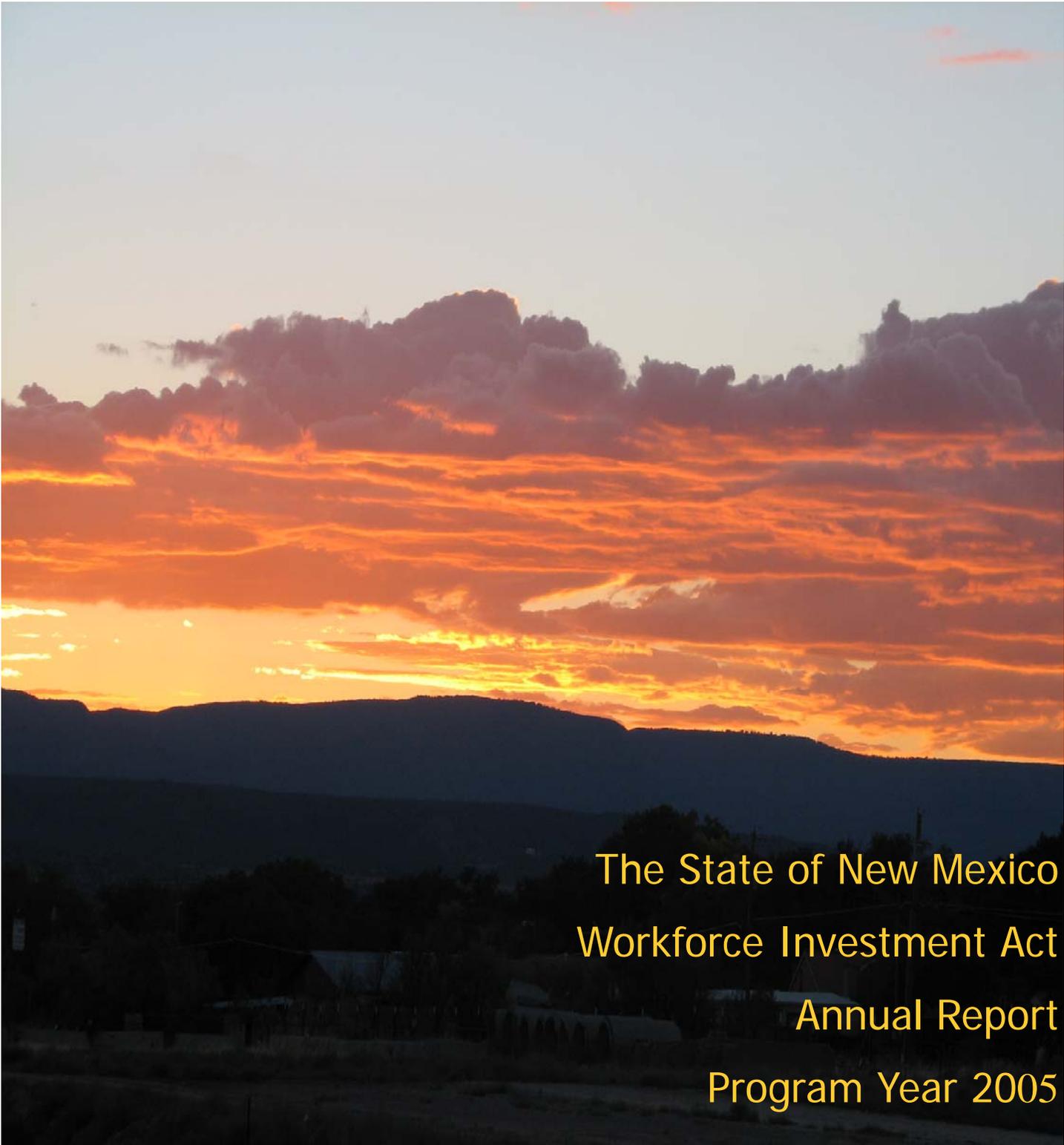
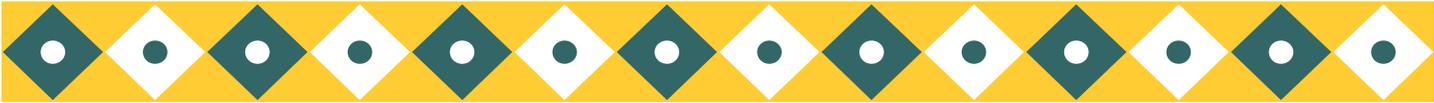




New Mexico Workforce Connection



The State of New Mexico
Workforce Investment Act
Annual Report
Program Year 2005



**New Mexico
Workforce Investment Act
Annual Report 2005**

Bill Richardson
Governor

Len Malry
Interim Executive Director, Governor's Office of Workforce Training & Development

Terri L. Cole
Chair, State Workforce Development Board

Jimmie Shearer
Chairman, Eastern Area Workforce Development Board

John Sapien
Chairman, Central Area Workforce Development Board

Bill Buhler
Chairman, Southwest Area Workforce Development Board

Moise Medina
Chairman, Northern Area Workforce Development Board

September 2006

Equal Opportunity is the Law

The Governor's Office of Workforce Training and Development is an equal opportunity employer/program and auxiliary aids and services are available upon request. WIA applicants, claimants, participants, recipients, employers and staff shall not be discriminated against on the basis of race, color, religion, sex/gender, sexual orientation, national origin, citizenship, age, disability, political affiliation, or belief in both participation and employment, reprisal or retaliation for filing grievances, testifying or agreeing to testify in any investigation or proceeding related to the WIA also regarding health, safety and displacement of denying benefits to any individual to which that individual is otherwise entitled, or participation in any WIA financially-assisted program or activity.



State of New Mexico

Office of the Governor

Bill Richardson
Governor

September 22, 2006

Secretary Elaine L. Chao
U.S. Department of Labor
200 Constitution Avenue NW, 2nd Floor
Washington, DC 20210

Dear Secretary Chao:

I am pleased to present New Mexico's Workforce Connection, Workforce Investment Act (WIA) Annual Report.

As established by Executive Order in January 2004 and by State Legislature in 2005, the Office of Workforce Training and Development became the grant administrator of the WIA and the oversight agency for all workforce programs. This encourages collaboration among workforce development agencies and a unified strategy for education, economic development and workforce support programs.

We must continue to create career pathways for high-growth industry jobs and align curriculum and facility plans with economic and workforce development strategy. In line with this approach, the State Workforce Development Board has adopted the following:

- Seven targeted Career Cluster Industries that will aid the creation of education career pathways.
- A workforce assessment tool and work readiness credential program that will provide a means of demonstrating the achievement of workplace skill levels.

I am encouraged by the progress we have made in other areas as well. Eight cities around the state have committed to establishing true co-located and integrated one-stops. The Department of Labor and the Office of Workforce Training and Development are working together to provide improved service system wide for both employers and job seekers. We have also improved coordination of our workforce and economic development systems, as illustrated by this year's economic development summit that focused on workforce development.

The New Mexico State and local Workforce Development Boards and their partners have met and exceeded performance measures. I congratulate them and thank them for their hard work. A trained, adaptable, educated and skilled New Mexico workforce is essential to compete in a global economy and strengthen the economic wellbeing of all New Mexicans. We must continue these important efforts to move New Mexico forward.

Sincerely,

A handwritten signature in black ink that reads "Bill Richardson".

Bill Richardson
Governor of New Mexico

BR/mw

State Capitol • Room 400 • Santa Fe, New Mexico 87501 • 505-827-3000 • www.governor.state.nm.us

New Mexico
Workforce Connection



September 30, 2006

Elaine L. Chao, USDOL Secretary of Labor
200 Constitution Avenue NW, 2nd Floor
Washington, D.C. 20210

Dear Secretary Chao:

We are happy to present the WIA 2005 Annual Report of the Governor's Office of Workforce Training and Development (OWTD). Guided by the identification of a national direction and strategic priorities for the workforce system, the OWTD under the guidance of the New Mexico State Workforce Development Board (SWDB) has moved forward in the process of aligning our workforce and economic development efforts and closing identified gaps through linking employer needs to the skills of workers. Through the shared vision of our local officials, local workforce development boards, businesses, and partner entities, New Mexico is streamlining the delivery of services, reducing duplication and isolated delivery programs, and providing the resources needed to initiate change. As a result of this continued improvement of our service delivery, New Mexico is developing a high-quality, employer-driven, proactive one-stop delivery system.

In the past year New Mexico has met and/or exceeded federal and State mandated performance measures, created seven targeted industry clusters (and a career cluster guidebook by which to create career pathways), implemented a statewide career readiness certificate (a work readiness credential based upon the WorkKeys assessment system), created the SWDB Coordination Oversight committee (an interagency committee that includes business representatives), and developed business plans in all four regions for One-Stop service delivery---all while maintaining oversight and compliance, VOSS reporting, technical assistance, monitoring, and other administrative entity responsibilities as required by the Workforce Investment Act and State statutes. Additionally, we have begun to implement systems to review and evaluate our State one-stop service delivery, and program and partner entities have increased coordination and collaborations toward further development of truly coordinated, co-located and integrated one-stop centers with all 19 federally mandated partners in all four local workforce development areas in New Mexico.

I am proud of New Mexico's accomplishments and enthusiastic of continuing improvements toward building a 21st century workforce development system. We look to the future with confidence in the strength of our partnerships and the knowledge that we can deliver services recognized as among the best in the country. The citizens of New Mexico deserve no less.

Sincerely,

LEN MALRY
OWTD Interim Executive Director

TERRI COLE
SWDB Chair



EXECUTIVE SUMMARY



New Mexico has furthered its coordination of workforce-related programs for improved efficiency and accountability through institution of criteria for One-Stop certification, creation of a committee comprised of 16 State agency representatives to develop One-Stop service delivery models, and establishment of groups of local area representatives working together to develop business plans. New Mexico continues to be driven by the current and future needs of New Mexico business and industry as evidenced through its implementation of Work Keys and the New Mexico Career Readiness Certificate. Priority is emphasized in promoting growth in industries best suited for New Mexico's resources including the targeted industry clusters of Arts and Entertainment, Busi-

ness Services, Communications and Information, Energy and Environmental Technologies, Engineering, Construction and Manufacturing, Health and Biosciences, and Hospitality and Tourism. Decisions for the use of funds continue to be allowed to be made by local boards guided by a comprehensive State Plan subject to performance criteria which requires the establishment of one-stop centers with cross-trained staff to provide integrated services for job seekers and a wide spectrum of timely and responsive services for businesses. The State Workforce Development Board is leading education, economic development, workforce, and supportive service agencies to develop comprehensive, strategic goals that guide planning. Altogether, these collaborative activities demonstrate the commitment of several to develop a world-class workforce system for the State of New Mexico by moving further from the existing referral system among partner providers to a true comprehensive and co-located One-Stop system.

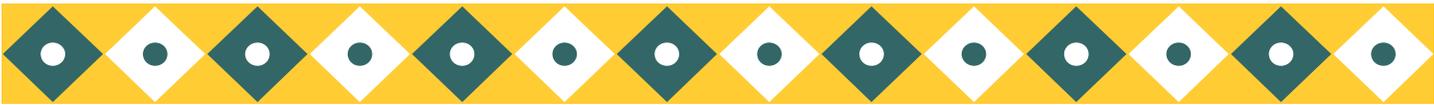


To achieve meaningful short-term and long-term success on our priorities, New Mexico persists in emphasizing a four-pronged strategy. This strategy consists of:

1. *Regionalization:* Structuring economic and workforce development efforts on a regional basis will be increasingly critical to delivering services and competing in the global economy. Strategies organized and implemented properly on a regional basis will lead to growth of jobs and personal income for New Mexicans.
2. *Integration:* Too often, services in New Mexico's public workforce system are delivered through programmatic silos, with system employees' allegiances more closely aligned with their programs than their regions, offices or customers. We will continue working to integrate resources within regions.
3. *Alignment:* At its best, workforce development is closely aligned with economic development through a demand-driven system. There is substantial opportunity in New Mexico to foster greater alignment with the economic and industry needs of our various regions.
4. *Innovation:* Innovation is clearly critical to success in the global economy. If the public workforce system is to support industry growth and the preparation of workers in this new economy, then it too must embrace innovation. We intend to introduce a variety of innovative solutions ranging from technical systems to program design and service delivery.

This annual report outlines some of the work that has been done toward that end. It sets forth the goals and objectives that OWTD ardently continues to pursue as we begin to fulfill the federal mandates to improve the New Mexico workforce system. This report will highlight efforts made to increase the viability and effectiveness of the workforce development system in New Mexico.





Introduction



Governor Bill Richardson created the Office of Workforce Training and Development (OWTD) by Executive Order in January 2004 and by State law in April of 2005 to administer the federal Workforce Investment Act of 1998 and to coordinate other workforce development programs. Since its inception, OWTD has strived to set a vision for the workforce system that seeks to eliminate barriers between programs, improve service delivery, and provide a seamless system for individuals in need of improved skills training and for businesses seeking skilled workers.

In pursuit of that goal, and in the interest of integrity in the programmatic and fiscal management of the WIA and related programs, OWTD has embarked upon an ambitious course to bring meaningful change to the world of job training and workforce development. By working extensively with other State agencies, including the Division of Vocational Rehabilitation, the Economic Development Department, the State Department of Education, and others, OWTD implemented and continues the process of identifying programs that previously had worked in isolation, establishing communication and coordinating mechanisms with those programs, and initiating a process of realizing true collaboration, synergy, and leveraging among agencies and programs that share similar goals and objectives.

Our Vision

A trained, adaptable, educated and skilled New Mexico workforce that allows businesses to compete in a global economy and enables New Mexicans to increase their economic well-being.

Our Mission

To create, maintain and evaluate a workforce development system that connects business with current and future job seekers to enhance the overall wealth and well-being of New Mexicans.

Our Goals

- To continue implementing the mechanisms that will deliver our services to the citizens of New Mexico in a unified and comprehensive manner to those who are in need of basic life and job skills.
- To continue to ensure that New Mexico businesses have access to the best trained, best educated, and most highly skilled workforce necessary to remain competitive in a dynamic global economy.
- To continue to ensure that New Mexico residents have the competencies, education, and employment skills necessary to remain competitive in the workforce system.



New Mexico Workforce Connection – New Mexico’s Statewide Workforce System

The New Mexico Workforce Connection is a statewide network of public and private partners who share a common goal: to stimulate business success and job growth by providing a highly skilled, job-ready and well-educated workforce. The network provides the structure for statewide services related to employment, education, training and economic development. The workforce development system continues to strive for a higher rate of employment, provide training and education and help New Mexico's workforce obtain family wage jobs.



Today, New Mexico's workforce development system has begun to thrive. The system is connecting businesses with economic development agencies, business groups, education and other related services. The New Mexico Workforce Connection is committed to:

- Ensuring businesses have a ready supply of trained workers whose skills and talents are aligned with the expectations and needs of business and industry.
- Connecting businesses with the resources they need to grow their workforce and their business.
- Providing the resources to help New Mexico's unemployed and underemployed get connected with the right employers, find the jobs they're looking for and get trained for the jobs they want.

The Challenges We Face



Although much has been accomplished through the efforts of the New Mexico Workforce Connection and its many partners, we still experience challenges. The main areas in which the New Mexico Workforce Connection faced challenges during PY05 include:

- Stimulating job growth
- Closing the skills gap
- Connecting workforce training with other mandatory partner agencies providing job training service for adults and youth
- Providing full access to the New Mexico Workforce Connection network
- Continuous improvement in the structure of the State Administrative Entity (OWTD) to increase the efficacy of integration support provided to local workforce development boards and area providers



The New Mexico Economic Outlook



New Mexico's seasonally adjusted unemployment rate was 4.4 percent in July 2006, up from 4.1 percent in June. The unemployment rate remains low for the state considering that the national unemployment rate was 4.8 percent. A year ago the state's unemployment rate was 5.2 percent.

New Mexico's rate of over-the-year job growth was 3.1 percent for July 2006. The state has added 25,000 jobs over the last year, and we rank 8th highest for job growth among the states. The job growth remains broad-based, with all 13-industry groups expanding. However, four industries account for almost two-thirds of the added jobs. The large government, health services, and professional & business services industries are joined by the moderately sized construction industry, adding a total of 15,900 jobs between them. The outlook remains favorable, with many companies expanding their workforces and a construction industry that appears to be withstanding higher raw material costs and higher interest rates.

Continuing the recent trend, the mining and construction industries stand out as generating the highest rates of job growth. These are not the largest industries in the state, but the growth rates are very high. Natural resources & mining has enjoyed about three years of job growth with sustained higher prices for oil and natural gas. Job growth currently stands at 9.4 percent over the year, adding 1,600 jobs. Construction employment continues to enjoy rapid growth as well, currently up 9.4 percent on the year, adding 5,300 jobs. The recent construction boom is also about three years old, following losses when several large construction projects in Albuquerque ended. Residential, non-residential and public works construction continue to grow at a fast pace.

Educational & health services, the state's largest private industry, added 3,500 jobs, growing 3.4 percent. Most components of this industry are growing at a moderate rate following some setbacks early last year. Government employment increased 1.8 percent, adding 3,400 jobs over the year. Federal government added 700 jobs, gaining 2.3 percent. State government added 600 jobs from a year ago. Local government employment increased by 2,100 jobs, with just over half the job gains being reported at local school districts. Local government also includes Indian tribes and their casinos.

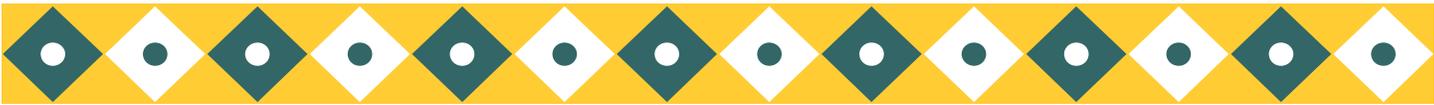


Professional & business services added 3,700 jobs, making a substantial contribution to the overall job gain. Manufacturing employment made a gain of 1,500 jobs, with clear strength in computer and electronic products. Financial activities employment added 900 jobs from gains that were in the real estate and finance and insurance components.

Retail trade employment continues to enjoy moderate gains, currently showing a 1.2 percent increase on the year, rising by 1,100 jobs. Wholesale trade also made gains recently, adding 200 jobs over the year. The leisure & hospitality industry made gains of 2,300 jobs, with strong gains in eating and drinking places and minor gains in accommodation. Arts, entertainment and recreation did not add to the gains. The transportation, warehousing & utilities industry increased employment by 200 jobs, having seen very little growth recently. The miscellaneous other services category added 600 jobs, growing at 1.9 percent.

The information industry reported employment levels that were 700 jobs higher than a year ago. The information industry continues to do very well with activity from the state's film industry and improvements to the previously declining telecommunications compo-





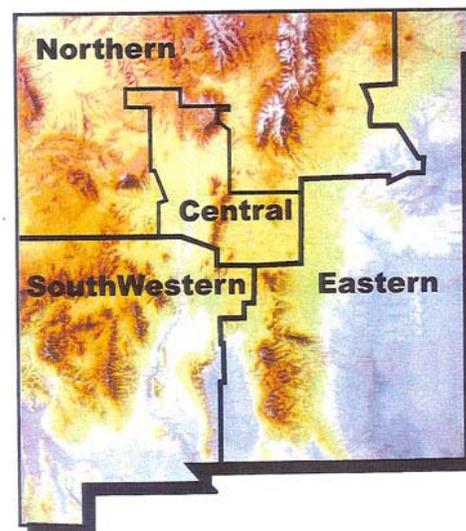
Role of State and Local Boards



Today's economy requires a fully integrated approach to workforce – integration of economic development, workforce development and education. It's about developing talent for the future. The State Workforce Development Board continues to provide leadership in making this integrated approach a reality. The State Board, which works to achieve ongoing, cohesive, and mutually reinforcing working relationships among the several workforce development partner agency stakeholders, is the hub of statewide interagency workforce development coordination efforts. The breadth of workforce development knowledge and experience reflected in State Board membership helps ensure maintenance of an equally broad and encompassing perspective and accompanying insight regarding the State's workforce development system needs.

Similarly, local boards' primary focus is tailored toward specific needs of their respective local workforce investment areas. There are four (4) Local Area Workforce Development Boards representing the Central, Southwestern, Northern and Eastern areas of New Mexico. Local boards also share the sense of urgency about the importance of workforce development and the need for a more unified approach. To that end, New Mexico State and local workforce development boards hope to accomplish the following outcomes:

- Facilitate the enhancement of the identified industry clusters
- Assist with shared assessment of regional economic status and future opportunities
- Create data/information network, especially for rural communities
- Connect community college and technology center partnerships to regional employer needs
- Assist with shared assessment of employee skills and gaps in skills
- Create seamless training and education packages



COST EFFECTIVENESS

The following tables show the participation level, cost of program activities, and the cost efficiency analysis for adults, dislocated workers, older and younger youth.

Participation Level

	Total Participants Served	Total Exiters
Adults	2,289	1,175
Dislocated Workers	673	459
Youth	3,014	2,137

⊕ Cost of Program Activities – PY2005

Program Activity		Total Federal Spending
Local Adults		\$9,156,440
Local Dislocated Workers		\$2,609,525
Local Youth		\$8,932,840
Rapid Response (up to 25%) §134 (a) (2) (B)		\$1,919,742
Statewide Required Activities (up to 15%) § (a) (2) (B)		\$2,752,723
Statewide Allowable Activities §(a) (3)	Program Activity Description Capacity building/technical assistance	\$449,266
	Incumbent Worker	\$71,343
	Other adult and Dis. Wrk Activities	\$403,134
Total of All Federal Spending Listed Above		\$26,295,013

Program	Cost per Participant
Adult Program	\$4,000
Dislocated Worker Program	\$3,877
Youth Program	\$2,964



The Success of Workforce Investment Act in New Mexico



While data analysis provides a formal method for evaluating the effectiveness of a program, the Workforce Investment Act has had a positive impact on the lives of New Mexico One-Stop center and youth service provider customers. Successful examples of WIA involvement as submitted by the North, Central, East and Southwest workforce development areas in New Mexico are as follows:

Adult Success Stories

- Sam P. was referred to the Eastern New Mexico University-Roswell New Mexico Workforce Connection by the Department of Vocational Rehabilitation. He received on-the-job training for seven months and was hired by Air Refrigeration making \$12.00 per hour. He is no longer receiving SSI disability payments.
- Eppie L. had a limited and sporadic work history and had been recently released from the New Mexico Corrections Department. Through the New Mexico Workforce Connection office in Raton, Eppie was placed into an on-the-job training position with Southwestern Hollow Metal. Upon conclusion of the training Eppie was hired by Southwestern Hollow Metal as a Grinder. Management at the company have stated how impressed they were with Eppie's attention to detail and that Eppie has developed professional work ethics that they believe are an asset to their company.
- Steve W. is a single father of three boys who had lost his job as a blackjack dealer at Isleta Casino. He sought assistance through the Workforce Connection of Central New Mexico Valencia office. Steve decided he would like to attend truck driving school to obtain a Commercial Driving Class A license. His father was a truck driver who owned his own rig and encouraged Steve throughout. Steve obtained his CDL and is working for FedEx Ground service. He is now looking to buy his own FedEx route.



- Eliseo J. is a 43 year old Hispanic who received his college education in Mexico. He had basic mechanic skills, had done a lot of manual labor and construction, and had been a seasonal harvest worker for ten years. But his limited ability to speak English hindered any advancing job or educational opportunities. Through the help of the Deming One-Stop Center, Eliseo was able to attend ESL classes and a KEMTAH keyboarding and computer class for which he received a certificate. Having completed ESL classes, Eliseo gained the confidence and English language skills to pass the test for a CDL. He now works as a truck driver for a local construction company.



- Aisela M. was working for the Ruidoso Public Schools as a teacher's assistant making \$6.46 per hour. Aisela and her family had been receiving food stamps. With the assistance of Eastern New Mexico University-Ruidoso Lincoln County Works Center, she began on-the-job training as a Region IX Special Education Development Specialist. Upon completion of training, she continued working for Region IX at an hourly rate of \$14.92. She is also attending school part-time in pursuit of a Bachelor's Degree in Early Childhood Development.

Dislocated Worker Success Stories



• Leonard R. had been diagnosed with MS and was receiving SSI benefits. He had been laid off from a previous job due to his disability and was expecting his first child with his girlfriend. Leonard was very motivated, had a good work ethic, and had plenty of experience in working in an office setting but yet it was still difficult for him to find employment. Because the staff at the Las Vegas One-Stop Center could see that Leonard had tremendous potential, they set out to find a business that needed a great employee with the skills that Leonard possessed. 21st Century Learning Program needed a Recreation Worker, but Leonard did not have all the required skills for the position. Even so, the Program Director could see Leonard's

motivation so he was willing to give Leonard a chance through an on-the-job training activity. Seven months later, Leonard has successfully completed his training and has been hired as a full-time permanent employee by 21st Century Learning Program.



• Jose D. was laid off from Nova Bus. Through the assistance of the ENMU-Roswell Workforce Connection office he was enrolled at ENMU-Roswell to obtain an Associates Degree in Aviation Maintenance. Since receiving that degree, Jose has been working for Great Southwest Aviation as a mechanic.

• Pete was laid off from his job with the Albuquerque Scorpion's hockey team. With the help of the Workforce Connection of Central New Mexico office, Pete enrolled in the Pharmacy Tech program at Pima Medical Institute. Pete successfully completed the training and passed the test to become a certified Pharmacy Technician. He is now employed by Walgreen's.



• Bernardo M. was laid off from his maintenance job at Ruidoso Care Center. Bernardo is married with four children and was the only income of the family. With the help of the Lincoln County Works Center, Bernardo enrolled at Artesia Training Academy to obtain a CDL after months of job searching. He successfully completed the CDL program and was immediately hired by Enchantment Propane.

• Ruth R. had been working for Xerox as a company trainer when she was laid off. Through the assistance of the Workforce Connection of Central New Mexico, she began training to be a sign language interpreter. She received a Bachelor of Science degree in Sign Language Interpretation and is employed by Community Outreach for the Deaf as an Assistant Interpreter Coordinator.



Youth Success Stories

- W. recently graduated from high school. His graduation was an achievement neither he or his family would have dreamed of before he became a participant in Sierra County's Youth One-Stop Shop. Abandoned by his family at an early age, W. lived with foster family after foster family and had been in and out of school and special education programs, and in and out of the juvenile justice system. Highly personable, intelligent, artistic and eager to please, W.'s goal when he entered the Youth One-Stop Shop program was to graduate from high school. With the help of the WIA program, W. participated in a culinary arts program, learned valuable job skills, and completed a jobs and life skills computer assisted learning program—all for which he earned high school credit. W. having met what was his dream now feels prepared to conquer other goals he has set for himself and knows there are people out there who truly have his best interest at heart.



- Natasha D. was enrolled in HELP-New Mexico's work experience activity where she worked in the HELP-New Mexico Farmington office as an office assistant. She became interested with the WIA program and learned the process of enrolling youth participants into the WIA youth program. She was brilliant in assisting the case manager in the daily upkeep of records, files, and client follow-ups. Natasha was also instrumental in establishing placement sites for younger youth and had daily contact with WIA employers and clients. Natasha completed her work experience training and is currently attending the University of Arizona where she is pursuing a Bachelor of Science degree in Biochemistry for entrance into the School of Pharmacology.



- Vianca C. was a teen parent struggling to stay in school when she went into the Youth Development Incorporated Valencia County office. Vianca appeared to be a totally focused individual and was willing to make sacrifices to reach her goals. Having seen that, WIA staff encouraged her continued participation in the Belen High School GRADS Program and placed her in a work experience activity at the Belen Economic Board as a clerk aide. Upon completion of her training, the Belen Economic Board hired Vianca, she is currently a student at Central New Mexico Community College studying to become a registered nurse, and she was married in August 2006.



- Dennica C. was a single mother had dropped out of high school, recently acquired her GED, and had no work experience when she visited the HELP-New Mexico Guadalupe County office. With WIA staff help she completed a CHOICES career inventory, was referred to New Mexico Human Services Department for child care assistance, and placed in a work experience activity at Guadalupe Health Council. Since completing her training, Dennica has been hired by the Council. Her self-esteem improved greatly and she is very grateful for getting the opportunity to work with the program and enjoys helping others who she can connect with in her current job.
- Alexis R. was a student who didn't believe school was important, and admits she was on the wrong path. That changed when Alexis entered the SER WIA Career Pathways class at Pojoaque High School. Alexis believes that the program has helped her to be more responsible and has given her tools for working independently to complete her assignments on time. The class also showed Alexis the career possibilities that were available to her and has helped her with her other high school studies. She enjoys working on the computer and has found that she is more focused and interested when she does so. Alexis is grateful that she was a part of the Career Pathways and the opportunities and the skills it has afforded her to make wise choices for her future.



WIA in New Mexico – Table of Performance Measures

The Governors Office of Workforce Training and Development (OWTD) has reported the following performance outcomes to the United States Department of Labor (USDOL) for Program Year 2005 (7/1/2005 through 6/30/2006) for the State of New Mexico.

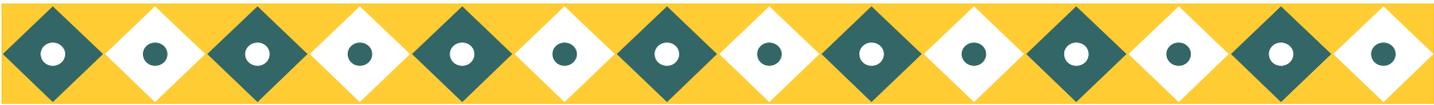
OWTD is pleased to announce that all of the seventeen required performance measures were met, and in many cases exceeded. In order to meet a performance measure a state must obtain eighty percent of the goal that was negotiated with USDOL. In order to exceed a goal a state must obtain one hundred percent of the negotiated goal or better.

New Mexico served fewer participants over the past three years owing to cuts in the financial allocations from USDOL, and therefore in some cases the numerators and denominators for the Actual Performance Levels on these Tables have decreased. However, New Mexico has maintained consistency in the percentage of placements, retention of jobs, earnings increase and credentials received of WIA participants from PY04 to PY05, and in some cases those percentages have increased.

New Mexico exited 3756 WIA participants in PY05. Most of the outcomes for these participants will not be determined for a year or longer because of the lag time in Unemployment Insurance wage records.

USDOL issued a Training and Employment Guidance Letter 17-05 (TEGL) on February 17, 2006 with a single unified guidance document on the Common Measures and WIA Section 136 performance accountability system. The guidance set forth one set of measures to be used for both the common measures reporting and WIA Sections 136, which New Mexico implemented in PY05. Programs serving WIA youth participants will be subject to common measures and WIA youth measures for PY05 except for the Literacy and Numeracy Gain measures which will be implemented in PY06. New Mexico is pleased to announce that the State has met all of the new reporting requirements for PY05 required by this TEGL.

The OWTD is committed to providing management analysis, technical assistance and training for program, administrative and fiscal performance to each Local WIB in New Mexico, which will lead to continuous improvement and better customer service to WIA participants.



II. Table Section

PY05

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveyed	Number of Customers Eligible for The Survey	Number of Customers Included in the Sample	Response Rate
Program Participants	77	81	1617	1672	1672	.967
Employers	79	82	2552	6114	3000	.850



Table B – Adult program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	80.1%	Numerator 672
			Denominator 839
Employment Retention Rate	83%	83.4%	Numerator 763
			Denominator 915
Earnings Change in Six Months	\$3,100	\$4,600.7	Numerator \$3,450,533
			Denominator 750
Employment and Credential Rate	64%	70.5%	Numerator 594
			Denominator 843

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	68.2%	NUM 60	80.0%	NUM 48	66.7%	NUM 18	58.2%	NUM 32
		DEN 88		DEN 60		DEN 27		DEN 55
Employment Retention Rate	79.2%	NUM 57	81.6%	NUM 40	78.6%	NUM 22	83.9%	NUM 26
		DEN 72		DEN 49		DEN 28		DEN 31
Earnings Change in Six Months	\$3,683.2	NUM \$206,259	\$4,331	NUM \$181,924	\$4,035	NUM \$84,741	\$2,275	NUM \$50,053
		DEN 56		DEN 42		DEN 21		DEN 22
Employment and Credential Rate	55.7%	NUM 34	79.7%	NUM 47	45.8%	NUM 11	51.4%	NUM 19
		DEN 61		DEN 59		DEN 24		DEN 37

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	83.7%	NUM 555	66.5%	NUM 117
		DEN 663		DEN 176
Employment Retention Rate	83.7%	NUM 656	81.7%	NUM 107
		DEN 784		DEN 131
Earnings Change in Six Months	\$5,020	NUM \$3,207,782	\$2,186.9	NUM \$242,751
		DEN 639		DEN 111



Table E – Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83%	80.2%	Numerator 408
			Denominator 509
Employment Retention Rate	89.5%	87.5%	Numerator 427
			Denominator 488
Earnings Replacement Rate	\$-1,350	\$364	Numerator \$151,822
			Denominator 417
Employment and Credential Rate	63%	65.9%	Numerator 269
			Denominator 408

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	77.1%	NUM 37 DEN 48	60.0%	NUM 3 DEN 5	68.1%	NUM 32 DEN 47	83.3%
Employment Retention Rate	80.9%	NUM 38 DEN 47	66.7%	NUM 4 DEN 6	72.5%	NUM 29 DEN 40	85.7%	NUM 6 DEN 7
Earnings Replacement Rate	1,127%	NUM \$41,725 DEN 37	1,786%	NUM \$8,930 DEN 5	\$1,710	NUM \$58,142 DEN 34	\$6,585	NUM \$46,098 DEN 7
Credential Rate	71.8%	NUM 28 DEN 39	75.0%	NUM 3 DEN 4	62.9%	NUM 22 DEN 35	75.0%	NUM 3 DEN 4

Table G – Other Outcomes for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	79.2%	NUM 323 DEN 408	84.2%
Employment Retention Rate	88.2%	NUM 330 DEN 374	85.1%	NUM 97 DEN 114
Earnings Replacement Rate	\$56	NUM \$17,497 DEN 312	\$1,279.3	NUM \$134,325 DEN 105



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

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment Education		44.6%	Numerator 849
			Denominator 1,905
Attainment of Degree of Certificate		20.1%	Numerator 330
			Denominator 1,638
Literacy and Numeracy Gains		0	Numerator 0
			Denominator 0

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70%	62.6%	Numerator 161
			Denominator 257
Employment Retention Rate	85%	80.7%	Numerator 142
			Denominator 176
Six Month Earnings Increase	\$2,900	\$3,059.6	Numerator 461,199
			Denominator 151
Credential Rate	58%	53.6%	Numerator 149
			Denominator 278

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	63.6 %	NUM 28	0%	NUM 0	45.2%	NUM 14	63.1%	NUM 137
		DEN 44		DEN 0		DEN 31		DEN 217
Employment Retention Rate	73.1%	NUM 19	0%	NUM 0	80.8%	NUM 21	79.7%	NUM 102
		DEN 26		DEN 0		DEN 26		DEN 128
Earnings Change in Six Months	\$2,831	NUM \$62,288	\$0	NUM \$0	\$3,382	NUM \$77,796	\$3,011	NUM \$331,227
		DEN 22		DEN 0		DEN 23		DEN 110
Employment and Credential Rate	56.5%	NUM 26	0%	NUM 0	44.1%	NUM 15	53.2%	NUM 126
		DEN 46		DEN 0		DEN 34		DEN 237



Table J – Younger Youth (14-18) Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	88%	75.8%	Numerator 2,130
			Denominator 2,809
Diploma or Equivalent Attainment Rate	67%	59.3%	Numerator 244
			Denominator 411
Retention Rate	58%	57.1%	Numerator 326
			Denominator 571

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	74.3%	NUM 228	83.5%	NUM 379	71.2%	NUM 373
		DEN 307		DEN 454		DEN 524
Diploma or Equivalent Attainment Rate	41.2%	NUM 14	73.1%	NUM 49	12.2%	NUM 20
		DEN 34		DEN 67		DEN 164
Retention Rate	58.7%	NUM 37	56.2%	NUM 41	55.5%	NUM 116
		DEN 63		DEN 73		DEN 209

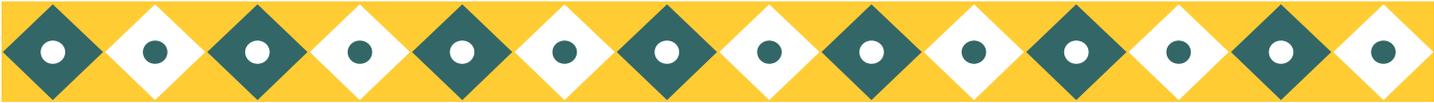


Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adult and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	76.6%	NUM 720	\$4,452	NUM \$3,490,675	0.4%	NUM 3	\$4,410	NUM \$2,487,294	5.8%	NUM 32
		DEN 940		DEN 784		DEN 672		DEN 564		DEN 555
Dislocated Workers	79.0%	NUM 448	97.7%	NUM \$5,496,763	0.5%	NUM 2	\$6,041	NUM \$2,017,996	5.0%	NUM 16
		DEN 567		DEN \$5,625,606		DEN 408		DEN 334		DEN 323
Older Youth	78.4%	NUM 131	\$3,569	NUM \$506,913	1.2%	NUM 2	\$2,066	NUM \$295,455		
		DEN 167		DEN 142		DEN 161		DEN 143		

Table M – Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	2,912	1,619
Total Adult self-service only	0	0
WIA Adult	2,289	1,175
WIA Dislocated Worker	673	459
Total Youth (14-21)	3,014	2,137
Younger Youth (14-18)	2,545	1,800
Older Youth (19-21)	469	337
Out-of-School Youth	887	654
In-School Youth	2,127	1,483



Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$9,156,440
Local Dislocated Workers		\$2,609,525
Local Youth		\$8,932,840
Rapid Response (up to 25%) §134(a)(2)(A)		\$1,919,742
Statewide Required Activities (up to 15%) §134(a)(2)(B)		\$2,752,723
Statewide Allowable Activities §134(a)(3)	Capacity Building/Technical Assistance	\$449,266
	Incumbent Worker Training	\$71,343
	Other Adult/Dislocated Worker Training	\$403,134
Total of All Federal Spending Listed Above		\$26,295,013

Table O – Local Performance (Include This Chart for Each Local Area in the State)

Local Area Name		Adults	598
CENTRAL	Total Participants Served	Dislocated Workers	313
		Older Youth	158
		Younger Youth	737
		ETA Assigned #	35005
Total Exiters	Adults	260	
	Dislocated Workers	210	
	Older Youth	69	
	Younger Youth	272	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77%	81
	Employers	79%	82
Entered Employment Rate	Adults	76%	70.0%
	Dislocated Workers	86%	73.5%
	Older Youth	72%	55.6%
Retention Rate	Adults	87%	77.1%
	Dislocated Workers	91%	84.5%
	Older Youth	90%	85.2%
	Younger Youth	54%	64.2%
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$3400	\$3,424
	Dislocated Workers	\$-1250	\$-137
	Older Youth	\$2900	\$3197
Credential/Diploma Rate	Adults	64%	70.7%
	Dislocated Workers	65%	69.7%
	Older Youth	58%	52.9%
	Younger Youth	69%	52.7%
Skill Attainment Rate	Younger Youth	88%	82.9%
Placement in Employment or Education	Youth (14-21)	0	51.2%
Attainment of Degree or Certificate	Youth (14-21)	0	34.6%
Literacy or Numeracy Gains	Youth (14-21)	0	n/a
Description of Other State Indicators of Performance (WIA §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
	2	7	8

Table O – Local Performance (Include This Chart for Each Local Area in the State)

Local Area Name SOUTHWEST	Total Participants Served	Adults	962
		Dislocated Workers	181
		Older Youth	200
		Younger Youth	1042
ETA Assigned # 35010	Total Exiters	Adults	579
		Dislocated Workers	141
		Older Youth	178
		Younger Youth	971
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77%	81
	Employers	79%	82
Entered Employment Rate	Adults	78%	82.6%
	Dislocated Workers	86%	89.5%
	Older Youth	71%	62.6%
Retention Rate	Adults	85%	82.6%
	Dislocated Workers	91%	88.3%
	Older Youth	90%	71.2%
	Younger Youth	60%	55.1%
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$3400	\$3906
	Dislocated Workers	\$-1350	\$138
	Older Youth	\$2900	\$2185
Credential/Diploma Rate	Adults	68%	69.6 %
	Dislocated Workers	65%	67.2%
	Older Youth	58%	54.6%
	Younger Youth	69%	58.1%
Skill Attainment Rate	Younger Youth	88%	71.4%
Placement in Employment or Education	Youth (14-21)	0	39.8%
Attainment of Degree or Certificate	Youth (14-21)	0	15.8%
Literacy or Numeracy Gains	Youth (14-21)	0	n/a
Description of Other State Indicators of Performance (WIA §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
		2	7
		Exceeded	8

Table O – Local Performance (Include This Chart for Each Local Area in the State)

NORTH	Total Participants Served	Adults	369
		Dislocated Workers	57
		Older Youth	48
		Younger Youth	419
ETA Assigned # 35015	Total Exiters	Adults	125
		Dislocated Workers	21
		Older Youth	49
		Younger Youth	352
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77%	81
	Employers	79%	82
Entered Employment Rate	Adults	76%	95.7%
	Dislocated Workers	81%	82.1%
	Older Youth	70%	66.7%
Retention Rate	Adults	85%	85.6%
	Dislocated Workers	90%	90.6%
	Older Youth	85%	87.5%
	Younger Youth	57%	53.2%
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$3100	\$6283
	Dislocated Workers	\$-1450	\$-1719
	Older Youth	\$2900	\$3460
Credential/Diploma Rate	Adults	64%	76.1%
	Dislocated Workers	63%	65.2%
	Older Youth	58%	52.6%
	Younger Youth	69%	63.5%
Skill Attainment Rate	Younger Youth	88%	84.5%
Placement in Employment or Education	Youth (14-21)	0	45.2%
Attainment of Degree or Certificate	Youth (14-21)	0	14.1%
Literacy or Numeracy Gains	Youth (14-21)	0	n/a
Description of Other State Indicators of Performance (WIA §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
		0	6
		Exceeded	11

Table O – Local Performance (Include This Chart for Each Local Area in the State)

EAST	Total Participants Served	Adults	360	
		Dislocated Workers	122	
		Older Youth	63	
		Younger Youth	347	
ETA Assigned # 35020	Total Exiters	Adults	211	
		Dislocated Workers	87	
		Older Youth	41	
		Younger Youth	205	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	77%	81	
	Employers	79%	82	
Entered Employment Rate	Adults	78%	81.0%	
	Dislocated Workers	86%	83.1%	
	Older Youth	73%	68.8%	
Retention Rate	Adults	85%	89.8%	
	Dislocated Workers	91%	94.9%	
	Older Youth	85%	88.0%	
	Younger Youth	60%	57.3%	
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$3400	\$5895	
	Dislocated Workers	\$-1350	\$4090	
	Older Youth	\$2950	\$4488	
Credential/Diploma Rate	Adults	68%	70.1%	
	Dislocated Workers	65%	53.6%	
	Older Youth	58%	51.4%	
	Younger Youth	68%	64.2%	
Skill Attainment Rate	Younger Youth	88%	71.9%	
Placement in Employment or Education	Youth (14-21)	0	58.9%	
Attainment of Degree or Certificate	Youth (14-21)	0	36.8%	
Literacy or Numeracy Gains	Youth (14-21)	0	n/a	
Description of Other State Indicators of Performance (WIA §135(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
		0	7	10