

WORKFORCE
INVESTMENT
ACT
ANNUAL
REPORT

STATE OF GEORGIA
PROGRAM YEAR 2009

GEORGIA WIA ANNUAL REPORT PROGRAM YEAR 2009

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STATE OF GEORGIA
WORKFORCE INVESTMENT ACT ANNUAL REPORT
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The foundation of Georgia's workforce system is a network of partners including the Governor's Office of Workforce Development, the Georgia Department of Labor's 53 career centers and 54 Vocational Rehabilitation service sites; the State Workforce Investment Board and Georgia's 20 local workforce areas; the primary and secondary education system; the 27 technical colleges; the 35 two and four-year colleges and universities; the economic development network, and a multitude of other public and private partners working collaboratively to meet the needs of job seekers and employers in Georgia.

Georgia's workforce development system is designed to:

- offer comprehensive career, employment, and labor market information
- help individuals receive education and training to expand their job skills
- assist job seekers in connecting with employers
- provide specialized assistance to individuals with barriers to career success
- support workers through periods of unemployment
- help businesses address workforce issues
- ensure that workplaces are safe
- assist Georgians and Georgia's businesses in accessing Georgia Work Ready tools
- connect Georgia businesses with quality, skilled workers focused on career pathways aligned to critical jobs
- implement industry-led regional workforce development strategies
- sustain county-level workforce development initiatives to develop skilled workers and improve county high school graduation rates
- offer all of these services in the most integrated and customer-friendly way possible

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

Governor Sonny Perdue's vision for workforce development in Georgia is to link education and workforce development together and align with the economic development of the state, its regions and communities. To enable this vision to become a reality for Georgia, the Governor reconstituted the State Workforce Investment Board (SWIB) and established the Office of Workforce Development under his Office by Executive Order dated February 2, 2006. In that order, the Governor tasked the Board with the mission of developing a strategic plan that would enable his workforce development vision to be implemented in Georgia. That order also made available the Governor's Discretionary Funds to support implementing the SWIB strategic plan. Labor Commissioner Michael Thurmond serves as vice-chair of the Board's Coordinating Council and the Georgia Department of Labor is the WIA administrative entity. In addition, a voluntary organization was formed by the chairs and directors of the local workforce investment areas known as the Georgia Workforce Leadership Association. This organization has reached out to the State Workforce Investment Board and the Governor's Office of Workforce Development to join in their regular meetings. This organization provides a positive means of communication and a forum to exchange ideas among the local and state organizations.

In May 2010 House Bill 1195 was signed into law, codifying much of the Executive Order, the Governor's Office of Workforce Development and Georgia Work Ready.

This section contains a record of work accomplished during Program Year 2009 for the State Workforce Investment Board and the Governor's Office of Workforce Development.

State Workforce Investment Board

The State Workforce Investment Board met four times during the last program year. A record of meeting dates and minutes may be found at www.gaworkready.org.

The State Workforce Development Strategic Plan was approved February 2007 and continues to be implemented through Georgia Work Ready. This January, the State Workforce Investment Board and the Governor's Office of Workforce Development held a strategic planning session for the 2010. Some highlights of the SWIB meetings over the last year may be found below. It shows a focus on improving the working relationship and aligning efforts between the SWIB and the twenty local workforce investment boards (LWIBs).

- The Chairman of the Chairs of the Local Workforce Investment Boards continues to attend as a regular guest to the SWIB meetings.
- The local WIBs send one director to each SWIB meeting to provide a summary update of local WIB activities including how local WIBs are making progress on strategic goals outlined in the SWIB plan and implemented through Georgia Work Ready.

During the SWIB meetings convened over the last year, the following information was presented to the Board as part of the WIA legislative duties of the Board:

- The Executive Committee met with the Governor to discuss sustainability of Work Ready Regions and regional industry networks.
- The Executive Committee discussed creating a 501(c)(3) organization as recommended by the Commission for a New Georgia with a purpose to include sustaining Work Ready Region Industry Networks.

During the SWIB meetings convened over the past year, the Board heard from the following groups in its Work Ready oversight capacity on behalf of the Governor:

- The Board reviewed Work Ready Region 3 project proposals received through a competitive Request for Proposal process and provided suggested projects to the Governor for possible regional funding.
- The Board reviewed Work Ready Region Sustaining project proposals received through a competitive Request for Proposal process and provided suggested projects to the Governor for sustainable region funding.

- The Board has been successful in engaging large, medium, and small businesses in using Georgia Work Ready.
- The Board approved a 2010 strategic challenge:
 - In 2010 Georgia Work Ready will invest \$5 million to produce 50,000 Work Ready Certified Georgians, of which 10,000 will find jobs, resulting in \$265,000,000 in direct wages.
- The Board approved the Work Ready Certificate benefit statement in February 2010:
 - A Georgia Work Ready Certificate benefits every Georgian beginning with high school seniors by providing them valuable information on the level of their work readiness skills to be trained to do a specific job or help them make a career decision. It validates their basic computer skills through a computer based assessment and also validates their soft skills strengths through the Work Habits component. Lastly, it gives them confidence as they walk through the door for an interview or make their first or next career decision.
- The Board heard from the Technical College System of Georgia adult education staff to discuss how best to continue to connect GED and Georgia Work Ready efforts.
- The Board heard from the staff at the Georgia Student Finance Commission regarding the new www.gacollege411.org career counseling tools for the adult learner.
- The Board continues to oversee Georgia Work Ready including budget, expenditures and results and continues to advise the Governor on how best to improve delivery of services to Georgians and Georgia businesses.
- The Board led an initiative to submit a grant for a Sustaining Energy Statewide Partnership grant. While the grant was not awarded, several Work Ready Region projects emerged from the proposal writing process.
- The Board Chairman appointed a sub-committee to oversee the 2010 Georgia Work Ready survey.
- The business members of the Board have jointly formed a 501(c)(3) corporation with regional industry leaders emerging from completed Work Ready Region projects know as Georgia Work Ready Regional Industry Network, Inc.
- The Board toured Solo Cups and held a Board meeting there on site. The Board met with industry leaders and learned first-hand how Georgia Work Ready is helping them. They are one of the Georgia Work Ready companies.
- The Board hosted the signing of House Bill 1195 by the Governor at their May meeting. During the SWIB meetings convened over the last year, the following information was presented to the Board as part of its oversight of Work Ready on behalf of the Governor.

- The Board received an update on the WIA Summer Youth Program successes and discussed Georgia Work Ready collaborations for future Summer Youth activities. The Board received updates from businesses successfully using Georgia Work Ready.
- The Board received updates from industry leaders heading Work Ready Region projects.

Aside from serving as staff to the State Workforce Investment Board, the Governor's Office of Workforce Development is responsible for the development, implementation and accountability of Georgia's Work Ready initiative. Those projects and tools are listed below:

Georgia Work Ready

Georgia Work Ready was launched in August 2006 by Governor Sonny Perdue in partnership with the Georgia Chamber of Commerce to improve the training of Georgia's workforce. It is the only one of its kind to be conducted through a partnership between a state government and state chamber of commerce, ensuring that companies can more reliably match the right people with the right jobs. In May of 2010, Governor Sonny Perdue signed House Bill 1195, which codified the Governor's Office of Workforce Development.

This workforce training initiative assesses the skills of Georgia's workers, determines valuable job training opportunities and assures companies that the state can provide a long-term, qualified labor supply. Through a voluntary workforce assessment system called Work Ready, the program measures the "real world" skills that employers believe are critical for job success today and for mastering the innovative technologies that tomorrow's jobs will require. In addition, Work Ready aligns to economic development at a local, regional and state level. By motivating communities to validate their counties' workforce through assessments and increases in high school graduation rates, it promotes economic growth at the local level. The ultimate goal of Work Ready, though, is achieved through the Work Ready Regional initiative, where a career pathway of life-long learning is developed, aligned to a targeted growth industry, and where the skills gap is eliminated through the Work Ready system of certificates, job profiles and skills gap training.

Work Ready utilizes the nationally accredited WorkKeys[®] assessment system developed by ACT to measure individual workers' skills in the areas of applied mathematics, reading for information and locating information. Participating individuals then receive a Work Ready Certificate that indicates their level of work readiness based on their performance.

The Georgia Work Ready initiative includes **four key elements**:

- **Work Ready Certificate:** This element allows workers to take a free job assessment and then become eligible to receive a certificate indicating their skill and knowledge levels to potential employers. The state uses ACT WorkKeys[®] as the assessment tool. The certificate, which is the ACT National Career Readiness Certificate, guarantees that job seekers have the portable skills - reading for information, locating information and applied math - to serve as a solid foundation for more customized training. Georgians may also assess their soft skills through the Work Habits assessment that provides a summary of their strengths and weaknesses, in order to improve the skills valued by employers. Assessments are conducted through the state's 29 colleges that are part of the Technical College System of Georgia and through two Board of Regents colleges with technical divisions. This delivery system ensures that every county in the state is served. The technical colleges also provide access to free on-line gap training to help workers upgrade their job skills. Georgians may access instructor-guided skills gap training at their local adult education center and/or local workforce investment board.
- **Work Ready Job Profiling:** Designed to help Georgia employers build the right workforce for their needs, the Georgia Work Ready job profiling program allows businesses to profile required job tasks and skill levels to more easily match candidates to job opportunities. By comparing job profiles with individuals' certification levels, companies can make reliable decisions about hiring, training and program development. Normally a \$2,000 value, profiling is conducted at no cost at Work Ready Centers located at the state's technical colleges for those employers that meet minimum hiring criteria.
- **Certified Work Ready Community:** This voluntary initiative enables communities to demonstrate that they have the talented workforce needed to fill current and future jobs. The certification also shows a community's commitment to education and to improving high school graduation rates, important factors for driving businesses to an area. Community leaders and those in the education, business and industry sectors can all come together to help their communities achieve the Certified Work Ready Community designation. Once counties receive the certification status, they continue to ensure that the available workforce earns Work Ready Certificates and the county continues to meet new graduation rate benchmarks.
- **Work Ready Region:** Through this program, which builds on the Certified Work Ready Community designation, multiple counties can work together to develop regional talent pools aligned to a common strategic industry. Work Ready Regions must be able to demonstrate that they have met the following criteria: improved regional high school graduation rates; counties that obtain Certified Work Ready Community status; increasing the number of students in strategic industry majors in two- and four-year colleges; closing the skills and achievement gaps; successfully transitioning workers into higher skilled jobs; and training the existing workforce in high tech skills to improve productivity and competitive. Funding for Work Ready Regions is done through a competitive grant process. Regions are eligible to apply for grants to develop Georgia's Work Ready talent regions. Work Ready Regions are also sustained through Work Ready Region sustaining grants. These grants are designed to recognize successful Work Ready Region efforts and help sustain their industry network as well as their career pathway and Work Ready talent efforts.

Additional elements of Georgia Work Ready developed in Program Year 2009 include:

Be Work Ready

In 2009, the Governor's Office of Workforce Development launched an initiative called Be Work Ready. Be Work Ready assists unemployed Georgians in their job search and encourages them to showcase and improve their Work Readiness skills. Unemployed Georgians who earn a Work Ready Certificate can apply to receive a financial incentive card to assist them with job-search related expenses. Unemployed Georgians can earn an additional incentive if they then improve their Work Ready level.

Golden Opportunity Grants

The Golden Opportunity Grant is a Work Ready initiative that is designed to increase the Work Ready Certificate levels of Georgians through skills gap support training. Raising Work Ready Certificate scores is imperative for Georgia's job seekers to stay competitive and to meet industry's demand for a skilled and trainable workforce. Skills gap training is a proven method of increasing an individual's foundational skill levels and ultimately their Work Ready Certificate level. To date, there have been 26 Golden Opportunity Grants awarded.

Hire Work Ready

Hire Work Ready is an initiative designed to help Georgia's small businesses (50 or fewer employees) build strong, skilled workforces. These small businesses are reimbursed \$250 of the job training costs for each Work Ready Certified employee they hire – up to five employees or \$1,250.

Certified Work Ready Facilities

Georgia Certified Work Ready Facilities are companies that develop their own plan to use Work Ready Certificates, Work Ready job profiles, and additional professional development or career pathways training to develop their existing workforce. Part of the process includes developing return on investment data to show improvement in productivity and reduction in waste as a part of the Certification process. Currently 29 facilities are in the process of becoming Certified Work Ready facilities.

Get Work Ready Month

The Governor's Office of Workforce Development, in partnership with the Department of Education and the Technical College System of Georgia, organized and implemented Get Work Ready Month. The focus of this initiative is to ensure that all high school seniors have an opportunity to earn Work Ready Certificates. The month of October is set aside for educators to come together with the business community to provide a relevant message to young adults as to the importance of being prepared to assess and develop their work readiness skills.

Work Ready Customer Service

The Governor's Office of Workforce Development has an active customer service team that ensures both job seekers and the businesses receive the right answer the first time regarding questions they may have about Georgia Work Ready. Data is kept and used in a continuous process improvement strategy to quickly improve services provided.

Georgia Work Ready Basic Computer Training

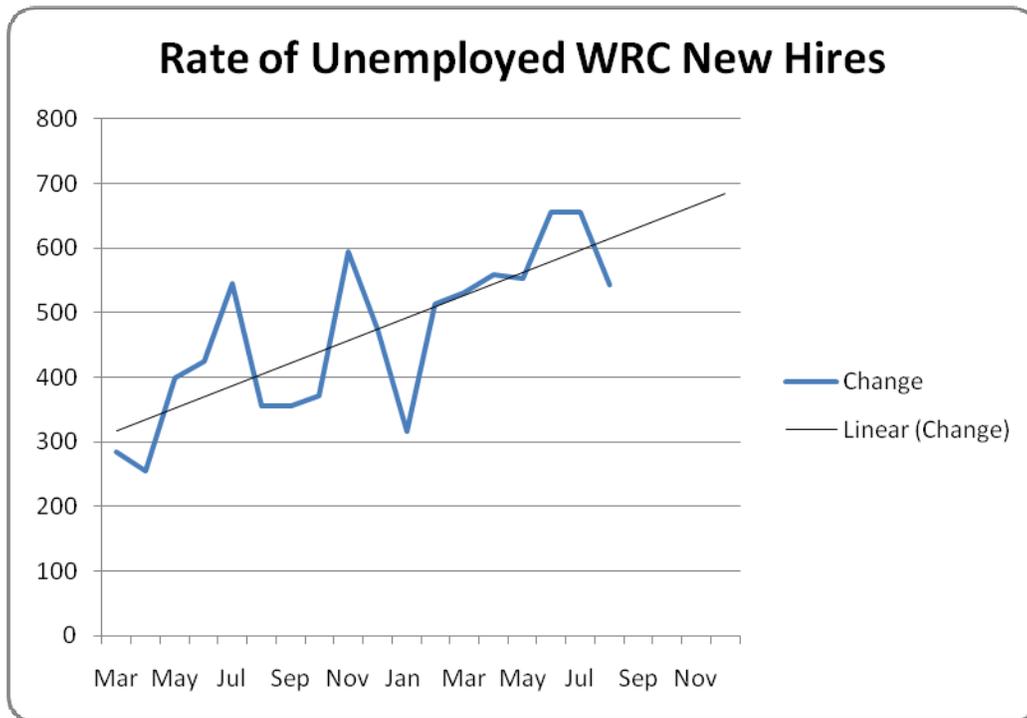
Basic Computer Training is a half-day (4 hour) course that instructs dislocated workers in basic computer training skills. Based on the Governor's Office of Workforce Development's conversations with individuals delivering Work Ready assessments, it is estimated that approximately 35% of the unemployed lack this critical skill. After completion of the course, the dislocated worker is then

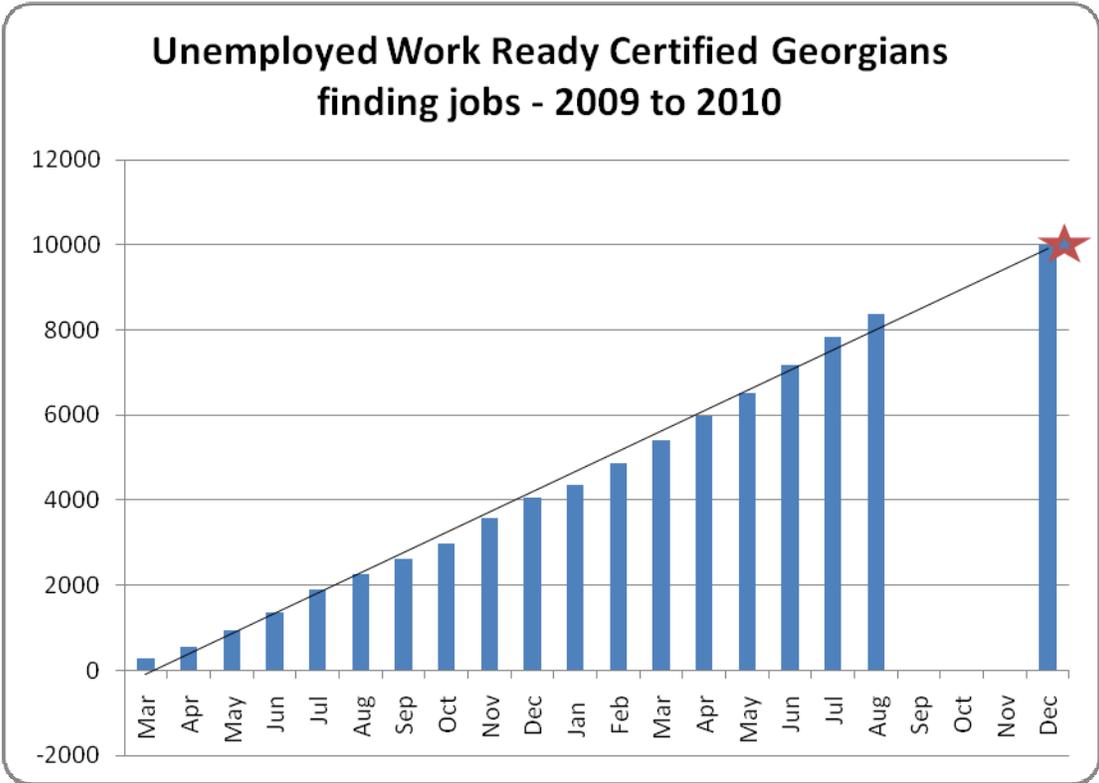
encouraged to take the WKIV (computer) version of the Work Ready assessment to help improve their marketability in the workforce.

Work Ready Results

Work Ready 2010 Strategic Challenge

The Governor's Office of Workforce Development has made good progress in achieving the goals of its 2010 strategic challenge of 10,000 Work Ready Certified Georgians finding employment. Below find the rate in of number of unemployed Work Ready Certified Georgians finding jobs.



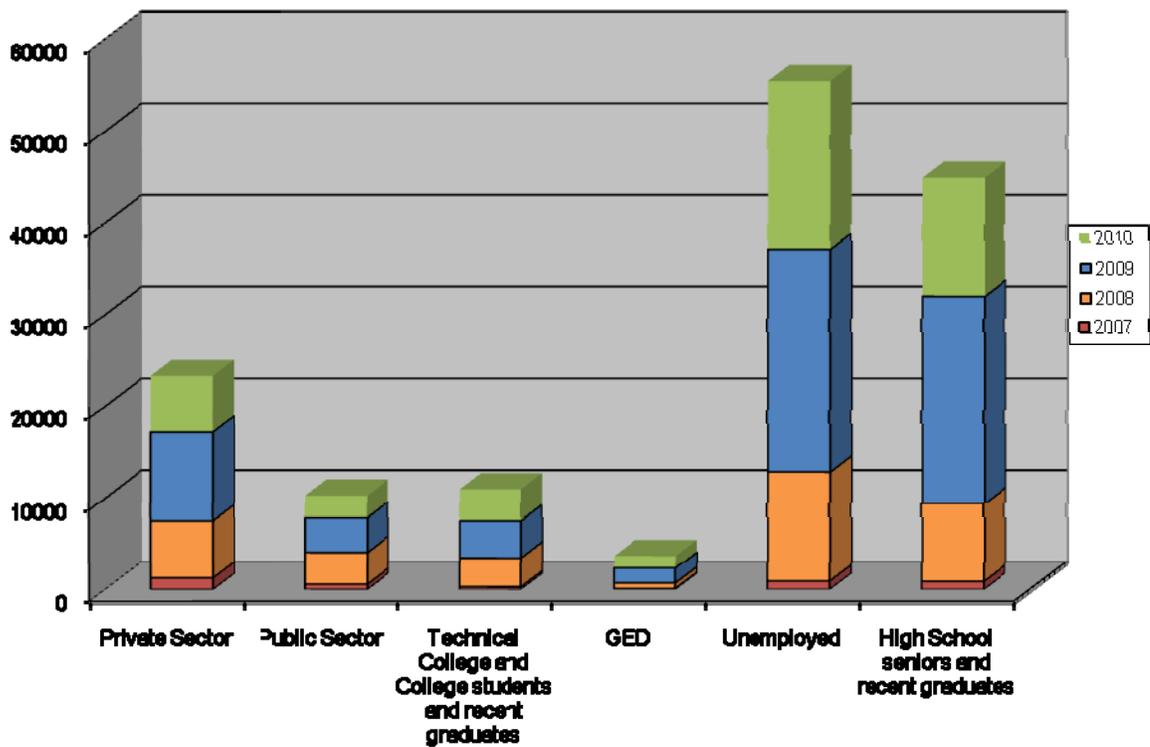


★ This December projection reflects a target goal.

Georgia Work Ready Certificates

From January 2007 through July 2010, **153,160 Georgians have earned Work Ready Certificates**. The local Workforce Investment Areas have been helping the unemployed earn Georgia Work Ready Certificates and providing comment regularly to the Board on how to improve Georgia Work Ready services. The chart below shows the demographics of Work Ready Certified Georgians. Currently, persons who are unemployed are the largest number of individuals earning Work Ready Certificates.

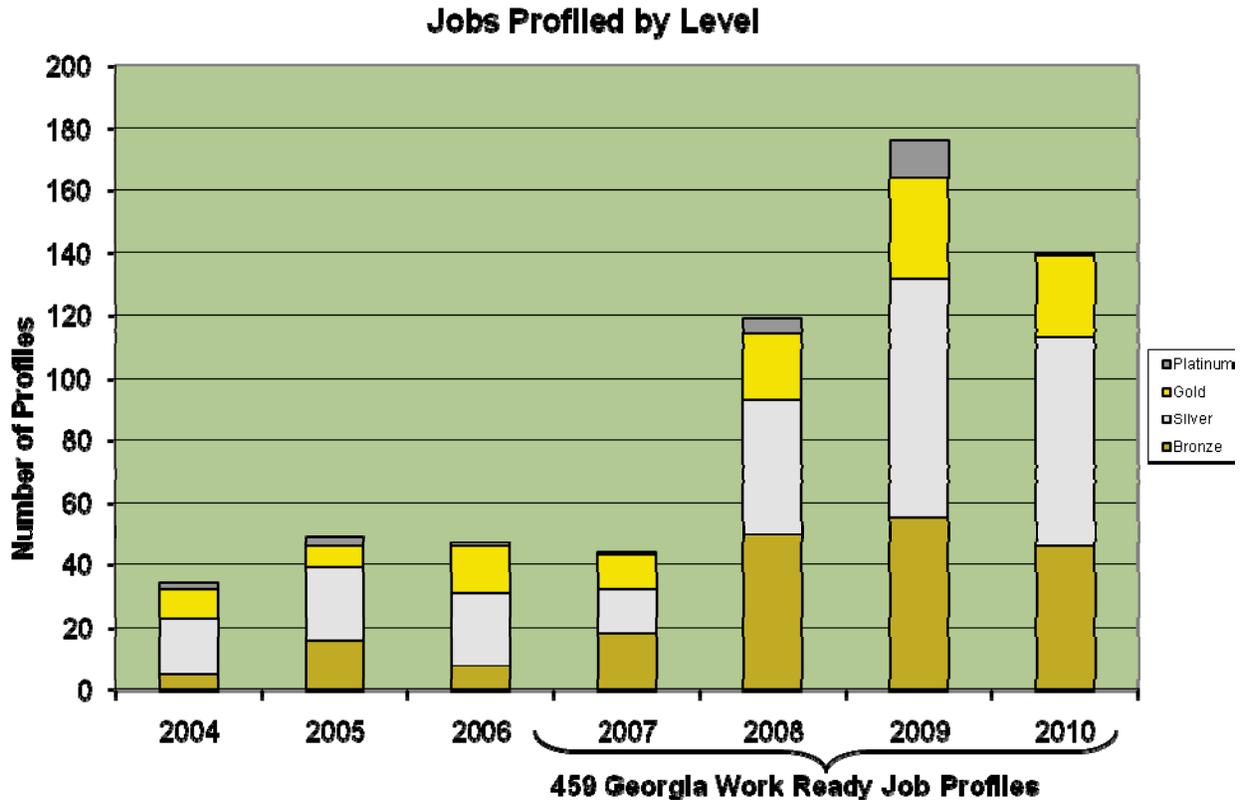
Work Ready Certificates Earned, 2007-2010



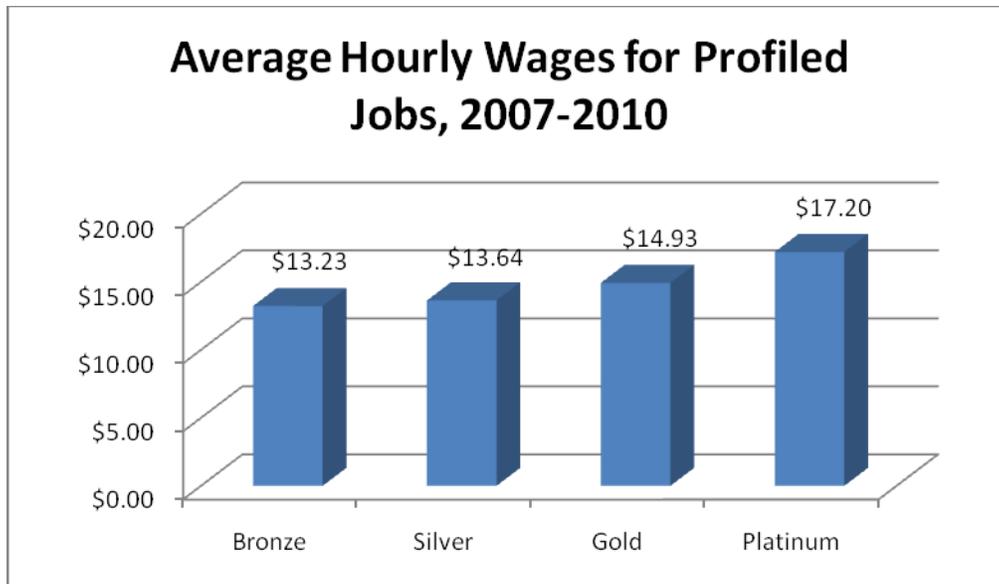
Jul 2010

Work Ready Job Profiles

As of July 31, 2010, Georgia's Certified Work Ready job profilers have completed over 459 job profiles. Over the last year, because of the downturn in the economy, job profiling has been used to assist companies in improving the foundation work readiness levels of its existing workforce to improve productivity, reduce waste and help with retraining of workers in other jobs as companies continue to struggle to maintain profitability.



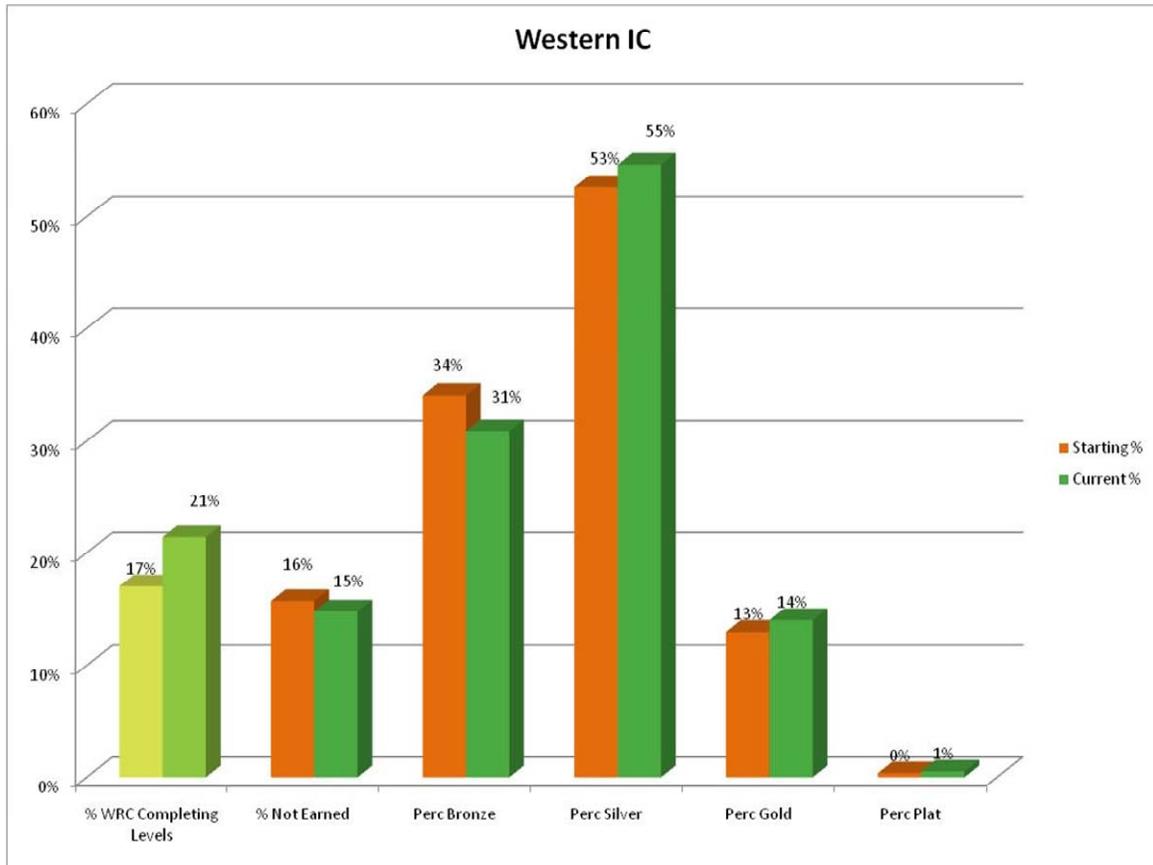
The job profile data continues to show that gold and platinum jobs command high salaries than bronze and silver. Over the last year, a flattening of wages can be seen as the job market has tightened due to high unemployment. However, it is important to note that job profile data does show that salaries for these jobs remain higher than the average state hourly wage of \$12.77.



Skills Gap Training

Georgia continues to focus on improving Work Ready Certificate levels of its available workforce. Efforts have been developed through Work Ready Region teams to develop successful strategies to close the skills gap. Georgia enables technical colleges and local WIA one stops to select from two service delivery providers for skills gap software – WIN and KeyTrain. At this time there are, on average 2500 active students enrolled in skills gap training each month. Through Work Ready Regions, the state continues to move forward best practices in effectively using skills software to improve Work Ready Certificate results [Results for one of Georgia’s current Work Ready Regions is shown on the following chart]. The State WIB along with the Governor’s Office of Workforce Development will be exploring and replicating best practices to assist Georgians in improving their Work Ready Certificate goals.

The figure below shows data for beginning and current skills gap training efforts. The data on the left side shows the percent of skills gap training levels completed and the improvements made in Work Ready Certificate results for the Western Innovation Crescent Work Ready Region.



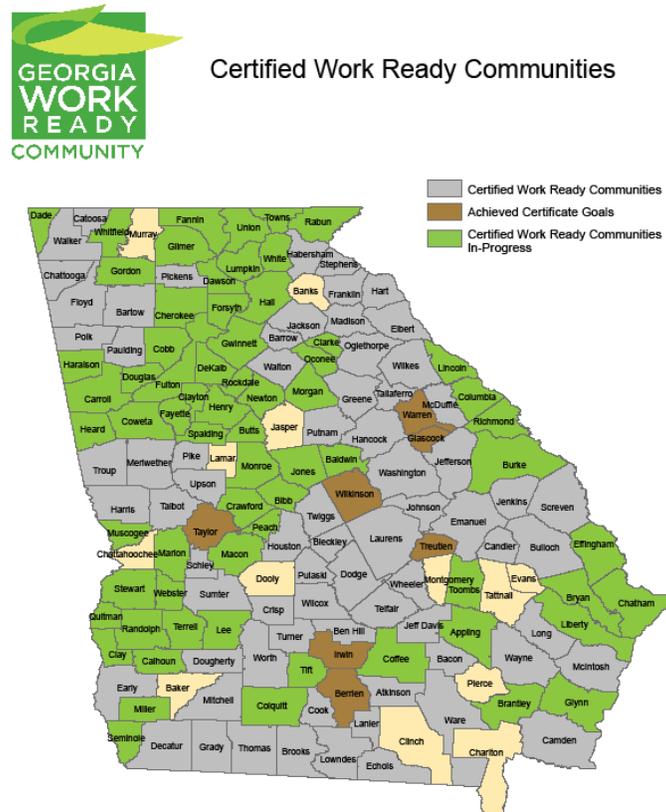
The Region teams have shown that utilizing the skills gap training improves Work Ready Certificate levels. The Governor’s Office Workforce Development seeks to find additional strategies that can be implemented to improve work readiness levels building upon the success demonstrated by Work Ready Regions.

Work Ready Certificate Funding

The Governor's Office of Workforce Development had reduced certificate expenditures from approximately **\$160 per Georgia Work Ready Certificate** in PY2007 to **\$85** in PY2008 and has been able to **maintain the cost at \$85** for PY2009. This includes cost of public outreach service delivery, web site support and certificates and wallet cards from ACT with the National Career Readiness Certificate seal.

Certified Work Ready Communities

Through August 2010, 145 counties (91% of the state's counties) have made a commitment to earn the Certified Work Ready Community designation. The Governor Office Workforce Development however, established the data collection process for all 159 counties in Georgia to encourage all counties to join in the process. The map below shows the 72 Certified Work Ready Communities, three Communities that have met their certificate goals and the counties that are committed to becoming Certified Work Ready Communities.



Governor's Office of Workforce Development

9/15/2010

Currently the state graduation rate is 79.9% as of June 2010 and the Certified Work Ready Community effort is one of the positive efforts that has helped improve this number. Once certified, the Governor's Office of Workforce Development also works with communities towards recertification.

Work Ready Regions

Work Ready Regions encourage multiple counties to take advantage of their common man-made and natural resources and work together to develop talent pools aligned to strategic industry. These regions build upon the established Work Ready Certified Communities efforts and further these efforts by supporting a common economic development strategy. Successful Work Ready Regions must also demonstrate a strong public-private partnership as well as engage the identified growth-industry cluster. Work Ready Regions also strengthen the interface between K-12 education and post-secondary education, through career pathways, graduation rate efforts and other initiatives.

Competitive regional grants were awarded by the state to drive new thinking and develop Georgia's "talented" regions. The grant funds demand-driven regions aligned by common natural and man-made resources and strong public-private partnerships with active participation from identified strategic industries. Regions are expected to show research that conclusively supports their selected regional strategic industries. The following Work Ready Region grants have been awarded: 2008 - seven \$500,000 grants were awarded for a total of \$3.5 million; 2009 - five \$400,000 grants were awarded for a total of \$2 million; and in 2010 – five \$400,000 grants were awarded for a total of \$2 million. In the summer of 2010, a fourth Work Ready Region RFP was released.

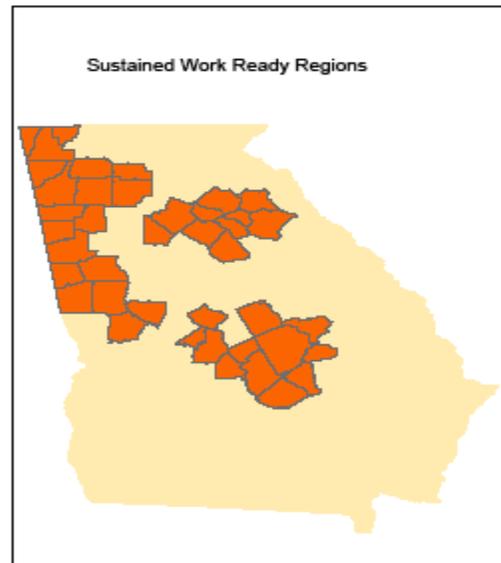
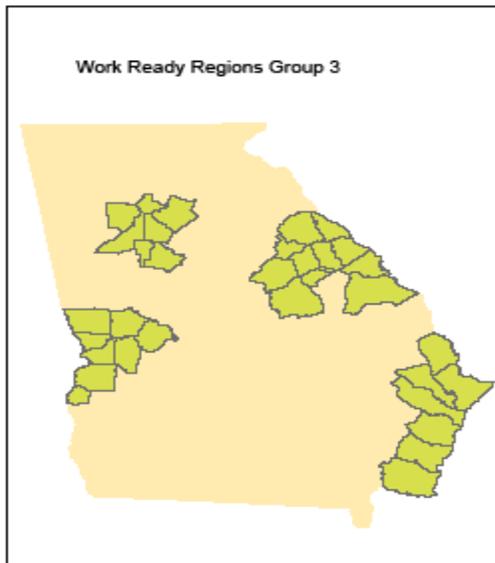
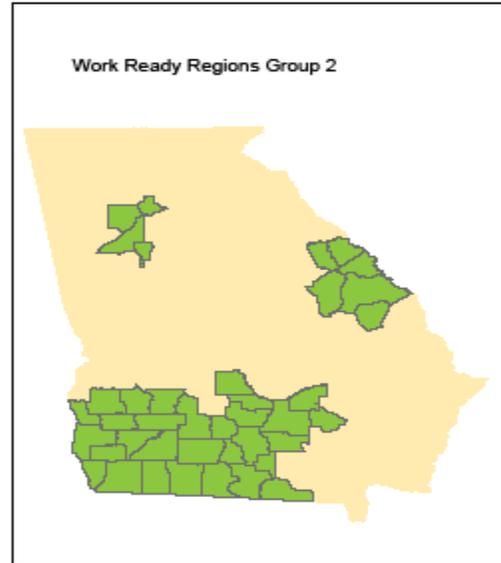
The awarded regions participate in an 18-month Work Ready Region Academy where they learn to develop and document their projects. The Work Ready Region Academy is supported by the Governor's Office of Workforce Development. All Work Ready Region efforts are documented on the www.gaworkready.org web site and are maintained.

The regions are tracked for success by seven performance indicators listed below:

1. Increase in gold level Certificates earned by the available workforce
2. Number of Certified Work Ready Communities
3. Number of counties at 60% complete in attaining Certified Work Ready Communities
4. Number of career pathways documented and job profiles aligned to critical jobs
5. Strength of industry network as determined by meetings, attendance, jobs profiled and survey participation
6. Strength of Core and Home teams as determined by meetings, attendance, diversity of groups engaged, and counties represented
7. Succession planning to sustain the initiative



Georgia Work Ready Regions



Work Ready Region Scorecard: Criteria for Work Ready Regions

| Goal | Benchmark | WRR Scorecard for Certification - 100 |
|---|--|---------------------------------------|
| Percent of available workforce with a Gold Work Ready Certificate | 19% | 15 |
| Certified Work Ready Communities | 3 | 15 |
| Communities at or above 60% of CWRC goal | 3 | 15 |
| Documented Career Pathways and Profiles | 3 critical jobs, 2 profiles for each job, Number of students enrolled in career pathways | 15 |
| Percent of Industry Network that regularly attends meetings | 75% | 15 |
| Home and Core team representation of counties | 90% | 15 |
| Sustainable Leadership Plan | Identifying and training of new leaders | 10 |

The strategic industry network has been a key success of the Work Ready Regions and there has been a desire expressed to sustain the effort, including forming an industry-led 501(c) organization to interface between the SWIB and the regional industry networks to continue engaging regional strategic industry. Their objective is to work together to support developing the pipeline for their common workforce needs and collectively addressing common existing worker training.

Work Ready Sustaining Regions

In addition, the Governor's Office of Workforce Development released a competitive RFP for sustaining grants for regions involved in the first set of region grants. These grants of \$200,000 allow successful competitors to sustain their regions and continue their efforts towards career pathways, industry involvement in the industry network, and improve Work Ready certificate scores among the region's citizens. All industry networks have been sustained through the Georgia Work Ready Regional Industry Network. The Governor's Office of Workforce Development has provided \$500,000 to the network to award current worker training funds through a competitive grant process to sustained industry networks.

Auto Alley for Automotive Advanced Manufacturing

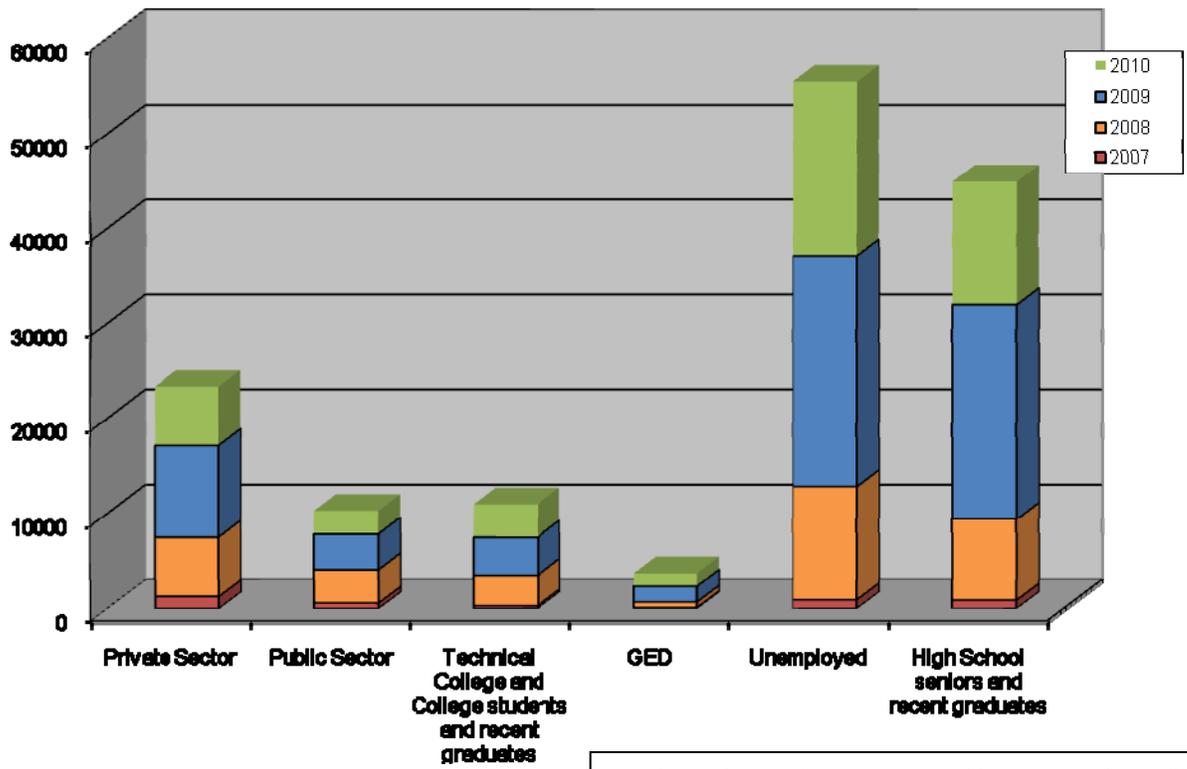
Heart of Georgia for Advanced Manufacturing

West Georgia for Automotive Advanced Manufacturing

Innovation Crescent for Bioscience

Georgia Work Ready Statewide Data

Work Ready Certificates Earned, 2007-2010



Work Ready Certificates Powered by ACT WorkKeys®, National Career Readiness Certificate July 2010

Georgia Work Ready Scorecard

Work Ready Certificates are powered by ACT WorkKeys® National Career Readiness Certificate. A Gold level certificate is an indication of an individual being ready to be trained for 90% of the jobs nationally. The Gold level is also an indicator of college readiness without remediation. Below is the Georgia Work Ready Scorecard that compares the state's performance to national data. Georgia currently is 2% above the national average of Gold level NCRC. The state was ranked number one in quality and availability of its workforce by CNBC News in July 2009.



Georgia Work Ready Scorecard- August 2010

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

2010 Strategic Challenge: In 2010 Georgia Work Ready will invest five million dollars to produce 50,000 Work Ready Certified Georgians of which 10,000 will find jobs resulting in \$265,000,000 in direct wages

| | Jan 2010 to July 2010 | 2010 Goal |
|-------------------------------------|-----------------------|-------------|
| Total WRC Earned | 45,975 | 50,000 |
| Unemployed WRC Earned | 18,419 | 10,000 |
| Unemployed WRC finding jobs | 4325 | - |
| Rate of unemployed WRC finding jobs | 543/mo | |
| WRC Georgians finding jobs | TBD | 10,000 |
| Cost per Certificate | \$84.34 | \$100 [max] |
| Estimated hourly wages | \$13.90 | \$12.77 |

| Work Ready Connect 8/31/2010 | | | |
|------------------------------|---------------------|-------------|------------------------|
| Job Seekers | Approved Businesses | Jobs Posted | Applications Submitted |
| 1064 | 25 | 9 | 241 |

| Work Ready Certificates Earned (NCRC) Jan 1, 2007 to July 31, 2010 | | | |
|--|------------------|---------------------|-----------------------|
| | State (07/31/10) | National (07/31/10) | State Percent of NCRC |
| Platinum | 1,413 | 9,148 | 15% |
| Gold | 29,332 | 262,981 | 11% |
| Silver | 82,034 | 686,110 | 12% |
| Bronze | 40,381 | 309,382 | 13% |
| Total | 153,160 | 1,267,621 | 12% |

| Estimated unemployed certificate holders finding a job | | |
|--|-----------------------|-------|
| | March '09 to July '10 | 8,379 |
| | | |

| Work Ready job profiles August '10 | | | |
|------------------------------------|-------|------------|----------|
| | State | Percentage | National |
| 2007 | 44 | 3% | 1,298 |
| 2008 | 119 | 9% | 1,340 |
| 2009 | 163 | 21% | 790 |
| 2010 | 140 | 97% | 144 |

| Businesses listed on Work Ready Web site | | 560 |
|--|--|-----|
| Businesses with one or more job profiles | | 195 |

| | |
|---|---|
| Participating Work Ready Communities | 145 Counties (91% of all counties) |
| Certified Work Ready Communities | 56 Counties (39% of participating counties) |
| Communities Meeting Certificate Goals Only | 7 Counties |
| Work Ready Communities in progress at 90% or above completion | 16 Counties |
| Work Ready Communities in progress at 75% or above completion | 24 Counties |
| 2010 Statewide High School Graduation Rate *Pending Summer | *79.9% |

Work Ready Regions

| Group | Number of Regions | Status | Sustained industry Networks | Average % of Workforce at Gold and Above |
|---------|-------------------|-------------|-----------------------------|--|
| Round 1 | 7 | Completed | 4 | 20.30% |
| Round 2 | 5 | In Progress | - | 15.70% |
| Round 3 | 5 | Launched | - | 18.20% |

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

| American Recovery and Reinvestment Act (ARRA)- June 2009 to August 2010 | | | |
|---|-------------------|-----------------|--------------------|
| | Packets Delivered | Total Dollars | Improved WRC Level |
| Be Work Ready | 16118 | \$ 1,392,650.00 | 552 |

| February 2010 to August 2010 | Small Businesses Approved | WRC New Hires | Training Dollars Distributed |
|------------------------------|---------------------------|---------------|------------------------------|
| Hire Work Ready | 73 | 32 | 8000 |

| | Completers | Part WIA | Earned WKIV WRC |
|-------------------------|------------|----------|-----------------|
| Basic Computer Training | 333 | 11 | 74 |

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

| CAA Mil Spouse in 2008 to August 2010 | | |
|---------------------------------------|-----------------------|--------------------|
| Mil Spouses Enrolled | Mil Spouses Graduated | Mil Spouses Active |
| 754 | 93 | 636 |

Sep-10

Other Efforts Led and Managed by Governor's Office of Workforce Development

Under the direction of Governor Perdue, the office is working with Georgia's Military Affairs Coordinating Committee on several workforce development efforts to support Georgia's military bases and their families, including Career Advancement Accounts and a BRAC workforce development demonstration grant.

Military Spouses Career Advancement Accounts

Georgia is one of seven states participating in the Military Spouse Career Advancement Account (CAA) demonstration grant. The Governor's Office of Workforce Development, working with the local community, has developed a partnership among GDOL, WIA, the Chamber of Commerce, local education institutions and Ft. Benning to deliver CAA services to military spouses. Results to date are 754 military spouses enrolled, 636 active participants and 93 graduates.

BRAC Workforce Development Implementation Grant

Georgia applied for and received \$5 million in a BRAC workforce development demonstration grant to assist with both the Ft. Benning base expansion and the three bases closing between Athens and the metro Atlanta areas. This is being implemented in two regional efforts aligning to the Georgia Work Ready Regions initiative. Below are highlights of both regional efforts to date. Since receiving this grant, the move of the Armor School timeline has been slowed resulting in the need for an extension of this grant. This grant has been extended through September 30, 2011.

Innovation Crescent Work Ready Region: Grant Purpose: The majority of the BRAC funding (\$1.5M) was to be utilized to transition workers into new skills and employment opportunities through retraining. Additional funds will be utilized for career advisement and counseling, use of the Workforce Investment Boards Mobile Labs for ease of access to Work Ready assessments and career planning software as well as internet job search

Accomplishments to date:

- Over 170 individuals have come to the mobile unit for information and other services such as: career exploration/assessment, résumé development/review, Work Ready preparation and testing, labor market information and exploration and predevelopment of training plans.
- Force Command Headquarters presentation made to group of approximately 60 individuals on 9-3-09 along with GDOL.
- Over 100 individuals came on the mobile unit to explore service options during Force Command Expo held on 9-23-09.
- 60 Career Scope assessments have been administered and reviewed.
- Three individuals have completed the Work Ready Certification and four are currently in process as they generally take one test per visit due to time away from their work.
- 74 individuals have been registered for WIN
- Two participants are currently finishing up degree programs – one is employee - the other is a spouse.
- 7 participants have completed training applications and are in process of exploring training options.

Résumé review and development assistance has been a focus for a large number of participants. Review has been for résumé program used in federal jobs and in developing appropriate résumé for private sector.

Chattahoochee Valley Work Ready Region: The Chattahoochee Valley Work Ready Region began as an aerospace project funded by Governor's Office of Workforce Development. The additional funds received from the BRAC demonstration grant are being used to develop three additional Work Ready Region efforts in **advanced manufacturing, sustainable industrial construction and advanced communications**. All three efforts are being led by regional experts including experts from Ft. Benning with staff support provided by the Valley Partnership. Current data analysis shows a significant growth for the private sector industries in advanced manufacturing, including both automotive and aerospace, in occupations that overlap in skill sets. And while the downturn in the economy has resulted in a drop in the number of aerospace jobs, the overlap in skills sets of the aerospace and advanced manufacturing workforce still presents a challenge that is welcome by the local leadership in recruiting people into occupations to support these industries. Because of the high number of transitioning workers in this area as a result of increased unemployment due to low skill jobs leaving the region, Georgia Work Ready Certificates and job profiles are being used to move these workers from lower to high foundation skill levels in preparation for training for these new, more knowledge based manufacturing jobs. The

Chattahoochee Valley Work Ready Region area was recently named the #1 best area for job growth and opportunity by Manpower Staffing. A short summary of the accomplishments in this Work Ready Regions include:

- Completion of the Advanced Manufacturing Center of Excellence which has already trained numerous students and adults who are now working at companies like Pratt and Whitney and Kysor Warren
- LEED training developed and being delivered to over 1,000 middle and high school students and educators in the Chattahoochee Valley Region plus existing industry training for LEED certification
- Much needed degrees in Modeling and Simulation and 3-D Holographic now being taught and a highly trained workforce being produced for Ft Benning through the funding and efforts of the demo grant.

Elevate America

Partnering with Microsoft, the Governor's Office of Workforce Development offered vouchers for Georgians seeking to improve their computer skills through online training programs offered by Microsoft. This effort was in partnership with several of the local Workforce Investment Areas. A total of 19,291 vouchers were issued and 3,896 vouchers activated.

Summary of Governor's Office of Workforce Development Performance

In summary, the Governor's Office of Workforce Development has implemented and sustained a transformational workforce development strategy through Georgia Work Ready. Any and all of Georgia's workforce development efforts are being linked and aligned through an enterprise called Georgia Work Ready whose purpose is to manage Georgia's talent development aligned to economic growth. The data continues to show the substantial success of Georgia Work Ready, including that the state was recently named number one in quality, and availability of workforce by CNBC: 4,325 unemployed Work Ready Certified Georgians finding work from January through July 2010; over 570 businesses actively using Georgia Work Ready, and; the state's recent report on its graduation rate showing a continued improvement from 70% to 80% in the three years since implementing Georgia Work Ready.

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

“A job for every Georgian; A Georgian for every job.”

Through the Governor's Executive Order of February 2, 2006, the Georgia Department of Labor serves as the administrative entity responsible for direction and support for the state's 20 local workforce areas. Under the visionary leadership of Commissioner Michael L. Thurmond, the Georgia Department of Labor's (GDOL) customer-focused, integrated service delivery system is built upon the services of many state and local partners. The vast number of locations in this network gives individuals and businesses access to a rich array of workforce services with a standard, consistent framework throughout the state. Local workforce area agencies and GDOL career centers have drawn on their unique community resources and assets to ensure that all partners are working together to achieve desired outcomes for their business and job seeker customers.

Since the enactment of the Workforce Investment Act (WIA) in 1998, Georgia has worked toward a fully-integrated, 21st century workforce development system that is customer-friendly, demand-driven, and continuously improving. The primary objective is the coordination of four major workforce initiatives under the GDOL umbrella: Wagner-Peyser/Employment Services (ES), Unemployment Insurance (UI), Vocational Rehabilitation (VR) and the Workforce Investment Act (WIA). Georgia's system embraces the concepts of customer choice and customer satisfaction, encourages multi-agency collaboration among federally-funded workforce programs, promotes program flexibility, and expands system capacity via the One-Stop career center concept. Georgia has also benefitted from the significant investment of federal dollars in America's workforce development system through the American Recovery and Reinvestment Act of 2009 (ARRA).

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

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

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

Service Integration

The GDOL statewide network of 53 career centers plays an important role in the state's workforce development system. All career centers and Vocational Rehabilitation offices serve as access points for workforce services. Additionally, there are over 45 comprehensive WIA One-Stop Centers, and nearly three-quarters of these are GDOL career centers. The service network extends beyond these permanent locations, with outreach staff for special populations such as offenders and homeless individuals, services to separating veterans at nine military bases and virtual access via the department's web site.

GDOL's ongoing efforts to create a fully-integrated workforce development system which promotes and provides universal access has resulted in the implementation of the following strategies:

- Coordination among GDOL's Information Technology, Personnel, Budget, Training and other administrative functions to improve organizational efficiency
- Adoption of shared language across programs and common reporting
- Cross-training of personnel to deliver multi-program employment services
- Streamlined service delivery through integrated service delivery for ES, Trade, and WIA programs
- Use of an integrated case management system accessible to WIA, ES, UI and VR program staff and partner agencies
- Enhanced on-line access to labor market information
- Co-location of partner services in GDOL career centers

The use of automated systems and new technologies is critical to the success of Georgia's workforce system. The Georgia Workforce System (GWS) is a web-enabled, browser-based environment with reporting capability for WIA, ES, UI and VR. Customers provide basic demographic information once and comprehensive records are built, maintained and accessed throughout the service continuum. Additionally, an employer information system allows GDOL staff and partners to document employer services, coordinate job development visits and provide relevant employer information.

Georgia maintains active employer committees, with a membership of over 1,800 employers, as advisors to the career centers throughout the state. Participating business members assist the department in developing effective demand-driven strategies.

Continuum of Services

Georgia's workforce development system provides job seekers and employers with a continuum of services that is customized to meet individual needs. The three phases of the continuum are (1) Self-Directed Services, (2) Core Services and (3) Intensive Services. Support and assistance are provided based on a triage approach that enables staff to direct customers to appropriate services. As additional support is needed or requested, customers proceed through this continuum until employed or engaged in educational or training opportunities.

Self-Directed Services are available to customers capable of conducting an unassisted job search. These services include, but are not limited to: Internet access, computers and software programs, assistive technology, fax machines, online job search resources, Job TV, and relevant literature and labor market information.

Core Services are available to customers who require limited staff-assisted workforce services. Examples of core services in this phase include UI claims filing, job referral, job development, and résumé review, workshops and other reemployment services.

Intensive Services are highly structured and are offered to customers who have significant barriers to employment. WIA partners, technical colleges and authorized proprietary schools are the primary providers of training opportunities. GDOL initiatives have also been developed to address targeted populations with specific barriers to employment, such as unemployment claimants (Georgia Work\$), youth (2009 Summer Training and Employment Program-Unlimited Potential - STEP-UP and 2010 Georgia Summer Team Partnership), Jobs for Georgia Graduates (JGG), High School/High Tech, The

Offender Parolee Probationer State Training Employment Program - TOPPSTEP, Temporary Assistance for Needy Families recipients (GoodWorks), dislocated workers (Reemployment Services), veterans, homeless individuals, Vocational Rehabilitation (Orientation, Ability and Service Identification Seminar – OASIS), Warm Springs Institute for Rehabilitation, and non-custodial parents (Fatherhood Program).

Georgia’s workforce development system continues at the forefront of state and national efforts to address the economic challenges associated with the current recession. With the broad array of initiatives and services provided within the Georgia Department of Labor, customers receive world-class employment and training assistance. The maturation of Georgia’s workforce system has brought greater degrees of collaboration and opportunities to sequence diverse services, through leveraging of available funds. On the following pages is a description of how specific customer groups have received the services needed to overcome personal and market-driven challenges.

Program Year 2009 Accomplishments

The effectiveness and strength of Georgia’s workforce development system is reflected in a variety of noteworthy achievements. During Program Year 2009, the state once again achieved outstanding performance as all of the state’s negotiated performance levels were exceeded or met. A comparison to national averages shows that Georgia exceeded national performance on four of the common measures performance standards in comparison with the national goals, as stated below:

Georgia Measures Exceeding the National Average

| <u>Performance Measure</u> | <u>Georgia</u> | <u>National Performance</u> |
|---|-----------------------|------------------------------------|
| Adult Entered Employment Rate | 72.3% | 56.1% |
| Adult Employment Retention Rate | 82.2% | 78.9% |
| Dislocated Worker Entered Employment Rate | 76.1% | 53.0% |
| Dislocated Worker Employment Retention Rate | 85.6% | 81.0% |
| Note: Information is based upon the rolling four quarter period of the 3 rd Quarterly WIA Performance Report | | |

Prior to the late 2007 onset of the recession, Georgia was nationally recognized for having the lowest duration of Unemployment Insurance – 11.7 weeks – well below the national average of 15.3 weeks. Despite the enormous challenges of the internationally economic crisis, Georgia continues to maintain a relatively low claims duration rate – 16 weeks as of the first quarter of 2010. This outstanding achievement is a direct result of the strong service integration between Unemployment Insurance and Employment Service activities. Customers seeking Unemployment Insurance file their claims on-site at the career centers, are immediately profiled and registered for Employment Services, and are scheduled for reemployment services. This linkage ensures that claimants take full advantage of job search assistance, through self-service products, résumé development, interviewing workshops and career guidance.

In the midst of unprecedented workloads, the Georgia Department of Labor continues its innovative strategies and initiatives. This is reflected through over twenty-five nominations submitted for the Governor’s Customer Service Awards this Program Year, which resulted in two Governor commendations.

Innovative Reemployment Strategies

The Great Recession is forcing thousands of jobless Georgians to negotiate an increasingly competitive and frustrating job market. Under the direction of Commissioner Thurmond and in response to the challenges the economic downturn has presented many new and innovative reemployment strategies have been implemented.

GDOL's signature strategy, **Georgia Work\$**, which has been nationally recognized, has been retooled to support and assist every unemployed Georgian searching for a new job or career. Conceived by Commissioner Michael L. Thurmond during the economic downturn in 2003, Georgia Work\$ is an intensive job search and training strategy for Unemployment Insurance (UI) claimants. The initiative, operated by GDOL career centers, connects companies with individuals who have been laid off and are considering pursuing work in a new field. Interested Unemployment Insurance customers are matched with participating employers, and receive workplace training for 24 hours a week for a maximum of six weeks. The strategy is available to all UI claimants, including federal and state extension beneficiaries, who desire to participate. Georgia Work\$ provides a number of competitive advantages for job seekers, including an opportunity to "get a foot in the door" to demonstrate their skills and talents. The job seekers have the opportunity to "earn and learn" by continued receipt of UI benefits and an additional training stipend. Upon successful completion of the training period, the trainee receives a certificate of proficiency and new skills that can be highlighted in a job search.

The training opportunities provided by Georgia Work\$ have helped many Georgians find new careers. It has been cited by two organization – UWV Strategic Services on Unemployment & Workers' Compensation and the American Institute for Full Employment for its innovative approach to helping people get back to work. The program has also been described in the Congressional Record as a model for other states: New Hampshire and Missouri created carbon copies of the program this year. Pennsylvania and Texas have adopted similar strategies based upon the Georgia Work\$ model, and other states have also expressed interest. Recently, former President Bill Clinton, praised Commissioner Thurmond for "figuring out how to move people from unemployment to job placement at the very time when the country's quickest route to putting people to work is simply to train people for the jobs that are open now." Moody's Analytics chief economist Mark Sandi has also come out in support of Georgia Work\$.

From the initiative's inception in 2003 through the end of Program Year 2009, 19,767 Georgia Work\$ training orders have been placed with the department and 16,459 customers have been accepted into Georgia Work\$ training. Of the customers who completed their training period, 63.1% were hired. The department has calculated an average savings to the Unemployment Insurance Trust Fund of \$1,746 per trainee who has entered employment following this strategy. In response to business feedback during the summer of 2009, the duration of the training period has been reduced from eight to six weeks.

Also during Program Year 2009, GDOL continued an initiative to enhance service options for job seekers with disabilities. In the **Orientation, Ability and Service Identification Seminar (OASIS)** model, Vocational Rehabilitation and career center staff collaborate to identify and assist individuals with disabilities who are ready to work and not in need of extensive rehabilitation services. A one-day seminar is offered weekly at the career centers and is co-facilitated by career center and Vocational Rehabilitation staff. Those determined as ready for job search enter a structured job search activity, which is also co-facilitated.

Participating customers receive information about the variety of workforce services and resources available, and staff develop an assessment report that identifies each customer's abilities, skills, interests, job retention skills and job search readiness. The Vocational Rehabilitation Counselor uses this report to

provide counseling and vocational guidance to the customer. Customer information and services they receive are documented in the automated system to allow for continuous tracking of customers.

In Program Year 2009, 8,834 referrals were made to OASIS. A total of 4,126 individuals completed OASIS and 1,774 were referred to job search activities. During that same period, 132 completed job search with a placement. A total of 797 completed without placement and returned for additional Vocational Rehabilitation services. Of the remaining 845 customers, 431 are continuing in job search and 414 chose not to participate.

GDOL began construction on a \$10 million project in late 2009 for a new Vocational Residential Facility at the Roosevelt Warm Springs Institute for Rehabilitation that will provide a safe living environment for students to learn academic and occupational skills to become productive members of the workforce. The construction project also includes a partnership with the West Central Georgia WIB and the local technical college to train WIA participants in various skills needed for employment at the construction site.

This project will also result in a one-stop career center designed with a focus on targeted customers including Vocational Rehabilitation students, veterans, especially Wounded Warriors, and WIA referrals. Customers will have access to an array of helpful resources including workshops, library, computer work stations, reintegration assistance, assistive technology, assessment, résumé preparation, labor market information and referral to training.

Responding to an ever-increasing number of job seekers, GDOL sponsored three major career events ***and more than 700 special recruitments and career fairs*** during the Program Year. In January 2010, the Georgia Department of Labor hosted the Georgia Jobs Summit in Atlanta to develop a comprehensive strategy to spur private sector job creation and hiring in Georgia. The theme of the Jobs Summit was *Shaping Georgia's Economic Destiny*. The summit was a gathering of some of the brightest minds in Georgia, and served as a call to action for citizens to exchange ideas and strategies that will help stimulate the state's job market and shape Georgia's economic destiny.

Two Career Expos were held, one in Columbus and another in Dalton. The Columbus expo drew more than 70 employers and over 3,000 job seekers, as well more than 20 resource and community service providers. Also participating were technical colleges and other educational institutions whose representatives provided information about education and training opportunities.

The Dalton Career Expo attracted over 2,500 job seekers looking for job leads and community resource information. This expo focused on community resources designed to provide job seeking customers with valuable labor market and other career decision information. These events brought together employers, WIA staff, technical colleges, and a broad variety of community resources to provide job seekers with job opportunities, local services and training options. Both expos featured workshops, including information on how the American Recovery and Reinvestment Act could assist individuals. Another highlight of the events was a résumé critiquing service.

The Georgia Department of Labor continues to excel in providing services to assist job seekers with barriers to employment through innovative and creative initiatives such as The Offender Parolee Probationer State Training Employment Program (TOPPSTEP). During Program Year 2009, GDOL was recognized on the national and state level through five TOPPSTEP and other achievement awards:

- National Partnership for Community Leadership - Entered Employment Award - presented to the GDOL for its national impact on assisting ex-offenders in the State of Georgia
- Federal Bonding Program - Superior Program Award - presented to GDOL for having one of the top Federal Bonding Programs in the nation

- United Way - Partnership Award to TOPPSTEP for continual support of community programs assisting ex-offenders in the Metro Atlanta area
- New Start Resources - Extra-Mile Award - recognizes and honors individuals who go the “extra mile” on behalf of the State of Georgia. The honorees must have a demonstrated commitment to assist rehabilitated ex-offenders in their re-entry into society and must have made a significant impact in their specific region.
- Georgia Department of Corrections - Superior Partnership Award - Awarded to the Georgia Department of Labor’s Americus Career Center for its excellence in serving ex-offenders in re-entering into the community

Program Year 2009 WIA Achievements and Initiatives

Georgia's 2009 Summer Training and Employment Program - Unlimited Potential (STEP-UP)

From 2003 through 2008, Labor Commissioner Michael L. Thurmond allocated over six million dollars to Georgia's local workforce areas to provide summer work experience to youth aged 14-21. This opportunity was in addition to the services that local workforce areas provided to youth through WIA formula funding. The experience of serving more than 6,600 youth during these years enabled local workforce areas to implement the 2009 ARRA-funded summer training and employment program efficiently and effectively. STEP-UP, administered by GDOL in partnership with Georgia's 20 local workforce investment areas, provided over 11,000 youth throughout the state an opportunity to earn wages and develop valuable employment skills and work ethic that will help them succeed in the competitive labor market.

Over \$26.6 million was allocated to Georgia’s 20 local Workforce Investment Boards for STEP-UP, and approximately 80% of the funds allocated to local workforce areas were used to pay wages to youth participants. The demand for the summer program was great, with more than 30,322 applications taken for the program. The statewide goal was to provide summer jobs to 10,253 youth. In fact, Georgia provided services to nearly 11,000 youth. Over 3,530 worksites were developed and local areas focused on demand occupations, especially green jobs, as well as work readiness and academic attainment.

Low-income or at-risk youth with one or more barriers to employment aged 14-24 were targeted, including youth in foster care, youth with disabilities, and youth below grade level. In addition, veterans and eligible spouses who met WIA eligibility criteria were given priority. Overall, 99% of the youth served were low-income, with 54% receiving public assistance.

Work experience was provided by private and public employers for a six- to eight-week period using ARRA funds for wages and other related expenses. As a result of the waiver granted by the U.S. Department of Labor, work experience opportunities in Georgia extended from September 2009 until March 2010 for almost 800 older and out-of-school youth. Upon successful completion of the work experience, youth received a certificate and, in some instances, consideration for unsubsidized employment. Overall, 91% of STEP-UP participants successfully completed summer work experience, and over 200 youth transitioned into unsubsidized jobs.

Georgia STEP-UP, providing career development training for over 11,000 young people, was a successful public/private collaboration with an economic impact of over \$20 million to Georgia’s economy. Georgia is pleased to have been noted by the IBM Center for the Business of Government as one of the top two states in implementing a youth summer jobs program. Additionally, the U.S. Department of Labor

identified Georgia as the only state to serve over 10,000 youth with 90% of participants achieving their work readiness attainment goals.

Georgia's 2010 Summer Teen Partnership

Because of Georgia's extensive history of leading successful summer youth work programs, the Department of Human Services (DHS) entered into a contractual relationship with GDOL to utilize over \$33 million American Recovery and Reinvestment Act (ARRA) funds to operate the 2010 summer youth program. GDOL served as the contractor, and the 20 local areas served as subcontractors, with 90% of local funds going toward youth wages. During the contract period of March 15 through September 20, 2010, 10,000 eligible youth ages 14 -18 were expected to work for \$8.50 per hour for up to 35 hours per week for up to eight weeks. Work experience was the core activity, with additional academic enrichment activities provided if warranted. Georgia exceeded the 10,000 enrollment goal by serving 10,418 youth, and it is anticipated that more than 90% of youth will successfully complete the program. First priority was granted to families and youth participants receiving DHS services, including TANF, Food Stamps, or Medicaid. Second priority was granted to all other families and youth participants at or below 300% of poverty level. Georgia's 2010 Summer Teen Partnership helped businesses unable to hire in today's economy by providing 10,418 workers eager to learn and earn. The overall economic impact was enhanced as these youth helped their families by contributing to household expenses, and stimulated Georgia's economy by purchasing school clothes, supplies, and other products and services.

Georgia's 2010 Summer Teen Partnership

| WIA Local Area | Enrolled in GWS as of 9/14/10 |
|--------------------------|-------------------------------|
| 1. Northwest Georgia | 796 |
| 2. Georgia Mountains | 326 |
| 3. City of Atlanta | 1,350 |
| 4. CobbWorks | 468 |
| 5. DeKalb County | 910 |
| 6. Fulton County | 246 |
| 7. Atlanta Regional | 1,229 |
| 8. West Central Georgia | 525 |
| 9. Northeast Georgia | 483 |
| 10. Macon/Bibb | 239 |
| 11. Middle Georgia | 270 |
| 12. Richmond/Burke | 396 |
| 13. East Central Georgia | 309 |
| 14. Lower Chattahoochee | 341 |
| 15. Middle Flint | 85 |
| 16. Heart of Georgia | 749 |
| 17. Southwest Georgia | 637 |
| 18. South Georgia | 310 |
| 19. Southeast Georgia | 196 |
| 20. Coastal | 553 |
| Total | 10,418 |

Innovative summer work activities occurred in each of Georgia's local workforce areas. Examples of these best practices include the following:

Green Initiatives and Other Youth Best Practices

- A partnership including GDOL, local workforce areas, Georgia Power/Southern Company, the Municipal Electric Authority of Georgia (MEAG) and other electrical power affiliates, involved a centralized approach for placing older youth in green summer jobs. Eighteen youth aged 18 - 24 participated in this exciting initiative in summer of 2009, and five more participated in 2010, resulting in some hires.
- In order to expedite assignment of youth to worksites, several local workforce areas held job fairs involving youth, worksite supervisors, trainers, and workforce staff. Youth attended workshops covering a variety of topics (e.g., Interviewing: first impression tips such as shaking hands, making eye contact, smiling, speaking clearly, listening, etc.). Participants were then able to interview and be selected/hired by employers and worksites that interested them, much like in the real world. While some direct placements were still necessary due to the nature of work, age of youth, and worksite locations/transportation issues, this up-front process contributed significantly to greater enthusiasm and satisfaction from both youth and employers.
- In Southeast Georgia, green work experience was provided to youth residing at local housing authorities. Projects included housing maintenance, landscaping, and weatherization.
- The Atlanta Regional Workforce Area had several youth working in a green production environment. Virtually all of the production in the recycled paper products company is done by hand. Youth reported satisfaction in being part of a "green team" that produced customized expanding filing products requiring a special size, special paper, or accessories.
- Heart of DeKalb is the name of the partnership involving the DeKalb County Workforce Area, county government, and the school system that provided a green summer experience for youth. In addition to academic enrichment focusing on Science Technology Engineering and Mathematics (STEM) career exploration, community gardening, and energy renewal, youth learned the basics of landscape architecture and gardening and how to create a more sustainable and healthier community. Four severely neglected courtyards on a high school campus were cleaned up and developed into vegetable gardens.
- The Heart of Georgia workforce area, a 17-county rural area, far exceeded their goals this summer by providing summer jobs to 130 more youth than planned. The intense effort they devoted to developing strong partnerships with both public and private sector employers resulted in outstanding results: permanent employment for 32 youth.
- For the second year, the Richmond-Burke workforce area partnered with Jobs for Georgia Graduates (JGG) staff and program participants to implement their summer youth program. JGG staff and youth, who develop extensive leadership skills through their participation in the JGG program, helped the local area with their initial customer orientation activities, including testing, assessment and job readiness training. This successful collaboration enabled JGG youth to practice many of the leadership and communication skills they developed throughout the school year(s), and the local area greatly benefitted from the youths' expertise, enthusiasm, and ability to relate to and communicate with summer youth program participants. A former JGG participant involved with the summer program is now employed full-time as a receptionist with the local area.

Jobs for Georgia Graduates

Jobs for Georgia Graduates (JGG), a state affiliate of the national Jobs for America's Graduates (JAG) organization, is a school-to-work transition program designed to provide high school students with pre-employment training, work skills, motivational activities and job development. Since the program's inception in 1987, JGG has served more than 14,745 students and currently serves over 1,400 students annually in 33 high schools across the state. Georgia currently has 19 programs for high school seniors and 14 multi-year programs operating in 23 local school systems and in one state school. The Georgia School for the Deaf is the only state school in the national JAG network for students with hearing disabilities.

The Jobs for Georgia's Graduates (JGG) Program continues to demonstrate remarkable success in improving the high school graduation rates of participating students. The JGG program achieved a 96% graduation rate and met four of the five national performance standards. This is over 17 percentage points higher than Georgia's graduation rate of 78.9%. Nine JGG Career Coordinators met or exceeded the five national performance standards and the classes of thirteen Career Coordinators achieved a 100% graduation rate.

During Program Year 2009, JGG coordinated two outstanding training and career exploration events at Fort Valley State University, one of Georgia's historically black colleges. Over 700 students participated, affording them the opportunity to meet with representatives from various colleges, discuss resources to finance their education, interact with university staff and students, and learn what it takes to make a successful transition from high school to post-secondary education.

Georgia was selected by Jobs for America's Graduates to host the 2009 National Training Seminar, which took place in Atlanta in July 2009. Over 400 delegates from across the 30-state JAG network attended the 26th Annual National Training Seminar. Georgia received numerous national awards for the Class of 2008, including recognition as the 2008 leader for participating students who enrolled in post-secondary education.

In December 2009, Jobs for Georgia Graduates officers and student leaders attended the 2009 Leadership Summit in Atlanta. Over 200 Jobs for Georgia officers and student leaders, representing 29 program sites throughout the state, learned about leadership characteristics and how they relate to various careers. The event was sponsored by Corinthian Colleges, Inc., and included planning and participation from the four Metro Atlanta campuses of Everest Institute.

At the Jobs for America's Graduates National Training Seminar held in Florida in July, 2010, Georgia received numerous national awards for performance outcomes for the Class of 2009, including recognition as a High Performing State Organization and a State Grade Point Average High Performer. Georgia was in the top five states for graduation, full-time education, military service, and multi-year return to school rates. Additionally, nine JGG Career Coordinators met or exceeded the five national performance standards, and thirteen Career Coordinators achieved a 100% graduation rate.

Adult Services

Local workforce boards in Georgia have embraced the flexibility inherent under WIA to create unique, successful partnerships for employers and the workforce. Partners include technical colleges, corporate sponsors, economic development entities, medical associations and boards, the U.S. Department of Labor Office of Apprenticeship, learning associations, hospitals and nursing homes, and many more. The following are a few examples of the many creative, demand-driven initiatives Georgia used to serve the 19,372 adult customers during the Program Year 2009:

- The Northwest Georgia workforce area was one of the leaders in the formation of the 26-county Tri-State Regional Workforce Alliance, Inc. The Alliance, a coalition of workforce and economic development professionals in Alabama, Tennessee and Georgia, meets regularly to develop a regional approach to economic development, and also produces a newsletter that is distributed to businesses and partners in all participating states. For example, Volkswagen asked the Alliance to coordinate recruitment for the first 1,200 Production Team Members for their new plant in Tennessee. The Alliance staffed 20 locations including WIA One-Stops and GDOL career centers, technical colleges, and four-year universities throughout the region to ensure that everyone who wanted to apply for one of the openings could do so. In Northwest Georgia alone, seven One-Stop career centers and three technical colleges participated in the recruitment process, providing services during extended hours and Saturdays. Overall, 35,000 online applications were received and evaluated to meet Volkswagen's workforce needs. This effort is also connected to the Auto Alley Work Ready Region discussed earlier in this report.
- In keeping with the spirit and intent of the American Recovery and Reinvestment Act (ARRA), Georgia branded ARRA adult and dislocated worker activities as WIA-PLUS. The PLUS concept (People Learning Unlimited Skills) is consistent with the focus of ARRA to increase the number of customers served and enhance workforce activities that result in positive employment-related outcomes. The successful branding of ARRA services helps boost awareness among customers and stakeholders regarding the enhanced opportunities and innovative strategies local areas offer. WIA-PLUS expands the system's reach and represents encouragement to the many Georgians in need. Finally, the acronym PLUS reflects the dedication and commitment exhibited by local workforce area staff and our crucial roles in ensuring "A job for every Georgian; A Georgian for every job." Over 7,500 adults and dislocated workers are enrolled in WIA-PLUS to date.
- The Georgia Fatherhood Program is an initiative of the Georgia Department of Labor and the Technical College System of Georgia (TCSG) that began July 1, 2008. Fatherhood Coordinators are housed at 15 technical college locations. Efforts focus on non-custodial parents who desire and demonstrate a willingness to support their children. The Fatherhood strategy seeks to support those parents who want to develop skills for meaningful employment, thereby improving the quality of life for themselves and their children.

After initial assessment, a staffing is held to help identify employment directions and opportunities for the customer. This meeting includes the non-custodial parent, the TCSG Fatherhood Coordinator, GDOL staff and other partner agencies serving the individual. An Employability Plan is developed and appropriate referrals are made, including referral to a GDOL career center for job search, referral to WIA for additional assessment and training activities and other appropriate referrals, including Vocational Rehabilitation services.

In Program Year 2009 through 4/15/10 (most recent data available), Georgia's Fatherhood Program served 1,870 individuals, almost a 10% increase over previous year totals, and achieved an entered employment rate of 42%. Additionally, program participants achieved an 81% training completion rate. Remarkably, 65% of program participants were able to make court-ordered child support payments during the year, a substantial increase over last year's rate of 23%. These are impressive achievements given the many challenges most Fatherhood Program customers experience.

- Georgia's local workforce areas have 10 state-of-the-art, fully accessible mobile units. These mobile One-Stops were increasingly used this past year to respond to the extremely high volume of dislocation events in Georgia and for various training and employment-related activities such as youth outreach and GED preparation, and other workforce activities. In collaboration with the Technical College System of Georgia and the Governor's Office of Workforce Development, they also offer Work Ready Assessments. The units were available to offer workforce services after the historical floods that occurred in the NW Georgia and Metro Atlanta areas in the fall of 2009.
- The DeKalb County workforce area, in collaboration with Monster.com, recently hosted more than 700 job seekers at Empowerment 2010. The conference featured partner agencies and nearly 40 area employers with job openings, and spotlighted 10 small businesses. Monster.com career experts provided information and techniques to help job seekers stand out from the crowd in today's tough job market, and leading business experts conducted workshops to advise attendees on what employers are looking for in today's economy.
- In an effort to address the high volume of customers and to reduce the waiting time for these individuals, the Atlanta Regional workforce area instituted a WIA application process that is primarily online. Information and resources previously provided at group orientations are now accessible online, and customers "pre-determine" eligibility up front which is later verified by staff. The traditional process is available for customers unable or not interested in using the online process. Customers appreciate the ease of the new process, including fewer trips, lower expense, and less time, and it promotes better use of limited staff resources.
- The Northwest Georgia workforce area operates one of the largest On-the-Job Training (OJT) programs in the state, serving over 100 participants last year alone. An innovative strategy couples the OJT activities with the Georgia Work\$ initiative. As discussed later in the report, Georgia Work\$ allows dislocated workers to continue receipt of Unemployment Insurance while receiving on-site, short-term training at a local business. Because of their longstanding experience with OJTs, Northwest Georgia was selected, along with the East Central Georgia workforce area, to participate in an OJT National Emergency Grant. Through the project, it is anticipated the local areas will be able to serve more than twice as many participants in OJT than they served last year. This initiative is linked with the efforts of the Auto Alley Work Ready Region.
- Last fall, the Georgia Mountains workforce area, in partnership with their local technical college, launched an energy-saving weatherization program. The two-week certificate program, primarily hands-on training, teaches students to understand different types of insulation, how to use a thermal imaging camera to measure energy leaks, how to take proper measurements to create an accurate supply list, and many more green skills. The 50 program graduates to date are prepared to work in a variety of green jobs. For example, local housing

authorities recently received ARRA funds to weatherize their buildings, and hired several graduates of the program.

- The East Central Georgia workforce area has developed a training program in the construction trades which is accredited by National Center for Construction Education and Research (NCCER). The training is "...competency-based with measurable objectives, developed by industry experts and educators, modular in format for flexibility and custom task training, compliant with the U.S. Department of Labor Office of Apprenticeship requirements, and portable with industry-recognized credentials." The program was developed in response to the needs of multiple businesses in the area such as the nuclear power plant in Waynesboro, a new bio-mass facility, a coal plant, and a foundry opening in the near future. This initiative is directly linked to the East Central Energy Work Ready Region as supervised by the Governor's Office of Workforce Development.
- During 2009, GDOL began working toward accreditation by the International Association for Continuing Education and Training (IACET). IACET accredits education providers that meet strict continuing education guidelines, and is the standard learners seek for quality when they choose a provider. Accreditation would allow GDOL to be considered as an issuing authority for continuing education units (CEU's). Various training programs under the GDOL umbrella such as Georgia Work\$ and many others would benefit professionally from the American National Standards Institute (ANSI)/IACET 1-2007 Standard accreditation.
- South Georgia Technical College (SGTC), located in the Middle Flint workforce area, has several large billboards that promote the school. The billboards show recent SGTC graduates from various programs of study, including two WIA participants - a law enforcement graduate now employed with Sumter County Sheriff's Department, and a nursing graduate now employed at a local nursing home.
- In the spring of 2009, the Heart of Georgia Altamaha workforce area began the Prisoner Re-entry Program, in partnership with GDOL and the Department of Corrections. WIA staff began visiting the prisons on a weekly basis to provide work readiness activities to help inmates transition back to local communities with valuable job search skills and work ethics. Upon release, each individual is referred to the local WIA One-Stop and/or GDOL career center for job search, bonding services, and training as appropriate. The program continues to increase the odds of individuals successfully transitioning from the corrections system.
- DeKalb Medical Hospital, one of the largest employers in the county, is transitioning from paper to electronic medical records. The DeKalb County workforce area is partnering with the hospital to provide Electronic Medical Record training to existing workers to upgrade their knowledge and skills in this changing and challenging technological environment. It is anticipated that layoffs will be averted for over 650 healthcare jobs. The local workforce area conducted a similar type of activity with police officers in the county Public Safety Department as well.
- The Northwest Georgia workforce area has a strong local One-Stop system, utilizing all seven GDOL career centers in the service area. Each of the career centers must go through a rigorous credentialing process to qualify as a comprehensive WIA One-Stop providing local residents with a full array of workforce services.

Dislocated Workers Services

- GDOL continued to adapt to new challenges and to maximize its resources and staff to assist the high number of dislocated workers from companies that closed or laid off workers, as well as the natural disasters that occurred during Program Year 2009. Rapid Response staff coordinated the efforts of local workforce boards, career centers, technical colleges, and other community resources to offer unique opportunities resulting in positive results in a variety of different situations.
- Although the downward trend in the economy began with the collapse of construction and financial industries as well as erosion in automotive and transportation industries, this year it expanded into the retail and hospitality sectors. Protracted unemployment led to an inflated number of home foreclosures which impacted record-setting number of bank closures. All these elements further eroded the tax base and caused unprecedented layoff for school system employees throughout the state as county and city governments attempted to balance their budgets.
- In Program Year 2009, over 888,234 Georgians from every sector of the economy filed Unemployment Insurance claims. Rapid Response provided services to 107 large companies experiencing a layoff or closure, impacting more than 12,037 employees. Particularly challenging was the fact that 69 of these companies were closing and 20 companies employed 200 or more employees. Northwest Georgia was severely affected with the following plant closings: Mohawk Industries in Cartersville and Eton; Pierre (Zartic) in Rome; Shaw Industries in Ringold; and Blue Bird in LaFayette.
- Eight new transition centers opened during Program Year 2009 and eight centers remained open from previous years, totaling 16 transition centers available to provide a variety of services to dislocated workers.
- Additionally, in September 2009, Rapid Response assisted FEMA and GEMA efforts to provide information and services to residents impacted by severe flooding in north Georgia. Relief stations were set up and manned in six different areas for four to six weeks. Twelve Rapid Response staff represented GDOL on a rotating basis, seven days a week at each of these sites. Rapid Response staff also met with community leaders and spoke at several community-sponsored events to share resources with those affected.
- Over 6,000 school system employees throughout the state including over 1,700 in metro Atlanta were laid off within a two-week period, creating a unique opportunity for GDOL to provide distinctive services. Rapid Response, in conjunction with local career center staff and WIA representatives, responded by facilitating 30 School System Employment Transition Workshops at eight different locations throughout the state on three consecutive weekends. Rapid Response created a 12-page Resource Guide for Job Seekers, a step-by-step guide to networking, résumé writing, interviewing, and conducting a job search along with other helpful resources for dislocated workers. Also developed was a Career Guide for Educators and Education Support Workers, containing up-to-date labor market information. This outstanding effort provided relief for the educational personnel not used to losing their livelihoods. It also provided a variety of potential options, and reinforced the fact that programs and resources were already in place to support these newly dislocated workers.

- Rapid Response staff played an active role as presenters and participants in the U.S. Department of Labor Region 3 Recovery and Reemployment Forum in May 2010. Throughout the year, staff actively shared best practice information as they sought solutions to unique situations and continuing challenges to workforce systems
- Growth in all Trade services, particularly in training, was trending upward in Program Year 2009 primarily due to service industry workers now being eligible to apply for Trade certification and more workers struggling to find jobs with their existing skills due to the depressed economy. Statewide, a total of 5,767 individuals participated in Trade services, while 2,922 were enrolled in Trade-approved training as a result of 29 companies filing Trade petitions and 14 Trade petitions being certified. In order to continue providing excellent service and support to Trade participants, 189 GDOL staff were trained in providing Trade information.
- The Base Realignment and Closure Commission (BRAC) partnership continued to ensure that quality services were provided to staff at Fort Gillem and Fort McPherson. The transition center at the Army and Air Force Exchange Services office at Fort Gillem remained open throughout this year providing outplacement services to staff. These services included employee information sessions, workshops, and résumé assistance. Additional BRAC efforts can be found in Governor's Office of Workforce Development section of this report.

Youth Services

Georgia's Statewide Youth Development System

During Program Year 2009, Georgia's Team for the Shared Youth Vision continued to mirror the federal partnerships by involving members committed to serving out-of-school and at-risk youth from other state-level partners and local workforce areas. The Team's role primarily revolves around effectively communicating the broader Youth Vision and facilitating the implementation of related strategic objectives on the local level.

To communicate its goals, members have presented at conferences throughout Georgia. For example, in November 2009, members presented Georgia's Shared Youth Vision to the Georgia School Counselors Association at their conference in Atlanta. Another important tool in communicating the work of Georgia's Team for the Shared Youth Vision is an electronic directory updated in November 2009. The directory outlines each partner's function and provides a listing of up-to-date contacts for front line staff within each agency, enabling practitioners to coordinate on the local level with peers to provide wrap-around services among agencies. To assist local areas, a project inventory with descriptions of both state and local youth programs was also created. This document serves as a valuable resource of best practices and promising linkages for youth program coordinators around the state.

Some of the successful strategies Georgia used during the year to serve 7,801 WIA and other youth include the following:

- Education Rocks! is a package of classroom-ready teacher resources centered around a series of PowerPoint presentations. These presentations creatively demonstrate the importance of staying in school as preparation for a desirable future in the working world. The information introduces students to growing occupations, careers that will be hot in the future, and wage and education information for various careers. Participants in Education Rocks! train-the-

trainer sessions leave with a complete teacher's resource manual and Education Rocks! CD that contain the series of PowerPoint presentations, O*NET profiling tools, a library of career related resources, and much more. Since inception of this strategy in 2004, more than 2,400 Teacher's Resource Kits and CDs have been distributed at train-the-trainer sessions. These materials have resulted in hundreds of thousands of students across Georgia viewing the presentation.

- GDOL's 2010 Summer Internship Program offered paid internships for up to 140 students across the state. The program provided college students with practical work experience of 25 hours per week for nine weeks, an opportunity to earn school credit, and a chance to make up to \$1,400 through the program. The program was open primarily to college sophomores, juniors, and seniors in Georgia, and to Georgia residents enrolled in or accepted by similar institutions in other states. Efforts were made to align student interests with job duties at GDOL career centers and Vocational Rehabilitation offices around the state.
- This summer, GDOL awarded a grant of \$250,000 to the Georgia County Internship Program (GCIP), in partnership with the Association of County Commissioners of Georgia and the Atlanta Regional Council for Higher Education to fund county internships across Georgia. The program, which provides students with opportunities to intern in various county departments throughout the state for a hands-on understanding of the inner workings of county government, helps generate interest in public sector employment. GCIP connects college students with county internships to learn various aspects of county government, including GIS mapping, human resources, record management, budget preparation, web site design, public relations, zoning and land use, finance, recreation services, and much more.
- As an example of the services provided to youth throughout the state, GDOL's Tifton Career Center and PLIGHT (Proud Loving Individuals Giving a Hand to Teens) co-sponsored a career/job fair for Tift County High School students. The annual event brings area employers and organizations together with high school students who are seeking career guidance and future employment. The event featured as many as 60 employers and organizations.

Other Program Accomplishments

Vocational Rehabilitation Program

Georgia's Vocational Rehabilitation (VR) Program served approximately 38,900 clients during Program Year 2009. Its priority goal was achieved by closing 4,290 (62.3%) of the clients with disabilities who committed to a work plan and participated in the program as successfully employed for a minimum of 90 days. This success rate exceeded the 55.8% federal performance standard.

During the Program Year, VR processed 14,404 referrals, developed more than 7,517 individual work plans, and placed more than 4,290 clients in employment. The types of occupations in which clients found employment included service occupations, industrial and manufacturing, clerical and sales and professional, technical and managerial positions.

During Program Year 2009, 79 local school systems participated in 63 Vocational Rehabilitation and Department of Education Collaborative Agreements. These agreements enhance VR services to eligible students with disabilities as they transition from school to work or post-secondary training. VR has

increased the number of students receiving transition services from 6,075 in Program Year 2003 to 6,558 in Program Year 2009.

The Roosevelt Warm Springs Institute for Rehabilitation (RWSIR) provided Vocational Rehabilitation Program services to 313 persons with disabilities during Program Year 2009. Of these individuals, 229 (73%) have completed their vocational programs and 152 (66%) were work-ready. The remaining 84 individuals continue their vocational rehabilitation programs at RWSIR. RWSIR has developed relationships with approximately 110 employers in the community that provide on-the-job training opportunities for Vocational Rehabilitation students. Additionally, certificate programs offered by area technical colleges in which RWSIR students participated during the year include Printing, Business Education, Lawn Maintenance, Forklift/Heavy Equipment, Certified Nursing Assistant and Construction Fundamentals.

Unemployment Insurance Claims

The number of initial and additional claims filed in Georgia during Program Year 2009 was 924,373. An additional 324,366 claims were processed through the EUC08 and Extended Benefits programs. Almost half of the initial claims filed were in the metropolitan Atlanta area, although all parts of the state have been heavily impacted by the recession. At the end of Program Year 2009, Georgia's unemployment rate was a sobering 10.3%. Georgia's workforce customers are fortunate to have access to a variety of services at the department's 53 career centers, where they receive Unemployment Insurance and Employment Service assistance and a variety of reemployment services.

GDOL Web Site

The GDOL continues to serve customers through its web site (www.dol.state.ga.us) by offering access to more than 800 electronic pages of information, including a variety of online services, forms and publications, and links to additional resources. Over 10 million pages are viewed monthly and an average of nearly 41,000 referrals to job openings through GDOL's Internet Job Information System were requested weekly. The web site also advertises job fairs, employer seminars and other events to the community, as well as providing access to a variety of labor market information resources and resources for businesses.

Eligible Provider List

The Eligible Provider List (EPL) represents one of the key philosophical elements of Georgia's workforce development system – informed customer choice. The 24/7, publicly available EPL is a statewide listing of training providers and programs approved for WIA funds through Individual Training Accounts (ITAs) and is accessible at www.gcic.edu/gawia. The EPL currently includes approximately 220 training providers offering over 5,800 approved programs. Visits to the Georgia EPL web site have risen from 276,000 customers in PY 2008 to 489,000 customers in PY 2009.

Several unique features are available to help student customers make informed decisions, including program search capabilities and a side-by-side analysis to compare providers and their program data. Training providers benefit from the targeted outreach to individuals wanting to upgrade skills or enter the workforce, and employers seeking training for their employees. In response to the changing landscape of careers and demand occupations, Georgia added 23 new providers and 147 new programs to the EPL during the 2009 Program Year.

To maintain the principle of informed customer choice and ensure that the EPL contains accurate and up-to-date information, Georgia requires programs approved for WIA ITA funding to participate in an annual Subsequent Eligibility (SE) process. The most recent cycle involved 104 non-public providers responsible for 163 programs, and 27 public technical colleges responsible for 1,661 programs.

Service Strategies

- The Jobs4GA initiative was created as a response to the extraordinary economic challenges that have faced Georgia's employers in the past year. The primary goal is to provide easy access and exceptional customer service for employers who wish to place a job order or have questions about GDOL services. This centralized contact point also supports the efforts of career centers to obtain and increase job orders available to customers seeking employment. Employers now have the option to post job orders using an interactive Job Order Request Form available on-line and e-mailing the form to a central mailbox at jobs4ga@dol.state.ga.us, or by calling 1-877-Jobs4GA and having their job order taken by an expert customer service representative. Employers may continue to request that a GDOL career center representative contact them, to maintain vital community relationships. The Jobs4GA web site and toll-free number are also central locations where employers may receive information about department services available to them.

During Program Year 2009, the Jobs4GA initiative resulted in 7,850 job orders, which constituted 12% of all job orders received by GDOL. Equally significant is the fact that 22% of these Jobs4GA job orders were received from new employers (i.e., those that have not posted a job order with GDOL in the past three years).

- GoodWorks, a transitional jobs service strategy designed to meet the needs of unemployed customers receiving Temporary Assistance to Needy Families (TANF), is one of the oldest statewide transitional jobs programs in the country. It has been highlighted by Mathematica Policy Research as a very successful and innovative model, and Georgia has participated in several national conferences to teach the model to other states and workforce agencies. Through a partnership with GDOL, the Department of Human Services, and other public and private organizations, Intensive Services addresses the needs of “hard-to-serve” customers, specifically those with barriers to employment such as substance abuse, mental health and domestic violence issues, physical disabilities, and others. Using the workplace as a training site, the TANF customer is quickly connected to the workforce while also receiving intensive support, training, guidance, and follow-up assistance through a Personal Advisor and a Job Coach. Worksite placements often lead to unsubsidized employment with the company, resulting in a verifiable work reference as well as a certificate of completion.

GoodWorks, with a strong focus on employment, has been a successful service strategy in Georgia since 2000. From its inception through October 2009, over 6,200 TANF customers have been enrolled in Intensive Services, and 58% have been placed in unsubsidized employment. Since March 2005, 87% of participants have retained employment for 30 days or longer.

The outcomes of these GoodWorks individuals, through October 2009 are as follows:

| Customers Served in the GoodWorks Contract: October 1, 2008 - October 31, 2009 | | | | | | | |
|---|----------------------|---|----------------------|------------------------------|----------------------------|-----------------------------|----------------------------------|
| Customer | Number Served | Number Placed in Unsubsidized Jobs | Contract Goal | Actual Placement Rate | Average Hourly Wage | 30-Day Job Retention | Percent Employed Retained |
| TANF Recipients with identified challenges (Intensive Services) | 110 | 36 | 30% | 33% | \$7.81 | 21 | 58% |

- GoodWorks Kids is a service strategy designed to support children of custodial and non-custodial parents participating in the GoodWorks service strategy with critical workforce development activities. Youth who have risk factors or barriers that make it difficult for them to make a successful transition into the workforce are targeted for additional support through participation in other programs, including JGG, internships, summer work experience/STEP-UP, and/or WIA year-round youth activities.
- In 2007, GDOL received a national Disability Program Navigator (DPN) grant. This has allowed the department to enhance workforce services for individuals with disabilities by providing regional staff available to all career centers. The DPN staff have worked with career centers and other workforce staff across the state to ensure that all services are accessible and welcoming. To this end, the DPN team have participated in numerous community-wide events and conducted learning sessions during Program Year 2009 on topics such as: People First Language, Assistive Technology and Accessibility, Essential Job Functions and Disability Etiquette. The Navigators have also focused on community outreach to promote use of the workforce system by job seekers with disabilities. During the grant period, an on-line tutorial on the use of career center assistive technology, customer resource guides customized by each of the areas served by the 53 career centers located statewide, and an on-line staff resource folder of helpful tools and elearning training sessions have been developed to support staff as they serve customers with disabilities. Also, a presentation was made at a national conference to DPNs.
- The Georgia Department of Labor is engaged in two ongoing partnerships to serve persons who are homeless - the 24/7 Gateway Center and Samaritan House. Both outreach initiatives aid homeless persons in accessing job search, training and employment assistance.

Waiver Outcomes

Since 2003, many of Georgia's local workforce areas have provided occupational skills training through **Individual Training Accounts (ITAs) to youth** who would not otherwise have received such training, as a result of a waiver requested of the U.S. Department of Labor. This training option supplements limited adult funding and addresses the challenge that, in some areas of the state, competitively procured services have not provided enough options for youth services. This expanded service strategy for older, out-of-school youth has positively impacted local area performance in addition to furthering the goals of many older youth in the state. During the Program Year 2009 performance period, 19 of the 20 local workforce areas provided ITAs to 381 older youth. Nearly 70% of these youth secured employment and 52% received credentials and secured employment. By contrast, the employment rate for the 801 youth who did not receive ITAs was 52% with only 24% attaining credentials and employment.

Employment retention and earnings were also dramatically improved for those youth receiving ITAs. 87% were retained in employment, with an average earnings change of approximately \$5,684. Older youth not participating in ITAs had a retention rate of 76% with an average earning change of \$2,760. It is evident that the added flexibility provided through this waiver has given Georgia's youth access to more diverse and relevant training options to meet local and regional labor market demands.

In November 2008, the U.S. Department of Labor granted Georgia's request to allow local workforce areas to increase their transfer authority for WIA Adult and Dislocated Worker funds. During 2009, several local areas experienced an influx of Adult customers, thus depleting Adult funding more rapidly than anticipated. Local areas reported that registration of adult customers had either been completely halted, or was nearing that point. The waiver gave local areas funding flexibility through the opportunity to transfer Dislocated Worker funds that were not being spent at the same rapid rate to the Adult funding stream. In essence, Adult customers were served who might have had a prolonged wait for training services. While seven local areas transferred up to 30% of their funds between WIA Adult and Dislocated Worker funding streams in PY09, it appears that ARRA funding minimized the need for most local area inter-title transfers over 30%.

One local workforce area took advantage of the waiver in PY09 that allowed up to 50% of allocations to be transferred between WIA Adult and Dislocated funding streams. Southeast Georgia transferred 50% of their PY08 Dislocated Worker funding to their Adult grant in August and December 2009, to accommodate their waiting list of Adults (100 total) in need of immediate services.

Georgia was granted a waiver during PY2009 to allow local workforce areas to **use a percentage of local Dislocated Worker funds for Incumbent Worker Training**. To date, the State has enrolled 418 participants, working for two businesses, in training. Since these projects have only recently begun, no performance information is available at this time.

PROGRAM EVALUATION - PROGRAM YEAR 2009

WIA Section 136(e) directs states to "...conduct ongoing evaluation studies of workforce investment activities carried out in the state under this subtitle in order to promote, establish, implement and utilize methods for continuously improving the activities in order to achieve high-level performance within, and high-level outcomes from, the statewide workforce investment system."

Georgia's emphasis in evaluating activities carried out under WIA is on providing timely data in support of effective program and performance management and sound policy development. The strategy for doing so includes the following elements:

- An integrated statewide automated system, known as the Georgia Workforce System or GWS, that incorporates data entry, retrieval and reporting capabilities for WIA, Wagner-Peyser, Veterans, Unemployment Insurance and Trade services. This system provides integrated support for customer service and includes a broad array of data on customers, services and outcomes.
- The Workforce Investment Act/Trade Adjustment Assistance (WIA/TAA) Tracking and Reporting System to track financial obligations (e.g., individual training accounts and other training commitments). The tracking system is integrated into the program's main data collection system, the Georgia Workforce System (GWS). The Tracking and Reporting System allows local staff to create cost commitments for training and other activities, track participant training costs, print training vouchers, and carry out other financial tracking activities at the local level.

Ongoing efforts to increase system capabilities continued during Program Year 2009. Examples include the opportunity for users to effectively manage WIA funding by tracking expenditures for Individual Training Accounts and other activities, including American Recovery and Reinvestment Act (ARRA)-funded services. State-level goals include improved ease of use, reduced data entry, enhanced integration of Trade and WIA information and access to high-quality financial management tools.

- A WebFOCUS-based system of user-friendly reports, both pre-programmed and ad hoc, based on information from the GWS, Grants Management System, or Tracking and Reporting System. This system generates daily, weekly, monthly, and quarterly automated management reports and gives users at the state and local level the capability to customize pre-programmed reports to their specific needs. It also allows staff to create reports of their own design using a menu-drive report generator. Reports provide useful information to local Workforce Investment Boards, service providers, and administrative staff as well as state-level staff.

During PY 2009, GDOL successfully implemented a significant upgrade to the WebFOCUS software. New features include the ability to automatically generate reports to a "library" which will expand the scope of staff able to view data and will increase efficiencies at the front line staff level. Other features include improved graphing capabilities that will help enhance local board members' and other stakeholders' understanding of the achievements and various issues facing the workforce system.

- GDOL also has the capacity to download data from the GWS and import it into statistical reporting software, where it can be merged with data from other sources. This allows staff to conduct complex analyses. This capability is not only used in routine reporting, but is also used to conduct program evaluation and policy analyses as issues and information needs are identified.

Routine reports are used in a variety of ways to promote high-quality services. Weekly automated reports on service milestones help local workforce staff ensure that customer services are delivered in a timely manner and that data entry stays current. Exception reports direct staff attention to individual cases needing administrative attention. Projected performance reports enable local areas to anticipate their performance on the WIA measures using "real time" data. This information provides them with timely feedback on the extent to which they and their customers are achieving program goals. Quarterly reports on state and local performance are used to identify program strengths and weaknesses and help state staff determine technical assistance needs. Special reports and analyses provide timely information on issues that affect program policy and strategy.

In addition to the review and analysis of various reports, annual WIA Program Reviews are conducted on-site at each local workforce area. The teams of GDOL staff conducting the reviews include WIA field representatives, financial staff and grant management experts. The overall purposes of the reviews, which focus on both programmatic and financial systems, are to:

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

COST EFFECTIVENESS - PROGRAM YEAR 2009

In addition to WIA formula funds, a variety of resources are available to serve Georgia's workforce customers. Funds include TAA, Wagner-Peyser, Pell grants, partner funds and HOPE, Georgia's lottery-sponsored scholarship program. These resources support local infrastructures and self-service and informational activities, as well as direct service delivery. The varied funding sources significantly enhance the system's ability to provide occupational training; however, it makes evaluating the cost effectiveness of WIA formula funds more challenging.

Georgia has chosen to consider WIA participant counts and formula fund expenditures as one method to analyze cost effectiveness. The following table shows the number of participants served during Program Year 2009, expenditures for each WIA formula funding stream, and the expenditures divided by participants.

Program Year 2009 Participants and Expenditures

| Funding Stream | Participants | Expenditures | Expenditures/Participants |
|-------------------|--------------|---------------|---------------------------|
| Adult | 9,114 | \$ 26,487,266 | \$ 2,906 |
| Dislocated Worker | 10,483 | \$ 27,485,839 | \$ 2,622 |
| Youth | 7,801 | \$ 18,398,583 | \$ 2,358 |
| Totals/Average | 27,398 | \$ 72,371,688 | \$ 2,642 |

**INTRODUCTION TO THE DATA
PROGRAM YEAR 2009**

The tables on the following pages represent Georgia's state-level and local area performance data for Program Year 2009. While state-level tables B through L include numerators and denominators as well as performance rates, only the negotiated and actual performance rates are provided for the local workforce area data in Table O, based on the federal reporting format.

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

For self-service customers, Georgia is working to implement a mechanism to capture and report these participants. On this year's annual report, self-service participant numbers are designated by INA.

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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 | 75.5% | 81.78% | 2,567 | 19,045 | 2,748 | 93.4% |
| Employers | 78.0% | 81.97% | 4,275 | 13,725 | 4,503 | 94.9% |

Table B - Adult Program Results

| | Negotiated Performance Level | Actual Performance Level | |
|---------------------------------------|-------------------------------------|---------------------------------|--------------|
| Entered Employment Rate | 70.5% | 70.8% | 1,468 |
| | | | 2,073 |
| Employment Retention Rate | 80.0% | 82.5% | 1,760 |
| | | | 2,134 |
| Average Earnings | \$11,000 | \$12,056 | \$21,218,634 |
| | | | 1,760 |
| Employment and Credential Rate | 63.0% | 62.0% | 1,085 |
| | | | 1,751 |

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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 | 72.0% | 303 421 | 71.1% | 108 152 | 51.0% | 26 51 | 49.4% |
| Employment Retention Rate | 81.4% | 338 415 | 79.9% | 115 144 | 69.0% | 29 42 | 72.5% | 58 80 |
| Average Earnings | \$12,691 | \$4,289,604 338 | \$11,860 | \$1,363,915 115 | \$8,946 | \$259,432 29 | \$10,089 | \$585,140 58 |
| Employment and Credential Rate | 57.4% | 249 434 | 60.5% | 72 119 | 37.5% | 12 32 | 48.0% | 24 50 |

Table D - Other Outcome Information for the Adult Program

| Reported Information | Individuals Who Received Training Services | | Individuals Who Only Received Core and Intensive Services | |
|---------------------------|--|--------------|---|-------------|
| Entered Employment Rate | 74.0% | 1,009 | 64.7% | 459 |
| | | 1,364 | | 709 |
| Employment Retention Rate | 84.2% | 1,290 | 78.1% | 470 |
| | | 1,532 | | 602 |
| Average Earnings | \$12,844 | \$16,569,158 | \$9,893 | \$4,649,476 |
| | | 1,290 | | 470 |

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State of Georgia Program Year 2009

Table E - Dislocated Worker Program Results

| | Negotiated Performance Level | Actual Performance Level | |
|---------------------------------------|-------------------------------------|---------------------------------|--------------|
| Entered Employment Rate | 79.0% | 73.3% | 1,411 |
| | | | 1,925 |
| Employment Retention Rate | 87.0% | 85.6% | 1,446 |
| | | | 1,690 |
| Average Earnings | \$13,800 | \$13,874 | \$20,062,256 |
| | | | 1,446 |
| Employment and Credential Rate | 65.0% | 61.5% | 929 |
| | | | 1,510 |

Table F - Outcomes for Dislocated Worker Special Populations

| Reported Information | Veterans | | Individuals With Disabilities | | Older Individuals | | Displaced Homemakers | |
|---------------------------------------|-----------------|-------------|--------------------------------------|-----------|--------------------------|-------------|-----------------------------|----------|
| Entered Employment Rate | 72.8% | 142 | 58.3% | 14 | 60.0% | 114 | 0.0% | 0 |
| | | 195 | | 24 | | 190 | | 0 |
| Employment Retention Rate | 85.7% | 150 | 85.2% | 23 | 76.6% | 98 | 100.0% | 1 |
| | | 175 | | 27 | | 128 | | 1 |
| Average Earnings | \$16,334 | \$2,450,123 | \$12,496 | \$287,402 | \$12,907 | \$1,264,850 | \$11,996 | \$11,996 |
| | | 150 | | 23 | | 98 | | 1 |
| Employment And Credential Rate | 58.2% | 99 | 50.0% | 11 | 50.0% | 69 | 0.0% | 0 |
| | | 170 | | 22 | | 138 | | 0 |

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Table G - Other Outcome Information for the Dislocated Worker Program

| Reported Information | Individuals Who Received Training Services | | Individuals Who Received Only Core and Intensive Services | |
|----------------------------------|--|--------------|---|-------------|
| | Entered Employment Rate | 75.1% | 1,097 | 67.5% |
| | | 1,460 | | 465 |
| Employment Retention Rate | 86.0% | 1,141 | 84.0% | 305 |
| | | 1,327 | | 363 |
| Average Earnings | \$13,813 | \$15,760,449 | \$14,104 | \$4,301,807 |
| | | 1,141 | | 305 |

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

| | Negotiated Performance Level | Actual Performance Level | |
|--|------------------------------|---|-------|
| | | Placement in Employment or Education | N/A |
| | | | 1,793 |
| Attainment of Degree or Certificate | N/A | 53.9% | 1,007 |
| | | | 1,868 |
| Literacy and Numeracy Gains | N/A | 30.2% | 314 |
| | | | 1,039 |

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

| | Negotiated Performance Level | Actual Performance Level | |
|--------------------------------------|-------------------------------------|---------------------------------|-------------|
| Entered Employment Rate | 60.0% | 54.6% | 295 |
| | | | 540 |
| Employment Retention Rate | 79.5% | 80.9% | 355 |
| | | | 439 |
| Earnings Change in Six Months | \$3,100 | \$4,010 | \$1,760,534 |
| | | | 439 |
| Credential Rate | 40.0% | 34.7% | 244 |
| | | | 704 |

Table I - Outcomes for Older Youth Special Populations

| Reported Information | Public Assistance Recipients | | Veterans | | Individuals With Disabilities | | Out-of-School Youth | |
|--------------------------------------|-------------------------------------|-----------|-----------------|---|--------------------------------------|-----------|----------------------------|-------------|
| Entered Employment Rate | 44.4% | 103 | 0.0% | 0 | 56.7% | 17 | 52.8% | 225 |
| | | 232 | | 1 | | 30 | | 426 |
| Employment Retention Rate | 77.3% | 136 | 0.0% | 0 | 81.1% | 30 | 81.0% | 273 |
| | | 176 | | 0 | | 37 | | 337 |
| Earnings Change in Six Months | \$3,541 | \$623,191 | 0.0% | 0 | \$3,743 | \$138,503 | \$3,549 | \$1,196,005 |
| | | 176 | | 0 | | 37 | | 337 |
| Credential Rate | 25.1% | 71 | 0.0% | 0 | 36.8% | 14 | 31.8% | 174 |
| | | 283 | | 1 | | 38 | | 547 |

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Table J - Younger Youth (14-18) Results

| | Negotiated Performance Level | Actual Performance Level | |
|---|-------------------------------------|---------------------------------|-------|
| Skill Attainment Rate | 88.0% | 84.1% | 4,241 |
| | | | 5,044 |
| Youth Diploma or Equivalent Rate | 74.0% | 74.4% | 875 |
| | | | 1,176 |
| Retention Rate | 64.0% | 62.2% | 916 |
| | | | 1,472 |

Table K - Outcomes for Younger Youth Special Populations

| Reported Information | Public Assistance Recipients | | Individuals With Disabilities | | Out-of-School Youth | |
|---|-------------------------------------|-------|--------------------------------------|-----|----------------------------|-------|
| Skill Attainment Rate | 83.0% | 2,394 | 82.7% | 439 | 79.1% | 901 |
| | | 2,884 | | 531 | | 1,139 |
| Youth Diploma or Equivalent Rate | 74.2% | 472 | 68.1% | 81 | 63.2% | 232 |
| | | 636 | | 119 | | 367 |
| Retention Rate | 60.9% | 517 | 56.1% | 74 | 49.3% | 209 |
| | | 849 | | 132 | | 424 |

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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 in Non-traditional Employment | | Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment | | Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services | |
|---------------------------|------------------------------------|----------------|---|------------------------------|--|-------------|--|----------------------|--|--------------|
| | Adults | 80.3% | 1,937 2,411 | \$5,024 | \$12,102,051 2,409 | 3.4% | 50 1,468 | \$5,220 | \$7,662,415 1,468 | 71.4% |
| Dislocated Workers | 83.7% | 1,500 1,793 | 85.3% | \$21,511,993 \$25,225,684 | 4.7% | 66 1,411 | \$6,188 | \$8,730,668 1,411 | 71.6% | 785 1,097 |
| Older Youth | 75.5% | 363 481 | \$3,863 | \$1,854,094 480 | 2.0% | 6 295 | \$3,095 | \$912,995 295 | | |

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Table M - Participation Levels

| Reported Information | Total Participants Served | Total Exiters |
|---|----------------------------------|----------------------|
| Total Adult Customers | 19,372 | 5,479 |
| Total Adults (self-service only) | INA | INA |
| WIA Adults | 9,114 | 2,930 |
| WIA Dislocated Workers | 10,483 | 2,584 |
| Total Youth (14-21) | 7,801 | 2,186 |
| Younger Youth (14-18) | 5,593 | 1,451 |
| Older Youth (19-21) | 2,208 | 735 |
| Out-of-School Youth | 2,842 | 1,014 |
| In-School Youth | 4,959 | 1,172 |

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Table N - Cost of Program Activities

| Program Activity | | Total Federal Spending |
|---|------------------------------|------------------------|
| Local Adults | | \$ 44,544,141 |
| Local Dislocated Workers | | \$ 44,960,719 |
| Local Youth | | \$ 48,982,275 |
| Rapid Response (up to 25%) 134 (a) (2) (A) | | \$ 22,826,933 |
| Statewide Required Activities (up to 25%) 134 (a) (2) (B) | | \$ 22,327,709 |
| Statewide Allowable Activities 134 (a) (3) | Program Activity Description | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| Total of All Federal Spending Listed Above | | \$ 183,641,779 |

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Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|------------------------------|--------------------------|
| | | Dislocated Workers | 434 |
| Northwest Georgia (Area 1) | | Dislocated Workers | 1,198 |
| | | Older Youth (19-21) | 93 |
| | | Younger Youth (14-18) | 149 |
| | | | |
| ETA Assigned # | Total Exiters | Adults | |
| | | Dislocated Workers | 134 |
| 13210 | | Dislocated Workers | 380 |
| | | Older Youth (19-21) | 34 |
| | | Younger Youth (14-18) | 64 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 76.7% | 84.0% |
| | Employers | 79.0% | 82.0% |
| Entered Employment Rate | Adults | 70.5% | 61.3% |
| | Dislocated Workers | 79.0% | 68.8% |
| | Older Youth | 62.0% | 54.2% |
| | | | |
| Retention Rate | Adults | 79.5% | 85.5% |
| | Dislocated Workers | 86.5% | 80.8% |
| | Older Youth | 79.0% | 88.9% |
| | Younger Youth | 66.0% | 52.5% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$11,187 | \$12,443 |
| | Dislocated Workers | \$13,170 | \$11,600 |
| | Older Youth | \$3,565 | \$3,675 |
| Credential/Diploma Rate | Adults | 60.0% | 57.7% |
| | Dislocated Workers | 60.0% | 48.8% |
| | Older Youth | 45.0% | 52.9% |
| | Younger Youth | 78.0% | 76.4% |
| Skill Attainment Rate | Younger Youth | 88.8% | 83.7% |
| Placement in Employment or Education | Youth (14-21) | N/A | 53.8% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 82.7% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 93.4% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | X |

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Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | | |
|--|---------------------------|---------------------------------|-----------------------------|----------|
| | | 161 | | |
| Georgia Mountains (Area 2) | | Dislocated Workers | | 439 |
| | | Older Youth (19-21) | | 41 |
| | | Younger Youth (14-18) | | 109 |
| | | | | |
| ETA Assigned # | Total Exiters | Adults | | 53 |
| | | Dislocated Workers | | 88 |
| | | Older Youth (19-21) | | 18 |
| | | Younger Youth (14-18) | | 56 |
| 13050 | | | | |
| | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 77.0% | 82.0% | |
| | Employers | 79.0% | 81.0% | |
| Entered Employment Rate | Adults | 83.4% | 87.0% | |
| | Dislocated Workers | 80.5% | 83.8% | |
| | Older Youth | 66.0% | 50.0% | |
| | Younger Youth | 75.0% | 33.3% | |
| Retention Rate | Adults | 82.5% | 87.9% | |
| | Dislocated Workers | 86.5% | 88.7% | |
| | Older Youth | 79.0% | 100.0% | |
| | Younger Youth | 75.0% | 33.3% | |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$12,100 | \$12,494 | |
| | Dislocated Workers | \$13,001 | \$12,175 | |
| | Older Youth | \$3,565 | \$7,815 | |
| Credential/Diploma Rate | Adults | 63.1% | 80.0% | |
| | Dislocated Workers | 72.6% | 81.2% | |
| | Older Youth | 45.0% | 62.5% | |
| | Younger Youth | 72.0% | 22.7% | |
| Skill Attainment Rate | Younger Youth | 84.0% | 10.4% | |
| Placement in Employment or Education | Youth (14-21) | N/A | 46.5% | |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 37.5% | |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 38.9% | |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | | |
| Overall Status of Local Performance | Not Met | | Met | Exceeded |
| | | | X | |

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Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | | |
|--|---------------------------|---------------------------------|-----------------------------|----------|
| | | | 987 | |
| City of Atlanta (Area 3) | | Dislocated Workers | 418 | |
| | | Older Youth (19-21) | 104 | |
| | | Younger Youth (14-18) | 654 | |
| | | | | |
| ETA Assigned # 13235 | Total Exiters | Adults | 285 | |
| | | Dislocated Workers | 92 | |
| | | Older Youth (19-21) | 38 | |
| | | Younger Youth (14-18) | 121 | |
| | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 74.0% | 83.0% | |
| | Employers | 74.0% | 83.0% | |
| Entered Employment Rate | Adults | 80.5% | 72.1% | |
| | Dislocated Workers | 79.5% | 78.3% | |
| | Older Youth | 68.5% | 58.8% | |
| | | | | |
| Retention Rate | Adults | 79.5% | 79.1% | |
| | Dislocated Workers | 86.5% | 87.1% | |
| | Older Youth | 80.3% | 75.0% | |
| | Younger Youth | 75.0% | 69.0% | |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$10,625 | \$9,113 | |
| | Dislocated Workers | \$13,082 | \$11,711 | |
| | Older Youth | \$3,565 | \$3,610 | |
| Credential/Diploma Rate | Adults | 60.0% | 42.7% | |
| | Dislocated Workers | 65.0% | 66.7% | |
| | Older Youth | 42.0% | 35.0% | |
| | Younger Youth | 78.0% | 81.3% | |
| Skill Attainment Rate | Younger Youth | 85.7% | 93.3% | |
| Placement in Employment or Education | Youth (14-21) | N/A | 74.1% | |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 69.2% | |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 14.3% | |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | | |
| Overall Status of Local Performance | | Not Met | Met | Exceeded |
| | | | X | |

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Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|------------------------------|--------------------------|
| | | 234 | |
| Cobb County (Area 4) | | Dislocated Workers | 749 |
| | | Older Youth (19-21) | 119 |
| | | Younger Youth (14-18) | 58 |
| | | ETA Assigned # | |
| 13245 | Total Exiters | Adults | 115 |
| | | Dislocated Workers | 278 |
| | | Older Youth (19-21) | 32 |
| | | Younger Youth (14-18) | 50 |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 74.9% | 79.0% |
| | Employers | 74.0% | 83.0% |
| Entered Employment Rate | Adults | 77.5% | 66.2% |
| | Dislocated Workers | 79.5% | 65.5% |
| | Older Youth | 66.0% | 58.3% |
| | Retention Rate | | |
| | Adults | 79.5% | 74.5% |
| | Dislocated Workers | 86.5% | 87.5% |
| | Older Youth | 82.0% | 90.9% |
| | Younger Youth | 67.0% | 66.7% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$12,100 | \$11,390 |
| | Dislocated Workers | \$15,180 | \$20,454 |
| | Older Youth | \$2,811 | \$2,268 |
| Credential/Diploma Rate | Adults | 61.9% | 50.0% |
| | Dislocated Workers | 72.3% | 54.9% |
| | Older Youth | 42.0% | 35.3% |
| | Younger Youth | 70.0% | 27.5% |
| Skill Attainment Rate | Younger Youth | 84.0% | 40.4% |
| Placement in Employment or Education | Youth (14-21) | N/A | 47.9% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 36.6% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 10.0% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | X |
| | | Exceeded | |

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Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|------------------------------|--------------------------|
| | | 751 | |
| DeKalb County (Area 5) | | Dislocated Workers | 923 |
| | | Older Youth (19-21) | 97 |
| | | Younger Youth (14-18) | 587 |
| | | ETA Assigned # | |
| 13240 | Total Exitters | Adults | 279 |
| | | Dislocated Workers | 96 |
| | | Older Youth (19-21) | 3 |
| | | Younger Youth (14-18) | 31 |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 76.6% | 80.0% |
| | Employers | 74.0% | 83.0% |
| Entered Employment Rate | Adults | 83.5% | 88.3% |
| | Dislocated Workers | 80.0% | 87.0% |
| | Older Youth | 72.0% | 75.0% |
| | Retention Rate | | |
| | Adults | 80.5% | 83.7% |
| | Dislocated Workers | 86.6% | 91.2% |
| | Older Youth | 79.0% | 76.5% |
| | Younger Youth | 71.3% | 59.4% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$11,398 | \$13,225 |
| | Dislocated Workers | \$15,180 | \$16,481 |
| | Older Youth | \$3,565 | \$4,189 |
| Credential/Diploma Rate | Adults | 68.0% | 52.5% |
| | Dislocated Workers | 73.0% | 60.3% |
| | Older Youth | 45.0% | 33.3% |
| | Younger Youth | 78.0% | 65.5% |
| Skill Attainment Rate | Younger Youth | 88.5% | 68.1% |
| Placement in Employment or Education | Youth (14-21) | N/A | 62.0% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 56.6% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 6.6% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | Exceeded X |

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Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|------------------------------|--------------------------|
| | | | 344 |
| Fulton County (Area 6) | | Dislocated Workers | 798 |
| | | Older Youth (19-21) | 83 |
| | | Younger Youth (14-18) | 123 |
| | | ETA Assigned # | 13250 |
| Total Exitters | | Adults | 79 |
| | | Dislocated Workers | 197 |
| | | Older Youth (19-21) | 32 |
| | | Younger Youth (14-18) | 56 |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 74.0% | 80.0% |
| | Employers | 74.0% | 83.0% |
| Entered Employment Rate | Adults | 70.5% | 50.0% |
| | Dislocated Workers | 79.5% | 70.3% |
| | Older Youth | 66.8% | 57.6% |
| Retention Rate | Adults | 79.5% | 77.4% |
| | Dislocated Workers | 86.6% | 80.8% |
| | Older Youth | 79.0% | 76.3% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Younger Youth | 67.0% | 65.6% |
| | Adults | \$11,549 | \$10,283 |
| | Dislocated Workers | \$15,180 | \$16,937 |
| Credential/Diploma Rate | Older Youth | \$2,790 | \$3,198 |
| | Adults | 63.0% | 23.8% |
| | Dislocated Workers | 65.0% | 53.3% |
| Skill Attainment Rate | Older Youth | 40.0% | 15.0% |
| | Younger Youth | 70.0% | 30.0% |
| Placement in Employment or Education | Younger Youth | 88.2% | 94.1% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 53.6% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 37.8% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | X |
| | | | Exceeded |

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Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|---------------------------------|-----------------------------|
| | | 1,112 | 1,388 |
| Atlanta Regional (Area 7) | | Dislocated Workers | |
| | | Older Youth (19-21) | |
| | | Younger Youth (14-18) | |
| | | | |
| ETA Assigned # 13255 | Total Exiters | Adults | |
| | | Dislocated Workers | |
| | | Older Youth (19-21) | |
| | | Younger Youth (14-18) | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 74.0% | 81.0% |
| | Employers | 74.0% | 83.0% |
| Entered Employment Rate | Adults | 77.5% | 73.8% |
| | Dislocated Workers | 80.6% | 77.2% |
| | Older Youth | 66.1% | 60.5% |
| | Younger Youth | 66.0% | 55.4% |
| Retention Rate | Adults | 79.5% | 73.7% |
| | Dislocated Workers | 87.8% | 86.0% |
| | Older Youth | 79.0% | 80.0% |
| | Younger Youth | 66.0% | 55.4% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$12,100 | \$15,556 |
| | Dislocated Workers | \$15,180 | \$16,135 |
| | Older Youth | \$3,262 | \$3,842 |
| Credential/Diploma Rate | Adults | 66.7% | 68.2% |
| | Dislocated Workers | 73.0% | 69.3% |
| | Older Youth | 45.0% | 40.9% |
| | Younger Youth | 70.0% | 79.9% |
| Skill Attainment Rate | Younger Youth | 85.4% | 94.7% |
| Placement in Employment or Education | Youth (14-21) | N/A | 59.2% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 66.4% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 37.9% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | Exceeded X |

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Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|---------------------------------|-----------------------------|
| | | 924 | |
| West Central Georgia (Area 8) | | Dislocated Workers | 1,032 |
| | | Older Youth (19-21) | 351 |
| | | Younger Youth (14-18) | 444 |
| | | | |
| ETA Assigned # 13225 | Total Exiters | Adults | 284 |
| | | Dislocated Workers | 231 |
| | | Older Youth (19-21) | 152 |
| | | Younger Youth (14-18) | 85 |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 76.8% | 82.0% |
| | Employers | 78.9% | 82.0% |
| Entered Employment Rate | Adults | 70.5% | 58.6% |
| | Dislocated Workers | 82.0% | 71.5% |
| | Older Youth | 62.0% | 53.7% |
| | | | |
| Retention Rate | Adults | 82.0% | 82.6% |
| | Dislocated Workers | 86.9% | 87.8% |
| | Older Youth | 79.9% | 82.1% |
| | Younger Youth | 70.0% | 57.1% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$10,767 | \$10,847 |
| | Dislocated Workers | \$12,487 | \$11,413 |
| | Older Youth | \$2,790 | \$5,453 |
| Credential/Diploma Rate | Adults | 68.0% | 57.4% |
| | Dislocated Workers | 73.0% | 74.0% |
| | Older Youth | 40.0% | 11.3% |
| | Younger Youth | 70.0% | 51.6% |
| Skill Attainment Rate | Younger Youth | 84.0% | 84.8% |
| Placement in Employment or Education | Youth (14-21) | N/A | 42.7% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 16.5% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 0.7% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | X |
| | | Exceeded | |

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Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | | |
|--|---------------------------|---------------------------------|-----------------------------|----------|
| | | 609 | | |
| Northeast Georgia (Area 9) | | Dislocated Workers | 693 | |
| | | Older Youth (19-21) | 86 | |
| | | Younger Youth (14-18) | 452 | |
| | | | | |
| ETA Assigned # | Total Exitters | Adults | | |
| | | 282 | | |
| 13275 | | Dislocated Workers | 279 | |
| | | Older Youth (19-21) | 20 | |
| | | Younger Youth (14-18) | 81 | |
| | | | | |
| | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 76.2% | 79.0% | |
| | Employers | 77.0% | 82.0% | |
| Entered Employment Rate | Adults | 80.7% | 75.3% | |
| | Dislocated Workers | 80.7% | 73.1% | |
| | Older Youth | 70.2% | 77.8% | |
| Retention Rate | Adults | 82.5% | 83.8% | |
| | Dislocated Workers | 86.5% | 83.0% | |
| | Older Youth | 79.0% | 85.7% | |
| | Younger Youth | 67.8% | 62.5% | |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$12,100 | \$13,487 | |
| | Dislocated Workers | \$12,420 | \$12,880 | |
| | Older Youth | \$2,790 | \$3,236 | |
| Credential/Diploma Rate | Adults | 63.9% | 70.9% | |
| | Dislocated Workers | 69.5% | 64.6% | |
| | Older Youth | 42.0% | 75.0% | |
| | Younger Youth | 70.0% | 81.7% | |
| Skill Attainment Rate | Younger Youth | 87.5% | 83.4% | |
| Placement in Employment or Education | Youth (14-21) | N/A | 51.9% | |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 19.4% | |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 46.7% | |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | | |
| Overall Status of Local Performance | | Not Met | Met | Exceeded |
| | | | | X |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|---------------------------------|-----------------------------|
| | | | 214 |
| Macon-Bibb (Area 10) | | Dislocated Workers | 114 |
| | | Older Youth (19-21) | 55 |
| | | Younger Youth (14-18) | 209 |
| | | | |
| ETA Assigned # | Total Exitters | Adults | |
| | | | 72 |
| 13295 | | Dislocated Workers | 53 |
| | | Older Youth (19-21) | 25 |
| | | Younger Youth (14-18) | 108 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 76.5% | 84.0% |
| | Employers | 77.9% | 82.0% |
| Entered Employment Rate | Adults | 83.5% | 81.1% |
| | Dislocated Workers | 83.0% | 65.5% |
| | Older Youth | 72.0% | 52.6% |
| Retention Rate | Adults | 82.5% | 91.1% |
| | Dislocated Workers | 86.5% | 89.5% |
| | Older Youth | 82.0% | 64.7% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Younger Youth | 68.6% | 60.0% |
| | Adults | \$11,617 | \$13,393 |
| | Dislocated Workers | \$12,442 | \$15,101 |
| Credential/Diploma Rate | Older Youth | \$3,565 | \$1,655 |
| | Adults | 65.5% | 78.7% |
| | Dislocated Workers | 65.0% | 50.8% |
| Skill Attainment Rate | Older Youth | 42.0% | 23.8% |
| Placement in Employment or Education | Younger Youth | 70.0% | 82.1% |
| Attainment of Degree or Certificate | Younger Youth | 84.0% | 93.6% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 39.4% |
| | Youth (14-21) | N/A | 32.8% |
| | Youth (14-21) | N/A | 9.5% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | X |
| | | Exceeded | |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|---------------------------------|-----------------------------|
| | | | 232 |
| Middle Georgia (Area 11) | | Dislocated Workers | 331 |
| | | Older Youth (19-21) | 57 |
| | | Younger Youth (14-18) | 153 |
| | | ETA Assigned # | |
| 13265 | Total Exiters | Adults | 25 |
| | | Dislocated Workers | 37 |
| | | Older Youth (19-21) | 2 |
| | | Younger Youth (14-18) | 25 |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 74.0% | 78.0% |
| | Employers | 77.9% | 82.0% |
| Entered Employment Rate | Adults | 82.8% | 84.4% |
| | Dislocated Workers | 80.0% | 76.9% |
| | Older Youth | 66.9% | 100.0% |
| Retention Rate | Adults | 82.5% | 85.2% |
| | Dislocated Workers | 89.5% | 90.9% |
| | Older Youth | 82.0% | 71.4% |
| | Younger Youth | 75.0% | 77.4% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$12,100 | \$12,725 |
| | Dislocated Workers | \$14,626 | \$13,893 |
| | Older Youth | \$3,565 | \$8,103 |
| Credential/Diploma Rate | Adults | 61.6% | 69.4% |
| | Dislocated Workers | 65.0% | 73.1% |
| | Older Youth | 45.0% | 66.7% |
| | Younger Youth | 78.0% | 95.8% |
| Skill Attainment Rate | Younger Youth | 86.4% | 82.1% |
| Placement in Employment or Education | Youth (14-21) | N/A | 61.8% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 78.4% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 7.1% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | Exceeded X |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|---------------------------------|-----------------------------|
| | | Dislocated Workers | 435 |
| Richmond-Burke (Area 12) | | Dislocated Workers | 178 |
| | | Older Youth (19-21) | 144 |
| | | Younger Youth (14-18) | 192 |
| | | ETA Assigned # | |
| 13195 | Total Exitters | Adults | 112 |
| | | Dislocated Workers | 39 |
| | | Older Youth (19-21) | 50 |
| | | Younger Youth (14-18) | 55 |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 77.0% | 85.0% |
| | Employers | 75.9% | 83.0% |
| Entered Employment Rate | Adults | 79.4% | 75.0% |
| | Dislocated Workers | 85.5% | 94.4% |
| | Older Youth | 72.0% | 52.6% |
| | Younger Youth | 73.2% | 69.0% |
| Retention Rate | Adults | 79.5% | 83.3% |
| | Dislocated Workers | 86.5% | 88.5% |
| | Older Youth | 81.2% | 83.9% |
| | Younger Youth | 73.2% | 69.0% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$9,900 | \$9,392 |
| | Dislocated Workers | \$12,420 | \$12,001 |
| | Older Youth | \$3,565 | \$4,624 |
| Credential/Diploma Rate | Adults | 66.7% | 73.1% |
| | Dislocated Workers | 73.0% | 94.4% |
| | Older Youth | 45.0% | 33.3% |
| | Younger Youth | 72.9% | 83.3% |
| Skill Attainment Rate | Younger Youth | 92.0% | 94.7% |
| Placement in Employment or Education | Youth (14-21) | N/A | 58.9% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 51.0% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 24.0% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | Exceeded X |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | | |
|--|---------------------------|---------------------------------|-----------------------------|----------|
| | | 347 | | |
| East Central Georgia (Area 13) | | Dislocated Workers | 238 | |
| | | Older Youth (19-21) | 59 | |
| | | Younger Youth (14-18) | 162 | |
| | | | | |
| ETA Assigned # | Total Exiters | Adults | | |
| | | 126 | | |
| 13260 | | Dislocated Workers | 85 | |
| | | Older Youth (19-21) | 38 | |
| | | Younger Youth (14-18) | 48 | |
| | | | | |
| | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 74.0% | 84.0% | |
| | Employers | 75.9% | 83.0% | |
| Entered Employment Rate | Adults | 70.5% | 48.3% | |
| | Dislocated Workers | 79.0% | 63.9% | |
| | Older Youth | 66.0% | 40.0% | |
| | Younger Youth | 64.0% | 37.2% | |
| Retention Rate | Adults | 82.5% | 86.8% | |
| | Dislocated Workers | 89.5% | 89.2% | |
| | Older Youth | 79.0% | 75.0% | |
| | Younger Youth | 64.0% | 37.2% | |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$10,787 | \$11,559 | |
| | Dislocated Workers | \$12,420 | \$10,153 | |
| | Older Youth | \$2,790 | \$1,947 | |
| Credential/Diploma Rate | Adults | 60.0% | 47.0% | |
| | Dislocated Workers | 60.0% | 35.7% | |
| | Older Youth | 40.0% | 7.7% | |
| | Younger Youth | 70.0% | 47.2% | |
| Skill Attainment Rate | Younger Youth | 84.0% | 61.7% | |
| Placement in Employment or Education | Youth (14-21) | N/A | 35.2% | |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 41.5% | |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 23.8% | |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | | |
| Overall Status of Local Performance | Not Met | | Met | Exceeded |
| | X | | | |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|---------------------------------|-----------------------------|
| | | Dislocated Workers | 99 |
| Lower Chattahoochee (Area 14) | | Dislocated Workers | 166 |
| | | Older Youth (19-21) | 82 |
| | | Younger Youth (14-18) | 254 |
| | | ETA Assigned # | |
| 13110 | Total Exitters | Adults | 22 |
| | | Dislocated Workers | 75 |
| | | Older Youth (19-21) | 7 |
| | | Younger Youth (14-18) | 53 |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 76.4% | 83.0% |
| | Employers | 78.7% | 81.0% |
| Entered Employment Rate | Adults | 77.5% | 71.4% |
| | Dislocated Workers | 79.5% | 76.2% |
| | Older Youth | 68.0% | 50.0% |
| | Younger Youth | 75.0% | 72.7% |
| Retention Rate | Adults | 79.5% | 100.0% |
| | Dislocated Workers | 86.5% | 92.9% |
| | Older Youth | 82.0% | 100.0% |
| | Younger Youth | 75.0% | 72.7% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$10,516 | \$10,466 |
| | Dislocated Workers | \$12,983 | \$14,615 |
| | Older Youth | \$3,565 | \$7,186 |
| Credential/Diploma Rate | Adults | 60.0% | 33.3% |
| | Dislocated Workers | 65.0% | 45.0% |
| | Older Youth | 42.0% | 66.7% |
| | Younger Youth | 78.0% | 88.5% |
| Skill Attainment Rate | Younger Youth | 92.0% | 95.8% |
| Placement in Employment or Education | Youth (14-21) | N/A | 74.2% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 75.0% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 0.0% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | Exceeded X |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|------------------------------|--------------------------|
| | | Dislocated Workers | 163 |
| Middle Flint (Area 15) | | Dislocated Workers | 141 |
| | | Older Youth (19-21) | 32 |
| | | Younger Youth (14-18) | 45 |
| | | ETA Assigned # | |
| 13285 | | Total Exitters | |
| | | Adults | 56 |
| | | Dislocated Workers | 41 |
| | | Older Youth (19-21) | 21 |
| | | Younger Youth (14-18) | 22 |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 74.7% | 83.0% |
| | Employers | 78.7% | 81.0% |
| Entered Employment Rate | Adults | 80.9% | 69.7% |
| | Dislocated Workers | 82.4% | 71.4% |
| | Older Youth | 60.0% | 25.0% |
| | Younger Youth | 67.0% | 61.3% |
| Retention Rate | Adults | 82.5% | 88.2% |
| | Dislocated Workers | 86.5% | 90.5% |
| | Older Youth | 79.0% | 77.8% |
| | Younger Youth | 67.0% | 61.3% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$10,990 | \$11,979 |
| | Dislocated Workers | \$12,420 | \$15,758 |
| | Older Youth | \$2,790 | \$1,182 |
| Credential/Diploma Rate | Adults | 60.0% | 61.1% |
| | Dislocated Workers | 65.0% | 67.6% |
| | Older Youth | 43.1% | 56.8% |
| | Younger Youth | 70.0% | 65.0% |
| Skill Attainment Rate | Younger Youth | 84.0% | 82.9% |
| Placement in Employment or Education | Youth (14-21) | N/A | 56.9% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 75.9% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 88.9% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | | Not Met | Met |
| | | | X |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|------------------------------|--------------------------|
| | | Dislocated Workers | 314 |
| Heart of Georgia (Area 16) | | Older Youth (19-21) | 60 |
| | | Younger Youth (14-18) | 329 |
| | | Adults | 104 |
| | | Dislocated Workers | 136 |
| ETA Assigned # | Total Exiters | Older Youth (19-21) | 11 |
| | | Younger Youth (14-18) | 77 |
| | | Negotiated Performance Level | Actual Performance Level |
| | | | |
| Customer Satisfaction | Program Participants | 77.0% | 84.0% |
| | Employers | 79.0% | 81.0% |
| Entered Employment Rate | Adults | 83.5% | 84.2% |
| | Dislocated Workers | 85.5% | 79.2% |
| | Older Youth | 67.1% | 62.5% |
| | Younger Youth | 75.0% | 73.3% |
| Retention Rate | Adults | 82.5% | 84.0% |
| | Dislocated Workers | 86.5% | 90.9% |
| | Older Youth | 82.0% | 68.4% |
| | Younger Youth | 75.0% | 73.3% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$10,758 | \$12,225 |
| | Dislocated Workers | \$12,420 | \$11,701 |
| | Older Youth | \$2,790 | \$4,107 |
| Credential/Diploma Rate | Adults | 60.0% | 80.3% |
| | Dislocated Workers | 65.0% | 63.3% |
| | Older Youth | 45.0% | 50.0% |
| | Younger Youth | 78.0% | 87.8% |
| Skill Attainment Rate | Younger Youth | 92.0% | 89.6% |
| Placement in Employment or Education | Youth (14-21) | N/A | 79.6% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 77.7% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 90.9% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | Exceeded X |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|---------------------------------|-----------------------------|
| | | 751 | |
| Southwest Georgia (Area 17) | | Dislocated Workers | 391 |
| | | Older Youth (19-21) | 105 |
| | | Younger Youth (14-18) | 404 |
| | | | |
| ETA Assigned # | Total Exiters | Adults | 374 |
| | | Dislocated Workers | 100 |
| | | Older Youth (19-21) | 49 |
| | | Younger Youth (14-18) | 180 |
| 13075 | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 74.4% | 82.0% |
| | Employers | 77.8% | 82.0% |
| Entered Employment Rate | Adults | 78.6% | 73.8% |
| | Dislocated Workers | 79.7% | 70.0% |
| | Older Youth | 66.0% | 40.7% |
| Retention Rate | Adults | 79.5% | 81.0% |
| | Dislocated Workers | 87.7% | 76.7% |
| | Older Youth | 82.0% | 76.2% |
| | Younger Youth | 73.2% | 62.9% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$11,104 | \$14,441 |
| | Dislocated Workers | \$12,420 | \$12,661 |
| | Older Youth | \$3,565 | \$3,041 |
| Credential/Diploma Rate | Adults | 65.7% | 66.7% |
| | Dislocated Workers | 73.0% | 61.4% |
| | Older Youth | 44.9% | 38.1% |
| | Younger Youth | 70.0% | 84.5% |
| Skill Attainment Rate | Younger Youth | 86.7% | 83.3% |
| Placement in Employment or Education | Youth (14-21) | N/A | 58.9% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 72.5% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 60.5% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | X |
| | | Exceeded | |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | | |
|--|---------------------------|------------------------------|--------------------------|----------|
| | | 389 | | |
| South Georgia (Area 18) | | Dislocated Workers | | 369 |
| | | Older Youth (19-21) | | 80 |
| | | Younger Youth (14-18) | | 249 |
| | | | | |
| ETA Assigned # | Total Exiters | Adults | | 93 |
| | | Dislocated Workers | | 71 |
| | | Older Youth (19-21) | | 14 |
| | | Younger Youth (14-18) | | 39 |
| New # 13300 (was 13290) | | Negotiated Performance Level | Actual Performance Level | |
| | | | | |
| Customer Satisfaction | Program Participants | 75.9% | 83.0% | |
| | Employers | 79.0% | 82.0% | |
| Entered Employment Rate | Adults | 83.5% | 88.2% | |
| | Dislocated Workers | 82.9% | 91.8% | |
| | Older Youth | 72.0% | 100.0% | |
| Retention Rate | Adults | 82.5% | 91.3% | |
| | Dislocated Workers | 88.2% | 90.3% | |
| | Older Youth | 79.0% | 84.6% | |
| | Younger Youth | 75.0% | 67.5% | |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$12,100 | \$12,419 | |
| | Dislocated Workers | \$12,420 | \$11,617 | |
| | Older Youth | \$2,790 | \$7,046 | |
| Credential/Diploma Rate | Adults | 68.0% | 62.1% | |
| | Dislocated Workers | 73.0% | 72.5% | |
| | Older Youth | 45.0% | 66.7% | |
| | Younger Youth | 72.7% | 100.0% | |
| Skill Attainment Rate | Younger Youth | 92.0% | 84.9% | |
| Placement in Employment or Education | Youth (14-21) | N/A | 87.2% | |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 76.8% | |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 16.5% | |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | | |
| Overall Status of Local Performance | Not Met | | Met | Exceeded |
| | | | | X |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | | |
|--|---------------------------|---------------------------------|-----------------------------|----------|
| | | 257 | | |
| Southeast Georgia (Area 19) | | Dislocated Workers | | 225 |
| | | Older Youth (19-21) | | 82 |
| | | Younger Youth (14-18) | | 34 |
| | | | | |
| ETA Assigned # | Total Exiters | Adults | | 86 |
| | | Dislocated Workers | | 35 |
| | | Older Youth (19-21) | | 33 |
| | | Younger Youth (14-18) | | 0 |
| | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 77.0% | 84.0% | |
| | Employers | 79.0% | 82.0% | |
| Entered Employment Rate | Adults | 83.5% | 77.4% | |
| | Dislocated Workers | 85.5% | 87.0% | |
| | Older Youth | 72.0% | 76.5% | |
| | Younger Youth | 75.0% | 85.7% | |
| Retention Rate | Adults | 82.5% | 86.1% | |
| | Dislocated Workers | 89.5% | 92.0% | |
| | Older Youth | 82.0% | 94.7% | |
| | Younger Youth | 75.0% | 85.7% | |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$12,100 | \$11,629 | |
| | Dislocated Workers | \$12,478 | \$11,478 | |
| | Older Youth | \$3,565 | \$8,933 | |
| Credential/Diploma Rate | Adults | 68.0% | 72.2% | |
| | Dislocated Workers | 69.2% | 77.3% | |
| | Older Youth | 45.0% | 69.7% | |
| | Younger Youth | 70.0% | 0.0% | |
| Skill Attainment Rate | Younger Youth | 84.0% | 0.0% | |
| Placement in Employment or Education | Youth (14-21) | N/A | 50.0% | |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 25.6% | |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 0.0% | |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | | |
| Overall Status of Local Performance | Not Met | | Met | Exceeded |
| | | | | X |

Draft Workforce Investment Act Annual Report
State of Georgia Program Year 2009

Table O - Local Program Activities

| Local Area Name | Total Participants Served | Adults | |
|--|---------------------------|---------------------------------|-----------------------------|
| | | 357 | |
| Coastal (Area 20) | | Dislocated Workers | 322 |
| | | Older Youth (19-21) | 149 |
| | | Younger Youth (14-18) | 248 |
| | | | |
| ETA Assigned # | Total Exitters | Adults | |
| | | 66 | |
| 13270 | | Dislocated Workers | 41 |
| | | Older Youth (19-21) | 46 |
| | | Younger Youth (14-18) | 72 |
| | | | |
| | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 74.2% | 81.0% |
| | Employers | 74.5% | 81.0% |
| Entered Employment Rate | Adults | 81.2% | 74.3% |
| | Dislocated Workers | 81.7% | 81.8% |
| | Older Youth | 60.0% | 40.0% |
| | | | |
| Retention Rate | Adults | 81.8% | 82.3% |
| | Dislocated Workers | 86.5% | 78.3% |
| | Older Youth | 82.0% | 81.6% |
| | Younger Youth | 64.0% | 49.5% |
| Average Earnings (Adults/Dislocated Workers) / Earnings Change in Six Months (Older Youth) | Adults | \$11,183 | \$11,450 |
| | Dislocated Workers | \$14,504 | \$11,997 |
| | Older Youth | \$3,517 | \$1,537 |
| Credential/Diploma Rate | Adults | 61.1% | 57.7% |
| | Dislocated Workers | 65.0% | 55.6% |
| | Older Youth | 40.0% | 33.9% |
| | Younger Youth | 70.0% | 64.9% |
| Skill Attainment Rate | Younger Youth | 84.0% | 81.5% |
| Placement in Employment or Education | Youth (14-21) | N/A | 53.4% |
| Attainment of Degree or Certificate | Youth (14-21) | N/A | 48.1% |
| Literacy or Numeracy Gains | Youth (14-21) | N/A | 6.9% |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance") | | | |
| Overall Status of Local Performance | Not Met | | Met |
| | | | X |
| | | Exceeded | |