



STATE OF GEORGIA PY17 ANNUAL REPORT

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Report Overview

This Annual Report Narrative covers the Workforce Innovation and Opportunity Act (WIOA) Program Year 2017. This report includes the State's efforts regarding strategic progress based on the blueprint laid out in the State Plan, customer satisfaction measures, evaluation activities, and other programmatic and performance elements. The State assures that all required elements are reported uniformly, such that relevant state-by-state comparisons can be made. Within this reporting format, the State highlights some anecdotal success stories as an illustration of the combined effect of funding allocation and execution of key programs. Lastly, the State did not seek any waivers during PY17, thus there were no related approvals.

Strategic Progress

As described in Georgia's Unified State Plan, the state's strategic vision and goals include 1) create a unified workforce system that connects the wide array of services available through core partners to provide an unprecedented level of valuable services to customers; 2) utilize labor market and educational data and technology, in coordination with local data, to inform and guide strategic workforce development decisions; 3) increase the value of the workforce system as a tool for employers by emphasizing business services; 4) increase the participation and utilization of the workforce system by both employers and individuals; 5) serve as the convener of economic development stakeholders in order to connect individuals, educational systems, and employers, thereby helping create a sustainable, skilled workforce.

One of the key opportunities in the state of Georgia was the need for a skilled workforce ready and able to work. The coordination of economic development and workforce development has been critical in making informed decisions based on the needs of employers throughout the state. Through WIOA implementation, the State increased interagency cooperation among core partners and enhanced service delivery to Georgians by concentrating on co-location and unified data systems. Governor Deal has continued to stress the value of pairing available labor market analysis with data collected directly from employers. Georgia has also expanded the number of tools available to decision makers. In addition to data made available through the Census Bureau and the Bureau of Labor Statistics, OWD works with the Georgia Department of Labor's Workforce Statistics and Economic Research Division to provide resources needed by state and local administrators. This allows the state workforce system to explore in-demand occupations, economic forecasts, and demographics of service areas. The State hopes to continue to expand the

resources offered to state agencies, Local Workforce Development Areas, and other partners. During the period covered by this Unified State Plan, the state obtained Burning Glass Labor Insight to support local data needs.

Georgia has consistently been recognized as one of the best states in the nation in which to do business. This is due in large part to the state's ability to attract employers and provide solutions to meet their needs. The ongoing relationships with businesses continue to point to workforce demands and finding innovative solutions to meet those demands. Aided by the vision of WIOA, the State has expanded its capacity by enhancing the number of tools available to employers, including work-based learning strategies, on-the-job training, and customized training. The options help employers identify and train a workforce, but also provide opportunities for workers to develop their skills and advance along identified career pathways. Some of the strategies the State utilized in supporting this goal included an emphasis on business services during training sessions and technical assistance to LWDA's, the development of contract templates for OJT and IWT, increased resources and focus on capacity building at the local level, and the emphasis on sector partnerships through the HDCI Sector Partnership grants.

The State's goal is to increase the opportunities and access points for individuals as well as businesses. The State is working on ways to improve the number of individuals moving from under- and unemployment into education and employment opportunities. The State continues to work to promote resources among targeted populations. With eight military installations, Georgia is home to a tremendous number of active duty and veteran service members. Through the State's veteran's efforts, Georgia has made a dedicated effort to connect our veterans with transition resources and with employers who are eager to provide employment opportunities. The Georgia Department of Labor has a number of dedicated specialists specifically focused on serving the needs of Georgia's veteran population, including DVOPs and LVERs in the local one-stop system, and a dedicated Customized Recruitment Specialist focusing solely on the demand for veteran employment.

A key component of achieving the goal of increased participation in the workforce system is ensuring that the one-stop system provides services to individuals with barriers to employment. Each of Georgia's core partners are working to reduce barriers to employment among the workforce population in support of this goal. Through their involvement in the WIOA implementation working groups, each partner has contributed to the conversation to ensure that the workforce system provides easy access for these targeted populations, and ensures that all services are available to help remove barriers to employment. Additionally, these partners have been integral in the development of sector partnerships in each of the twelve planning regions,

contributing to the discussions as they develop pathways into high demand careers. One of the key issues that the sector partnerships will address is ensuring that the career pathways are accessible to individuals with barriers. In order to receive grant funding, regions were required to specifically address this issue. The Disability Employment Initiative is currently being piloted in two LWDA's to customize employment offerings to individuals with disabilities. The state has already begun to collect and distribute best practices from this initiative to other LWDA's. In addition to efforts such as those targeted toward veterans, the State has also made available strategic grants to serve transitioning services members and their families, ex-offenders, and at-risk youth. These grants enable LWDA's to implement unique programming that will serve as models throughout the rest of the state. The complete integration of all core partners and targeted outreach efforts will focus on ensuring that service to individuals with barriers to employment remains a vital strategy for increasing participation in the workforce system.

One of Governor Deal's greatest priorities while in office has been a reform of the criminal justice system. To that end, the workforce system is a vital partner to make sure that Georgia citizens return to society as better individuals, with marketable skills, and with opportunities to succeed. The SWDB has tasked the State with producing dedicated resources that enable ex-offenders to connect with the workforce system immediately upon release. As a result, the workforce system has partnered with state agencies such as the Department of Juvenile Justice and the Department of Community Supervision for the purpose of exploring workforce needs as individuals transition back into civilian life. Additionally, the Re-Employment Services Committee has participated in conversations with the Georgia Justice Project to discuss ways in which job training can support a successful return for ex-offenders and limit recidivism.

Effectiveness in Serving Employers

The State of Georgia is committed to leveraging resources and efforts in order to meet the needs of the business customers of the WorkSource Georgia System in an integrated fashion. Furthermore, the State coordinates many state entities to inform Georgia employers of the services that are available to them through their 19 local LWDA's. When new companies relocate or expand in Georgia, all of the State's relevant partners coordinate in order to ensure that those companies are aware of the services offered.

The WorkSource Georgia system is equipped to support businesses in many different ways. One of those ways is through applicant screening at WorkSource Georgia Centers. This service reduces the time and cost that a business would need in order to find qualified applicants. The LWDA's can also provide

applicant referrals and job posting services for businesses that need to hire. This service can increase the qualified applicant pool for employers. Conducting job fairs and letting companies use WorkSource Georgia center space for interviews are also services that local areas can provide. Additionally, LWDAs can provide pre-employment assessments. Local areas use a variety of different assessments in order to screen qualified applicants for a potential employer. The use of these assessments can give an employer greater insight as to where an applicant's competencies and skills gaps lie. LWDAs can also offer employers a variety of different data including: in-demand occupations, labor market information, and economic trends.

The State continued to heavily promote the use of work-based learning services in PY17 including On-the-Job Training (OJT), Incumbent Worker Training (IWT), Customized Training (CT), and Workforce Experience (WEx). OJT is perhaps the most popular service that an LWDA can offer an employer. The State has plans to offer greater training and technical assistance to LWDAs in administering and expanding the use of these work-based learning services in the future in an effort to better serve a larger number of employers and participants in the state.

Evaluation Activities

The State primarily provides a formal evaluation of its workforce system through its annual monitoring review of the 19 Local Workforce Development Areas. The monitoring process typically begins during the month of August and ends in late February or early March. The evaluation process includes a desk review of key documents such as policies and contracts, on-site interviews of staff, and on-site inspection of case files and other documents for the Program Year in review. The on-site visit is conducted by a three-person team consisting of a member of the finance, compliance, and programs team. This process takes approximately one (1) week per area for the on-site visit and review, with corrective action follow-up in the weeks and months afterward. At the end of the on-site visit, a report is produced which each local Director is given the opportunity to review, analyze, and discuss all findings, observations, and recommendations as part of the final approval/completion process. Additionally, unrelated to the monitoring period, key staff regularly visit Local Workforce Development Areas, in part, to gather further information outside of merely monitoring and to offer technical assistance. The lead executive of WorkSource Georgia has undertaken these visits in the past, in addition to the Finance and Programmatic staff.

Customer Satisfaction

The State directly engaged every WIOA participant with a customer satisfaction

survey (see attached Participant Survey). This survey was emailed directly to each WIOA participant who was asked to respond to four (4) questions, each containing three (3) possible rankings, ranging from “very satisfied,” “moderately satisfied,” and “not at all satisfied.” The following questions were presented:

- 1) Question 1: Overall, how satisfied are you with the services provided to you by your Local Workforce Development Area's Career Center?
- 2) Question 2: Taking into account all of the expectations you held, have the services you received from your Local Workforce Development Area's Career Center met your expectations?
- 3) Question 3: Considering an ideal program for someone in your situation, how well did the services you received from your Local Workforce Development Area's Career Center compare with that ideal?
- 4) Question 4: Based on the level of service you received from your Local Workforce Development Area's Career Center, how likely would you be to recommend others?

An average of 686 participants responded to each question, and over 70% of participants ranked their experience within the most favorable rating. An average of 73% of participants across all four (4) questions ranked their experience with the Local Workforce Development Area's Career Center in the most favorable rating; the highest being question #4 (78%) where the participant would very likely recommend others to the Local Workforce Development Area's Career Center. This is an improvement over previous years' ratings, where the highest was 75%. Georgia is particularly proud of its ranking from its WIOA participants, especially given its high number of Local Workforce Development Areas. However, the State will continue to strive for even higher rankings across all areas regarding participant satisfaction.

It is important to note that the high degree of satisfaction exhibited in the participant survey directly correlates to the State's success regarding its performance measures. All 19 Local Workforce Development Areas positively contributed to the State's high standards, having exceeded in nearly all performance measures during PY17.

Performance Accountability System

Specific State Performance Measures

Georgia's WIOA title I programs do not have any unique measures or goals outside of the mandated common measures.

Performance Deficiencies

Georgia's WIOA Title I programs did not have performance deficiencies for Program Year 2017 as noted in the statewide performance table below:

Measure	Actual	Goal	% of Goal
Adult Q2 Employment Rate	83.7%	74.0%	113.1%
Adult Q4 Employment Rate	82.5%	75.0%	110.0%
Adult Median Earnings	\$6,338	\$5,549	114.2%
Adult Credential Attainment	81.7%	71.0%	115.0%
DW Q2 Employment Rate	87.5%	79.5%	110.0%
DW Q4 Employment Rate	89.7%	79.0%	113.5%
DW Median Earnings	\$8,538	\$6,000	142.3%
DW Credential Attainment	77.6%	72.0%	107.8%
Youth Q2 Employment Rate	73.9%	67.0%	110.3%
Youth Q4 Employment Rate	76.1%	66.0%	115.3%
Youth Credential Attainment	55.2%	73.5%	75.1%

Overall

Adult	113.1%
DW	118.4%
Youth	100.3%

See Attachments for Negotiated Performance Levels for Local Areas PY16-17

Common Exit Policy

With guidance from USDOL-ETA, Georgia has defined Common Exit for DOL-Administered Programs Only as:

A “common exit” occurs when a participant who is enrolled in multiple DOL-administered partner programs has not received services from any DOL-administered program to which the common exit policy applies for at least 90 days and no future services are planned.

Georgia recognizes that a common exit policy must include:

- WIOA title I Adult,
- WIOA title I Dislocated Worker, and
- WIOA title I Youth, and
- WIOA title III Employment Service.

As Georgia reports its quarterly Wagner Peyser, Trade and WIOA Title I PIRLs to USDOL-ETA, it recognizes this definition and impact. Furthermore, Georgia will incorporate such into any fully combined PIRL reporting in PY18 and beyond.

Data Validation

Georgia receives WIOA funding from the USDOL Employment and Training Administration (ETA) based on achieving negotiated performance. ETA's expectations are that work is done in a timely manner and correctly reported on a quarterly basis. ETA reserves the right to sanction any state that does not meet negotiated performance or reporting is consistently incorrect, as verified through the data validation process.

Many aspects of daily work for WIOA programs affect performance reporting for WIOA programs. As part of quality control, OWD will review these functions to determine whether LWDAs are adequately and appropriately meeting deadlines and documentation requirements. As approved by the SWDB in November 2018, all participant case files are to be kept electronically in the Georgia Work Ready Online Participant Portal (GWROPP). In order to provide adequate time for existing physical case files to be uploaded in GWROPP, OWD requires LWDAs to scan and upload documentation for all actively enrolled participants and those undergoing follow-up by May 30th, 2019. For any participant enrolled after January 1, 2019, all documentation must be maintained in GWROPP.

A. Data Entry

Timely data entry affects performance reporting and OWD staff workload if information needs to be backdated. Timely data entry will be determined based on files reviewed at random times and during desk reviews prior to monitoring visits.

B. Correct Data Entry

Correct data entry affects performance reporting and OWD staff resources assigned to make corrections to data in Georgia Work Ready Online Participant Portal (GWROPP). Data entry problems include missing fields from the WIOA participant application.

The WIOA participant application is the only source of documentation for many fields required for quarterly reporting to ETA. ETA compiles statistics on demographic data for different WIOA populations to determine how they are effectively being served through the program. Incorrect data skews these statistics and does not show an accurate representation of service to WIOA participants. Data in GWROPP should be checked before

hitting the Save button to ensure that correct data has been entered in GWROPP. Incorrect data problems will be identified during monitoring visits.

C. Appropriate Documentation

Many elements of WIOA enrollment require appropriate documentation be placed in participant files. Documentation sources can be identified on the WIOA participant application or the program verification worksheets. Missing documentation will be identified during monitoring visits.

D. Credential Records

The credential attainment performance measures require the recording of a credential attained during the participant's enrollment or within four quarters after exit. Credentials must be documented using a transcript, certificate, diploma, or a letter from an appropriate school system. If there is not a specific date on the credential (i.e., May 2012), the actual date must be case noted. If not recorded, credentials will not be counted for performance reporting. Deficiencies in credential entry will be identified through quarterly reporting and monitoring.

E. Follow-Up Contact

Follow-up information is used for performance reporting in cases where unemployment insurance or federal wage records are not found. Follow-up contact is required for all Youth participants, and for Adult and Dislocated Worker participants who exit to employment. Follow-up contact is required to be recorded. The information should state the employer name, address, phone number, and job title if the participant is employed. If the participant is in some type of training after being exited, a brief description should be noted.

Follow-up contact is the only source for verifying that a Youth participant is in some type of training after they are exited from the WIOA Youth program. Therefore, it is very important that this information be recorded. Deficiencies in completing follow-up contact will be identified through monitoring.

F. Deficiency Consequences

ETA has the option of sanctioning states for not meeting acceptable performance. Acceptable performance depends on information entered correctly in GWROPP and appropriate documentation placed in participant files. Deficiencies in any of the above areas will result in a LWDA being placed on a corrective action plan. If deficiencies are identified after a LWDA has been placed on corrective action, a portion of WIOA funding may be revoked.

Problems with any of the above functions may be identified through monitoring or through day-to-day functions. OWD will determine whether there are errors for any of the areas identified above, and whether they are substantial enough to warrant corrective action or possible sanction.

The following table shows the progression for determining deficiencies:

<p>Baseline: First year monitoring findings:</p>	<p>OWD staff will identify any monitoring findings and discuss these with LWDA's during exit interview. Deficiencies will be noted on monitoring reports after onsite review.</p>
<p>Corrective Action: Second year monitoring findings:</p>	<p>OWD staff will identify monitoring findings that have not been resolved from the previous year's monitoring or continue to be an issue. LWDA's may be placed on corrective action notice if there are unresolved problems or issues that continue to occur.</p>
<p>Sanctioning: Third year finding:</p>	<p>Monitoring findings that have not been resolved from the previous year or continue to occur may result in sanctioning of a service provider.</p>

OWD will provide technical assistance to any LWDA deemed deficient in any of the problem areas identified above. OWD may also request technical assistance from USDOL for help in resolving identified problems. LWDA's are always encouraged to ask questions or ask for help from OWD or any other service provider.

Sector Partnerships and Career Pathways

Georgia has made significant investments in the development of regional sector partnerships. These investments have included: hosting workshops in each

region throughout the state to train regional leaders on the proper implementation of sector partnerships, the development of a comprehensive Sector Partnerships Guide to assist those leaders in building out their partnerships, the release of a \$3MM grant opportunity using Governor's Reserve Funds to support capacity building for the sector partnership work in each region, hosting a statewide conference to allow for and encourage inter-regional collaboration, and ongoing technical assistance by state staff to ensure the work continues to progress in each region.

Sector partnerships have not been promoted as simply a required element of WIOA, but as a best practice for regions to use to maximize intraregional collaboration and overall efficiency and efficacy of the region's education and workforce systems. This promotion has included the necessity of effective career pathways in successful sector partnerships. We have mandated that K-12 partners be involved in a region's sector partnership work for them to receive grant funding. In many regions, this has led to the workforce system partnering with the K-12 leaders in their regions for the very first time. This has proven to be a critical first step in the implementation of true career pathways.

Georgia plans to continue this investment of staff time and resources to the implementation of sector partnerships. It will remain a key part of the State workforce system's strategic vision.

Activities under Governor's Reserve Funds

Industry Task Forces

Governor Nathan Deal launched the High Demand Career Initiative (HDCI) in 2014 to better understand the talent needs of Georgia businesses and to align educational efforts to close workforce gaps. These gaps were identified through numerous listening sessions throughout the state, giving major employers the opportunity to bring awareness to their current and future workforce needs. HDCI evolved as an important economic development resource that has helped Georgia's K-12 schools and postsecondary institutions remain competitive by collaborating directly with industry to identify and address acute labor needs to develop a competitive workforce.

After receiving feedback from the state's major employers and key education and workforce influencers, in 2017, the HDCI team of the Workforce Division launched several task forces to focus on talent needs in key Georgia industries. Aerospace, construction, film, information technology and logistics were identified as industries of focus for task

force efforts. Each task force was comprised of industry leaders and representatives of K-12 and postsecondary institutions. The stakeholders convened to discuss the current state of their workforce, diagnose identified issues, and develop proactive solutions to close the gap between workforce supply and demand. The task forces and its participants were in a unique position to break down silos and work collaboratively to accomplish shared goals. In the summer of 2018, three reports were released to outline the work and success of the task forces. Key takeaways from the task forces include: there is a significant need for (1) improved and continuous communication and collaboration between industry and workforce influencers to ensure that students are adequately prepared for today's dynamic economy and (2) greater awareness of high demand careers and opportunities amongst students, parents, and education influencers (teachers, counselors, and administrators).

The industry task forces were successful in connecting partners and identifying solutions – serving as a conveyor and facilitator of meaningful discussions. Through this work,, the HDCI team found that partners were often better positioned to execute and implement deliverables and solutions. It was clear that the work should continue and sector partnerships emerged as the reasonable next step for staff to focus. Sector partnerships are uniquely positioned to connect resources as the task forces accomplished, but also take it a step further by managing the execution of needed programs and deliverables. Moving forward, the HDCI staff will position themselves to focus on supporting local areas in their efforts to develop robust sector partnerships to serve industry and education needs.

Discretionary Grants

In January 2018, OWD awarded grants to four Local Workforce Development Areas (LWDAs). The funds were made available out of statewide Governor's Reserve Funds and were intended to provide these LWDAs with additional resources to support innovative or creative needs which could not be served through formula allocation funds.

WorkSource Georgia Mountains (WSGM) partnered with North Georgia Technical College (NGTC), Lee Arrendale State Prison (LASP) and Carlton Colwell Detention Center (CCDC) to create a program that provides inmates with skills necessary to enter the labor market upon release. Through the utilization of Adult Education programs that are currently available in LASP, CCDC, and NGTC, a 12-week culinary program was created. Upon completion of the program, students take the nationally

recognized ServSafe certification exam. Once they have been released, each inmate at CCDC is given the opportunity to participate in a two-week work-based internship.

WorkSource Atlanta has implemented The Impact Project to Address Homelessness (IPAH), utilizing a collaborative impact approach to assist 60 homeless individuals transition from homelessness to permanent housing. The project partners with homeless service providers to supplement rehousing efforts with workforce development interventions to reduce the number of families on the streets in emergency shelters while increasing the number of families that have moved into permanent housing. Additionally, the program increases the income and mainstream benefits of family head of households served and limit the return to homelessness within a year of program exit.

WorkSource Atlanta Regional designed and implemented an initiative that addresses dependency on Social Welfare Programs, one of the major issues facing young people between 18 – 24 years of age. The Social Welfare Program Initiative (SWPI) has progressively, aggressively, and extensively targeted the issues of welfare to those young people between 16 -24 years of age who reside in Gwinnett and Clayton Counties and are receiving the assistance. SWPI promotes the principle of self-sufficiency through a platform that provides training that leads to a viable credential and provides opportunities to develop the skills to obtain employment.

WorkSource Heart of Georgia has used grant funding to serve an additional 70 participants, with 20 being adult, 20 being dislocated worker, and 30 being out-of-school youth.

Great Georgia Jobs

The Georgia Workforce Team partnered with Dale Cardwell of TrustDale.com to promote the opportunities available through WorkSource Georgia to potentially WIOA-eligible individuals. Great Georgia Jobs was a four-episode television docu-series that showcased Georgians from diverse backgrounds and told the unique stories of how they were able to connect with Georgia's workforce system through statewide programs and training models. The program aired within every Georgia media market and was supported by a social media campaign that attracted more than 1 million views and impressions. Subject-matter experts conducted on-camera interviews to provide background and information on Georgia's most demand-driven industries. This has been WorkSource Georgia's most successful outreach project to date.

Rapid Response

During PY17, the State of Georgia Rapid Response Team responded to a total of 82 companies and served 2,219 individuals. During the initial Rapid Response orientation with the employees, the Rapid Response team would familiarize the affected participants with the services provided by the American Job Centers and the process for enrolling. If it had also been determined that the Trade Adjustment Assistance was required due to the type of layoff, a representative from the GA Department of Labor Trade Adjustment Assistance program would be invited to the orientation to speak with the employees regarding services and enrollment.

The Rapid Response team has made an effort to engage organizations that would have firsthand knowledge of a business in need of layoff aversion strategies. These partnerships would lead to the earliest possible opportunity for a business to receive intervention before a layoff event. Also, if the business needed to upgrade any incumbent workers' skills, this partnership would help facilitate that opportunity rather than a layoff event.

The Rapid Response team, in an effort to enhance business engagement, has made contact with human resource organizations, the State Bar of Georgia, and the Small Business Association to create a partnership for business engagement and share information for resources for the business community. This effort was taken in order to reach those in the business community who would be on the front line to know if there was a need for layoff aversion or Rapid Response intervention.

Additionally, the Rapid Response team coordinated with its workforce partners to provide the business community with information in the form of one-on-one meetings and/or staff employee information sessions. When the Rapid Response team received information regarding a layoff or the possibility of one, the Rapid Response partners met with the affected business to determine the best course of action and what information would be most beneficial to the employees. At that point, it would have been determined if any workshops were needed for the employees. At a later date, the team would deliver the services based on the employer's preferences and availability.

Wagner-Peyser

Georgia's Wagner-Peyser services are administered by the Georgia Department of Labor (GDOL). GDOL provides a wide range of reemployment services to customers and co-enrolled customers who were often directly connected to other programs, but who we quickly recognized would benefit

from the paring of Wagner-Peyser services. Many of these customers were individuals with challenges requiring more intense workforce services, such as homeless veterans, correctional system reentry customers, at risk young adults, etc. Some additional GDOL direct W/P and combined activities are as follows:

1. Through Georgia's Unemployment Insurance Reemployment Services and Eligibility Assessment (RESEA) grant, GDOL has continued to target claimants who are most likely to exhaust their benefits and recipients of Unemployment Compensation for Ex-Service-members (UCX). Career development facilitators work closely with identified claimants, assisting them with developing individualized job search strategies, providing job readiness support, e.g., résumés, supportive services, counseling, referrals to training, etc., with the intent of helping to remove employment barriers. Some customers are engaged on a weekly basis and all participants are provided job referrals throughout the process. A significant outcome of the RESEA initiative is that it more quickly identifies claimants who are not actively seeking work. In such instances, benefits are denied, and overpayments established. These early intervention services also contribute to a more solvent Trust Fund for the State.

The data at the close of PY17 indicated over 4,200 individuals referred to the RESEA program April 1, 2018 – June 30, 2018 with 89% completing all RESEA services.

2. Georgia's agricultural staff worked with local workforce partners to educate them on the needs of migrant workers and ensuring that available resources are coordinated to promote the best possible services in each community. The State Monitor Advocate also provided technical assistance and support on outreach to MSFWs and on site reviews of local services provided to MSFWs. Additional state staff assists local specialists with agricultural employment issues (e.g., conducting workshops in Spanish, introducing migrants and other customers to office technology, and offering translation assistance within local communities). The team also provides ongoing technical assistance to Georgia's Agribusiness Employers and workers throughout the calendar year.
3. Through PY17 and as mentioned above, GDOL continued its collaboration with DHS on its joint USDA SNAP Works 2.0 evaluation project to provide customized re-employment services and training to hard-to-serve Georgia SNAP recipients. All participants were dually enrolled in USDA and Wagner Peyser programming. With a goal of reconnecting 2,500 customers back to the workforce over a 3-year

period, 2,439 were served in the first 34 months, with @ 1,755 having completed orientations, employment workshops, undertaken career assessments, and engaged in one-on-one counseling sessions. 128 have transitioned to education and training activities with 83 having obtained credentialing. Initial UI wage matching indicates 50% of participants have obtained employment 1 quarter after their referral, and 51% have maintained employment 2-4 quarters later. These services quickly introduce this population of customers to Georgia's direct Labor Exchange services and the opportunity to access credentials to encourage quicker reconnection to the workforce.

4. To further support services to the business community and further extend business services to Georgia employers, Georgia's Work Opportunity Tax Credit (WOTC) automated system was enhanced through PY17, creating greater efficiency for the receipt and processing of employer and employer consultant tax credit requests. Tax credits targeted the employment of hard-to-serve populations such as TANF and SNAP recipients, disabled veterans, ex-felons, vocational rehabilitation customers, SSI recipients, etc. Through CY2018 to date, WOTC certifications resulted in an estimated \$210 million in tax credits to employers, commensurate with the \$174 million in the previous year. These tax credits constituted a significant incentive to employers for hiring the hardest-to-serve of Georgia's job seekers.
5. During PY17, GDOL planned and entered a partnership with AT&T, Jobs for America's Graduates (JAG) and the Department of Juvenile Justice (DJJ) to design a 10-month pilot project to provide pre-employment skills training, leadership and self-development as well as career counseling to ten young women housed at the DJJ Youth Development Campus in Macon, Georgia. The 10-month Pilot Project embarked in PY18 and rolled out in four phases as follows:
 - Phase I included eight weeks of pre-employment skills training facilitated by the GDOL utilizing excerpts from the national JAG Program. The GDOL Facilitator presented pre-employment competencies under the following clusters: Career Development, Job Attainment Skills, Job Survival Skills, and Leadership and Self-Development. Industry professionals were included in several of the sessions to offer information, mock interviews, current hiring trends and encouragement. The following companies provided representatives to speak to the participants during Phase I: Wal-Mart, Delta Air Lines, Regions Bank and AT&T. This Phase culminates with a celebration program and power point presentation by each participant entitled, "Who Am I, Where Am I

Going and How Will I Get There."

- Phases II and III will have program participants engaged in Skills Training and Work Based Learning activities for approximately three months. DJJ will implement and supervise this phase of the pilot project. GDOL facilitators will conduct monthly follow up with the participants to ensure continued engagement and employment barrier mitigation in order to promote successful outcomes upon release and re-entry into society.
- Phase IV will involve GDOL facilitator-led placement and follow up activity for the participants who will be released prior to July 31, 2019.

During PY17, Georgia's Wagner-Peyser activities met or exceeded all negotiated performance measures.

Georgia's PY17 Wagner Peyser Performance					
Measures (Under WIOA)	USDOL Target Outcome (From PY16) *	USDOL Predicted Outcome (From PY16) *	USDOL GPRA (Last Updated) **	Georgia's USDOL Approved PY17 Target	Georgia Actual PY17
Employment in 2 nd Qtr. After Exit	71.6%	67.7%	55.6%	65.6%	70.4
Employment in 4 th Qtr. After Exit	76.6%	68.3%	81.2%	66.6%	70.1
Median Earnings in 2 nd Qtr. After Exit	\$4,662	\$4,271	\$15,571	\$4,259	\$7,683

Georgia continued expansion of enhanced virtual and self-service delivery approaches for job seekers and employers via its EmployGeorgia (EG) initiative, while maintaining valuable in-depth face-to-face customer contact. We believe the latter contributed to Georgia's standing as having achieved the nation's lowest unemployment insurance duration rate for the twentieth consecutive quarter (i.e., 8.3 weeks through the end of PY17).

During PY17, the EG system had 197,439 job seeker accounts created. This has

led to 196,036 resumes developed through the system, which can be displayed for employers to review as they are seeking skilled workers to expand their workforce. GDOL will continue to explore implementing creative ways for customers to access Labor Exchange services and quicker access to partner services. During PY17, no specific Wagner-Peyser performance deficiencies were noted.

To support federal evaluation efforts, GDOL has created unique system transactions and related data tables to capture evaluation program/project referrals, counseling notes, customer service plans, employments, etc. Related to the USDA Evaluation Grant SNAP Works 2.0 program, the above referenced resources have been made accessible for evaluation staff to better understand the pilot activities. On a routine basis upon request from MDRC and Mathematica – USDA's contracted evaluators – GDOL has also produced monthly and quarterly reports, UI wage match results and other file extracts derived from those project data tables.

The GDOL Staff Technical Assistance Review (STAR) process is a four-day review conducted in two phases, which includes a desk top review and on-site review. Technical assistance teams consisting of subject matter experts, are responsible for conducting the reviews and provide immediate technical assistance training directly to staff in the career centers. The team evaluates direct service delivery while on site and analyzes documented services in our electronic system remotely, prior to the Career Center visit. The immediate onsite training provides an opportunity for the STAR team to identify programmatic misunderstandings quickly, which allows them to immediately address the issue through training while on the premises. The STAR team meets with the management team throughout the process, and during the exit conference to discuss feedback reports and to develop a technical assistance plan to correct or improve any process or programmatic deficiencies. The STAR team subject matter experts conduct random follow up during the six months immediately after the technical assistance review to ensure quality improvements are implemented. This process also allows for the team to document best practices across the state which is utilized in developing new service delivery processes for the agency.

GDOL utilizes a robust, centralized data collection system and has extensive experience with Federal Grant reporting. Georgia's EG and mainframe GWS systems are designed to meet all federal reporting requirements as well as to track each Wagner Peyser, Unemployment Insurance, Trade, Veterans, and Agricultural participants through all service components. Integration of the systems also provides the ability to combine data with the full array of programs noted above, providing an opportunity to share and analyze data on common participants.

EG and GWS have thousands of individual data elements allowing for unique tracking of all participants, including information related to demographics, employment status, customer service plans, barriers to employment, employer-searchable résumés, services rendered, etc. These systems provide the ability to track participants from initial assessment through the employment follow-up period.

To support federal evaluation efforts, GDOL has created unique system transactions and related data tables to capture evaluation program/project referrals, counseling notes, customer service plans, employments, etc. Related to the USDA Evaluation Grant SNAP Works 2.0 program, the above referenced resources have been made accessible for evaluation staff to better understand the pilot activities. On a routine basis upon request from MDRC and Mathematica – USDA's contracted evaluators – GDOL has also produced monthly and quarterly reports, UI wage match results and other file extracts derived from those project data tables.

Through use of the above, GDOL has successfully submitted all federally-required USDOL-ETA Wagner Peyser, Veterans, Trade and Agriculture reports over the past two decades. GDOL has also successfully completed all related, federally-required data validation and report validation since USDOL began requiring such actions in 2003. The EG and GWS systems allow for immediate validation of all data validation elements where GDOL's systems serve as a data source, as outlined by USDOL-ETA each year. These systems are frequently reviewed to ensure they meet all compliance standards for data and report validation.

GDOL continues to partner with various agencies and employer community organizations to deliver customized and integrated business services to companies. Partnerships creating specific support to prospect business, businesses impacted by needs to expand to meet supply driven demand and business considering realigning their approach to daily operations all benefit from this collaborative approach to serving businesses within the state. Outreach to deliver direct recruitment support thru job fairs, employer informational sessions all support a continuum of flexible business service which contributes to the business communities' interest in maintaining or establishing their businesses in Georgia.

GDOL has partnered with the Homeless Veterans' Reintegration Program (HVRP) to provide employment services to support the reintegration of homeless veterans into meaningful employment and to address other complex problems facing homeless veterans. During PY2018, federal funding was awarded to four grantees that consisted of non-profit and community based

organizations who are based and provide services within the metro Atlanta area. These providers are the Atlanta Center for Self Sufficiency (ACSS), Veterans Empowerment Organization (VEO), Recovery Consultants of Atlanta, Inc. (RCA, Inc.), and Mary Hall Freedom House.

In the counties within the metro Atlanta footprint that these specific Grantees selected to provide their services, the Georgia Department of Labor (GDOL) operates five American Job Centers/Career Centers, for which their organizations may co-enroll their clients or participants under the HVRP. These Career Centers are strategically placed across the area to provide ease of access for our customers and in reference to the Grantees service location. At the appropriate time, after the Grantees initial assessment of the Veteran's needs, they will arrange a site visit for their participant(s) to come and introduce them to the GDOL Career Center.

Upon the initial visit, Wagner-Peyser staff will assist with completing ES registration, as well as provide the participant a Priority of Service (POS) Information. The veteran provides additional information that may need to be addressed, such as Significant Barrier(s) to Employment. These customers are also co-enrolled in the Jobs for Veterans State Grant program and receive intensive case management services from Disabled Veteran Outreach Program (DVOP) staff, who will provide ongoing support and reemployment services and connection to other supportive partner resources.

Additionally, many of the Career Centers are Comprehensive One-Stop, or an Affiliate site, under the Workforce Innovation Opportunity Act (WIOA), which enables us to readily provide referrals to supportive services that, may be available through additional partners, in necessary. This complete introduction allows the Veteran, and the HVRP Grantee, to have a better understanding of what services are available to them by the various agencies in our State and at no cost to the participant.

National Dislocated Worker Grant

During PY 17, the State was awarded a National Dislocated Worker Grant for Hurricane Irma. The grant was used to assist with storm damage and to serve individuals who were dislocated due to the effects of the storm. The Rapid Response team coordinated the grant with Local Workforce Development Areas 13, 16 and 20. The local areas located participants for the grant and enrolled them in the workforce system. The grant was able to find employment for 47 participants during the grant period.

Disability Employment Initiative

During this Program Year, Georgia's Disability Employment Initiative (DEI) has been fully implemented. Through this grant, the State of Georgia's workforce system is an administrative Employment Network (EN). Both DEI pilot sites are serving Social Security Administration (SSA) ticket holders to return to work. The EN has twelve tickets assigned. The EN has already received reimbursement funds from SSA. This is a huge accomplishment because historically it has taken the entire grant (three years) in order for a DEI project to operationalize the EN portion of the project. GA DEI implemented this strategy in two years.

The partnership among WIOA Title I (Workforce) and WIOA Title IV (Vocational Rehabilitation) continues to grow. The project is actively serving 70 DEI participants; approximately 65% of them are enrolled with VR. The partnership has experienced such success that it is being considered as a possible best practice. In addition, this partnership is also promoting both systems (Title I and Title IV) to share the financial cost of serving these participants thus creating sustainability.

The project is working on expanding the scope of work to include two additional counties in the Atlanta metropolitan area. This expansion will bring all of the DEI strategies to an area of the State in great need of services due to the high volume of people with disabilities living in the area. As part of the preparation for this expansion, the DEI team is providing disability awareness training to the Title I staff.

American Apprenticeship Initiative

Currently, Georgia's AAI grant is structured to promote Industrial Maintenance and Mechatronics occupations, with the related instruction being provided by the Technical College System of Georgia (TCSG). In keeping with the grant's original intent, both occupations are included under the Georgia HOPE Career Grant (formally Georgia's Strategic Industries Workforce Development Grant). These grant funds are available to qualified Georgia students who enroll in select majors specifically aligned with one of seventeen industries in which there are more jobs available in Georgia than there are skilled workers to fill them. These industries have been identified as strategically important to the State's economic growth. By aligning the AAI apprenticeable occupations with the available HOPE Grant programs, Georgia has created a sustainable pool of funding for AAI apprentices to continue to receive paid-tuition for their apprenticeship training after the expiration of the AAI grant.

This grant alignment has also allowed the State of Georgia to continue

discussions with the partner agencies and Georgia's USDOL AAI FPO concerning a grant modification that could allow AAI funds to serve additional occupations that are included under the HOPE Career Grant and expand Georgia's scope of work for more budget flexibility (*this modification is currently pending approval from USDOL*). This potential grant expansion would allow Georgia to serve considerably more industries and participants, while still directly addressing the State's high demand industries. This modification would also change the staffing structure for the grant and expand the educational institutions allowed to operate under the grant.

The USDOL Office of Apprenticeship has approved all twenty-two technical colleges within Georgia to act as Registered Apprenticeship Sponsors. Eight of these twenty-one colleges are currently responsible for providing the related training instruction (RTI) to all AAI apprentices and have been entered into the APPIAN reporting system as approved sponsors. Georgia has found this to be of great value to companies interested in starting Registered Apprenticeship programs due to the college sponsor's ability to assume much of the administrative responsibilities of managing an approved program. This has been showing dividends throughout the State (AAI and Non-AAI activities), as it has become a strong marketing tool for interested businesses; specifically, for smaller businesses that may not have the full resource capability to appropriately administer the Registered Apprenticeship program alone.

Veterans Services

The State of Georgia has a very large military presence. Almost every military branch is represented in the state, with thirteen active bases that comprise roughly 90,000 active duty and reserve members of the military. Consequently, the State of Georgia is very committed to assisting those service members with their transition back into the civilian workforce upon exiting the military.

In July 2016, the State opened the Georgia Veterans Education Career Transition Resource (VECTR) Center in Warner Robins, GA. Georgia VECTR Center serves as a gateway for veterans' re-entry into Georgia's public postsecondary educational systems and workforce. The center is solely funded by the state as a not-for-profit organization designed to serve veterans and their families through career counseling, educational coaching, workforce training, and more. The VECTR Center provides unique, accelerated programs in high demand and strategic industries tailored to abbreviate the process of receiving post-secondary certificates and degrees by recognizing the extensive training veterans receive during their military service. While located in Middle Georgia, VECTR is a statewide resource designed to help all active duty personnel and veterans throughout the state.

WorkSource Georgia has worked very closely with the VECTR Center, coordinating across LWDAs throughout the state that have active military bases. This coordination allows for the utilization of ITAs to assist those individuals transitioning in different parts of the state with gaining access to the resources provided at the VECTR Center. Further collaboration is planned in the future, including plans for direct staff support from WorkSource Georgia.

WorkSource Georgia partnered with the Georgia Department of Veterans Service and the Governor's Returning Veterans Task Force on the production of a short-form video that highlighted some of Georgia's available resources and unique qualities that could be of benefit for transitioning military. This project was designed to provide insight and information on the educational opportunities and career resources available to those seeking to exit the military and enter the civilian workforce. The video, produced by a contracted production team, is now featured on Georgia's Veteran Task Force website and is used as an educational tool that is screened for all Georgia's transitioning military personnel to properly inform them of the available resources in Georgia's workforce system.

Evaluation or Research Projects

Georgia is one of only ten states awarded a three year grant by the U.S. Department of Agriculture, via a GDFCS grant application co-written by GDOL. Upon award, GDFCS, selected GDOL to administer the ten-county project titled Georgia SNAP Works 2.0, who in turn selected three local WIOA LWDAs to participate as partners: Atlanta Regional Commission (Work Source Atlanta Regional), Coastal Workforce Services (Work Source Coastal) and DeKalb Workforce Development (Work.

Through this partnership, 2,500 mandatory participants in Georgia's Employment and Training Program (i.e., SNAP Works) will receive coordinated case management services through an integrated system based on a medical HMO model. GDOL primary case managers work closely with secondary case managers (specialists in partner organizations), each applying their respective expertise to meeting the needs of participants and sharing information via a centralized system.

The goal of the grant study is to:

- Increase the number of SNAP work registrants who obtain unsubsidized employment,
- Increase the earned income of work registrants, and
- Reduce the reliance of work registrants on public assistance

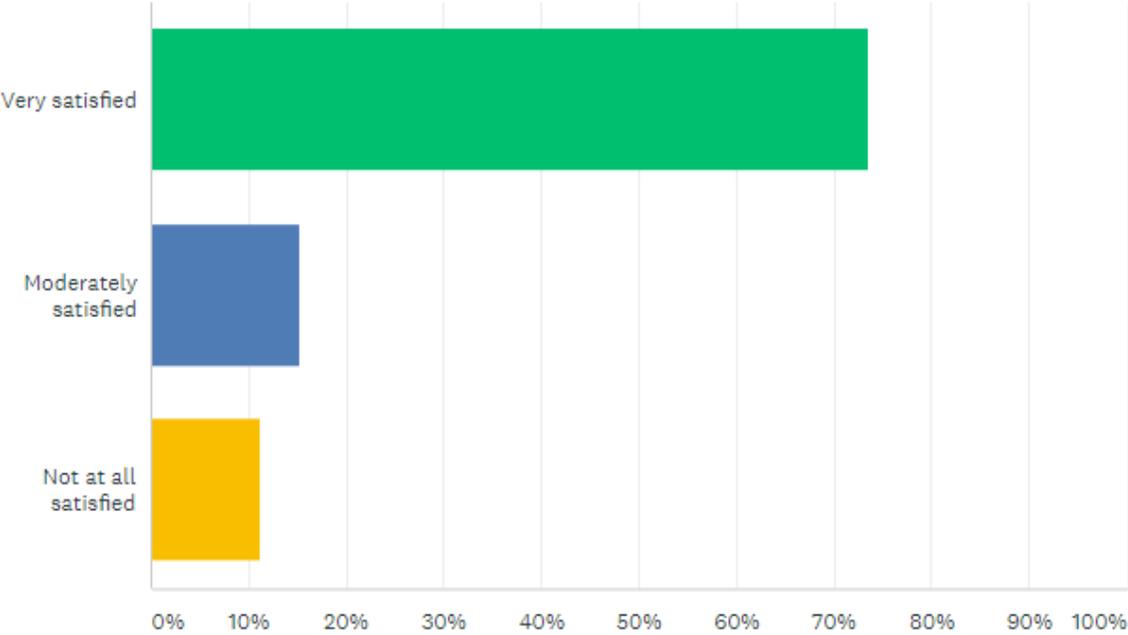
The most effective program design of the ten participating states will become a national focus point in future E&T SNAP programming.

Attachments

Participant Survey

Overall, how satisfied are you with the services provided to you by yo...

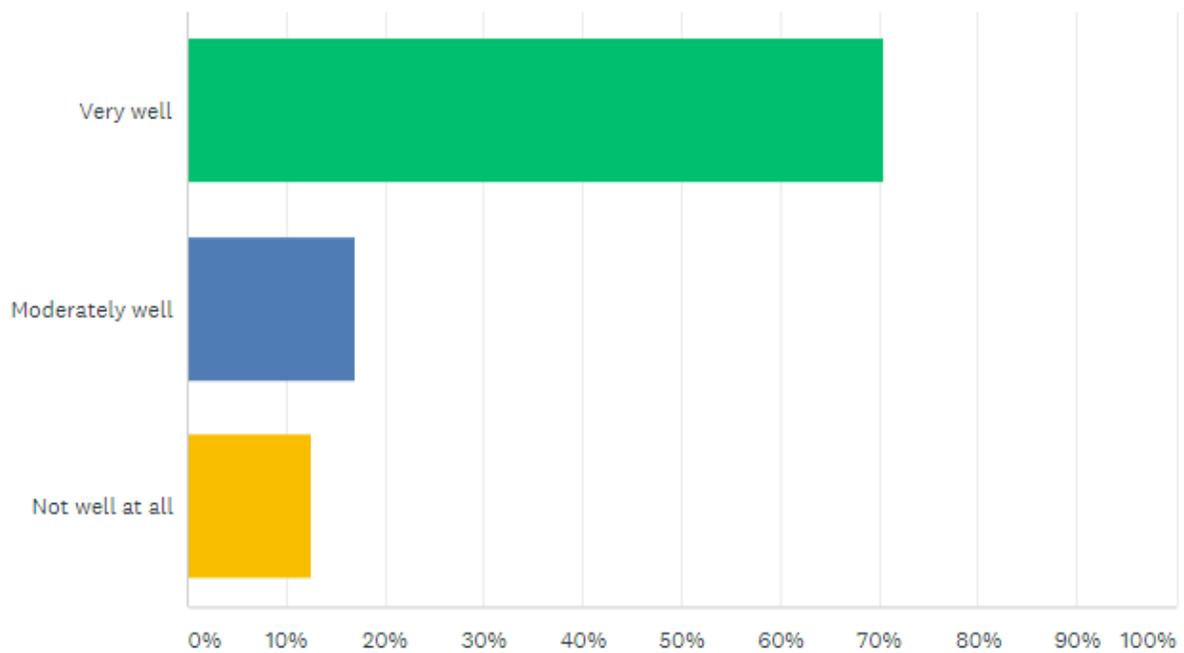
Answered: 692 Skipped: 1



Georgia - Workforce Innovation and Opportunity Act (WIOA) Participant Survey

Taking into account all of the expectations you held, have the service...

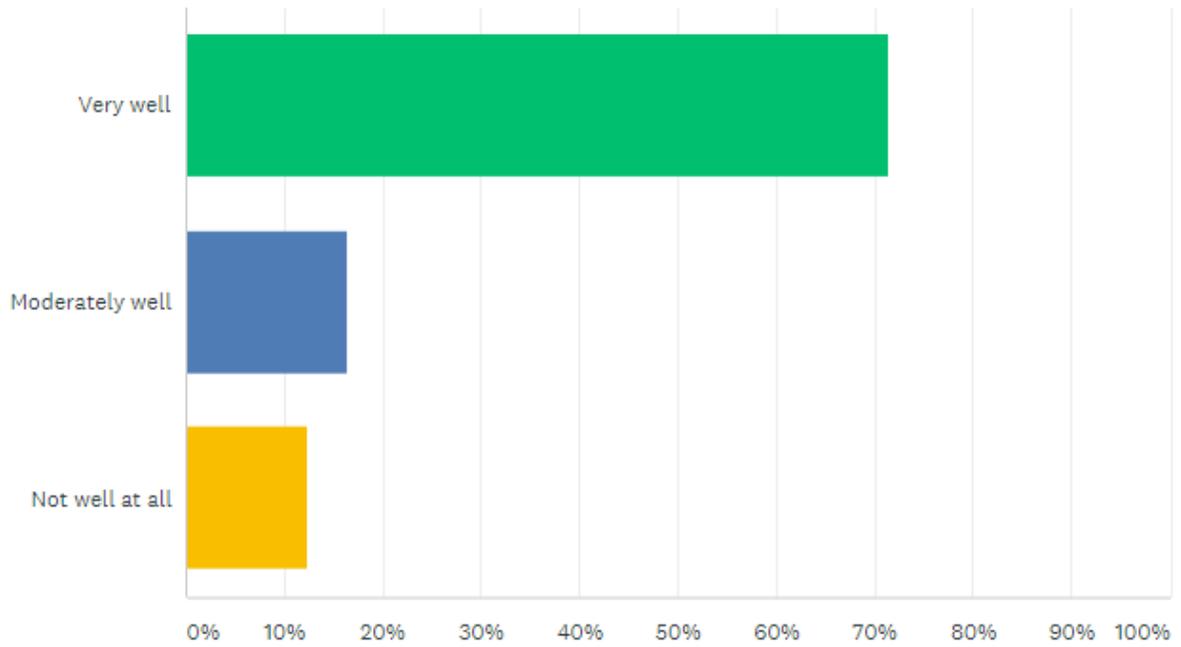
Answered: 691 Skipped: 2



Georgia - Workforce Innovation and Opportunity Act (WIOA) Participant Survey

Considering an ideal program for someone in your situation, how well ...

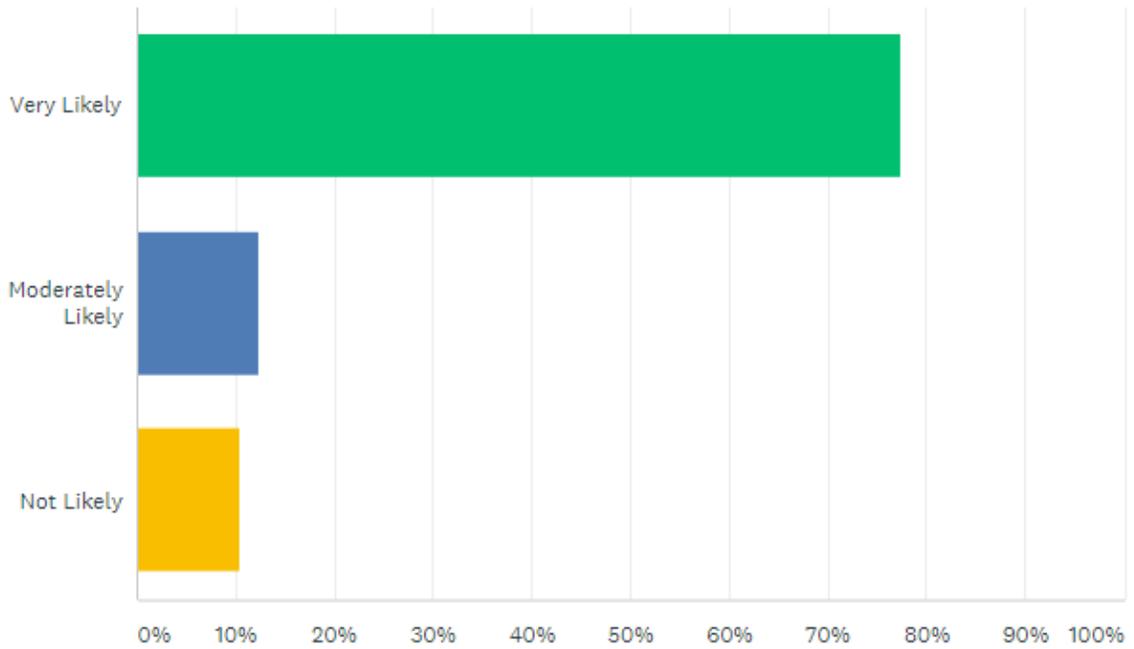
Answered: 691 Skipped: 2



Georgia - Workforce Innovation and Opportunity Act (WIOA) Participant Survey

Based on the level of service your received from your Local Workforce...

Answered: 693 Skipped: 0



Georgia - Workforce Innovation and Opportunity Act (WIOA) Participant Survey

Negotiated Performance Levels

Negotiated Performance Levels for Local Areas PY16-17

Area 1

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	82	84
Employment Rate 4 th Quarter After Exit	74	77
Median Earnings 2 nd Quarter After Exit	6000	6300
Credential Attainment within 4 Quarters After Exit	73	75

Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	85	86
Employment Rate 4 th Quarter After Exit	82	84
Median Earnings 2 nd Quarter After Exit	6700	7000
Credential Attainment within 4 Quarters After Exit	75	77
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	74	75
Employment Rate 4 th Quarter After Exit	71	74
Credential Attainment within 4 Quarters After Exit	76	79

Area 2

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	80	82
Employment Rate 4 th Quarter After Exit	85	86
Median Earnings 2 nd Quarter After Exit	7000	7250
Credential Attainment within 4 Quarters After Exit	65	68
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	83	85
Employment Rate 4 th Quarter After Exit	87	90

Median Earnings 2 nd Quarter After Exit	7250	7500
Credential Attainment within 4 Quarters After Exit	69	72
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	76	79
Employment Rate 4 th Quarter After Exit	78	81
Credential Attainment within 4 Quarters After Exit	63	65

Area 3

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	68	70
Employment Rate 4 th Quarter After Exit	72	74
Median Earnings 2 nd Quarter After Exit	4100	4400
Credential Attainment within 4 Quarters After Exit	50	53
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	70	73
Employment Rate 4 th Quarter After Exit	69	72
Median Earnings 2 nd Quarter After Exit	5300	5600
Credential Attainment within 4 Quarters After Exit	55	58

Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	65.5	67
Employment Rate 4 th Quarter After Exit	65.5	66
Credential Attainment within 4 Quarters After Exit	57	60

Area 4

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	76	77
Employment Rate 4 th Quarter After Exit	74	75
Median Earnings 2 nd Quarter After Exit	4700	4800
Credential Attainment within 4 Quarters After Exit	82	85
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	80	82
Employment Rate 4 th Quarter After Exit	75	77
Median Earnings 2 nd Quarter After Exit	7300	7600
Credential Attainment within 4 Quarters After Exit	80	82
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	60	62
Employment Rate 4 th Quarter After Exit	66	68

Credential Attainment within 4 Quarters After Exit	63	65
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Area 5

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	71	73
Employment Rate 4 th Quarter After Exit	70	72
Median Earnings 2 nd Quarter After Exit	6250	6500
Credential Attainment within 4 Quarters After Exit	72	74
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	70	72
Employment Rate 4 th Quarter After Exit	72	74
Median Earnings 2 nd Quarter After Exit	6300	6600
Credential Attainment within 4 Quarters After Exit	74	76
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	70	75
Employment Rate 4 th Quarter After Exit	70	75
Credential Attainment within 4 Quarters After Exit	51	53

Area 6

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	73	74
Employment Rate 4 th Quarter After Exit	72	75
Median Earnings 2 nd Quarter After Exit	5249	5549
Credential Attainment within 4 Quarters After Exit	67	71
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	77	79.5
Employment Rate 4 th Quarter After Exit	76	79
Median Earnings 2 nd Quarter After Exit	5603	6000
Credential Attainment within 4 Quarters After Exit	70	72
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	65.5	67
Employment Rate 4 th Quarter After Exit	65.5	66
Credential Attainment within 4 Quarters After Exit	70.5	73.5

Area 7

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	83	84
Employment Rate 4 th Quarter After Exit	76	79

Median Earnings 2 nd Quarter After Exit	6150	6400
Credential Attainment within 4 Quarters After Exit	71	73
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	86	87
Employment Rate 4 th Quarter After Exit	82	86
Median Earnings 2 nd Quarter After Exit	7400	7600
Credential Attainment within 4 Quarters After Exit	76	79
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	69	71
Employment Rate 4 th Quarter After Exit	67	69
Credential Attainment within 4 Quarters After Exit	70.5	73.5

Area 8

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	73	74
Employment Rate 4 th Quarter After Exit	72	75
Median Earnings 2 nd Quarter After Exit	4823	5123
Credential Attainment within 4 Quarters After Exit	62	64

Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	73	74
Employment Rate 4 th Quarter After Exit	72	73
Median Earnings 2 nd Quarter After Exit	5366	5550
Credential Attainment within 4 Quarters After Exit	56	57.5
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	65.5	67
Employment Rate 4 th Quarter After Exit	73	76
Credential Attainment within 4 Quarters After Exit	70.5	73.5

Area 9

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	77	79
Employment Rate 4 th Quarter After Exit	76.5	77
Median Earnings 2 nd Quarter After Exit	\$6,000	\$6,350
Credential Attainment within 4 Quarters After Exit	77	79
Dislocated Worker	Agreed Goals 16	Agreed Goals 17

Employment Rate 2 nd Quarter After Exit	74	76
Employment Rate 4 th Quarter After Exit	73	75
Median Earnings 2 nd Quarter After Exit	6450	6850
Credential Attainment within 4 Quarters After Exit	76.1	78.5
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	61	72
Employment Rate 4 th Quarter After Exit	76	78
Credential Attainment within 4 Quarters After Exit	80.5	81

Area 10

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	89	90
Employment Rate 4 th Quarter After Exit	75	76
Median Earnings 2 nd Quarter After Exit	7000	7400
Credential Attainment within 4 Quarters After Exit	87	88
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	88	90
Employment Rate 4 th Quarter After Exit	82	85
Median Earnings 2 nd Quarter After Exit	7000	7400

Credential Attainment within 4 Quarters After Exit	85	86
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	90	91
Employment Rate 4 th Quarter After Exit	80	82
Credential Attainment within 4 Quarters After Exit	80	82

Area 11

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	75	77
Employment Rate 4 th Quarter After Exit	78	80
Median Earnings 2 nd Quarter After Exit	5600	5900
Credential Attainment within 4 Quarters After Exit	84	86
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	77	79
Employment Rate 4 th Quarter After Exit	90	92
Median Earnings 2 nd Quarter After Exit	6500	6800
Credential Attainment within 4 Quarters After Exit	72.5	74.5
Youth	Agreed Goals 16	Agreed Goals 17

Employment Rate 2 nd Quarter After Exit	69	71
Employment Rate 4 th Quarter After Exit	74	76
Credential Attainment within 4 Quarters After Exit	82.5	84.5

Area 12

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	82	85
Employment Rate 4 th Quarter After Exit	85	87
Median Earnings 2 nd Quarter After Exit	6250	6500
Credential Attainment within 4 Quarters After Exit	63	66
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	85	87
Employment Rate 4 th Quarter After Exit	86	89
Median Earnings 2 nd Quarter After Exit	6750	7000
Credential Attainment within 4 Quarters After Exit	62	65
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	68	71
Employment Rate 4 th Quarter After Exit	66	69

Credential Attainment within 4 Quarters After Exit	61	64
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Area 13

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	84	85
Employment Rate 4 th Quarter After Exit	79	80
Median Earnings 2 nd Quarter After Exit	\$6,000	\$6,400
Credential Attainment within 4 Quarters After Exit	81	86
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	83	86
Employment Rate 4 th Quarter After Exit	81	84
Median Earnings 2 nd Quarter After Exit	\$6,600	\$7,000
Credential Attainment within 4 Quarters After Exit	63	65
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	72	75
Employment Rate 4 th Quarter After Exit	69	72
Credential Attainment within 4 Quarters After Exit	73	75

Area 14

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	75	77
Employment Rate 4 th Quarter After Exit	75	77
Median Earnings 2 nd Quarter After Exit	5500	5600
Credential Attainment within 4 Quarters After Exit	73	75
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	70	72
Employment Rate 4 th Quarter After Exit	75	77
Median Earnings 2 nd Quarter After Exit	3250	3400
Credential Attainment within 4 Quarters After Exit	50	51
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	60	62
Employment Rate 4 th Quarter After Exit	68	70
Credential Attainment within 4 Quarters After Exit	71	73

Area 15

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	75	78
Employment Rate 4 th Quarter After Exit	68	70

Median Earnings 2 nd Quarter After Exit	5500	5800
Credential Attainment within 4 Quarters After Exit	74	77
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	82	85
Employment Rate 4 th Quarter After Exit	77	80
Median Earnings 2 nd Quarter After Exit	6000	6500
Credential Attainment within 4 Quarters After Exit	79	83
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	55	57
Employment Rate 4 th Quarter After Exit	59	61
Credential Attainment within 4 Quarters After Exit	63	66

Area 16

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	79	81
Employment Rate 4 th Quarter After Exit	80	82
Median Earnings 2 nd Quarter After Exit	\$6,000	\$6,150
Credential Attainment within 4 Quarters After Exit	76	79

Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	85	89
Employment Rate 4 th Quarter After Exit	87	90
Median Earnings 2 nd Quarter After Exit	\$6,200	\$6,600
Credential Attainment within 4 Quarters After Exit	72	74
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	75	76
Employment Rate 4 th Quarter After Exit	72	75
Credential Attainment within 4 Quarters After Exit	80	83

Area 17

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	78	81
Employment Rate 4 th Quarter After Exit	78	81
Median Earnings 2 nd Quarter After Exit	6000	6250
Credential Attainment within 4 Quarters After Exit	68	70
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	79	80
Employment Rate 4 th Quarter After Exit	81	83

Median Earnings 2 nd Quarter After Exit	5750	6250
Credential Attainment within 4 Quarters After Exit	60	65
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	59	60
Employment Rate 4 th Quarter After Exit	54.5	56
Credential Attainment within 4 Quarters After Exit	73	76

Area 18

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	87	90
Employment Rate 4 th Quarter After Exit	86	89
Median Earnings 2 nd Quarter After Exit	6800	7150
Credential Attainment within 4 Quarters After Exit	84	86
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	89	91
Employment Rate 4 th Quarter After Exit	88	90
Median Earnings 2 nd Quarter After Exit	5500	5900
Credential Attainment within 4 Quarters After Exit	82	84

Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	71	73
Employment Rate 4 th Quarter After Exit	65	67
Credential Attainment within 4 Quarters After Exit	70	74

Area 20

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	83	84
Employment Rate 4 th Quarter After Exit	87	89
Median Earnings 2 nd Quarter After Exit	6200	6300
Credential Attainment within 4 Quarters After Exit	72	76
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	88	89
Employment Rate 4 th Quarter After Exit	85	87
Median Earnings 2 nd Quarter After Exit	8250	8500
Credential Attainment within 4 Quarters After Exit	72	74
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	70	71
Employment Rate 4 th Quarter After Exit	70	71

Credential Attainment within 4 Quarters After Exit	70	72
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Statewide

Adult Program	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	73	74
Employment Rate 4 th Quarter After Exit	72	75
Median Earnings 2 nd Quarter After Exit	5249	5549
Credential Attainment within 4 Quarters After Exit	69	71
Dislocated Worker	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	77	79.5
Employment Rate 4 th Quarter After Exit	76	79
Median Earnings 2 nd Quarter After Exit	5603	6000
Credential Attainment within 4 Quarters After Exit	70	72
Youth	Agreed Goals 16	Agreed Goals 17
Employment Rate 2 nd Quarter After Exit	65.5	67
Employment Rate 4 th Quarter After Exit	65.5	66
Credential Attainment within 4 Quarters After Exit	70.5	73.5