevada and Oregon at 54,400 (2.5 % change) for June 2004. Construction, along with Education/Health, were two major industries that exhibited positive job growth as well in PY2003.

Notable to Arizona's economy has been the OTY increase of 16,600 (9.4% change) jobs in Construction. However, construction demand is so strong that shortages of some building materials such as steel and cement have increased construction costs and caused construction delays in some cases. As expected, Education/Health continued on an upward trend and showed an OTY increase of 13,400 jobs (5.5% change).

Financial Activities added 1,700 jobs (1.1% change) while Professional and Business Services added 9,500 (3% change), mostly in Administrative and Support Services (6,100 jobs or 3.1% change).

Manufacturing and Information, two industries that have not recovered from the last recession, continued to be weak, although Manufacturing's OTY change was relatively flat (-800 jobs or -0.5% change) while Information lost 2,800 jobs (-5.6% change).

Leisure and Hospitality added 4,200 jobs (1.8% change). Government added 1,400 jobs (0.40% change).

Natural Resources was relatively flat and added 200 jobs (2.5% change) mostly reflecting the increase in the price of copper. Trade, Transportation and Utilities added 6,500 jobs (1.5% change).

Manufacturing and Information are two major industry groups that are expected to continue negative to weak job growth in Arizona, while Education/Health will continue its upward trend. Overall, Arizona's economy is forecasted to continue expanding through 2004 and 2005.

Sources: <http://www.workforce.az.gov/>.



WIA Title IB Governor's Discretionary Funds

Workforce Investment Act (WIA) Title IB Governor's Discretionary Funds

In Program Year 2003, Governor's discretionary funds were set aside for statewide activities required under the Act. Funds were also set aside for investment in new initiatives that focused on the needs of disadvantaged women and youth, and to address Arizona's nursing shortage.

Eligible Training Provider List

The WIA requires states to establish policies and procedures for the selection of occupational training providers, and for use of a voucher system (Individual Training Accounts or ITAs) so that training is funded for individuals who qualify. Arizona's Department of Education maintains and disseminates the state list of eligible training providers and works closely with local workforce investment boards in reviewing and approving new training providers. The Department also reviews and verifies providers' performance data, and monitors provider programs on site to determine if programs merit continued certification. All eligible training providers and programs can be reviewed on the Internet at www.ade.az.gov/arizonaHEAT.

Incentive Funds

Arizona has traditionally provided incentive funds to Local Workforce Investment Areas (LWIAs) under two methods. Method I requires each LWIA to display exemplary performance in serving WIA participants by exceeding their negotiated outcomes for the 17 performance measures under WIA. Method II requires LWIAs to demonstrate exemplary regional collaboration and/or local coordination. Incentive funds are awarded based on a formula approved by the Governor's Council on Workforce Policy.

Technical Assistance/Capacity Building

Technical assistance and capacity building are state leadership activities. During PY2003, several training opportunities were available to local area staff. Among the subject matter offerings were improved performance, designing youth services, effective services for dislocated workers, and several sessions on case management.

Local areas also received capacity building funds to strengthen WIA staff competencies, as well as those of contractors and other human services agencies in the State's One-Stop system. This assistance has translated into improved delivery of services to WIA program participants and facilitated development of exemplary program activities, which benefit multiple local workforce investment areas (LWIAs).

WIA Title IB Governor's Discretionary Funds

High Concentrations of Eligible Youth

Funds were distributed to LWIAs with high concentrations of youth in poverty for use at local discretion. Local areas used these funds to supplement their youth formula allocations or for special projects serving youth populations with specific barriers.

State Administration

The Arizona Department of Economic Security and the Arizona Department of Commerce use WIA funds for administration, including operating and maintaining a fiscal and management accountability information system, operational expenses for the state workforce board, monitoring and oversight of local grants management practices, audit resolutions, equal opportunity services, and indirect costs.

Statewide Information Technology (IT) System

Funds were allocated for a statewide IT system, for continued development of a seamless and integrated system of service delivery among One-Stop partner programs. Phase I of the Internet-based system was implemented in January 2004. Phase I provided a comprehensive set of tools so that case managers and other staff could track service delivery for each WIA participant. These services include intake, eligibility determination, case management, on-line interagency referrals, and required performance tracking and reports. Phase II of the IT system will be implemented in November 2004 and will provide labor exchange services to job seekers and businesses.

Displaced Homemakers/Non-Traditional Training

A displaced homemaker is one who had been providing unpaid services to family members and was dependent upon their income. However, this financial support is no longer available and the displaced homemaker is now underemployed or unemployed altogether. Under WIA Title IB, a displaced homemaker has the opportunity to be served with dislocated worker formula funds. However, experience has shown that the provision of specialized and focused services through community-based organizations better serves the displaced homemaker. Funds were distributed to two such organizations that provide job placement and training services to displaced homemakers

Women's Workforce Development Program

The Women's Workforce Development Grant Program under the Governor's Division for Women was developed to improve the standard of living for women who experience a multitude of barriers to self-sufficiency and are at high risk of homelessness. Some of Arizona's poorest citizens are single women with children who are not earning a livable wage, making it difficult for them to find adequate transportation, affordable housing, safe and affordable childcare, and health care. Funds under this initiative are granted to community based agencies to provide resources, job training, and job placement for women who are most vulnerable due to life circumstances including domestic violence, substance abuse, disability or divorce, and involvement with the criminal justice system.

WIA Title IB Governor's Discretionary Funds

Community & Youth Workforce Development Programs

The Community & Youth Workforce Development funding was allocated for programs that promote collaboration among youth organizations around Arizona. Funds under this initiative are used to establish and administer the Arizona Statewide Youth Development Task Force, as well as granting community-based agencies and local workforce investment boards funds to support educational opportunities that will benefit Arizona's youth.

Expansion of Nursing Programs

It is well recognized that a nursing shortage exists both nationally and in Arizona. Recent forecasts indicate that the current Arizona graduation rate of 1,100 nurses a year will need to double over the next ten years to meet public demand. As the population ages, the nursing shortage is expected to become more acute as nurses leave the workforce and the demand for nurses increases. This initiative was created to expand the registered nurses' education programs in Arizona's public, post-secondary educational institutions.



Bank One Ballpark, Phoenix, Arizona

Governor's Council on Workforce Policy

Governor's Council on Workforce Policy (GCWP)

Today's economy requires a fully integrated approach to workforce – integration of economic development, workforce development and education. It's about developing talent for the future. The Governor's Council on Workforce Policy continues to provide leadership in making this integrated approach a reality. In April of 2004, Governor Janet Napolitano appointed Jack Jewett as Chair of the GCWP. Mr. Jewett, Senior Vice President of Public Policy at Tucson Medical Center, served 10 years in the Arizona House of Representatives, served as president and member of the Arizona Board of Regents, and sat on numerous prestigious boards and commissions. Mr. Jewett is providing visionary leadership to the 35 members of the GCWP.

The GCWP continues to support memberships in the Arizona Association for Economic Development (AAED) for all GCWP members, local workforce board chairs, and WIA directors. AAED is a leading advocate of responsible economic development in all of Arizona.

To further strengthen the link with workforce and economic development, the GCWP formed an Economic Development Committee to develop and recommend strategies to more closely link state and local workforce development activities with economic development activities. The goals of this committee include developing meaningful work between economic development and workforce development professionals; interacting with the AAED Workforce Committee action group; and providing leadership, direction and policy development for delivering meaningful Labor Market Information for local workforce investment areas.

Earlier this program year, the GCWP, through the Department of Commerce, and at the request of the Prescott Valley Industrial Council, began facilitating meetings with Prescott Valley businesses, community leaders, the Humboldt Unified School District, and the Arizona Department of Education to address the growing concern in this region for a prepared workforce. The group identified high-growth industries in the area and the training gaps that existed as barriers to growing the workforce necessary to fill jobs in those industries.

These discussions help form an educational reform movement to address the community's workforce problem designed to increase the motivation of students to learn by showing them the connection between school and work – dubbed the "School to Apprenticeship" program. The group continues to meet monthly to identify workforce needs, design the curriculum, and form partnerships with businesses to provide the on-the-job training based on the apprenticeship model and funding sources to continue the efforts well into the future. It is the first of its kind in the State and has been very popular with other communities looking to make the same link and move its workforce forward.

Vision:

To be the leader of an integrated, high quality workforce development system.

Mission:

The Governor's Council on Workforce Policy provides leadership, direction, and establishes policy for the delivery of a quality workforce system through the Arizona Workforce Connection.

Goals:

1. Increase the visionary activities of the Council
2. Engage the Council members
3. Create dashboard reports/information for the Council/system to do its work
4. Increase communication throughout the system
5. Develop meaningful linkages between economic development and workforce development
6. Develop strong partnerships with Local Elected Officials (LEOs), Faith-Based Organizations (FBO), etc.
7. Develop meaningful linkages between education and workforce

Governor's Council on Workforce Policy

In addition to the implementation of this Apprenticeship Program, the GCWP is working through the Arizona Department of Commerce to ensure that Arizona has a qualified and available skilled workforce to serve the growing construction industry, and an educational infrastructure to generate the required mix of skilled workers in these high paying jobs. To that end, the agency is conducting research on the needs of the construction trades industry.

The Department has contracted with ACCRA, a nationally known nonprofit organization affiliated with George Mason University in the Washington, D.C. area to conduct this research. This study will provide the GCWP, the Department and its workforce development partners statewide with information from which to develop strategies to grow apprenticeship and other training programs to support the future needs of the construction industry.

The scope of the project includes learning more about the construction industry's current labor market dynamics, its estimated workforce needs for the future, current apprenticeship activities in the State that are preparing future workers, and where the gaps might exist in the workforce/skills development.

The GCWP Technology Steering Committee continues to provide input and oversight to the implementation of the Virtual OneStop software. All Local Workforce Investment Areas are now using the Virtual OneStop software. Additionally, the Labor Exchange Module is scheduled to go live November 2004. This system will continue the development of Arizona's One-Stop system to provide seamless and integrated service delivery. Phase I of the system provides a comprehensive set of tools for providing WIA funded core and intensive services and required performance tracking and reports.

In PY2003, the GCWP developed policy whereby LWIAs receive Technical Assistance / Capacity Building dollars with priority given to support local strategies for improved performance outcomes (\$125,000). An additional \$125,000 were targeted to meet local needs for capacity building and system-wide training in business practices, VOS training, and performance standards, which have been identified as needed on a statewide basis.

The Morrison Institute for Public Policy at Arizona State University was commissioned to conduct a study on the Arizona workforce development system and the effectiveness of its current governance structure. The Governor's Council on Workforce Policy, with the support of Governor Napolitano, asked the Morrison Institute to present alternative governance models that can ensure that business needs are being met by the system and are aligned with economic development efforts and goals. The report is now under consideration by the Governor's office. In addition, the Morrison Institute is assessing the Latino workforce to determine if their workforce needs are being met by the current system. This report will be finalized later in 2004.

Other GCWP Committees continue to work on issues of importance to the Council:

Executive Committee works to oversee and facilitate the implementation of the vision, mission, and critical goals of the Council and recommend other longer-term strategies for the Council's effectiveness.

Performance Measurement/One-Stop Performance Measures Committee is working to recommend ways to improve the performance of the workforce development system, including creating benchmarks from which to measure system successes and local board effectiveness.

Governor's Council on Workforce Policy

Workforce System Building Committee is working to develop and recommend policies and strategies for the continued development of a customer-focused, statewide system that delivers services in a seamless manner.

Education Committee is working to develop and recommend strategies to more closely link State and local workforce development activities and the education community, K-12 and post-secondary.

Arizona Apprenticeship Advisory Committee is working to advise the Director of Commerce regarding all matters relating to the effective administration of apprenticeship programs.



Arizona State Capitol Dome

Governor's Council Membership

Governor's Council Membership

Ms. Linda Aguilar

Human Resource Manager
Spectra-Physics Semiconductor
Lasers

Mr. David Berns

Director
Arizona Department of
Economic Security

Dr. Bob Breault

Chairman of the Board
Breault Research

Mr. Craig Brown

Manager
Bank One Mohave Valley, AZ

Mr. Tom Browning

President
Greater Phoenix Leadership

Mr. Ernest Calderon

Attorney
Calderon Law Offices

**The Honorable James
Carruthers**

Arizona State Representative
Arizona House of
Representatives

Mr. Victor Chavez

President
C&D Rent-All, Inc.

Ms. Donna Davis

Program Director, Jobs for
Valley Youth
Communities in Schools of
Arizona

Mr. Milt Ericksen

Director, Career & Technical
Education
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Mr. Terry Forthun

President
Arizona Federation of Teachers
Union

Ms. Susan Glawe

Director of Community Relations
Blue Cross/Blue Shield

Mr. Jack Jewett

Senior Vice President of Public
Policy
Tucson Medical Center

Mr. Gil Jimenez

Director
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Commerce

Mr. Quentin Mark Johnson

Training Coordinator
Phoenix Pipe Fitter Trades

Mr. Steve Juliver

Director of Administration
EOS Technologies, Inc.

Mr. Gerald Kohlbeck

Owner
Pinal Lumber & Hardware

Ms. Joan Laurence

Vice President
Workforce & Economic
Development
Yavapai College

Ms. Suzanne Lawder

President and CEO
Goodwill Industries, Southern
Arizona

Mr. John Lewis

Executive Director
Inter Tribal Council of Arizona

Mr. Fred Lockhart

Executive Director
Arizona Private School
Association

Mr. David Mendoza

Political and Legislative Director
Western Region
AFSCME International

Mr. Sam Pepper

President
Sam Pepper Enterprises

Mr. Alejandro Reynoso

Chief Executive Officer
AR Utilities Specialist, Inc.

Ms. Pam Ross

Business Partnerships Manager
Honeywell

W. Gary Suttle

President and Chief Executive
Officer
Rockford Corporation

Dr. Mary Vanis

Director
Center for Workforce
Development
Maricopa Community Colleges

Ms. Janice Washington

President
J.C. Washington, C.P.A.



Cost Effectiveness Statewide

Resource Allocation and Effectiveness

During PY 2003, the State Department of Economic Security (DES) initiated an ambitious plan to consolidate three employment-related administrations: the Workforce Investment Act Section (formerly known as the Workforce Development Administration), the Department of Labor Employment Services, and the Temporary Aid to Needy Families (TANF) Jobs Program. Among the goals of the new, consolidated entity, now known as the DES Employment Administration, is improved service integration at "street" level, providing One-Stop customers a more streamlined and coherent system of service delivery. Although a cost analysis is still in process, early indications are that consolidating the three administrations was programmatically and fiscally sound.

Effective July 1, 2003, Arizona adjusted its Dislocated Worker/Rapid Response funding distribution. The adjustment essentially increased the percentage of Dislocated Worker formula funds available to the State's Local Workforce Investment Areas from 60% to 75% of the total funds. Concurrently, State Rapid Response funds were decreased from 25% to 10%, enabling a more realistic alignment of funding with the levels of Dislocated Worker program participation and Rapid Response activity anticipated during the program year.

Negotiations with the Department of Labor established new performance levels for PY 2003 and PY 2004, for each of the fifteen core performance indicators under WIA Title IB. These levels, delineated in the chart on the following page, reflect the conservative economic recovery experienced in the State in PY 2002 and anticipated for the near future. Additionally, the relative uncertainty surrounding the timing of WIA Re-authorization and implementation of new performance indicators, obliged a conservative approach to spending projects in PY 2003. The State's cost effectiveness strategies in PY 2003 were characterized by:

- (1) More frequent regional or local training and technical assistance, rather than statewide conferences
- (2) Continued development of workforce staff tools such as web sites and the WIA Title IB help desk
- (3) More frequent coordination with local staff regarding promising practices and additional grant opportunities
- (4) Funding new local projects specifically geared toward improved performance outcomes.

Cost Effectiveness Statewide

PERFORMANCE MEASURE	NEGOTIATED LEVEL	
	PY 03	PY 04
Adult Entered Employment	73%	74%
Adult Retention	82%	82%
Adult Earnings Gain	\$2,433	\$2,433
Adult Employment & Credential	55%	55%
Older Youth Entered Employment	68%	68%
Older Youth Retention	79%	79%
Older Youth Earnings Gain	\$2,500	\$2,500
Older Youth Credential	42%	42%
Younger Youth Skill Attainment	75%	75%
Younger Youth Diploma/Equiv.	52%	52%
Younger Youth Retention	54%	54%
Dislocated Worker Entered Employment	88%	88%
Dislocated Worker Retention	82%	82%
Dislocated Worker Earnings Replacement	92%	92%
Dislocated Worker Employment & Credential	56%	56%

In local workforce investment areas (LWIAs), cost effectiveness took on the mantle of new and renewed agency partnerships. Particular emphasis was placed on strengthening relationships and leveraging resources with the employer community, along with community and faith-based organizations that had previously experienced only limited interaction with or knowledge of WIA programs.

In Program Year 2003, particular scrutiny was given to local program expenditures, in light of indications that federal rules surrounding transfer limits between the adult and dislocated worker funding streams may be limiting provision of services to adult participants. The State's workforce investment board - the Governor's Council on Workforce Policy - approved submittal of a waiver request to the Department of Labor, asking that the Council be granted the ability to increase the transfer of funds between the two funding streams. Such transfers would be granted to local areas on an individual basis, only after a complete review was conducted of local expenditures balanced with community needs. DOL's approval of the waiver request was granted in September 2004.

Cost Efficiency Analysis

Program	Cost per Participant
*Overall for all programs	\$2,646.17
Adult Program	\$1,976.66
Dislocated Worker Program	\$2,025.80
Youth Program	\$2,678.73

*Overall includes Administration Expenses

Cost Effectiveness Statewide

Cost of Program Activities – PY2003

Program Activity		Total Federal Spending
Local Adults		\$12,067,483
Local Dislocated Workers		\$8,340,227
Local Youth		\$12,217,684
Rapid Response (up to 25%) §134 9a) (2) (A)		\$1,662,951
Statewide Required Activities (up to 15%) §134 (a) (2) (B)		\$9,638,247
Statewide Allowable Activities §134 (a) (3)	Eligible Training Provider List	\$233,341
	Incentive Funds	\$849,395
	Technical Assistance and Capacity Building	\$471,039
	Labor Market Information	\$17,014
	High Concentrations of Eligible Youth	\$203,713
	Displaced Homemaker	\$355,615
	Statewide Information Technology System	\$2,699,855
Total of All Federal Spending Listed Above		\$39,118,317

Participation Level

	Total Participants Served	Total Exiters
Adults	6,105	3,063
Dislocated Workers	4,117	2,373
Older Youth	611	312
Younger Youth	3,950	1,873



Grand Canyon, North Rim

Programs Serving Adults

Programs Serving Adults

The WIA Title IB Adult Program serves individuals 18 years of age and older, who are U.S. citizens or legally entitled to work in the United States. Males must have met Selective Service registration requirements. The Adult program, offered through Arizona's One-Stop offices statewide (aka the Arizona Workforce Connection), provides a broad array of services that assist in getting and keeping participants employed in self-sustaining occupations. Job search and placement assistance, as well as access to a wealth of educational and employment resources, is available to everyone using the One-Stop system. Priority for receiving specialized services such as in-depth skill assessments, case management, and training must be given to recipients of public assistance and other low-income individuals when local funds are limited. In a broader context, this program aims to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of Arizona's citizens.

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	71.00%	67.00%	314	496	472	66.50%
Employers	71.00%	67.00%	176	496	378	46.60%

Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.00%	73.46%	2,145
			2,920
Employment Retention Rate	82.00%	84.16%	2,221
			2,639
Earnings Change in Six Months	\$2,433.00	\$3,654.87	\$8,735,144
			2,390
Employment and Credential Rate	55.00%	55.54%	787
			1,417

Programs Serving Adults

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	63.97%	229	73.85%	161	59.28%	99	69.75%	166
		358		218		167		238
Employment Retention Rate	72.80%	182	76.77%	152	74.60%	94	82.97%	151
		250		198		126		182
Earnings Change in Six Months	\$3,602.04	\$810,460.00	\$3,325.87	\$578,701.00	\$3,610.82	\$436,910.00	\$2,475.38	\$401,011.00
		225		174		121		162
Employment And Credential Rate	45.41%	99	62.40%	78	40.23%	35	46.36%	51
		218		125		87		110

Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Service		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	70.08%	766	75.48%	1,379
		1,093		1,827
Employment Retention Rate	84.18%	974	84.14%	1,247
		1,157		1,482
Earnings Change in Six Months	\$4,058.14	\$4,220,470.00	\$3,344.20	\$4,514,674.00
		1,040		1,350



Programs Serving Adults

Success Serving Adults

Yhadira was suffering from depression, having recently become unemployed and then losing her apartment in a fire. She had been working cleaning offices days, evenings and on call. For a long time, she had tried to get into computer training, only to be told that she was financially ineligible and did not qualify for financial aid. Luckily, a manager for one of the computer training schools directed Yhadira to Friendly House in Phoenix. The staff there was a great help from the beginning. They listened and made her feel very comfortable, assuring her that they would assist in getting Yhadira into the computer training she wanted so much. With staff assistance, Yhadira researched several schools, and found that Maricopa Skills Center offered the most workable program for her. She accepted part-time work while in school and graduated from computer training early, even after taking an extra class.

Coming from an old fashioned upbringing where marriage and children at a young age were expected, the pressure Yhadira faced in proving she could do something different was very high. Friendly House not only gave her the training for a new career, but also helped instill the confidence she needed to eventually land the job she really wanted.

Douglas Swimmer was a track repairman for Arizona Eastern Railroad at the time of his layoff. He enrolled in the WIA Dislocated Worker Program offered through the Gila County Regional Employment and Pre-layoff Assistance Center (REPAC) last August. Doug was very undecided about what he wanted to do, but he did know that he would need an education to succeed in something other than a minimum wage job. He did extensive research and decided he would like to get into the medical field. For 8 months, Doug drove to Phoenix from Globe every day to attend class. His wife was a homemaker caring for their two children and Doug was the family's sole source of financial support. He managed to sustain a 4.0 grade point average throughout his program of study and didn't miss a day of class. He received his Physical Therapy Technician certificate on June 1st. Doug obtained full-time employment at the County's rehabilitation center, and is very excited about the challenges, as well as the job satisfaction his new career has brought him.



Programs Serving Adults

Eric came to the Northern Arizona Council of Governments (NACOG), the WIA Adult program operator, in July after being released from a 6-year prison sentence. He was in need of assistance in obtaining employment and support services. He had no transportation, no phone, and no income. He was depressed about his situation and in need of encouragement, as well as help with his job search. He was provided with a message phone service so employers could contact him, and given taxi vouchers for job search and basic needs. Eric was also enrolled in job readiness classes to help build his job search-related soft skills. With this job search help, Eric was soon hired by a local company as a painter earning \$15.00 an hour. Once employed, NACOG provided Eric help with his rent, so he could purchase an inexpensive vehicle to commute to work and successfully retain his job as he works to achieve his goals.



Teresa M. Goodwin – Salt River Pima Maricopa Indian Community

Programs Serving Dislocated Workers

Programs Serving Dislocated Workers

The Dislocated Worker program under Title IB of the Workforce Investment Act, is designed to provide quality employment and training assistance to eligible individuals following a layoff, plant closing, or other event precipitating job loss. The Act gives Local Workforce Investment Areas (LWIAs) the flexibility to develop innovative service solutions, while calling for accountability during the various stages of service delivery to customers. At a minimum, local programs must seek to help WIA program enrollees complete training, enter employment, retain employment, and increase wages as appropriate based on client needs.

Many dislocated workers are made initially aware of what the WIA program has to offer as the result of a "Rapid Response" meeting. Each such meeting generally occurs at an employer site, pending a layoff, and is facilitated by a team of individuals representing multiple One-Stop system agencies in the local area where the layoff is expected to take place. The goal here is to provide a measure of assurance to both the employer and affected employees that there are people in their community to lend assistance during what can often be an extremely difficult time for everyone involved.

Dislocated Worker Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	88.00%	85.05%	2,207
			2,595
Employment Retention Rate	82.00%	88.51%	1,926
			2,176
Earnings Replacement Rate in 6 Mo.	92.00%	109.40%	\$23,453,696.00
			\$21,438,736.00
Employment and Credential Rate	56.00%	61.48%	758
			1,233

Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	82.88%	276	75.61%	62	76.18%	291	76.92%	40
		333		82		382		52
Employment Retention Rate	87.36%	228	91.80%	56	82.43%	244	89.47%	34
		261		61		296		38
Earnings Replacement Rate in 6 Mo.	84.21%	\$2,995,658.97	95.51%	\$576,612.00	90.41%	\$2,790,990.00	171.48%	\$314,153
		\$3,557,497.00		\$603,703.00		\$3,087,095.00		\$183,201
Employment And Credential Rate	66.86%	113	35.48%	11	55.08%	103	57.14%	12
		169		31		187		21

Other Outcome Information for Dislocated Worker Program

Reported Information	Individuals Who Received Training Service	Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	83.78%	1,033	86.20%
		1,233	
Employment Retention Rate	88.02%	955	89.00%
		1,085	
Earnings Replacement Rate in 6 Mo.	124.53%	\$11,443,422.00	98.05%
		\$9,189,642.00	
			\$12,249,094

Programs Serving Dislocated Workers

Success Serving Dislocated Workers

Mary Sudbeck was accepted into the Coconino Career Center Dislocated Worker Program last May. She was dislocated from a Gateway plant in the Midwest and had moved to Flagstaff to be near her family. She wanted to find production work in Flagstaff with a stable employer. The Coconino County WIA program helped Mary enhance her employment skills through training, as well as her confidence. She accepted a new position with W.L. Gore & Associates at replacement wages in July. In follow-up discussions between Mary and her case manager, Mary was excited to have found a new job, as well as an employer with promotional opportunities. In fact, in one of these follow-up conversations, Mary shared the story of her recent job promotion. Her suggestion to others is to be open to learning new things and listen to people around you for tips regarding continuous improvement.



Mary Sudbeck

A husband and wife who were laid off from Velcro Industries at the same time, came to the One-Stop office in Casa Grande (Pinal County) looking to receive training in the hope of changing careers. Sergio & Veronica were two very motivated people, but they had some barriers. Neither of them had a General Equivalency Diploma (GED) and both were collecting only Unemployment Insurance (UI) checks to support their household, which included three children.

Sergio wanted training in heating, ventilation, and air-conditioning (HVAC) at the Refrigeration School, Inc. (RSI) in Phoenix, but without the GED, he was unable to pass the entrance exam to start school. Veronica wanted training in a medical office, but had the same problem. With assistance from WIA staff, both Sergio and Veronica were put in touch with one of the best GED teachers in the county. On her own time and at her own expense, this teacher was willing to work with Sergio and Veronica two to three times a week to prepare them for the GED test, especially in the subject they struggled with the most - Math.

After working several weeks on GED test preparation, and experiencing just missing a passing score on the Math portion of the test the first time, the couple finally did pass the GED test, thanks to extraordinary help from Yvonne Johnson, their GED teacher, as well as payment assistance for the GED test provided by the WIA program. Once Sergio and Veronica successfully passed their GED test, they were co-enrolled as WIA Title IB Adults and Dislocated Workers. Veronica was placed in a "work experience" at Sunlife Family Medical Center and Sergio was able to attend RSI debt free, since both the Adult and Dislocated Worker funding streams shared the cost of the couple's schooling. Consequently, Veronica completed her work experience and was hired full time by Sunlife in the front office. Upon graduation from RSI, Sergio obtained a great paying HVAC position at Harrah's Casino.

Programs Serving Youth

Programs Serving Youth

One of the cornerstones of the Workforce Investment Act (WIA) is *improved youth programs*. Rather than supporting separate, categorical programs, youth programs encompass the provision of a broad range of coordinated services. Under the leadership of Youth Councils, local workforce investment areas are given greater flexibility in designing local youth programs that address opportunities for assistance in academic and occupational learning, development of leadership skills, and preparation for further training and education.

Youth ages 14-21, whether in school or out of school, can acquire skills, establish career and educational goals, and benefit from peer-centered activities to encourage responsibility and other positive social behaviors. Individualized assessments allow youth opportunities to be more closely linked with local labor market needs and community youth programs and services.

Older Youth Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68.00%	69.00%	187 271
Employment Retention Rate	79.00%	77.44%	127 164
Earnings Change in Six Months	\$2,500.00	\$3,239.07	\$414,601.00 128
Credential Rate	42.00%	47.45%	149 314

Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	61.40%	35	100.00%	2	64.52%	20	67.50%	135
		57		2		31		200
Employment Retention Rate	75.00%	21	0.00%	0	78.57%	11	79.28%	88
		28		1		14		111
Earnings Change in Six Months	\$1,959.91	\$37,238.00	\$0.00	\$0.00	\$1,701.72	\$20,421.00	\$3,150.40	\$277,235.00
		19		1		12		88
Employment And Credential Rate	34.38%	22	100.00%	2	51.28%	20	40.44%	91
		64		2		39		225

Programs Serving Youth

Younger Youth Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	75.00%	78.51%	3,543
			4,513
Diploma or equivalent Attainment Rate	52.00%	49.53%	471
			951
Retention Rate	54.00%	53.05%	426
			803

Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	71.17%	580	81.65%	583	63.84%	489
		815		714		766
Diploma or equivalent Attainment Rate	49.59%	60	41.04%	87	43.04%	102
		121		212		237
Retention Rate	44.85%	61	43.70%	59	50.00%	114
		136		135		228

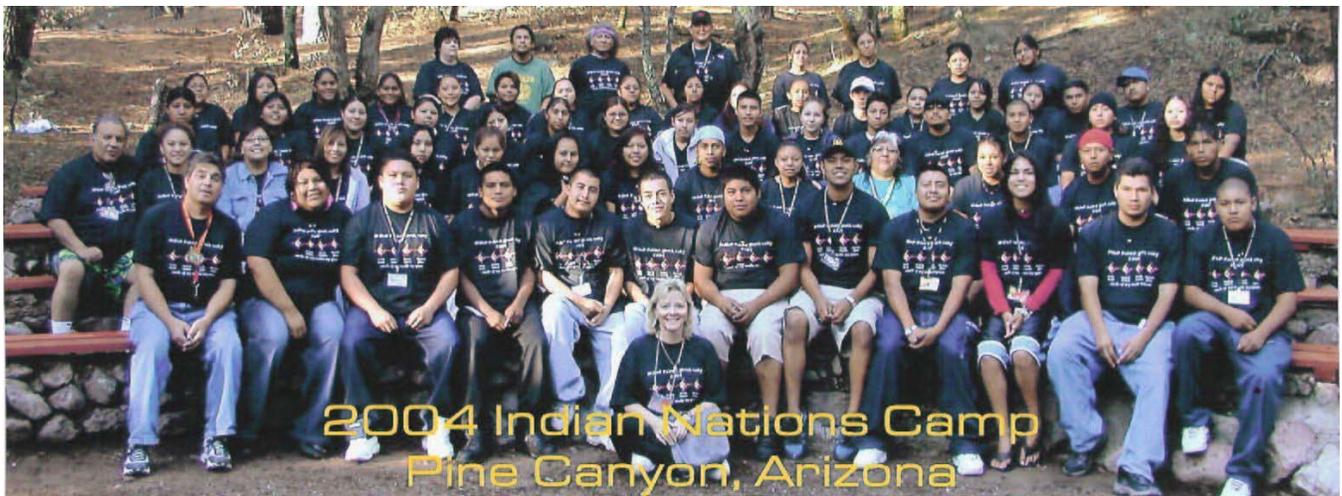


2004 Indian Nations Camp – Projects

Programs Serving Youth

Success Serving Youth

Michelle first came into the WIA program as a 14 year-old summer youth student. She had dropped out of a regular high school and entered a charter school where she completed high school earlier than expected. Her original plan was to enter the armed forces after graduation, but she later changed her mind. Instead, Michelle went to work at a 1950s-style restaurant, where the hours were long and the work very fast paced. A Yavapai County staff member caught up with her at the restaurant to ask if she were still interested in a career in dental assisting, an interest Michelle had expressed some time ago. With assistance from her case manager, Michelle found a school with classes that met her schedule, and drove over 200 miles each day to attend classes for three months. She was hired by a local dental office, even before completing her coursework. By her 18th birthday, Michelle will have completed her dental assisting studies, including a certificate in radiology.



2004 Indian Nations Camp

The WIA Title IB Youth program is linked closely to many community youth programs and services throughout the State, most notably those administered by the State Department of Education. Youth programs promote academic and vocational success through a holistic service approach that supports not only success in school, but personal development through leadership opportunities, community service, adult mentoring and shadowing, work readiness training, and individualized counseling/career guidance for eligible young people. Generally, low income youth ages 14 - 21 facing barriers to success in school or in employment, can benefit from the program. What's more, activities and support services are available year-round.

Programs Serving Youth



Chris with Bullhead City Finance Group

Chris completed the work readiness and occupational skills activities that were part of an 8-week intensive Mohave/La Paz COYOTE Summer Youth Program. The COYOTE mission is to help youth develop into outstanding citizens who are responsible and productive members of the workforce.



Coalition Youth Team (COYOTE)

Chris types 40 wpm+ and is proficient in Microsoft Word. He is confident in his programming abilities, and has mastered the use of most office equipment. His goals, Chris has stated, are to go to college and earn a business degree and open up his own restaurant chain someday.

He was hired permanently as a clerk intern by the City of Bullhead Finance Department at the rate of \$7.00 an hour under the WIA-funded youth apprenticeship program.

Under the excellent mentoring of the City of Bullhead Finance Team Chris has learned excellent customer service skills answering a heavy volume of customer calls and giving information regarding taxes, address changes, title transactions and business licenses. He was also tasked with data entry responsibilities, faxing time-sensitive documents, and has filled in as intake clerk at the front desk. He will be returning to the 9th grade in the Fall 2004.

Strategic Partnerships/Collaborations

Strategic Partnerships/Collaborations- *Local Highlights*

Mohave/La Paz Consortium

The Mohave/La Paz Youth Council created the Coalition Youth Team (COYOTE) a Workforce Investment Act (WIA) youth program, to expand and enrich the opportunities for youth employment and development in Mohave and La Paz counties. The COYOTE mission is to help youth develop into outstanding citizens and address the workforce needs of many community and business leaders.

COYOTE is administered and implemented through the Mohave and La Paz One-Stop Career Centers with support from local COYOTE Steering Committees in each community. The program design includes leadership development, work readiness and life skills training for all participants, followed by a minimum of six weeks in a work experience activities. The work experiences fall into four program tracks which extend beyond the traditional on-site work experience to include entrepreneurial activities as well.

COYOTE's "debut" exceeded initial expectations in both the number of employers sponsoring jobs and the amount of funds pledged. Eighty-four (84) COYOTE youth were enrolled; fifty three (53) were WIA income eligible and thirty-one (31) were non-WIA youth and would not have been served without the expanded program.

Pima County

A joint task force of representatives from Pima Community College and the Pima County One Stop Career developed tasks collaboratively to expand targeted program elements, increase awareness and communication, and enhance accountability. The programs covered the gamut from scholarships to job search and placement, through labor market research.

The task force established scholarships and jointly created a public relations plan. It enhanced communications between various campuses of the college and the One-Stop Center and established a plan for job search and placement of students. The partnership also found ways to more effectively leverage procurement and use of grants from federal, state and private sources for One Stop/ College Workforce collaborations.

Evaluation of Workforce Investment Activities

Evaluation of Workforce Investment Activities

Measuring success is fundamental to determining the adequacy and effectiveness of WIA Title IB program operations at the State and local level. Doing so on a consistent basis elevates the performance bar on the entire workforce investment system. Toward this end, the State has continued to use results of local surveys to ensure continued alignment of local-to-local operations with the state's workforce system goals:

- ❖ Enhancing existing and/or developing new training programs and service delivery systems to better meet industry's short, intermediate, and long-term needs.
- ❖ Forecasting labor market demand at the state and regional/county levels.
- ❖ Streamlining the access to and/or administration of workforce development programs.
- ❖ Providing a self-sustaining system of governance, management and oversight for Arizona's Workforce Development System.*

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In PY 2003, the diverse mixture of local and regional economies provided the impetus for investment in a greatly improved, technology-based labor market information (LMI) delivery system. The **Arizona Workforce Informer** (AWI) was developed by the DES Research Administration, in cooperation with a consortium of similar administrations in other states. AWI is a powerful Internet tool that can assist users in identifying key industry sectors in specific communities, and distinguishing the size and distribution of critical occupational shortages, as well as occupations and industries in decline.

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Arizona's participation in the Performance Enhancement Project (PEP) sponsored by the Department of Labor, gave WIA staff around the state access to national performance experts. Their feedback helped to identify state and local program management strategies, as well as proposal and contractual provisions, which may be counterproductive to performance.

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Through these and other evaluative methods, Arizona continues to build a culture of accountability and commitment to system integration for the benefit of workforce system stakeholders.

\*Source: Strategic Five-Year State Workforce Investment Plan, 7/00

# Performance Tables

## Performance Tables

**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          | 71.00%                       | 67.00%                                                        | 314                         | 496                                         | 472                                        | 66.50%        |
| Employers             | 71.00%                       | 67.00%                                                        | 176                         | 496                                         | 378                                        | 46.60%        |

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

|                                | Negotiated Performance Level | Actual Performance Level |             |
|--------------------------------|------------------------------|--------------------------|-------------|
| Entered Employment Rate        | 73.00%                       | 73.46%                   | 2,145       |
|                                |                              |                          | 2,920       |
| Employment Retention Rate      | 82.00%                       | 84.16%                   | 2,221       |
|                                |                              |                          | 2,639       |
| Earnings Change in Six Months  | \$2,433.00                   | \$3,654.87               | \$8,735,144 |
|                                |                              |                          | 2,390       |
| Employment and Credential Rate | 55.00%                       | 55.54%                   | 787         |
|                                |                              |                          | 1,417       |

**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        | 63.97%                                                                | 229          | 73.85%     | 161          | 59.28%                        | 99           | 69.75%                              | 166          |
|                                |                                                                       | 358          |            | 218          |                               | 167          |                                     | 238          |
| Employment Retention Rate      | 72.80%                                                                | 182          | 76.77%     | 152          | 74.60%                        | 94           | 82.97%                              | 151          |
|                                |                                                                       | 250          |            | 198          |                               | 126          |                                     | 182          |
| Earnings Change in Six Months  | \$3,602.04                                                            | \$810,460.00 | \$3,325.87 | \$578,701.00 | \$3,610.82                    | \$436,910.00 | \$2,475.38                          | \$401,011.00 |
|                                |                                                                       | 225          |            | 174          |                               | 121          |                                     | 162          |
| Employment And Credential Rate | 45.41%                                                                | 99           | 62.40%     | 78           | 40.23 %                       | 35           | 46.36%                              | 51           |
|                                |                                                                       | 218          |            | 125          |                               | 87           |                                     | 110          |

# Performance Tables

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

| Reported Information          | Individuals Who Received Training Service |                | Individuals Who Received Only Core and Intensive Services |                |
|-------------------------------|-------------------------------------------|----------------|-----------------------------------------------------------|----------------|
|                               |                                           |                |                                                           |                |
| Entered Employment Rate       | 70.08%                                    | 766            | 75.48%                                                    | 1,379          |
|                               |                                           | 1,093          |                                                           | 1,827          |
| Employment Retention Rate     | 84.18%                                    | 974            | 84.14%                                                    | 1,247          |
|                               |                                           | 1,157          |                                                           | 1,482          |
| Earnings Change in Six Months | \$4,058.14                                | \$4,220,470.00 | \$3,344.20                                                | \$4,514,674.00 |
|                               |                                           | 1,040          |                                                           | 1,350          |

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

| Reported Information               | Negotiated Performance Level | Actual Performance Level |                 |
|------------------------------------|------------------------------|--------------------------|-----------------|
|                                    |                              |                          |                 |
| Entered Employment Rate            | 88.00%                       | 85.05%                   | 2,207           |
|                                    |                              |                          | 2,595           |
| Employment Retention Rate          | 82.00%                       | 88.51%                   | 1,926           |
|                                    |                              |                          | 2,176           |
| Earnings Replacement Rate in 6 Mo. | 92.00%                       | 109.40%                  | \$23,453,696.00 |
|                                    |                              |                          | \$21,438,736.00 |
| Employment and Credential Rate     | 56.00%                       | 61.48%                   | 758             |
|                                    |                              |                          | 1,233           |

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

| Reported Information               | Veterans |                | Individuals with Disabilities |              | Older Individuals |                | Displaced Homemakers |           |
|------------------------------------|----------|----------------|-------------------------------|--------------|-------------------|----------------|----------------------|-----------|
|                                    |          |                |                               |              |                   |                |                      |           |
| Entered Employment Rate            | 82.88%   | 276            | 75.61%                        | 62           | 76.18%            | 291            | 76.92%               | 40        |
|                                    |          | 333            |                               | 82           |                   | 382            |                      | 52        |
| Employment Retention Rate          | 87.36%   | 228            | 91.80%                        | 56           | 82.43%            | 244            | 89.47%               | 34        |
|                                    |          | 261            |                               | 61           |                   | 296            |                      | 38        |
| Earnings Replacement Rate in 6 Mo. | 84.21%   | \$2,995,658.97 | 95.51%                        | \$576,612.00 | 90.41%            | \$2,790,990.00 | 171.48%              | \$314,153 |
|                                    |          | \$3,557,497.00 |                               | \$603,703.00 |                   | \$3,087,095.00 |                      | \$183,201 |
| Employment And Credential Rate     | 66.86%   | 113            | 35.48%                        | 11           | 55.08%            | 103            | 57.14%               | 12        |
|                                    |          | 169            |                               | 31           |                   | 187            |                      | 21        |

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

| Reported Information               | Individuals Who Received Training Service |                 | Individuals Who Received Only Core and Intensive Services |                 |
|------------------------------------|-------------------------------------------|-----------------|-----------------------------------------------------------|-----------------|
|                                    |                                           |                 |                                                           |                 |
| Entered Employment Rate            | 83.78%                                    | 1,033           | 86.20%                                                    | 1,174           |
|                                    |                                           | 1,233           |                                                           | 1,362           |
| Employment Retention Rate          | 88.02%                                    | 955             | 89.00%                                                    | 971             |
|                                    |                                           | 1,085           |                                                           | 1,091           |
| Earnings Replacement Rate in 6 Mo. | 124.53%                                   | \$11,443,422.00 | 98.05%                                                    | \$12,010,274.00 |
|                                    |                                           | \$9,189,642.00  |                                                           | \$12,249,094    |

# Performance Tables

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

|                               | Negotiated Performance Level | Actual Performance Level |                     |
|-------------------------------|------------------------------|--------------------------|---------------------|
| Entered Employment Rate       | 68.00%                       | 69.00%                   | 187<br>271          |
| Employment Retention Rate     | 79.00%                       | 77.44%                   | 127<br>164          |
| Earnings Change in Six Months | \$2,500.00                   | \$3,239.07               | \$414,601.00<br>128 |
| Credential Rate               | 42.00%                       | 47.45%                   | 149<br>314          |

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

| Reported Information           | Public Assistance Recipients |             | Veterans |        | Individuals with Disabilities |             | Out-of-School Youth |              |
|--------------------------------|------------------------------|-------------|----------|--------|-------------------------------|-------------|---------------------|--------------|
| Entered Employment Rate        | 61.40%                       | 35          | 100.00%  | 2      | 64.52%                        | 20          | 67.50%              | 135          |
|                                |                              | 57          |          | 2      |                               | 31          |                     | 200          |
| Employment Retention Rate      | 75.00%                       | 21          | 0.00%    | 0      | 78.57%                        | 11          | 79.28%              | 88           |
|                                |                              | 28          |          | 1      |                               | 14          |                     | 111          |
| Earnings Change in Six Months  | \$1,959.91                   | \$37,238.00 | \$0.00   | \$0.00 | \$1,701.72                    | \$20,421.00 | \$3,150.40          | \$277,235.00 |
|                                |                              | 19          |          | 1      |                               | 12          |                     | 88           |
| Employment And Credential Rate | 34.38%                       | 22          | 100.00%  | 2      | 51.28%                        | 20          | 40.44%              | 91           |
|                                |                              | 64          |          | 2      |                               | 39          |                     | 225          |

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

|                                       | Negotiated Performance Level | Actual Performance Level |                |
|---------------------------------------|------------------------------|--------------------------|----------------|
| Skill Attainment Rate                 | 75.00%                       | 78.51%                   | 3,543<br>4,513 |
| Diploma or equivalent Attainment Rate | 52.00%                       | 49.53%                   | 471<br>951     |
| Retention Rate                        | 54.00%                       | 53.05%                   | 426<br>803     |

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

| Reported Information                  | Public Assistance Recipients |     | Individuals with Disabilities |     | Out-of-School Youth |     |
|---------------------------------------|------------------------------|-----|-------------------------------|-----|---------------------|-----|
| Skill Attainment Rate                 | 71.17%                       | 580 | 81.65%                        | 583 | 63.84%              | 489 |
|                                       |                              | 815 |                               | 714 |                     | 766 |
| Diploma or equivalent Attainment Rate | 49.59%                       | 60  | 41.04%                        | 87  | 43.04%              | 102 |
|                                       |                              | 121 |                               | 212 |                     | 237 |
| Retention Rate                        | 44.85%                       | 61  | 43.70%                        | 59  | 50.00%              | 114 |
|                                       |                              | 136 |                               | 135 |                     | 228 |

# Performance Tables

**Table L: Other Reported Information**

|                    | 12 Month Employment Retention Rate |       | 12 Month Earnings Change (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Workers) |                 | Placements for Participants in Nontraditional 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 |       |
|--------------------|------------------------------------|-------|---------------------------------------------------------------------------------------------------------|-----------------|----------------------------------------------------------|-------|------------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------------------------------------|-------|
|                    |                                    |       |                                                                                                         |                 |                                                          |       |                                                                                          |                 |                                                                                                              |       |
| Adults             | 75.60%                             | 2,095 | \$4,711.2                                                                                               | \$11,745,108.00 | 3.74%                                                    | 75    | \$4,183.8                                                                                | \$7,769,403.00  | 61.58%                                                                                                       | 375   |
|                    |                                    | 2,771 | 3                                                                                                       | 2,493           |                                                          | 2,008 |                                                                                          |                 |                                                                                                              | 5     |
| Dislocated Workers | 84.53%                             | 1,606 | 172.73%                                                                                                 | \$19,830,692    | 4.31%                                                    | 89    | 6,133.84                                                                                 | \$11,973,251.00 | 57.18%                                                                                                       | 454   |
|                    |                                    | 1,900 |                                                                                                         | \$11,480,731.00 |                                                          | 2,064 |                                                                                          |                 |                                                                                                              | 1,952 |
| Older Youth        | 65.65%                             | 86    | \$3,476.5                                                                                               | \$354,613.00    | 1.07%                                                    | 2     | 2,373.80                                                                                 | \$320,462.00    |                                                                                                              |       |
|                    |                                    | 131   | 9                                                                                                       | 102             |                                                          | 187   |                                                                                          |                 | 135                                                                                                          |       |

**Table M: Participation Level**

|                    | Total Participants Served | Total Exiters |
|--------------------|---------------------------|---------------|
| Adults             | 6,105                     | 3,063         |
| Dislocated Workers | 4,117                     | 2,373         |
| Older Youth        | 611                       | 312           |
| Younger Youth      | 3,950                     | 1,873         |

**Table N: Cost of Program Activities**

| Program Activity                                           |                                            | Total Federal Spending |
|------------------------------------------------------------|--------------------------------------------|------------------------|
| Local Adults                                               |                                            | \$12,067,483           |
| Local Dislocated Workers                                   |                                            | \$8,340,227            |
| Local Youth                                                |                                            | \$12,217,684           |
| Rapid Response (up to 25%) §134 9a) (2) (A)                |                                            | \$1,662,951            |
| Statewide Required Activities (up to 15%) §134 (a) (2) (B) |                                            | \$9,638,247            |
| Statewide Allowable Activities §134 (a) (3)                | Program Activity Description               |                        |
|                                                            | Eligible Training Provider List            | \$233,341              |
|                                                            | Incentive Funds                            | \$849,395              |
|                                                            | Technical Assistance and Capacity Building | \$471,039              |
|                                                            | Labor Market Information                   | \$17,014               |
|                                                            | High Concentrations of Eligible Youth      | \$203,713              |
|                                                            | Displaced Homemaker                        | \$355,615              |
|                                                            | Statewide Information Technology System    | \$2,699,855            |
| Total of All Federal Spending Listed Above                 |                                            | \$39,118,317           |

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 11                       |                   |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|-------------------|
|                                                    |                           | <b>APACHE COUNTY</b>         | Dislocated Workers       | See REPAC Table O |
|                                                    | Older Youth               | 2                            |                          |                   |
|                                                    | Younger Youth             | 17                           |                          |                   |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 2                        |                   |
| <u>4060</u>                                        |                           | Dislocated Workers           | See REPAC Table O        |                   |
|                                                    |                           | Older Youth                  | 0                        |                   |
|                                                    |                           | Younger Youth                | 5                        |                   |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |                   |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |                   |
|                                                    | Employers                 |                              |                          |                   |
| Entered Employment Rate                            | Adults                    | 60%                          | 100.0%                   |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 55%                          | 0.0%                     |                   |
| Retention Rate                                     | Adults                    | 75%                          | 80.0%                    |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 55%                          | 100.0%                   |                   |
|                                                    | Younger Youth             | 53%                          | 60.0%                    |                   |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$3,087                      | \$1,804                  |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | \$2,536                      | \$2,048                  |                   |
| Credential/Diploma Rate                            | Adults                    | 44%                          | 100.0%                   |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 42%                          | 0.0%                     |                   |
|                                                    | Younger Youth             | 44%                          | 100.0%                   |                   |
| Skill Attainment Rate                              | Younger Youth             | 66%                          | 90.0%                    |                   |
| Other State Indicators of Performance              |                           | N/A                          | N/A                      |                   |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      | Exceed            |
|                                                    |                           | 3                            | 2                        | 11                |

\* 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 a 6 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Navajo Counties. (Also see Table-O – REPAC Dislocated Worker Consortium.)

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 2,790                    |        |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|--------|
|                                                    |                           | <b>CITY OF PHOENIX</b>       | Dislocated Workers       | 1,589  |
|                                                    | Older Youth               | 154                          |                          |        |
|                                                    | Younger Youth             | 924                          |                          |        |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 1,086                    |        |
| <u>4025</u>                                        |                           | Dislocated Workers           | 676                      |        |
|                                                    |                           | Older Youth                  | 79                       |        |
|                                                    |                           | Younger Youth                | 456                      |        |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |        |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |        |
|                                                    | Employers                 |                              |                          |        |
| Entered Employment Rate                            | Adults                    | 78%                          | 78.0%                    |        |
|                                                    | Dislocated Workers        | 88%                          | 87.4%                    |        |
|                                                    | Older Youth               | 68%                          | 92.1%                    |        |
| Retention Rate                                     | Adults                    | 85%                          | 87.4%                    |        |
|                                                    | Dislocated Workers        | 89%                          | 88.8%                    |        |
|                                                    | Older Youth               | 86%                          | 75.0%                    |        |
|                                                    | Younger Youth             | 56%                          | 57.3%                    |        |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,500                      | \$3,648                  |        |
|                                                    | Dislocated Workers        | 93%                          | 120.1%                   |        |
|                                                    | Older Youth               | \$2,500                      | \$3,294                  |        |
| Credential/Diploma Rate                            | Adults                    | 55%                          | 36.6%                    |        |
|                                                    | Dislocated Workers        | 58%                          | 48.6%                    |        |
|                                                    | Older Youth               | 42%                          | 43.9%                    |        |
|                                                    | Younger Youth             | 52%                          | 59.8%                    |        |
| Skill Attainment Rate                              | Younger Youth             | 75%                          | 57.4%                    |        |
| Other State Indicators of Performance              |                           | N/A                          | N/A                      |        |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      | Exceed |
|                                                    |                           | 2                            | 4                        | 9      |

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 155                      |        |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|--------|
|                                                    |                           | <b>COCHISE COUNTY</b>        | Dislocated Workers       | 41     |
|                                                    | Older Youth               | 16                           |                          |        |
|                                                    | Younger Youth             | 92                           |                          |        |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 81                       |        |
| <u>4005</u>                                        |                           | Dislocated Workers           | 23                       |        |
|                                                    |                           | Older Youth                  | 0                        |        |
|                                                    |                           | Younger Youth                | 31                       |        |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |        |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |        |
|                                                    | Employers                 |                              |                          |        |
| Entered Employment Rate                            | Adults                    | 70%                          | 65.9%                    |        |
|                                                    | Dislocated Workers        | 85%                          | 86.4%                    |        |
|                                                    | Older Youth               | 69%                          | 0.0%                     |        |
| Retention Rate                                     | Adults                    | 82%                          | 91.8%                    |        |
|                                                    | Dislocated Workers        | 90%                          | 79.3%                    |        |
|                                                    | Older Youth               | 82%                          | 100.0%                   |        |
|                                                    | Younger Youth             | 56%                          | 61.3%                    |        |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$3,197                      | \$6,015                  |        |
|                                                    | Dislocated Workers        | 97%                          | 78.1%                    |        |
|                                                    | Older Youth               | \$2,756                      | \$2,470                  |        |
| Credential/Diploma Rate                            | Adults                    | 50%                          | 67.2%                    |        |
|                                                    | Dislocated Workers        | 50%                          | 62.5%                    |        |
|                                                    | Older Youth               | 42%                          | 0.0%                     |        |
|                                                    | Younger Youth             | 60%                          | 69.6%                    |        |
| Skill Attainment Rate                              | Younger Youth             | 70%                          | 98.5%                    |        |
| Other State Indicators of Performance              |                           | N/A                          | N/A                      |        |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      | Exceed |
|                                                    |                           | 2                            | 4                        | 9      |

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 46                       |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|
|                                                    |                           | <b>COCONINO COUNTY</b>       | Dislocated Workers       |
|                                                    | Older Youth               | 12                           |                          |
|                                                    | Younger Youth             | 52                           |                          |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 37                       |
| <u>4065</u>                                        |                           | Dislocated Workers           | 19                       |
|                                                    |                           | Older Youth                  | 1                        |
|                                                    |                           | Younger Youth                | 42                       |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |
|                                                    | Employers                 |                              |                          |
| Entered Employment Rate                            | Adults                    | 75%                          | 63.3%                    |
|                                                    | Dislocated Workers        | 89%                          | 72.4%                    |
|                                                    | Older Youth               | 75%                          | 100.0%                   |
| Retention Rate                                     | Adults                    | 82%                          | 90.9%                    |
|                                                    | Dislocated Workers        | 84%                          | 85.7%                    |
|                                                    | Older Youth               | 85%                          | 87.5%                    |
|                                                    | Younger Youth             | 60%                          | 47.6%                    |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,500                      | \$2,407                  |
|                                                    | Dislocated Workers        | 94%                          | 163.7%                   |
|                                                    | Older Youth               | \$1,500                      | \$1,988                  |
| Credential/Diploma Rate                            | Adults                    | 55%                          | 41.0%                    |
|                                                    | Dislocated Workers        | 58%                          | 57.7%                    |
|                                                    | Older Youth               | 45%                          | 100.0%                   |
|                                                    | Younger Youth             | 55%                          | 85.0%                    |
| Skill Attainment Rate                              | Younger Youth             | 75%                          | 60.7%                    |
| Other State Indicators of Performance              |                           | N/A                          |                          |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      |
|                                                    |                           | 2                            | 5                        |
|                                                    |                           | Exceed                       |                          |
|                                                    |                           | 8                            |                          |

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 137                      |                   |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|-------------------|
|                                                    |                           | <b>GILA/PINAL COUNTIES</b>   | Dislocated Workers       | See REPAC Table O |
|                                                    | Older Youth               | 23                           |                          |                   |
|                                                    | Younger Youth             | 78                           |                          |                   |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 93                       |                   |
| <u>4010</u>                                        |                           | Dislocated Workers           | See REPAC Table O        |                   |
|                                                    |                           | Older Youth                  | 13                       |                   |
|                                                    |                           | Younger Youth                | 22                       |                   |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |                   |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |                   |
|                                                    | Employers                 |                              |                          |                   |
| Entered Employment Rate                            | Adults                    | 74%                          | 74.3%                    |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 70%                          | 83.3%                    |                   |
| Retention Rate                                     | Adults                    | 85%                          | 84.5%                    |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 82%                          | 83.3%                    |                   |
|                                                    | Younger Youth             | 54%                          | 45.5%                    |                   |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,700                      | \$5,070                  |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | \$2,900                      | \$4,738                  |                   |
| Credential/Diploma Rate                            | Adults                    | 56%                          | 62.3%                    |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 42%                          | 66.7%                    |                   |
|                                                    | Younger Youth             | 56%                          | 68.8%                    |                   |
| Skill Attainment Rate                              | Younger Youth             | 76%                          | 81.1%                    |                   |
| Other State Indicators of Performance              |                           | N/A                          | N/A                      |                   |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      | Exceed            |
|                                                    |                           | 0                            | 3                        | 12                |

\* 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 a 6 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Navajo Counties. (Also see Table-O – REPAC Dislocated Worker Consortium.)

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 70                       |                   |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|-------------------|
|                                                    |                           | <b>GRAHAM COUNTY</b>         | Dislocated Workers       | See REPAC Table O |
|                                                    | Older Youth               | 25                           |                          |                   |
|                                                    | Younger Youth             | 52                           |                          |                   |
| ETA Assigned #                                     | Total Exiters             | Adults                       | 18                       |                   |
| <u>4015</u>                                        |                           | Dislocated Workers           | See REPAC Table O        |                   |
|                                                    |                           | Older Youth                  | 13                       |                   |
|                                                    |                           | Younger Youth                | 13                       |                   |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |                   |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |                   |
|                                                    | Employers                 |                              |                          |                   |
| Entered Employment Rate                            | Adults                    | 55%                          | 61.5%                    |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 46%                          | 63.6%                    |                   |
| Retention Rate                                     | Adults                    | 72%                          | 76.5%                    |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 72%                          | 75.0%                    |                   |
|                                                    | Younger Youth             | 54%                          | 54.5%                    |                   |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,433                      | \$8,970                  |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | \$2,500                      | \$6,548                  |                   |
| Credential/Diploma Rate                            | Adults                    | 47%                          | 72.7%                    |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 42%                          | 64.7%                    |                   |
|                                                    | Younger Youth             | 48%                          | 100.0%                   |                   |
| Skill Attainment Rate                              | Younger Youth             | 70%                          | 95.1%                    |                   |
| Other State Indicators of Performance              |                           | N/A                          | N/A                      |                   |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      | Exceed            |
|                                                    |                           | 0                            | 1                        | 14                |

\* 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 a 6 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Navajo Counties. (Also see Table-O – REPAC Dislocated Worker Consortium.)

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 20                       |                   |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|-------------------|
|                                                    |                           | <b>GREENLEE COUNTY</b>       | Dislocated Workers       | See REPAC Table O |
|                                                    | Older Youth               | 5                            |                          |                   |
|                                                    | Younger Youth             | 27                           |                          |                   |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 7                        |                   |
| <u>4020</u>                                        |                           | Dislocated Workers           | See REPAC Table O        |                   |
|                                                    |                           | Older Youth                  | 4                        |                   |
|                                                    |                           | Younger Youth                | 0                        |                   |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |                   |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |                   |
|                                                    | Employers                 |                              |                          |                   |
| Entered Employment Rate                            | Adults                    | 64%                          | 33.3%                    |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 61%                          | 66.7%                    |                   |
| Retention Rate                                     | Adults                    | 70%                          | 100.0%                   |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 75%                          | 0.0%                     |                   |
|                                                    | Younger Youth             | 54%                          | 0.0%                     |                   |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,205                      | (\$1,370)                |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | \$2,300                      | \$0                      |                   |
| Credential/Diploma Rate                            | Adults                    | 49%                          | 0.0%                     |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |                   |
|                                                    | Older Youth               | 25%                          | 0.0%                     |                   |
|                                                    | Younger Youth             | 48%                          | 100.0%                   |                   |
| Skill Attainment Rate                              | Younger Youth             | 66%                          | 100.0%                   |                   |
| Other State Indicators of Performance              |                           | N/A                          | N/A                      |                   |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      | Exceed            |
|                                                    |                           | 7                            | 1                        | 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 a 6 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Navajo Counties. (Also see Table-O – REPAC Dislocated Worker Consortium.)

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 607                      |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|
|                                                    |                           | <b>MARICOPA COUNTY</b>       | Dislocated Workers       |
|                                                    | Older Youth               | 48                           |                          |
|                                                    | Younger Youth             | 364                          |                          |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 276                      |
| <u>4035</u>                                        |                           | Dislocated Workers           | 438                      |
|                                                    |                           | Older Youth                  | 44                       |
|                                                    |                           | Younger Youth                | 370                      |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |
|                                                    | Employers                 |                              |                          |
| Entered Employment Rate                            | Adults                    | 82%                          | 79.2%                    |
|                                                    | Dislocated Workers        | 92%                          | 88.4%                    |
|                                                    | Older Youth               | 68%                          | 71.1%                    |
| Retention Rate                                     | Adults                    | 83%                          | 85.8%                    |
|                                                    | Dislocated Workers        | 87%                          | 89.7%                    |
|                                                    | Older Youth               | 82%                          | 76.9%                    |
|                                                    | Younger Youth             | 56%                          | 51.4%                    |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,954                      | \$4,617                  |
|                                                    | Dislocated Workers        | 92%                          | 105.0%                   |
|                                                    | Older Youth               | \$2,600                      | \$3,375                  |
| Credential/Diploma Rate                            | Adults                    | 70%                          | 67.0%                    |
|                                                    | Dislocated Workers        | 70%                          | 73.0%                    |
|                                                    | Older Youth               | 45%                          | 55.4%                    |
|                                                    | Younger Youth             | 56%                          | 51.3%                    |
| Skill Attainment Rate                              | Younger Youth             | 79%                          | 82.9%                    |
| Other State Indicators of Performance              |                           | N/A                          |                          |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      |
|                                                    |                           | 0                            | 6                        |
|                                                    |                           | Exceed                       |                          |
|                                                    |                           | 9                            |                          |

# Performance Tables

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

| Local Area Name<br><br>MOHAVE/LA PAZ<br>COUNTIES   | Total Participants Served | Adults                       | 11381                    |        |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|--------|
|                                                    |                           | Dislocated Workers           | See REPAC Table O        |        |
|                                                    |                           | Older Youth                  | 25                       |        |
|                                                    |                           | Younger Youth                | 150                      |        |
| ETA Assigned #<br><br><u>4070</u>                  | Total Exiters             | Adults                       | 87                       |        |
|                                                    |                           | Dislocated Workers           | See REPAC Table O        |        |
|                                                    |                           | Older Youth                  | 17                       |        |
|                                                    |                           | Younger Youth                | 77                       |        |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |        |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |        |
|                                                    | Employers                 |                              |                          |        |
| Entered Employment Rate                            | Adults                    | 79%                          | 68.9%                    |        |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |        |
|                                                    | Older Youth               | 70%                          | 60.0%                    |        |
| Retention Rate                                     | Adults                    | 79%                          | 72.2%                    |        |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |        |
|                                                    | Older Youth               | 78%                          | 66.7%                    |        |
|                                                    | Younger Youth             | 56%                          | 64.0%                    |        |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,800                      | \$4,617                  |        |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |        |
|                                                    | Older Youth               | \$2,700                      | \$1,434                  |        |
| Credential/Diploma Rate                            | Adults                    | 50%                          | 66.7%                    |        |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                          |        |
|                                                    | Older Youth               | 42%                          | 43.8%                    |        |
|                                                    | Younger Youth             | 53%                          | 67.6%                    |        |
| Skill Attainment Rate                              | Younger Youth             | 78%                          | 81.4%                    |        |
| Other State Indicators of Performance              |                           | N/A                          | N/A                      |        |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      | Exceed |
|                                                    |                           | 2                            | 4                        | 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 a 6 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Navajo Counties. (Also see Table-O – REPAC Dislocated Worker Consortium.)

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 45                        |                   |
|----------------------------------------------------|---------------------------|------------------------------|---------------------------|-------------------|
|                                                    |                           | <b>NAVAJO COUNTY</b>         | <b>Dislocated Workers</b> | See REPAC Table O |
|                                                    | <b>Older Youth</b>        | 19                           |                           |                   |
|                                                    | <b>Younger Youth</b>      | 30                           |                           |                   |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 38                        |                   |
|                                                    |                           | <b>Dislocated Workers</b>    | See REPAC Table O         |                   |
| <b>4075</b>                                        |                           | <b>Older Youth</b>           | 10                        |                   |
|                                                    |                           | <b>Younger Youth</b>         | 19                        |                   |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level  |                   |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                           |                   |
|                                                    | Employers                 |                              |                           |                   |
| Entered Employment Rate                            | Adults                    | 73%                          | 68.6%                     |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                           |                   |
|                                                    | Older Youth               | 68%                          | 68.8%                     |                   |
| Retention Rate                                     | Adults                    | 82%                          | 71.4%                     |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                           |                   |
|                                                    | Older Youth               | 78%                          | 100.0%                    |                   |
|                                                    | Younger Youth             | 60%                          | 68.4%                     |                   |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$3,245                      | \$2,994                   |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                           |                   |
|                                                    | Older Youth               | \$2,500                      | \$660.0                   |                   |
| Credential/Diploma Rate                            | Adults                    | 55%                          | 59.0%                     |                   |
|                                                    | Dislocated Workers*       | See REPAC - Table O          |                           |                   |
|                                                    | Older Youth               | 44%                          | 55.6%                     |                   |
|                                                    | Younger Youth             | 55%                          | 66.7%                     |                   |
| Skill Attainment Rate                              | Younger Youth             | 75%                          | 81.4%                     |                   |
| Other State Indicators of Performance              |                           | N/A                          | N/A                       |                   |
| Overall Status of Local Performance                |                           | Not Met                      | Met                       | Exceed            |
|                                                    |                           | 1                            | 4                         | 10                |

\* 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 a 6 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Navajo Counties. (Also see Table-O – REPAC Dislocated Worker Consortium.)

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 1,020                    |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|
|                                                    |                           | <b>PIMA COUNTY</b>           | Dislocated Workers       |
|                                                    | Older Youth               | 120                          |                          |
|                                                    | Younger Youth             | 738                          |                          |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 736                      |
| <u>4030</u>                                        |                           | Dislocated Workers           | 719                      |
|                                                    |                           | Older Youth                  | 38                       |
|                                                    |                           | Younger Youth                | 368                      |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |
|                                                    | Employers                 |                              |                          |
| Entered Employment Rate                            | Adults                    | 72%                          | 70.8%                    |
|                                                    | Dislocated Workers        | 85%                          | 78.5%                    |
|                                                    | Older Youth               | 66%                          | 50.0%                    |
| Retention Rate                                     | Adults                    | 82%                          | 81.8%                    |
|                                                    | Dislocated Workers        | 82%                          | 87.8%                    |
|                                                    | Older Youth               | 81%                          | 75.0%                    |
|                                                    | Younger Youth             | 54%                          | 54.5%                    |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,300                      | \$2,600                  |
|                                                    | Dislocated Workers        | 91%                          | 104.6%                   |
|                                                    | Older Youth               | \$2,150                      | \$3,193                  |
| Credential/Diploma Rate                            | Adults                    | 63%                          | 56.1%                    |
|                                                    | Dislocated Workers        | 62%                          | 62.6%                    |
|                                                    | Older Youth               | 41%                          | 29.6%                    |
|                                                    | Younger Youth             | 52%                          | 49.4%                    |
| Skill Attainment Rate                              | Younger Youth             | 85%                          | 87.6%                    |
| Other State Indicators of Performance              |                           | N/A                          |                          |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      |
|                                                    |                           | 2                            | 6                        |
|                                                    |                           | Exceed                       |                          |
|                                                    |                           | 7                            |                          |

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 135                      |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|
|                                                    |                           | <b>SANTA CRUZ COUNTY</b>     | Dislocated Workers       |
|                                                    | Older Youth               | 25                           |                          |
|                                                    | Younger Youth             | 218                          |                          |
| ETA Assigned #                                     | Total Exiters             | Adults                       | 77                       |
| <u>4040</u>                                        |                           | Dislocated Workers           | 7                        |
|                                                    |                           | Older Youth                  | 14                       |
|                                                    |                           | Younger Youth                | 119                      |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |
|                                                    | Employers                 |                              |                          |
| Entered Employment Rate                            | Adults                    | 73%                          | 88.9%                    |
|                                                    | Dislocated Workers        | 80%                          | 100.0%                   |
|                                                    | Older Youth               | 68%                          | 75.0%                    |
| Retention Rate                                     | Adults                    | 85%                          | 89.3%                    |
|                                                    | Dislocated Workers        | 75%                          | 100.0%                   |
|                                                    | Older Youth               | 79%                          | 66.7%                    |
|                                                    | Younger Youth             | 54%                          | 48.0%                    |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,433                      | \$3,267                  |
|                                                    | Dislocated Workers        | 87%                          | 157.8%                   |
|                                                    | Older Youth               | \$3,000                      | \$3,095                  |
| Credential/Diploma Rate                            | Adults                    | 65%                          | 78.6%                    |
|                                                    | Dislocated Workers        | 56%                          | 100.0%                   |
|                                                    | Older Youth               | 50%                          | 37.5%                    |
|                                                    | Younger Youth             | 52%                          | 75.0%                    |
| Skill Attainment Rate                              | Younger Youth             | 75%                          | 83.6%                    |
| Other State Indicators of Performance              |                           | N/A                          |                          |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      |
|                                                    |                           | 1                            | 2                        |
|                                                    |                           |                              | Exceed                   |
|                                                    |                           |                              | 12                       |

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 72                       |        |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|--------|
|                                                    |                           | <b>YAVAPAI COUNTY</b>        | Dislocated Workers       | 78     |
|                                                    | Older Youth               | 4                            |                          |        |
|                                                    | Younger Youth             | 65                           |                          |        |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 29                       |        |
| <u>4080</u>                                        |                           | Dislocated Workers           | 40                       |        |
|                                                    |                           | Older Youth                  | 1                        |        |
|                                                    |                           | Younger Youth                | 17                       |        |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |        |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |        |
|                                                    | Employers                 |                              |                          |        |
| Entered Employment Rate                            | Adults                    | 71%                          | 91.7%                    |        |
|                                                    | Dislocated Workers        | 88%                          | 88.1%                    |        |
|                                                    | Older Youth               | 68%                          | 100.0%                   |        |
| Retention Rate                                     | Adults                    | 82%                          | 80.5%                    |        |
|                                                    | Dislocated Workers        | 82%                          | 80.9%                    |        |
|                                                    | Older Youth               | 79%                          | 100.0%                   |        |
|                                                    | Younger Youth             | 54%                          | 50.0%                    |        |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,500                      | \$2,823                  |        |
|                                                    | Dislocated Workers        | 94%                          | 99.0%                    |        |
|                                                    | Older Youth               | \$2,428                      | \$714                    |        |
| Credential/Diploma Rate                            | Adults                    | 55%                          | 85.0%                    |        |
|                                                    | Dislocated Workers        | 56%                          | 85.7%                    |        |
|                                                    | Older Youth               | 44%                          | 100.0%                   |        |
|                                                    | Younger Youth             | 52%                          | 50.0%                    |        |
| Skill Attainment Rate                              | Younger Youth             | 68%                          | 84.3%                    |        |
| Other State Indicators of Performance              |                           | N/A                          | N/A                      |        |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      | Exceed |
|                                                    |                           | 1                            | 4                        | 10     |

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 597                      |        |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|--------|
|                                                    |                           | <b>YUMA COUNTY</b>           | Dislocated Workers       | 111    |
|                                                    | Older Youth               | 85                           |                          |        |
|                                                    | Younger Youth             | 755                          |                          |        |
| ETA Assigned #                                     | Total Exitters            | Adults                       | 366                      |        |
| <u>4045</u>                                        |                           | Dislocated Workers           | 71                       |        |
|                                                    |                           | Older Youth                  | 53                       |        |
|                                                    |                           | Younger Youth                | 226                      |        |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |        |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |        |
|                                                    | Employers                 |                              |                          |        |
| Entered Employment Rate                            | Adults                    | 73%                          | 66.8%                    |        |
|                                                    | Dislocated Workers        | 87%                          | 82.8%                    |        |
|                                                    | Older Youth               | 73%                          | 63.6%                    |        |
| Retention Rate                                     | Adults                    | 82%                          | 85.4%                    |        |
|                                                    | Dislocated Workers        | 82%                          | 93.1%                    |        |
|                                                    | Older Youth               | 81%                          | 82.6%                    |        |
|                                                    | Younger Youth             | 54%                          | 64.8%                    |        |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,440                      | \$3,508                  |        |
|                                                    | Dislocated Workers        | 92%                          | 153.1%                   |        |
|                                                    | Older Youth               | \$2,700                      | \$3,749                  |        |
| Credential/Diploma Rate                            | Adults                    | 60%                          | 62.0%                    |        |
|                                                    | Dislocated Workers        | 56%                          | 60.9%                    |        |
|                                                    | Older Youth               | 50%                          | 56.0%                    |        |
|                                                    | Younger Youth             | 58%                          | 57.2%                    |        |
| Skill Attainment Rate                              | Younger Youth             | 80%                          | 92.3%                    |        |
| Other State Indicators of Performance              |                           | N/A                          | N/A                      |        |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      | Exceed |
|                                                    |                           | 0                            | 4                        | 11     |

# Performance Tables

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

| Local Area Name                                    | Total Participants Served | Adults                       | 245                      |
|----------------------------------------------------|---------------------------|------------------------------|--------------------------|
|                                                    |                           | <b>TRIBES</b>                | Dislocated Workers       |
|                                                    | Older Youth               | 48                           |                          |
|                                                    | Younger Youth             | 390                          |                          |
| ETA Assigned #                                     | Total Exiters             | Adults                       | 117                      |
| <u>4090</u>                                        |                           | Dislocated Workers           | 1                        |
|                                                    |                           | Older Youth                  | 25                       |
|                                                    |                           | Younger Youth                | 108                      |
|                                                    |                           | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction                              | Program Participants      | See Table A                  |                          |
|                                                    | Employers                 |                              |                          |
| Entered Employment Rate                            | Adults                    | 53%                          | 49.3%                    |
|                                                    | Dislocated Workers        | 53%                          | 100.0%                   |
|                                                    | Older Youth               | 71%                          | 33.3%                    |
| Retention Rate                                     | Adults                    | 74%                          | 67.5%                    |
|                                                    | Dislocated Workers        | 80%                          | 100.0%                   |
|                                                    | Older Youth               | 75%                          | 57.1%                    |
|                                                    | Younger Youth             | 52%                          | 34.4%                    |
| Earnings Change/Earnings Replacement in Six Months | Adults                    | \$2,000                      | \$3,137                  |
|                                                    | Dislocated Workers        | 72%                          | 456.5%                   |
|                                                    | Older Youth               | \$2,900                      | \$3,728                  |
| Credential/Diploma Rate                            | Adults                    | 35%                          | 24.4%                    |
|                                                    | Dislocated Workers        | 40%                          | 100.0%                   |
|                                                    | Older Youth               | 42%                          | 17.2%                    |
|                                                    | Younger Youth             | 45%                          | 55.2%                    |
| Skill Attainment Rate                              | Younger Youth             | 75%                          | 81.9%                    |
| Other State Indicators of Performance              |                           | N/A                          |                          |
| Overall Status of Local Performance                |                           | Not Met                      | Met                      |
|                                                    |                           | 5                            | 2                        |
|                                                    |                           | Exceed                       |                          |
|                                                    |                           | 8                            |                          |

# Performance Tables

Table O: - REPAC Consortium

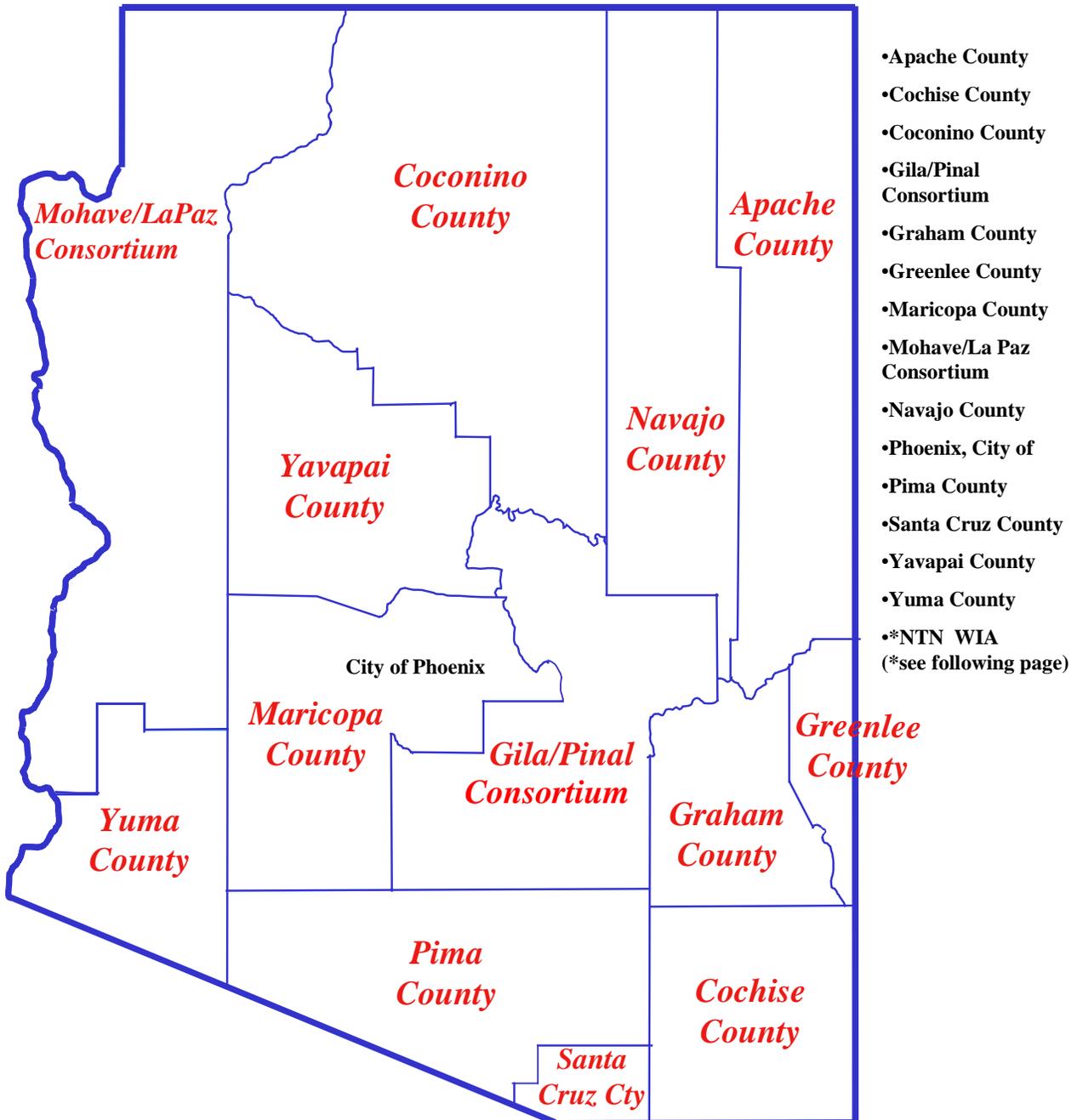
|                                                                     |                                  |                                     |                                 |
|---------------------------------------------------------------------|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><b>REPAC Dislocated Worker Consortium</b> | <b>Total Participants Served</b> | <b>Dislocated Workers</b>           | 535                             |
|                                                                     | <b>Total Exiters</b>             | <b>Dislocated Workers</b>           | 356                             |
|                                                                     |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Entered Employment Rate</b>                                      | <b>Dislocated Workers</b>        | 90%                                 | 89.9%                           |
| <b>Retention Rate</b>                                               | <b>Dislocated Workers</b>        | 83%                                 | 89.3%                           |
| <b>Earnings Change/Earnings Replacement in Six Months</b>           | <b>Dislocated Workers</b>        | 92%                                 | 109.0%                          |
| <b>Credential/Diploma Rate</b>                                      | <b>Dislocated Workers</b>        | 60%                                 | 60.0%                           |
| <b>Other State Indicators of Performance</b>                        |                                  | N/A                                 | N/A                             |
| <b>Overall Status of Local Performance</b>                          |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|                                                                     |                                  | 0                                   | 1                               |
|                                                                     |                                  |                                     | <b>Exceed</b>                   |
|                                                                     |                                  |                                     | 3                               |

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 a 6 local area consortium that includes Apache, Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Navajo Counties.

# Local Areas and Tribal Maps

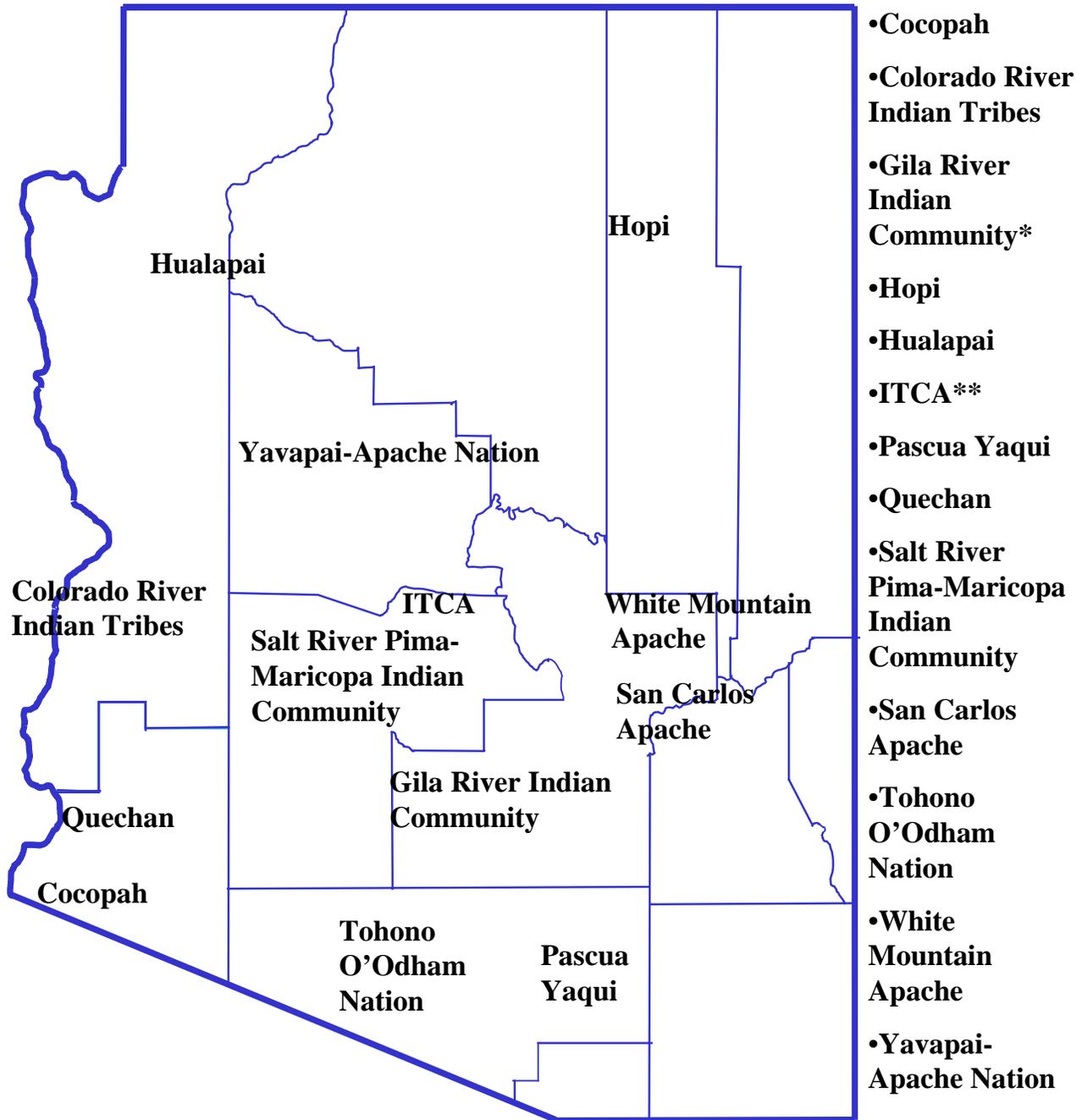
## Local Area and Tribal Maps

### Arizona's Local Workforce Investment Areas



# Local Areas and Tribal Maps

## Nineteen Tribal Nations Workforce Investment Area



\*Gila River Indian Community represents, for WIA purposes, the AK-Chin tribe.

\*\*ITCA (Inter Tribal Council of Arizona) represents, for WIA purposes, the Havasupai and Ft. Mojave Tribes.

# One-Stop Directory

## One-Stop Directory

Locations and contact people are listed below.

| APACHE COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Apache County Workforce Partnership</b><br/>           1359 E. Main Street, Highway 60<br/>           Los Arcos Plaza<br/>           Springerville, AZ 85938<br/>           (928) 333-4454</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>Linda Nelson, Program Manager<br/>           1359 E. Main Street, Highway 60<br/>           Springerville, AZ 85938<br/>           (928) 333-4454 / (928) 333-2903 Fax<br/> <a href="mailto:lnelson@co.apache.az.us">lnelson@co.apache.az.us</a></p>                                                                                                                     |
| COCHISE COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                             |
| <p><b>Cochise County Workforce Development</b><br/>           1706 E. 10<sup>th</sup> Street<br/>           Douglas, AZ 85607<br/>           (520) 364-8906</p> <p><b>Arizona Department of Economic Security</b><br/>           2981 E. Tacoma<br/>           Sierra Vista, AZ 85635<br/>           (520) 459-3206</p> <p><b>Sierra Vista One-Stop</b><br/>           1843 Paseo San Luis<br/>           Sierra Vista, AZ 85635<br/>           (520) 458-9309</p> <p><b>Arizona Department of Economic Security</b><br/>           277 W. 4<sup>th</sup> Street<br/>           Benson, AZ 85602<br/>           (520) 586-2513</p> <p><b>Arizona Department of Economic Security</b><br/>           1140 F Avenue<br/>           Douglas, AZ 85607<br/>           (520) 364-4446</p> | <p>Vada Phelps, Executive Director<br/>           Cochise County Workforce Development<br/>           1843 Paseo San Luis<br/>           Sierra Vista, AZ 85635<br/>           (520) 458-9309 / (520) 417-9910 Fax<br/> <a href="mailto:vphelps@CPIC-CAS.org">vphelps@CPIC-CAS.org</a><br/> <a href="http://www.cochise.org/onestop">http://www.cochise.org/onestop</a></p> |
| COCONINO COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                             |
| <p><b>Arizona Department of Economic Security</b><br/>           397 Malpais Lane, #9<br/>           Flagstaff, AZ 86001<br/>           (928) 779-4557</p> <p><b>Coconino Co. Career Center/Arizona Dept. of Economic Security</b><br/>           337 N. Navajo<br/>           P.O. Box 4269<br/>           Page, AZ 86040<br/>           (928) 645-3262</p>                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>Carol Curtis, Director<br/>           110 E. Cherry Avenue<br/>           Flagstaff, AZ 86001-4627<br/>           (928) 522-7900 / (928) 522-7919 Fax<br/> <a href="mailto:ccurtis@co.coconino.az.us">ccurtis@co.coconino.az.us</a><br/> <a href="http://co.coconino.az.us/careercenter">http://co.coconino.az.us/careercenter</a></p>                                   |

# One-Stop Directory

| GILA AND PINAL COUNTIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Gila County Division of Health &amp; Community Services</b><br/>5515 S. Apache Avenue<br/>Globe, AZ 85501<br/>(928) 425-7631</p> <p><b>Arizona Department of Economic Security</b><br/>605 South 7<sup>th</sup> Street<br/>Globe, AZ 855501<br/>(928) 425-3101</p> <p><b>Arizona Department of Economic Security</b><br/>112 E. Highway 260<br/>Payson, AZ 85541<br/>(928) 472-9339</p> <p><b>Central Arizona Association of Governments (CAAG)</b><br/>Eastern Arizona College<br/>6 Shooter Canyon, PO Box 912<br/>Globe, AZ 85502<br/>(928) 425-3181<br/>(928) 425-6450 Fax</p> | <p>Barbara Valencia, WIA Program Manager<br/>Gila County Div. of Health &amp; Community Services<br/>P.O. Box 2778<br/>Globe, AZ 85502<br/>(928) 425-7631 Ext. 8657 / (928) 425-9468 Fax<br/><a href="mailto:bvalencia@co.gila.az.us">bvalencia@co.gila.az.us</a><br/><a href="http://www.gilacountyaz.gov/wia">http://www.gilacountyaz.gov/wia</a></p> |
| GRAHAM COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                         |
| <p><b>WIA Title I Service Center</b><br/>826 W. Main Street<br/>Safford, AZ 85546<br/>(928) 428-7386</p> <p><b>Arizona Department of Economic Security</b><br/>1938 W. Thatcher Blvd.<br/>Safford, AZ 85546<br/>(928) 428-2911</p>                                                                                                                                                                                                                                                                                                                                                       | <p>Neil Karnes, Director<br/>Graham County Employment &amp; Training<br/>826 W. Main Street<br/>Safford, AZ 85546<br/>(928) 428-7386 / (928) 428-8074 Fax<br/><a href="mailto:Nkarnes@graham.az.gov">Nkarnes@graham.az.gov</a></p>                                                                                                                      |
| GREENLEE COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                         |
| <p><b>Greenlee One-Stop Resource Center</b><br/>Highway 191 and Wards Canyon Road<br/>Clifton, AZ 85533<br/>(928) 865-4151</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Evangelina Esquivel, Program Manager<br/>Greenlee Career Center<br/>Highway 191 and Wards Canyon Road<br/>P.O. Box 1537<br/>Clifton, AZ 85533<br/>(928) 865-4151 / (928) 865-3566 Fax<br/><a href="mailto:vesquivel@aznex.net">vesquivel@aznex.net</a><br/><a href="http://users.aznex.net/clifton_os">http://users.aznex.net/clifton_os</a></p>     |

# One-Stop Directory

| LA PAZ COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>La Paz Career Center</b><br/>1113 Kofa Avenue<br/>Parker, AZ 85344<br/>(928) 669-9812</p> <p><b>Arizona Department of Economic Security</b><br/>1032 Hopi Avenue<br/>Parker, AZ 85344<br/>(928) 669-6755</p>                                                                                                                                                                                                                                                                                                                                                                                      | <p>Cheryl Burns, Director<br/>La Paz Career Center<br/>1113 Kofa Avenue<br/>Parker, AZ 85344<br/>(928) 669-9812 / (928) 669-6326 Fax<br/><a href="mailto:Cburns@co.la-paz.az.us">Cburns@co.la-paz.az.us</a></p> <p><b>OR</b><br/>Terry Foss<br/><a href="mailto:terfoss@hotmail.com">terfoss@hotmail.com</a></p>                                                                                                        |
| MARICOPA COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p><b>Gilbert Career Center</b><br/>735 N. Gilbert Road, Suite 134<br/>Gilbert, AZ 85234<br/>(480) 497-0350</p> <p><b>Peoria Career Development Center</b><br/>9770 W. Peoria<br/>Peoria, AZ 85345<br/>(623) 934-3231<br/>(623) 931-6182</p> <p><b>Arizona Department of Economic Security</b><br/>163 N. Dobson Road<br/>Mesa, AZ 85201<br/>(480) 962-7678</p> <p><b>Avondale Career Development Center</b><br/>3000 N. Dysart Rd., Rms. 120-129<br/>Avondale, AZ 85340<br/>(623) 535-2735</p> <p><b>Vista Del Camino Center</b><br/>7700 E. Roosevelt<br/>Scottsdale, AZ 85257<br/>(480) 312-2323</p> | <p>Susan Schmidt<br/>Adult &amp; Dislocated Worker Program Manager<br/>Maricopa County Human Services Dept.<br/>Workforce Development Division<br/>234 N. Central Avenue; Suite 3201<br/>Phoenix, AZ 85004<br/>(602) 506-0584 / (602) 506-8789 Fax<br/><a href="mailto:sschmidt@mail.maricopa.gov">sschmidt@mail.maricopa.gov</a><br/><a href="http://www.hsd.maricopa.gov/mwc">http://www.hsd.maricopa.gov/mwc</a></p> |
| MOHAVE COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p><b>Mohave County Community Development Center</b><br/>201 N. 4<sup>th</sup> Street<br/>Kingman, AZ 86401<br/>(928) 753-0723</p> <p><b>Community Development Center</b><br/>1355 Ramar Road; Suite 9<br/>Bullhead City, AZ 86442<br/>(928) 758-0702</p> <p><b>Arizona Department of Economic Security</b><br/>232 London Bridge Road<br/>Lake Havasu City, AZ 86403<br/>(928) 680-6005</p>                                                                                                                                                                                                            | <p>Lynne Steiger<br/>One-Stop Program Representative<br/>201 N. 4<sup>th</sup> Street, P.O. Box 7000<br/>Kingman, AZ 86402-7000<br/>(928) 753-0723 / (928) 753-0776 Fax<br/>(928) 753-0726 TDD<br/><a href="mailto:lynne.steiger@co.mohave.az.us">lynne.steiger@co.mohave.az.us</a></p>                                                                                                                                 |

# One-Stop Directory

| MOHAVE COUNTY (Cont'd)                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Arizona Department of Economic Security</b><br/>2601 Highway 95<br/>Bullhead City, AZ 86442<br/>(928) 763-4154</p> <p><b>Arizona Department of Economic Security</b><br/>301 Pine Street<br/>Kingman, AZ 86401<br/>(928) 753-4333</p> <p><b>Community Development Center</b><br/>2001 College Drive<br/>Lake Havasu, AZ 86403<br/>(928) 453-0710</p> |                                                                                                                                                                                                                                                                                         |
| NAVAJO COUNTY                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                         |
| <p><b>Arizona Department of Economic Security</b><br/>2500 E. Cooley, Suite 410<br/>Show Low, AZ 85901<br/>(928) 532-4300</p> <p><b>Arizona Department of Economic Security</b><br/>319 E. Third Street, 335C<br/>Winslow, AZ 86047<br/>(928) 289-4644</p>                                                                                                 | <p>Rondi Moore<br/>One-Stop Coordinator<br/>2500 E. Cooley, Suite 410<br/>Show Low, AZ 85901<br/>(928) 532-4313 / (928) 532-4367 Fax</p>                                                                                                                                                |
| NAVAJO NATION                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                         |
| <p><b>Navajo Department of Workforce Development</b><br/>P.O. Box 1889<br/>Window Rock AZ 86515<br/>(928)871-7707 / (928) 871-7116 Fax</p>                                                                                                                                                                                                                 | <p>Roslyn Shirley, Director<br/>Navajo Department of Workforce Development<br/>P.O. Box 1889<br/>Window Rock AZ 86515<br/>(928)871-7707 / (928) 871-7116 Fax</p>                                                                                                                        |
| NINETEEN TRIBAL NATIONS                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                         |
| <p><b>Tribal One-Stop Service Center</b><br/>Fort Mojave<br/>1599 Plantation Road<br/>Mohave Valley, AZ 86440<br/><b>Mailing Address:</b><br/>PO Box 5896<br/>Mohave Valley, AZ 86446<br/>(928) 346-1787</p>                                                                                                                                               | <p>Collette Lewis<br/>One-Stop System Administrator<br/>1599 Plantation Road<br/>Mohave Valley, AZ 85440<br/>(928) 346-1787 / (928) 346-1123 Fax<br/><a href="mailto:fmtos@ftmojave.com">fmtos@ftmojave.com</a><br/><a href="http://www.antn1stop.org">http://www.antn1stop.org</a></p> |

# One-Stop Directory

| CITY OF PHOENIX                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Phoenix Workforce Connection North</b><br/>9801 N. 7<sup>th</sup> Street<br/>Phoenix, AZ 85020<br/>(602) 861-0208</p> <p><b>Phoenix Workforce Connection West</b><br/>3406 N. 51<sup>st</sup> Avenue<br/>Phoenix, AZ 85031<br/>(623) 247-3304</p> <p><b>Phoenix Workforce Connection South</b><br/>4732 S. Central Avenue<br/>Phoenix, AZ 85040<br/>(602) 534--4732</p>                                                                                                                                                                                                              | <p>Stan Flowers<br/>City of Phoenix, Workforce Connection Division<br/>200 West Washington, 19<sup>th</sup> Floor<br/>Phoenix, AZ 85003-1611<br/>(602) 262-4036 / (602) 534-3915 Fax<br/><a href="mailto:Stan.Flowers@phoenix.gov">Stan.Flowers@phoenix.gov</a><br/><a href="mailto:Onestop.hsd@phoenix.gov">Onestop.hsd@phoenix.gov</a><br/><a href="http://www.phoenix.gov/onestop.html">http://www.phoenix.gov/onestop.html</a></p> |
| PIMA COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>One-Stop Career Center</b><br/>340 N. Commerce Park Loop,<br/>Tortolita Building<br/>Tucson, AZ 85745<br/>(520) 798-0500<br/>(520) 798-0599</p> <p><b>One-Stop Career Center</b><br/>825 E. Ft. Lowell<br/>Tucson, AZ 85719<br/>(520) 407-3600</p> <p><b>Jackson Employment Center</b><br/>300 E. 26<sup>th</sup> Street<br/>Tucson, AZ 85713<br/>(520) 882-5500</p> <p><b>Kino teen Center</b><br/>2801 E. Ajo Way<br/>Tucson, AZ 85713<br/>(520) 740-4600</p> <p><b>Regional Re-employment Center</b><br/>667 N. 7<sup>th</sup> Avenue<br/>Tucson, AZ 85705<br/>(520) 629-0450</p> | <p>Celina Somoza<br/>One-Stop Coordinator<br/>340 N. Commerce Park Loop,<br/>Tortolita Building<br/>Tucson, AZ 85745<br/>(520) 798-0500 / (520) 798-0599 Fax<br/><a href="mailto:somoza@csd.pima.gov">somoza@csd.pima.gov</a><br/><a href="http://www.PimaWorks.com">http://www.PimaWorks.com</a></p>                                                                                                                                  |
| PINAL COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>Arizona Department of Economic Security</b><br/>401 North Marshall Street<br/>Casa Grande, AZ 85222<br/>(520) 426-3529</p> <p><b>Central Arizona Association of Governments (CAAG)</b><br/>414-B N. Marshall Street<br/>Casa Grade, AZ 85222<br/>(520) 836-1887</p>                                                                                                                                                                                                                                                                                                                  | <p>Barbara Valencia, WIB Program Manager<br/>Gila County Division of Health and Community Services<br/>P.O. Box 2778<br/>Globe, AZ 85502<br/>(928) 455-7631 x 8657 / (928) 425-9468 Fax<br/><a href="mailto:bvalencia@co.gila.az.us">bvalencia@co.gila.az.us</a><br/><a href="http://www.gilacountyaz.com">http://www.gilacountyaz.com</a></p>                                                                                         |

# One-Stop Directory

| PINAL COUNTY (Cont'd)                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Arizona Department of Economic Security</b><br/>1155 N. Arizona Blvd.<br/>Coolidge, AZ 85228<br/>(520) 723-5351</p> <p><b>Central Arizona Association of Governments (CAAG)</b><br/>230 Main Street<br/>Superior, AZ 85273<br/>(520) 689-9044</p> <p><b>DES/Job service/REPAC/Associate One-Stop Center</b><br/>11518 E. Apache Trail; Suites 110 &amp; 111<br/>Apache Junction, AZ 85220<br/>(480) 986-1857</p>                                                                              |                                                                                                                                                                                                                                                                                     |
| SANTA CRUZ COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                     |
| <p><b>Santa Cruz County Workforce Connection</b><br/>2935 N. Grand Avenue<br/>Nogales, AZ 85621<br/>(520) 375-7670</p> <p><b>Arizona Department of Economic Security</b><br/>480 N. Grand Avenue<br/>Nogales, AZ 85621<br/>(520) 287-4635</p> <p><b>Nogales One Stop</b><br/>21 E. Court Street<br/>Nogales, AZ 85621<br/>(520) 287-0111</p>                                                                                                                                                        | <p>Nils Urman, Director<br/>2935 N. Grand Avenue<br/>Nogales, AZ 85621<br/>(520) 375-7670 / (520) 281-1166 Fax<br/><a href="mailto:nurman@co.santa-cruz.az.us">nurman@co.santa-cruz.az.us</a><br/><a href="http://www.santacruzonestop.com">http://www.santacruzonestop.com</a></p> |
| YAVAPAI COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                     |
| <p><b>Arizona Department of Economic Security - Cottonwood Center</b><br/>1500 E. Cherry Street, Suite F<br/>Cottonwood, AZ 86326<br/>(928) 634-3337</p> <p><b>NACOG Workforce Development Center – Prescott Center</b><br/>221 N. Marina, Suite 201<br/>Prescott, AZ 86301<br/><b>Mailing Address:</b><br/>PO Box 2451<br/>Prescott, AZ 86302<br/>(928) 778-1422</p> <p><b>Arizona Department of Economic Security</b><br/>8128 E, Highway 69<br/>Prescott Valley, AZ 86314<br/>(928) 445-5100</p> | <p>Teri Drew, Regional Director<br/>221 N. Marina, Suite 201<br/>Prescott, AZ 86301<br/><b>Mailing Address:</b><br/>PO Box 2451<br/>Prescott, AZ 86302<br/>(928) 778-1422 / (928) 778-1756 Fax<br/><a href="mailto:tdrew@cablone.net">tdrew@cablone.net</a></p>                     |

# One-Stop Directory

| YUMA COUNTY                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Career Resource Center</b><br/>3826 W. 16<sup>th</sup> Street<br/>Yuma, AZ 85364<br/>(928) 329-0990</p> <p><b>Arizona Department of Economic Security</b><br/>210 S. 3<sup>rd</sup> Avenue<br/>Yuma, AZ 85364<br/>(928) 783-1221</p> <p><b>Satellite Center/Somerton Career Center</b><br/>201 Bingham Avenue; Suite 19<br/>Somerton, AZ 85350</p> | <p>Mercedes Dominguez<br/>One-Stop System Administrator<br/>3826 W. 16<sup>th</sup> Street<br/>Yuma, AZ 85364<br/>(928) 329-0990 / (928) 783-1825 Fax<br/><a href="mailto:mdominguez@ypic.com">mdominguez@ypic.com</a><br/><a href="http://www.ypic.com/crc.htm">http://www.ypic.com/crc.htm</a></p> |

# Acknowledgements

## Acknowledgements

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- Arizona Department of Economic Security, Employment Administration
- Arizona Department of Economic Security, Research Administration
- Arizona Department of Commerce, Workforce Development
- Apache County Workforce Partnership
- City of Phoenix Employment and Training Administration
- Cochise County Workforce Development Center
- Coconino County Workforce Investment
- 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 County Workforce Investment Board
- Pima County Community Services
- Santa Cruz County Workforce Development
- Yavapai County Workforce Development
- Yuma County Private Industry Council
- Nineteen Tribal Nations Workforce Investment Area

### **For further information, contact:**

Arizona Department of Economic Security  
Employment Administration – WIA Section  
1789 West Jefferson, Site Code 920-Z  
Phoenix, AZ 85007  
(602) 542-3957  
[www.azdes.gov/wia](http://www.azdes.gov/wia)

Office of Workforce Development  
Arizona Department of Commerce  
Executive Tower, Suite 220  
1700 W. Washington  
Phoenix, AZ 85007  
(602) 771-1100  
[www.azcommerce.com](http://www.azcommerce.com)





## WIA Annual Report Data

State Name: AZ

Program Year: 2003

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

| Customer Satisfaction | Negotiated Performance Level | Actual Performance - Level - American Customer Satisfaction Index | Number of Surveys Completed | Number of Customers Eligible for the Survey | Number of Customers Included in the Sample | Response Rate |
|-----------------------|------------------------------|-------------------------------------------------------------------|-----------------------------|---------------------------------------------|--------------------------------------------|---------------|
| Participants          | 71                           | 67                                                                | 314                         | 496                                         | 472                                        | 66.5          |
| Employers             | 71                           | 67                                                                | 176                         | 496                                         | 378                                        | 46.6          |

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

|                                | Negotiated Performance Level | Actual Performance Level |           |
|--------------------------------|------------------------------|--------------------------|-----------|
| Entered Employment Rate        | 73                           | 73.5                     | 2,145     |
|                                |                              |                          | 2,920     |
| Employment Retention Rate      | 82                           | 84.2                     | 2,221     |
|                                |                              |                          | 2,639     |
| Earnings Change in Six Month   | 2,433                        | 3,655                    | 8,735,144 |
|                                |                              |                          | 2,390     |
| Employment and Credential Rate | 55                           | 55.5                     | 787       |
|                                |                              |                          | 1,417     |

**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        | 64                                                                    | 229     | 73.9     | 161     | 59.3                          | 99      | 69.7              | 166     |
|                                |                                                                       | 358     |          | 218     |                               | 167     |                   | 238     |
| Employment Retention Rate      | 72.8                                                                  | 182     | 76.8     | 152     | 74.6                          | 94      | 83                | 151     |
|                                |                                                                       | 250     |          | 198     |                               | 126     |                   | 182     |
| Earnings Change in Six Months  | 3,602                                                                 | 810,460 | 3,326    | 578,701 | 3,611                         | 436,910 | 2,475             | 401,011 |
|                                |                                                                       | 225     |          | 174     |                               | 121     |                   | 162     |
| Employment and Credential Rate | 45.4                                                                  | 99      | 62.4     | 78      | 40.2                          | 35      | 46.4              | 51      |
|                                |                                                                       | 218     |          | 125     |                               | 87      |                   | 110     |

**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       | 70.1                                       | 766       | 75.5                                                      | 1,379     |
|                               |                                            | 1,093     |                                                           | 1,827     |
| Employment Retention Rate     | 84.2                                       | 974       | 84.1                                                      | 1,247     |
|                               |                                            | 1,157     |                                                           | 1,482     |
| Earnings Change in Six Months | 4,058                                      | 4,220,470 | 3,344                                                     | 4,514,674 |
|                               |                                            | 1,040     |                                                           | 1,350     |

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

|                                    | Negotiated Performance Level | Actual Performance Level |            |
|------------------------------------|------------------------------|--------------------------|------------|
|                                    |                              |                          |            |
| Entered Employment Rate            | 82                           | 85                       | 2,207      |
|                                    |                              |                          | 2,595      |
| Employment Retention Rate          | 88                           | 88.5                     | 1,926      |
|                                    |                              |                          | 2,176      |
| Earnings Replacement in Six Months | 92                           | 109.4                    | 23,453,696 |
|                                    |                              |                          | 21,438,736 |
| Employment and Credential Rate     | 56                           | 61.5                     | 758        |
|                                    |                              |                          | 1,233      |

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

| Reported Information           | Veterans |           | Individuals With Disabilities |         | Older Individuals |           | Displaced Homemakers |         |
|--------------------------------|----------|-----------|-------------------------------|---------|-------------------|-----------|----------------------|---------|
|                                |          |           |                               |         |                   |           |                      |         |
| Entered Employment Rate        | 82.9     | 276       | 75.6                          | 62      | 76.2              | 291       | 76.9                 | 40      |
|                                |          | 333       |                               | 82      |                   | 382       |                      | 52      |
| Employment Retention Rate      | 87.4     | 228       | 91.8                          | 56      | 82.4              | 244       | 89.5                 | 34      |
|                                |          | 261       |                               | 61      |                   | 296       |                      | 38      |
| Earnings Replacement Rate      | 84.2     | 2,995,658 | 95.5                          | 576,612 | 90.4              | 2,790,990 | 171.5                | 314,153 |
|                                |          | 3,557,497 |                               | 603,703 |                   | 3,087,095 |                      | 183,201 |
| Employment And Credential Rate | 66.9     | 113       | 35.5                          | 11      | 55.1              | 103       | 57.1                 | 12      |
|                                |          | 169       |                               | 31      |                   | 187       |                      | 21      |

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

| Reported Information      | Individuals Who Received Training Services |            | Individuals Who Received Core and Intensive Services |            |
|---------------------------|--------------------------------------------|------------|------------------------------------------------------|------------|
|                           | Entered Employment Rate                    | 83.8       | 1,033                                                | 86.2       |
| 1,233                     |                                            |            | 1,362                                                |            |
| Employment Retention Rate | 88                                         | 955        | 89                                                   | 971        |
|                           |                                            | 1,085      |                                                      | 1,091      |
| Earnings Replacement Rate | 124.5                                      | 11,443,422 | 98.1                                                 | 12,010,274 |
|                           |                                            | 9,189,642  |                                                      | 12,249,094 |

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

|                               | Negotiated Performance Level | Actual Performance Level |         |
|-------------------------------|------------------------------|--------------------------|---------|
|                               |                              | Entered Employment Rate  | 68      |
| Employment Retention Rate     | 79                           | 77.4                     | 271     |
|                               |                              |                          | 127     |
| Earnings Change in Six Months | 2,433                        | 3,239                    | 414,601 |
|                               |                              |                          | 128     |
| Credential Rate               | 42                           | 47.5                     | 149     |
|                               |                              |                          | 314     |

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

| Reported Information          | Public Assistance Recipients |        | Veterans |     | Individuals With Disabilities |        | Out-of-School Youth |         |
|-------------------------------|------------------------------|--------|----------|-----|-------------------------------|--------|---------------------|---------|
|                               | Entered Employment Rate      | 61.4   | 35       | 100 | 2                             | 64.5   | 20                  | 67.5    |
| 57                            |                              |        | 2        |     | 31                            |        | 200                 |         |
| Employment Retention Rate     | 75                           | 21     | 0        | 0   | 78.6                          | 11     | 79.3                | 88      |
|                               |                              | 28     |          | 1   |                               | 14     |                     | 111     |
| Earnings Change in Six Months | 1,960                        | 37,238 | 0        | 0   | 1,702                         | 20,421 | 3,150               | 277,235 |
|                               |                              | 19     |          | 1   |                               | 12     |                     | 88      |
| Credential Rate               | 34.4                         | 22     | 100      | 2   | 51.3                          | 20     | 40.4                | 91      |
|                               |                              | 64     |          | 2   |                               | 39     |                     | 225     |

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

|                                       | Negotiated Performance Level | Actual Performance Level |       |
|---------------------------------------|------------------------------|--------------------------|-------|
|                                       |                              | Skill Attainment Rate    | 75    |
| Diploma or Equivalent Attainment Rate | 52                           | 49.5                     | 4,513 |
|                                       |                              |                          | 471   |
| Retention Rate                        | 54                           | 53.1                     | 951   |
|                                       |                              |                          | 426   |
|                                       |                              |                          | 803   |

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

| Reported Information                  | Public Assistance Recipients |     | Individuals Disabilities |     | Out-of-School Youth |     |
|---------------------------------------|------------------------------|-----|--------------------------|-----|---------------------|-----|
| Skill Attainment Rate                 | 71.2                         | 580 | 81.7                     | 583 | 63.8                | 489 |
|                                       |                              | 815 |                          | 714 |                     | 766 |
| Diploma or Equivalent Attainment Rate | 49.6                         | 60  | 41                       | 87  | 43                  | 102 |
|                                       |                              | 121 |                          | 212 |                     | 237 |
| Retention Rate                        | 44.9                         | 61  | 43.7                     | 59  | 50                  | 114 |
|                                       |                              | 136 |                          | 135 |                     | 228 |

**Table L: Other Reported Information**

|                    | 12 Month Employment Retention Rate |       | 12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers) |            | Placements for Participants in Nontraditional Employment |       | Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment |            | Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services |     |
|--------------------|------------------------------------|-------|-----------------------------------------------------------------------------------------------------|------------|----------------------------------------------------------|-------|-----------------------------------------------------------------------------------------------------|------------|--------------------------------------------------------------------------------------------------------------|-----|
| Adults             | 75.6                               | 2,095 | 4,711                                                                                               | 11,745,108 | 3.7                                                      | 75    | 4,184                                                                                               | 7,769,403  | 61.6                                                                                                         | 375 |
|                    |                                    | 2,771 |                                                                                                     | 2,493      |                                                          | 2,008 |                                                                                                     | 1,857      |                                                                                                              | 609 |
| Dislocated Workers | 84.5                               | 1,606 | 172.7                                                                                               | 19,830,692 | 4.3                                                      | 89    | 6,134                                                                                               | 11,973,251 | 57.2                                                                                                         | 454 |
|                    |                                    | 1,900 |                                                                                                     | 11,480,731 |                                                          | 2,064 |                                                                                                     | 1,952      |                                                                                                              | 794 |
| Older Youth        | 65.6                               | 86    | 3,477                                                                                               | 354,613    | 1.1                                                      | 2     | 2,374                                                                                               | 320,462    |                                                                                                              |     |
|                    |                                    | 131   |                                                                                                     | 102        |                                                          | 187   |                                                                                                     | 135        |                                                                                                              |     |

**Table M: Participation Levels**

|                           | <b>Total Participants Served</b> | <b>Total Exiters</b> |
|---------------------------|----------------------------------|----------------------|
| <b>Adults</b>             | <b>6,105</b>                     | <b>3,063</b>         |
| <b>Dislocated Workers</b> | <b>4,117</b>                     | <b>2,373</b>         |
| <b>Older Youth</b>        | <b>611</b>                       | <b>312</b>           |
| <b>Younger Youth</b>      | <b>3,950</b>                     | <b>1,873</b>         |

**Table N: Cost of Program Activities**

| <b>Program Activity</b>                                          |                                            | <b>Total Federal Spending</b> |
|------------------------------------------------------------------|--------------------------------------------|-------------------------------|
| <b>Local Adults</b>                                              |                                            | <b>\$12,067,483.00</b>        |
| <b>Local Dislocated Workers</b>                                  |                                            | <b>\$8,340,227.00</b>         |
| <b>Local Youth</b>                                               |                                            | <b>\$12,217,684.00</b>        |
| <b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)                |                                            | <b>\$1,662,951.00</b>         |
| <b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B) |                                            | <b>\$9,638,247.00</b>         |
| <b>Statewide Allowable Activities</b><br>134 (a) (3)             | Eligible Training Provider List            | <b>\$233,341.00</b>           |
|                                                                  | Incentive Funds                            | <b>\$849,395.00</b>           |
|                                                                  | Technical Assistance and Capacity Building | <b>\$471,039.00</b>           |
|                                                                  | Labor Market Information                   | <b>\$17,014.00</b>            |
|                                                                  | Higher Concentrations of Eligible Youth    | <b>\$203,713.00</b>           |
|                                                                  | Displaced Homemaker                        | <b>\$355,615.00</b>           |
|                                                                  | Statewide Information Technology System    | <b>\$2,699,855.00</b>         |
|                                                                  |                                            |                               |
|                                                                  |                                            |                               |
| <b>Total of All Federal Spending Listed Above</b>                |                                            | <b>\$48,756,564.00</b>        |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

Table O: Summary of Participants

|                                                         |                           |                    |     |
|---------------------------------------------------------|---------------------------|--------------------|-----|
| Local Area Name:<br>Apache County Workforce Partnership | Total Participants Served | Adults             | 11  |
|                                                         |                           | Dislocated Workers | 535 |
|                                                         |                           | Older Youth        | 2   |
|                                                         |                           | Younger Youth      | 17  |
|                                                         | Total Exiters             | Adults             | 2   |
|                                                         |                           | Dislocated Workers | 356 |
|                                                         |                           | Older Youth        | 0   |
|                                                         |                           | Younger Youth      | 5   |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 60                           | 100                      |
|                                                      | Dislocated Workers   | 90                           | 89.9                     |
|                                                      | Older Youth          | 55                           | 0                        |
| Retention Rate                                       | Adults               | 75                           | 80                       |
|                                                      | Dislocated Workers   | 83                           | 89                       |
|                                                      | Older Youth          | 55                           | 100                      |
|                                                      | Younger Youth        | 53                           | 60                       |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,087                        | 1,804.29                 |
|                                                      | Dislocated Workers   | 92                           | 109                      |
|                                                      | Older Youth (\$)     | 2,536                        | 2,048                    |
| Credential / Diploma Rate                            | Adults               | 44                           | 100                      |
|                                                      | Dislocated Workers   | 60                           | 60                       |
|                                                      | Older Youth          | 42                           | 0                        |
|                                                      | Younger Youth        | 44                           | 100                      |
| Skill Attainment Rate                                | Younger Youth        | 66                           | 90                       |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              | Met                          | Exceeded                 |
|                                                      | 3                    | 2                            | 11                       |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                                          |                           |                    |     |
|----------------------------------------------------------|---------------------------|--------------------|-----|
| Local Area Name:<br>Cochise County Workforce Development | Total Participants Served | Adults             | 155 |
|                                                          |                           | Dislocated Workers | 41  |
|                                                          |                           | Older Youth        | 16  |
|                                                          |                           | Younger Youth      | 92  |
|                                                          | Total Exiters             | Adults             | 81  |
|                                                          |                           | Dislocated Workers | 23  |
|                                                          |                           | Older Youth        | 0   |
|                                                          |                           | Younger Youth      | 31  |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 70                           | 65.9                     |
|                                                      | Dislocated Workers   | 85                           | 86.4                     |
|                                                      | Older Youth          | 69                           | 0                        |
| Retention Rate                                       | Adults               | 82                           | 91.8                     |
|                                                      | Dislocated Workers   | 90                           | 79.3                     |
|                                                      | Older Youth          | 82                           | 100                      |
|                                                      | Younger Youth        | 56                           | 61.3                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 6,015.11                     | 3,197                    |
|                                                      | Dislocated Workers   | 78.1                         | 97                       |
|                                                      | Older Youth (\$)     | 2,756                        | 2,469.5                  |
| Credential / Diploma Rate                            | Adults               | 50                           | 67.2                     |
|                                                      | Dislocated Workers   | 50                           | 62.5                     |
|                                                      | Older Youth          | 42                           | 0                        |
|                                                      | Younger Youth        | 60                           | 69                       |
| Skill Attainment Rate                                | Younger Youth        | 70                           | 98.5                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              | Met                          | Exceeded                 |
|                                                      | 2                    | 4                            | 9                        |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                                                        |                           |                    |     |
|------------------------------------------------------------------------|---------------------------|--------------------|-----|
| Local Area Name:<br>Graham County Employment & Training Administration | Total Participants Served | Adults             | 70  |
|                                                                        |                           | Dislocated Workers | 535 |
|                                                                        |                           | Older Youth        | 25  |
|                                                                        |                           | Younger Youth      | 52  |
|                                                                        | Total Exiters             | Adults             | 18  |
|                                                                        |                           | Dislocated Workers | 356 |
|                                                                        |                           | Older Youth        | 13  |
|                                                                        |                           | Younger Youth      | 13  |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 55                           | 61.5                     |
|                                                      | Dislocated Workers   | 90                           | 89.9                     |
|                                                      | Older Youth          | 46                           | 63.6                     |
| Retention Rate                                       | Adults               | 72                           | 76.5                     |
|                                                      | Dislocated Workers   | 83                           | 89.3                     |
|                                                      | Older Youth          | 72                           | 75                       |
|                                                      | Younger Youth        | 54                           | 54.5                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,433                        | 8,696.75                 |
|                                                      | Dislocated Workers   | 92                           | 109                      |
|                                                      | Older Youth (\$)     | 2,500                        | 6,548                    |
| Credential / Diploma Rate                            | Adults               | 47                           | 72.7                     |
|                                                      | Dislocated Workers   | 60                           | 60                       |
|                                                      | Older Youth          | 42                           | 64.7                     |
|                                                      | Younger Youth        | 48                           | 100                      |
| Skill Attainment Rate                                | Younger Youth        | 70                           | 95.1                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              |                              |                          |
|                                                      |                      | 1                            | 14                       |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

Table O: Summary of Participants

|                                                           |                           |                    |     |
|-----------------------------------------------------------|---------------------------|--------------------|-----|
| Local Area Name:<br>Gila-Pinal Workforce Investment Board | Total Participants Served | Adults             | 137 |
|                                                           |                           | Dislocated Workers | 535 |
|                                                           |                           | Older Youth        | 23  |
|                                                           |                           | Younger Youth      | 78  |
|                                                           | Total Exiters             | Adults             | 93  |
|                                                           |                           | Dislocated Workers | 356 |
|                                                           |                           | Older Youth        | 13  |
|                                                           |                           | Younger Youth      | 22  |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 74                           | 74.3                     |
|                                                      | Dislocated Workers   | 90                           | 89.9                     |
|                                                      | Older Youth          | 70                           | 83.3                     |
| Retention Rate                                       | Adults               | 85                           | 84.5                     |
|                                                      | Dislocated Workers   | 83                           | 89                       |
|                                                      | Older Youth          | 82                           | 83.3                     |
|                                                      | Younger Youth        | 54                           | 45.5                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,700                        | 5,070.22                 |
|                                                      | Dislocated Workers   | 92                           | 109                      |
|                                                      | Older Youth (\$)     | 2,900                        | 4,738.44                 |
| Credential / Diploma Rate                            | Adults               | 56                           | 62.3                     |
|                                                      | Dislocated Workers   | 60                           | 60                       |
|                                                      | Older Youth          | 42                           | 66.7                     |
|                                                      | Younger Youth        | 56                           | 68.8                     |
| Skill Attainment Rate                                | Younger Youth        | 76                           | 81.1                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              |                              |                          |
|                                                      |                      | 3                            | 12                       |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                                     |                           |                    |     |
|-----------------------------------------------------|---------------------------|--------------------|-----|
| Local Area Name:<br>Yuma Workforce Investment Board | Total Participants Served | Adults             | 597 |
|                                                     |                           | Dislocated Workers | 111 |
|                                                     |                           | Older Youth        | 85  |
|                                                     |                           | Younger Youth      | 755 |
|                                                     | Total Exiters             | Adults             | 366 |
|                                                     |                           | Dislocated Workers | 71  |
|                                                     |                           | Older Youth        | 53  |
|                                                     |                           | Younger Youth      | 226 |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 73                           | 66.8                     |
|                                                      | Dislocated Workers   | 87                           | 82.8                     |
|                                                      | Older Youth          | 73                           | 63.6                     |
| Retention Rate                                       | Adults               | 82                           | 85.4                     |
|                                                      | Dislocated Workers   | 82                           | 93.1                     |
|                                                      | Older Youth          | 81                           | 82.6                     |
|                                                      | Younger Youth        | 54                           | 64.8                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,440                        | 3,507.58                 |
|                                                      | Dislocated Workers   | 92                           | 153.1                    |
|                                                      | Older Youth (\$)     | 2,700                        | 3,749.05                 |
| Credential / Diploma Rate                            | Adults               | 60                           | 62                       |
|                                                      | Dislocated Workers   | 56                           | 60.9                     |
|                                                      | Older Youth          | 50                           | 56                       |
|                                                      | Younger Youth        | 58                           | 57.2                     |
| Skill Attainment Rate                                | Younger Youth        | 80                           | 92.3                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              | Met                          | Exceeded                 |
|                                                      | 0                    | 4                            | 11                       |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                                                         |                                  |                    |    |
|-------------------------------------------------------------------------|----------------------------------|--------------------|----|
| <b>Local Area Name:</b><br>Yavapai County Workforce Development Council | <b>Total Participants Served</b> | Adults             | 72 |
|                                                                         |                                  | Dislocated Workers | 78 |
|                                                                         |                                  | Older Youth        | 4  |
|                                                                         |                                  | Younger Youth      | 65 |
|                                                                         | <b>Total Exiters</b>             | Adults             | 29 |
|                                                                         |                                  | Dislocated Workers | 40 |
|                                                                         |                                  | Older Youth        | 1  |
|                                                                         |                                  | Younger Youth      | 17 |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 71                           | 91.7                     |
|                                                      | Dislocated Workers   | 88                           | 88.1                     |
|                                                      | Older Youth          | 68                           | 100                      |
| Retention Rate                                       | Adults               | 82                           | 80.5                     |
|                                                      | Dislocated Workers   | 82                           | 80.9                     |
|                                                      | Older Youth          | 79                           | 100                      |
|                                                      | Younger Youth        | 54                           | 50                       |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,500                        | 2,823.16                 |
|                                                      | Dislocated Workers   | 94                           | 99                       |
|                                                      | Older Youth (\$)     | 2,428                        | 713.67                   |
| Credential / Diploma Rate                            | Adults               | 55                           | 85                       |
|                                                      | Dislocated Workers   | 56                           | 85.7                     |
|                                                      | Older Youth          | 44                           | 100                      |
|                                                      | Younger Youth        | 52                           | 50                       |
| Skill Attainment Rate                                | Younger Youth        | 68                           | 84.3                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | <b>Not Met</b>       | <b>Met</b>                   | <b>Exceeded</b>          |
|                                                      | 1                    | 4                            | 10                       |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                                       |                           |                    |     |
|-------------------------------------------------------|---------------------------|--------------------|-----|
| Local Area Name:<br>Tribal Workforce Investment Board | Total Participants Served | Adults             | 245 |
|                                                       |                           | Dislocated Workers | 16  |
|                                                       |                           | Older Youth        | 48  |
|                                                       |                           | Younger Youth      | 390 |
|                                                       | Total Exiters             | Adults             | 117 |
|                                                       |                           | Dislocated Workers | 1   |
|                                                       |                           | Older Youth        | 25  |
|                                                       |                           | Younger Youth      | 108 |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 53                           | 49.3                     |
|                                                      | Dislocated Workers   | 53                           | 100                      |
|                                                      | Older Youth          | 71                           | 33.3                     |
| Retention Rate                                       | Adults               | 74                           | 67.5                     |
|                                                      | Dislocated Workers   | 80                           | 100                      |
|                                                      | Older Youth          | 75                           | 57.1                     |
|                                                      | Younger Youth        | 52                           | 34.4                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,000                        | 3,136.55                 |
|                                                      | Dislocated Workers   | 72                           | 456.5                    |
|                                                      | Older Youth (\$)     | 2,900                        | 3,728.31                 |
| Credential / Diploma Rate                            | Adults               | 35                           | 24.4                     |
|                                                      | Dislocated Workers   | 40                           | 100                      |
|                                                      | Older Youth          | 42                           | 17.2                     |
|                                                      | Younger Youth        | 45                           | 55.2                     |
| Skill Attainment Rate                                | Younger Youth        | 75                           | 81.9                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              | Met                          | Exceeded                 |
|                                                      | 5                    | 2                            | 8                        |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                                                            |                                                       |                    |     |
|----------------------------------------------------------------------------|-------------------------------------------------------|--------------------|-----|
| <b>Local Area Name:</b><br>Santa Cruz County Workforce<br>Investment Board | <b>Total Participants<br/>                 Served</b> | Adults             | 135 |
|                                                                            |                                                       | Dislocated Workers | 12  |
|                                                                            |                                                       | Older Youth        | 25  |
|                                                                            |                                                       | Younger Youth      | 218 |
|                                                                            | <b>Total Exiters</b>                                  | Adults             | 77  |
|                                                                            |                                                       | Dislocated Workers | 7   |
|                                                                            |                                                       | Older Youth        | 14  |
|                                                                            |                                                       | Younger Youth      | 119 |

|                                                         |                      | Negotiated Performance<br>Level | Actual Performance<br>Level |
|---------------------------------------------------------|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction                                   | Program Participants | 71                              | 67                          |
|                                                         | Employers            | 71                              | 67                          |
| Entered Employment Rate                                 | Adults               | 73                              | 88.9                        |
|                                                         | Dislocated Workers   | 80                              | 100                         |
|                                                         | Older Youth          | 68                              | 75                          |
| Retention Rate                                          | Adults               | 85                              | 89.3                        |
|                                                         | Dislocated Workers   | 75                              | 100                         |
|                                                         | Older Youth          | 79                              | 66.7                        |
|                                                         | Younger Youth        | 54                              | 48                          |
| Earnings Change / Earnings<br>Replacement in Six Months | Adults(\$)           | 2,433                           | 3,226.51                    |
|                                                         | Dislocated Workers   | 87                              | 157.8                       |
|                                                         | Older Youth (\$)     | 3,000                           | 3,094.5                     |
| Credential / Diploma Rate                               | Adults               | 65                              | 78.6                        |
|                                                         | Dislocated Workers   | 56                              | 100                         |
|                                                         | Older Youth          | 50                              | 37.5                        |
|                                                         | Younger Youth        | 52                              | 75                          |
| Skill Attainment Rate                                   | Younger Youth        | 75                              | 83.6                        |
| Description of Other State Indicators of Performance    |                      |                                 |                             |
|                                                         |                      |                                 |                             |
|                                                         |                      |                                 |                             |
| Overall Status of Local Performance                     | <b>Not Met</b>       | <b>Met</b>                      | <b>Exceeded</b>             |
|                                                         | 1                    | 2                               | 12                          |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                                                   |                                  |                    |       |
|-------------------------------------------------------------------|----------------------------------|--------------------|-------|
| <b>Local Area Name:</b><br>Pima County Workforce Investment Board | <b>Total Participants Served</b> | Adults             | 1,020 |
|                                                                   |                                  | Dislocated Workers | 894   |
|                                                                   |                                  | Older Youth        | 120   |
|                                                                   |                                  | Younger Youth      | 738   |
|                                                                   | <b>Total Exiters</b>             | Adults             | 736   |
|                                                                   |                                  | Dislocated Workers | 719   |
|                                                                   |                                  | Older Youth        | 38    |
|                                                                   |                                  | Younger Youth      | 368   |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 70.8                         | 72                       |
|                                                      | Dislocated Workers   | 78.5                         | 85                       |
|                                                      | Older Youth          | 50                           | 66                       |
| Retention Rate                                       | Adults               | 81.8                         | 82                       |
|                                                      | Dislocated Workers   | 87.8                         | 82                       |
|                                                      | Older Youth          | 75                           | 81                       |
|                                                      | Younger Youth        | 54.5                         | 54                       |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,600.24                     | 2,300                    |
|                                                      | Dislocated Workers   | 104.6                        | 91                       |
|                                                      | Older Youth (\$)     | 3,193                        | 2,150                    |
| Credential / Diploma Rate                            | Adults               | 56.1                         | 63                       |
|                                                      | Dislocated Workers   | 62.6                         | 62                       |
|                                                      | Older Youth          | 29.6                         | 41                       |
|                                                      | Younger Youth        | 49.4                         | 52                       |
| Skill Attainment Rate                                | Younger Youth        | 87.6                         | 85                       |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              | Met                          | Exceeded                 |
|                                                      | 2                    | 6                            | 7                        |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                                                       |                                  |                    |       |
|-----------------------------------------------------------------------|----------------------------------|--------------------|-------|
| <b>Local Area Name:</b><br>City of Phoenix Workforce Investment Board | <b>Total Participants Served</b> | Adults             | 2,790 |
|                                                                       |                                  | Dislocated Workers | 1,589 |
|                                                                       |                                  | Older Youth        | 154   |
|                                                                       |                                  | Younger Youth      | 924   |
|                                                                       | <b>Total Exiters</b>             | Adults             | 1,086 |
|                                                                       |                                  | Dislocated Workers | 676   |
|                                                                       |                                  | Older Youth        | 79    |
|                                                                       |                                  | Younger Youth      | 456   |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 78                           | 78                       |
|                                                      | Dislocated Workers   | 88                           | 97.4                     |
|                                                      | Older Youth          | 68                           | 92.1                     |
| Retention Rate                                       | Adults               | 85                           | 87.4                     |
|                                                      | Dislocated Workers   | 89                           | 88.8                     |
|                                                      | Older Youth          | 86                           | 75                       |
|                                                      | Younger Youth        | 56                           | 57.3                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,500                        | 3,647.53                 |
|                                                      | Dislocated Workers   | 93                           | 120.1                    |
|                                                      | Older Youth (\$)     | 2,500                        | 3,294.15                 |
| Credential / Diploma Rate                            | Adults               | 55                           | 36.6                     |
|                                                      | Dislocated Workers   | 58                           | 48.6                     |
|                                                      | Older Youth          | 42                           | 43.9                     |
|                                                      | Younger Youth        | 52                           | 59.8                     |
| Skill Attainment Rate                                | Younger Youth        | 75                           | 57.4                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | <b>Not Met</b>       | <b>Met</b>                   | <b>Exceeded</b>          |
|                                                      | 2                    | 4                            | 9                        |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

Table O: Summary of Participants

|                                                              |                           |                    |     |
|--------------------------------------------------------------|---------------------------|--------------------|-----|
| Local Area Name:<br>Navajo County Workforce Investment Board | Total Participants Served | Adults             | 45  |
|                                                              |                           | Dislocated Workers | 535 |
|                                                              |                           | Older Youth        | 19  |
|                                                              |                           | Younger Youth      | 30  |
|                                                              | Total Exiters             | Adults             | 38  |
|                                                              |                           | Dislocated Workers | 356 |
|                                                              |                           | Older Youth        | 10  |
|                                                              |                           | Younger Youth      | 19  |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |          |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|----------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |          |
|                                                      | Employers            | 71                           | 67                       |          |
| Entered Employment Rate                              | Adults               | 73                           | 68.6                     |          |
|                                                      | Dislocated Workers   | 90                           | 89.9                     |          |
|                                                      | Older Youth          | 68                           | 68.8                     |          |
| Retention Rate                                       | Adults               | 82                           | 71.4                     |          |
|                                                      | Dislocated Workers   | 83                           | 89                       |          |
|                                                      | Older Youth          | 78                           | 100                      |          |
|                                                      | Younger Youth        | 60                           | 68.4                     |          |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,245                        | 2,994.09                 |          |
|                                                      | Dislocated Workers   | 92                           | 109                      |          |
|                                                      | Older Youth (\$)     | 250                          | 660                      |          |
| Credential / Diploma Rate                            | Adults               | 55                           | 59                       |          |
|                                                      | Dislocated Workers   | 60                           | 60                       |          |
|                                                      | Older Youth          | 44                           | 55.6                     |          |
|                                                      | Younger Youth        | 55                           | 66.7                     |          |
| Skill Attainment Rate                                | Younger Youth        | 75                           | 81.4                     |          |
| Description of Other State Indicators of Performance |                      |                              |                          |          |
|                                                      |                      |                              |                          |          |
|                                                      |                      |                              |                          |          |
| Overall Status of Local Performance                  |                      | Not Met                      | Met                      | Exceeded |
|                                                      |                      | 1                            | 4                        | 10       |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

Table O: Summary of Participants

|                                                                      |                              |                    |     |
|----------------------------------------------------------------------|------------------------------|--------------------|-----|
| Local Area Name:<br>Mohave-LaPaz Local Workforce<br>Investment Board | Total Participants<br>Served | Adults             | 138 |
|                                                                      |                              | Dislocated Workers | 535 |
|                                                                      |                              | Older Youth        | 25  |
|                                                                      |                              | Younger Youth      | 150 |
|                                                                      | Total Exiters                | Adults             | 87  |
|                                                                      |                              | Dislocated Workers | 356 |
|                                                                      |                              | Older Youth        | 17  |
|                                                                      |                              | Younger Youth      | 77  |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |          |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|----------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |          |
|                                                      | Employers            | 71                           | 67                       |          |
| Entered Employment Rate                              | Adults               | 79                           | 68.9                     |          |
|                                                      | Dislocated Workers   | 90                           | 89.9                     |          |
|                                                      | Older Youth          | 70                           | 60                       |          |
| Retention Rate                                       | Adults               | 79                           | 72.2                     |          |
|                                                      | Dislocated Workers   | 83                           | 89                       |          |
|                                                      | Older Youth          | 78                           | 50                       |          |
|                                                      | Younger Youth        | 56                           | 69.2                     |          |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,800                        | 4,616.85                 |          |
|                                                      | Dislocated Workers   | 92                           | 109                      |          |
|                                                      | Older Youth (\$)     | 2,700                        | 1,434                    |          |
| Credential / Diploma Rate                            | Adults               | 50                           | 66.7                     |          |
|                                                      | Dislocated Workers   | 60                           | 60                       |          |
|                                                      | Older Youth          | 42                           | 43.8                     |          |
|                                                      | Younger Youth        | 53                           | 67.6                     |          |
| Skill Attainment Rate                                | Younger Youth        | 78                           | 81.4                     |          |
| Description of Other State Indicators of Performance |                      |                              |                          |          |
|                                                      |                      |                              |                          |          |
|                                                      |                      |                              |                          |          |
| Overall Status of Local Performance                  |                      | Not Met                      | Met                      | Exceeded |
|                                                      |                      | 2                            | 4                        | 9        |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                                                |                                  |                    |     |
|----------------------------------------------------------------|----------------------------------|--------------------|-----|
| <b>Local Area Name:</b><br>Greenlee Workforce Investment Board | <b>Total Participants Served</b> | Adults             | 20  |
|                                                                |                                  | Dislocated Workers | 535 |
|                                                                |                                  | Older Youth        | 5   |
|                                                                |                                  | Younger Youth      | 27  |
|                                                                | <b>Total Exiters</b>             | Adults             | 7   |
|                                                                |                                  | Dislocated Workers | 356 |
|                                                                |                                  | Older Youth        | 4   |
|                                                                |                                  | Younger Youth      | 0   |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 64                           | 33.3                     |
|                                                      | Dislocated Workers   | 90                           | 89.9                     |
|                                                      | Older Youth          | 61                           | 66.7                     |
| Retention Rate                                       | Adults               | 75                           | 100                      |
|                                                      | Dislocated Workers   | 83                           | 89                       |
|                                                      | Older Youth          | 75                           | 0                        |
|                                                      | Younger Youth        | 54                           | 0                        |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,205                        | -1,370                   |
|                                                      | Dislocated Workers   | 92                           | 109                      |
|                                                      | Older Youth (\$)     | 2,300                        | 0                        |
| Credential / Diploma Rate                            | Adults               | 49                           | 0                        |
|                                                      | Dislocated Workers   | 60                           | 60                       |
|                                                      | Older Youth          | 25                           | 0                        |
|                                                      | Younger Youth        | 48                           | 100                      |
| Skill Attainment Rate                                | Younger Youth        | 66                           | 100                      |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Met                      |
|                                                      |                      | 7                            | 1                        |
|                                                      |                      | Exceeded                     | 7                        |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

Table O: Summary of Participants

|                                     |                           |                    |     |
|-------------------------------------|---------------------------|--------------------|-----|
| Local Area Name:<br>Maricopa County | Total Participants Served | Adults             | 607 |
|                                     |                           | Dislocated Workers | 778 |
|                                     |                           | Older Youth        | 48  |
|                                     |                           | Younger Youth      | 364 |
|                                     | Total Exiters             | Adults             | 276 |
|                                     |                           | Dislocated Workers | 438 |
|                                     |                           | Older Youth        | 44  |
|                                     |                           | Younger Youth      | 370 |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 79.2                         | 79.2                     |
|                                                      | Dislocated Workers   | 88.4                         | 88.4                     |
|                                                      | Older Youth          | 71.1                         | 71.1                     |
| Retention Rate                                       | Adults               | 85.8                         | 85.8                     |
|                                                      | Dislocated Workers   | 89.7                         | 89.7                     |
|                                                      | Older Youth          | 76.9                         | 76.9                     |
|                                                      | Younger Youth        | 51.4                         | 51.4                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 4,617                        | 4,617                    |
|                                                      | Dislocated Workers   | 105                          | 105                      |
|                                                      | Older Youth (\$)     | 3,375                        | 3,375.3                  |
| Credential / Diploma Rate                            | Adults               | 67                           | 67                       |
|                                                      | Dislocated Workers   | 73                           | 73                       |
|                                                      | Older Youth          | 55.4                         | 55.4                     |
|                                                      | Younger Youth        | 51.3                         | 51.3                     |
| Skill Attainment Rate                                | Younger Youth        | 82.9                         | 82.9                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Exceeded                 |
|                                                      |                      | 6                            | 9                        |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

Table O: Summary of Participants

|                                                        |                           |                    |     |
|--------------------------------------------------------|---------------------------|--------------------|-----|
| Local Area Name:<br>REPAC Dislocated Worker Consortium | Total Participants Served | Adults             | 0   |
|                                                        |                           | Dislocated Workers | 535 |
|                                                        |                           | Older Youth        | 0   |
|                                                        |                           | Younger Youth      | 0   |
|                                                        | Total Exiters             | Adults             | 0   |
|                                                        |                           | Dislocated Workers | 356 |
|                                                        |                           | Older Youth        | 0   |
|                                                        |                           | Younger Youth      | 0   |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 0                            | 0                        |
|                                                      | Dislocated Workers   | 89.9                         | 90                       |
|                                                      | Older Youth          | 0                            | 0                        |
| Retention Rate                                       | Adults               | 0                            | 0                        |
|                                                      | Dislocated Workers   | 89.3                         | 83                       |
|                                                      | Older Youth          | 0                            | 0                        |
|                                                      | Younger Youth        | 0                            | 0                        |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 0                            | 0                        |
|                                                      | Dislocated Workers   | 109                          | 92                       |
|                                                      | Older Youth (\$)     | 0                            | 0                        |
| Credential / Diploma Rate                            | Adults               | 0                            | 0                        |
|                                                      | Dislocated Workers   | 60                           | 60                       |
|                                                      | Older Youth          | 0                            | 0                        |
|                                                      | Younger Youth        | 0                            | 0                        |
| Skill Attainment Rate                                | Younger Youth        | 0                            | 0                        |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Exceeded                 |
|                                                      |                      |                              | 3                        |

# WIA Annual Report Data

State Name: AZ

Program Year: 2003

**Table O: Summary of Participants**

|                                         |                           |                    |    |
|-----------------------------------------|---------------------------|--------------------|----|
| Local Area Name:<br>Coconino County WIB | Total Participants Served | Adults             | 46 |
|                                         |                           | Dislocated Workers | 21 |
|                                         |                           | Older Youth        | 12 |
|                                         |                           | Younger Youth      | 52 |
|                                         | Total Exiters             | Adults             | 37 |
|                                         |                           | Dislocated Workers | 19 |
|                                         |                           | Older Youth        | 1  |
|                                         |                           | Younger Youth      | 42 |

|                                                      |                      | Negotiated Performance Level | Actual Performance Level |
|------------------------------------------------------|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 71                           | 67                       |
|                                                      | Employers            | 71                           | 67                       |
| Entered Employment Rate                              | Adults               | 75                           | 63.3                     |
|                                                      | Dislocated Workers   | 89                           | 72.4                     |
|                                                      | Older Youth          | 75                           | 100                      |
| Retention Rate                                       | Adults               | 82                           | 90.9                     |
|                                                      | Dislocated Workers   | 84                           | 85.7                     |
|                                                      | Older Youth          | 85                           | 87.5                     |
|                                                      | Younger Youth        | 60                           | 47.6                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 2,500                        | 2,407.41                 |
|                                                      | Dislocated Workers   | 94                           | 163.7                    |
|                                                      | Older Youth (\$)     | 1,500                        | 1,987.5                  |
| Credential / Diploma Rate                            | Adults               | 55                           | 41                       |
|                                                      | Dislocated Workers   | 58                           | 57.7                     |
|                                                      | Older Youth          | 45                           | 100                      |
|                                                      | Younger Youth        | 55                           | 85                       |
| Skill Attainment Rate                                | Younger Youth        | 75                           | 60.7                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|                                                      |                      |                              |                          |
|                                                      |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              | Met                          | Exceeded                 |
|                                                      | 2                    | 5                            | 8                        |