

STATE OF GEORGIA PY 24 WIOA ANNUAL NARRATIVE REPORT



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Report Overview

This Annual Performance Report Narrative covers the Workforce Innovation & Opportunity Act (WIOA) activities that occurred in Program Year (PY) 2024 modeled after the blueprint in the PY 24-27 Combined State Plan. Per USDOL guidance, this report includes a review of work completed in Georgia under WIOA Titles I and III administered by the Technical College System of Georgia, Office of Workforce Development (OWD). Primary funding for Georgia's workforce system is provided by the WIOA core partner programs. Other formula-based and competitive federal, state, and local resources that support the workforce system include, but are not limited to, the Social Security Administration's Ticket-to-Work program, National Dislocated Worker Grant (NDWG), Migrant & Seasonal Farmworker Assistance (MSFW), as well as USDOL and state-funded Apprenticeship grants. Activities under these programs are detailed below.

The Technical College System of Georgia (TCSG), Georgia's State Workforce Agency (SWA), holds WIOA Titles I, II and III. Additionally, TCSG administers the Jobs for Veterans State Grant and runs a robust Office of Apprenticeship, branded as Apprentice Georgia. The agency is positioned to provide a seamless delivery of services and removal of duplicative efforts in Georgia's public workforce system. This creates better opportunities for data integration, participant tracking across programs, and offers a comprehensive suite of services to employers engaging with the system. This also ensures that Georgia's regional and local workforce strategies are aligned with state-level objectives, and that WIOA resources and other workforce funding are leveraged and deployed effectively to support career advancement, skills attainment and employment across the state.

Georgia's PY 24-27 Combined State Plan reflects a commitment to integrating and focusing heavily on strategies for ongoing alignment between WIOA efforts and the Perkins V framework. This plan outlines a cohesive approach to workforce development, recognizing that educational attainment, occupational training, employer engagement, and regional economic need must function as interconnected elements. By bridging WIOA with Perkins V, Georgia strengthens pathways into high-demand industries and ensures that learners of all ages have access to relevant credentials, meaningful work experiences, and employer-led opportunities.

It is Georgia's intent to focus on maximizing efficiency and effectiveness in meeting customer needs by streamlining processes, modernizing systems, and enhancing coordination across programs. A key priority is the continued implementation of a 21st-century solution for labor market exchange needs, positioning Georgia's workforce system as the go-to, first-choice resource for both jobseekers and employers. Through innovative technology, integrated service delivery, and proactive employer engagement strategies, TCSG is building a more agile, customer-centered workforce system that delivers timely, data informed solutions and ensures that every Georgian has access to the tools, training, and opportunities needed to thrive in this economy.

Strategic Goals

The WorkSource Georgia (WSGA) system, under the leadership of the Governor and the State Workforce Development Board (SWDB), is focused on connecting talent with opportunity through the provision of career services, education, and training. Through strong interagency collaboration and a focus on customer service, Georgia's workforce system supports and stimulates the State's economic growth. This collaboration and coordination ensures continued advancement towards the Governor's goal that an individual's potential not be determined by their zip code or county. Georgia strives to be the national standard in providing exceptional

workforce solutions that transform lives and communities across the state.

In addition to inclusion in the PY 24-27 Combined State Plan, the strategic goals for the workforce system are continuously revisited through frequent partner and SWDB meetings to ensure Georgia maintains its focus on the following priorities:

Utilize Sector Partnerships to inform and guide strategic workforce development strategies and enhance coordination. Sector partnerships remain an integral part of Georgia's workforce system. These efforts ensure that the needs of key regional industries are identified and supported while serving unemployed and underemployed Georgians. The State's investment in regional partnerships has increased understanding of workforce needs and enabled greater coordination between partner agencies. These partnerships have enabled workforce developers to hear directly from employers and strategize to meet their current and future needs. As a result of these discussions, each region has identified target industries for which to build a readily available workforce.

Develop a streamlined and regionally integrated workforce system that delivers efficient services to both businesses and individuals. Since the last iteration of the State Plan, Georgia has seen and encouraged continued alignment of the regional efforts across Local Workforce Development Areas (LWDA) and this remains a priority. Three (3) of Georgia's twelve (12) WIOA Regions have more than one local area located within their geographic boundaries. WIOA's focus on regional planning has given the state the unique opportunity to enhance the customer service provided to individuals and businesses attempting to navigate the service structure across LWDA lines. Georgia will continue to provide enhanced resources and guidance to the local areas in order to accomplish seamless service delivery.

Capitalize on the workforce system's strengths to create opportunities for all Georgia communities to prosper. Governor Kemp's commitment to initiatives that spur growth for all parts of the state, creates an opportunity for the workforce system to thrive in its mission to serve individuals and employers. As the #1 State in the nation in which to do business for eleven years in a row, all core WIOA partners continue to improve coordination efforts of economic development and workforce development. This effort has been critical in making informed decisions and developing strategies that meet the needs of employers throughout the state. With historic investments continuing to be made in the state by business and industry, the increased interagency cooperation positions the workforce system to contribute greatly to ensuring the success of those businesses to employ and retain Georgians. In line with Governor Kemp's goal to ensure that an individual's potential is not determined by their zip code or county, the State strives to continue increasing access points to individuals and businesses located in rural areas to allow them to share in economic prosperity.

Continuously align workforce and education system objectives to current and future occupational and skills requirements. Education systems are key partners of the workforce development system and Georgia is well-equipped with postsecondary options through the Georgia Department of Education (GDOE), the University System of Georgia (USG), TCSG, and the Georgia Nonpublic Postsecondary Education Commission (GNPEC). Georgia's Department of Early Care and Learning (DECAL) are also integral parts of creating career-focused alignment from cradle to career for individuals across the State. All WIOA core partners are committed to further aligning training services provided through the workforce system with education partners to best serve companies and individuals looking to play key roles in the economy of today and tomorrow.

Expand the pool of available employees by increasing the participation of WIOA Strategic Populations (i.e., Veterans, individuals experiencing homelessness, returning citizens, Adult Education students, English Language Learners, and more) in the workforce system. With worker shortages causing more challenges for many employers, the need to help individuals reenter the workforce with skills training and other support services is a critical economic need. The State's workforce system is the ideal place to train and prepare this population for inclusion in the labor market. In order to identify and serve individuals who are not considered active in the workforce system, the core WIOA partners continue to work to promote resources and opportunities among strategic populations. These populations include, but are not limited to, transitioning veterans, opportunity youth, returning citizens, English language learners, individuals who are basic skills deficient, and individuals with disabilities.

Effectiveness in Serving Employers

In PY 24, the State of Georgia continued to demonstrate national leadership in economic and workforce development, achieving another record-breaking year of business investment and job creation. Georgia was named the No. 1 State for Business for the eleventh consecutive year by Area Development Magazine, reaffirming its reputation as a premier destination for companies to locate, expand, and grow. During PY 24, Georgia supported 423 facility expansions and new locations, representing commitments of more than \$26.3 billion in investment, the largest in state history, and the creation of over 23,200 new private-sector jobs. Importantly, expansions at existing Georgia companies accounted for 74 percent of all projects, showing the vitality and importance of Georgia's business and industry. This continued momentum underscores Georgia's business-friendly environment and the effectiveness of its coordinated workforce and economic development strategies.

WorkSource Georgia (WSGA) played an essential role in supporting this growth by aligning workforce solutions with employer demand and strengthening collaboration among state, regional, and local partners. From increasing access to registered apprenticeship programs to connecting employers with untapped talent pools, WSGA continued to serve as the conduit between businesses and Georgia's skilled workforce.

In PY 24, WorkSource Georgia entered a new phase of modernizing its employer engagement and service delivery infrastructure. This included increased adoption of the Customer Relationship Management (CRM) functionality within the WorkSource Georgia Portal, enhancing the system's ability to track, coordinate, and measure employer interactions across all programs. Additionally, the state unified all employer-oriented teams under a single business engagement division, creating a more integrated and responsive framework for serving Georgia's business community. Through these advancements, WorkSource Georgia strengthened its position as a trusted partner for employers statewide, offering comprehensive, data-informed workforce solutions that help companies recruit, train, and retain talent in Georgia's dynamic and competitive economy.

Key Components of Employer Engagement Strategy:

WorkSource Georgia's approach to employer engagement is purposefully designed to meet the evolving needs of businesses across the state's expansive economy. This strategy prioritizes flexibility, responsiveness, and collaboration to ensure that the state's employers, from small

businesses to global manufacturers, can access workforce solutions tailored to their needs.

- **Consultative Approach:** Emphasizing personalized solutions for employers' workforce challenges by tailoring services available through WorkSource Georgia. This approach prioritizes understanding each business's unique needs and delivering targeted support.
- **Convening Partners:** The system continues to lead in convening partners, including LWDBs, technical colleges, economic development organizations, and community partners, to deliver comprehensive solutions. These partnerships ensure that employers can access not only talent but also critical resources to invest in and grow their workforce through state incentives, training programs, and workforce support.
- **Expanding Service to Employers:** Broadening the scope of employer engagement by involving all workforce development staff in business service delivery, moving beyond traditional models that relied exclusively on dedicated business service practitioners.

Through this strategy, WorkSource Georgia continues to deliver transformational, not transactional, workforce solutions. By integrating modern technology, coordinated service delivery, and deep partnerships, Georgia's workforce system remains uniquely equipped to help employers grow and sustain their workforce in one of the nation's most competitive business environments.

For PY 24, the following data was certified in the Workforce Integrated Performance System (WIPS) as of October 2025.

EFFECTIVENESS IN SERVING EMPLOYERS			
Area/LWDB	Total Employed by the Same Employer in Q2 and Q4 (Numerator)	Total Employed in Q2 after Exit (Denominator)	Retention with the Same Employer Rate
Statewide	33,817	51,022	66.57%
01-Region 1	348	497	70.02%
02-Region 2	155	213	72.77%
03-Region 3	136	212	64.15%
04-Region 4	199	280	71.07%
05-Region 5	129	206	62.62%
06-Region 6	111	154	72.08%
07-Region 7	388	506	76.68%
08-Region 8	156	202	77.23%
09-Region 9	196	325	60.31%
11-Region 11	191	274	69.71%
12-Region 12	52	74	70.27%
14-Region 14	47	62	75.81%
15-Region 15	40	57	70.18%
16-Region 16	148	202	73.27%
17-Region 17	71	94	75.53%
18-Region 18	223	315	70.79%

20-Region 20	178	260	68.46%
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Overview of Business Services

WorkSource Georgia offers a comprehensive suite of workforce development services tailored to meet businesses' needs at every stage of their lifecycle. OWD encompasses five specialized teams, each focused on delivering targeted support to employers:

- **Title I Business Services:**
This team focuses on:
 1. Administering grants and programs designed to expand the talent pool for Georgia businesses, such as Dislocated Worker Grants.
 2. Developing guidance, policies, and resources for LWDAs to administer Title I business services programs effectively.
 3. Promoting industry sector and community partnerships that enhance access to quality jobs across the state.
- **Business Retention & Rapid Response:**
This team prioritizes:
 1. Helping businesses and communities build resilience to prevent layoffs and closures.
 2. Responding to active or imminent mass layoffs and closures statewide.
 3. Providing critical support to businesses and dislocated workers during natural disasters and other crises.
- **Apprenticeships (Apprentice Georgia):**
Dedicated to the expansion of registered apprenticeships, this team focuses on:
 1. Promoting the creation and growth of apprenticeship programs statewide.
 2. Supporting businesses in developing or scaling their apprenticeship initiatives.
 3. Administering apprenticeship funding for employers and workforce development organizations to bolster skills training.
- **Title III Business Services:**
This team delivers a wide range of workforce solutions, including:
 1. Recruitment and staffing support tailored to business needs.
 2. Access to the state's labor exchange system.
 3. Labor market information.
 4. Veteran services and specialized recruitment assistance.
- **Major Projects Team:**
This team delivers customized workforce solutions for large economic development projects in Georgia, including:
 1. Recruitment and staffing support to support rapid hiring.
 2. Customized hiring events.

In January 2025, WorkSource Georgia unified these teams under one division within OWD to streamline service delivery and expand the offerings employers have access to. This will ensure alignment of state, regional, and local workforce development services.

Customer Satisfaction

The state sent a Customer Satisfaction Survey to the following groups which consisted of: WIOA training participants that were active and/or exited during PY 24, along with Wagner Peyser jobseekers and business employers that received services during PY 24. The goal was to obtain feedback on how to improve services to meet the needs of the training participants, jobseekers

and employers. The state sent a link of the online survey via direct email with ten questions which consisted of multiple choice and open-ended questions and eight service-related questions were sent to employers. Due to the importance of the customer satisfaction survey results, bi-weekly reminders were sent to encourage a maximum response. The survey went out to 9,623 WIOA participants (8.1% responded), 36,798 Wagner Peyser jobseekers (5% responded) and 1,335 employers (5% responded). Available answer selections for WIOA participants and Wagner Peyser jobseekers, for questions 3 through 8 were: Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied (Neutral), Somewhat dissatisfied, Very dissatisfied.

The survey included the following questions for the WIOA participants and the Wagner Peyser jobseekers:

1. Which Career Center or One Stop Partner did you contact or visit? Or was your visit done virtually on Worksource Georgia?
2. What was the purpose of your contact with the Career Center or One Stop Partner? Please select all that apply.
3. How satisfied were you with the services you received from the Career Center or One Stop Partner?
4. How satisfied were you with any additional services or information that was provided/offered beyond what you originally requested or expected?
5. How satisfied were you with the professional demeanor and treatment by the staff?
6. If you only visited worksourcegaportal.com, were you satisfied with your overall experience?
7. How satisfied were you with your virtual job search experience on Worksource Georgia?
8. How satisfied were you with the resume building/uploading aspect of the Worksource Georgia website?
9. What features did you utilize while you were visiting Worksource Georgia? Please select all that apply.
10. Your feedback will help us identify where we are doing well, and areas that need improvement to ensure our service delivery experience is positive, inclusive, and effective. If more information or service is requested, please provide us with additional details. Also, would you like to recognize a Staff member that exemplified excellent service that was provided to you?

On average, it took the WIOA respondents one minute and 57 seconds to complete the survey. The majority of respondents felt very favorable regarding their experience, for example:

- 82.1% responded that they were “Very satisfied” or “Somewhat satisfied” with the services they received from the Career Center or One Stop Partner,
- 79.6% responded that they were “Very satisfied” or “Somewhat satisfied” with the additional services or information that was provided/offered beyond what they originally requested or expected,
- 85.5% responded that they were “Very satisfied” or “Somewhat satisfied” with the professional demeanor and treatment of the staff,
- 60.3% responded that they were “Very satisfied” or “Somewhat satisfied” with their experience on the worksourceportal.com website,
- 53.6% responded that they were “Very satisfied” or “Somewhat satisfied” with their virtual job search experience on Worksource Georgia,
- 53.3% responded that they were “Very satisfied” or “Somewhat satisfied” with their résumé building/uploading experience on Worksource Georgia,

On average, it took the Wagner Peyser jobseeker respondents two minutes and 24 seconds to complete the survey. The majority of respondents felt favorable regarding their experience, for example:

- 62.0% responded that they were “Very satisfied” or “Somewhat satisfied” with the services they received from the Career Center or One Stop Partner,
- 57.5% responded that they were “Very satisfied” or “Somewhat satisfied” with the additional services or information that was provided/offered beyond what they originally requested or expected,
- 72.6% responded that they were “Very satisfied” or “Somewhat satisfied” with the professional demeanor and treatment of the staff,
- 53.5% responded that they were “Very satisfied” or “Somewhat satisfied” with their overall experience on the worksourceportal.com website,
- 50.0% responded that they were “Very satisfied” or “Somewhat satisfied” with their virtual job search experience on Worksource Georgia,
- 51.2% responded that they were “Very satisfied” or “Somewhat satisfied” with their résumé building/uploading experience on Worksource Georgia,

The following are the eight employer questions. Available answer selections for questions 3 through 6 were: Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied (Neutral), Somewhat dissatisfied, Very dissatisfied.

1. Which Career Center or One Stop Partner did you interact with? Or was everything done virtually on Worksource Georgia?
2. What was the purpose of your contact with the Career Center or One Stop Partner?
3. How satisfied were you with the services you received from the Career Center or One Stop Partner?
4. How satisfied were you with the timeliness of the help you received?
5. How satisfied were you with the knowledge, professional demeanor, and treatment by the staff?
6. How satisfied were you with the business services assistance (i.e., job postings, job fairs/hiring event, labor market information, etc.)?
7. If your experience was only virtual, what features did you use during your visit on Worksource Georgia? Please select all that apply.
8. Your feedback will help us identify where we are doing well, and areas that need improvement to ensure our service delivery experience is positive, inclusive, and effective. If more information or service is requested, please provide us with additional details. Also, would you like to recognize a Staff member that exemplified excellent service that was provided to you?

On average, it took the employer respondents one minute and 44 seconds to complete the survey. The majority of respondents felt very favorable regarding their experience, for example:

- 52.7% responded that they were “Very satisfied” or “Somewhat satisfied” with the services they received from the Career Center or One Stop Partner,
- 51.5% responded that they were “Very satisfied” or “Somewhat satisfied” with timeliness of the help they received,
- 57.4% responded that they were “Very satisfied” or “Somewhat satisfied” with the business services assistance

Evaluation Activities

Georgia ensures the overall effectiveness of the WIOA Title I and III services primarily through the annual monitoring review of the LWDA's and Career Centers, respectively. OWD conducts annual monitoring to satisfy its oversight responsibilities under the law but also utilizes these reviews to inform technical assistance and training offerings throughout the year. As federal, state, and local guidance is released on a rolling basis, annual monitoring ensures that LWDA's and Career Centers maintain up-to-date, compliant service delivery structure and practices. The monitoring process typically begins in September and lasts through May. Title I monitoring is conducted by a multi-disciplinary team whereas Title III monitoring is conducted by the Title III Compliance Team.

For Title I the evaluation process includes but is not limited to: a desk review of key documents, such as governing policies and procedures, financial documentation, LWDB bylaws and meeting minutes, Memorandums of Understanding, as well as contracts; interviews of LWDA and Fiscal Agent staff, and an inspection of electronic case files and other relevant information for the Program Year in review. This process evaluates the workforce activities both at the structural level to ensure effective systems and policies are in place, as well as at the individual level to ensure programs and services are being appropriately delivered to participants.

For Title III the evaluation process includes but is not limited to: a desk review of activities in the WorkSource Georgia Portal, such as job orders, job referrals, services to MSFWs, Client Relationship Management with employers (for Business Services), workshops, and case notes. Onsite monitoring consists of interviews with Regional Office Managers (ROMs) and Employment Services (ES) staff on topics including customer flow and jobseeker services, referrals to partners, employer services, universal access and LEP, data verification, services to MSFWs, and the complaint system. The Title III Compliance Team observes front desk activities and ES staff's interactions with customers while onsite, and they also listen to Webex Contact Center recordings of ES staff serving customers. In PY 25, the Title I Compliance Team will assist Title III by including "Secret Shopping" activities to observe services to jobseekers in the Career Centers in a more anonymous, or candid, way. These activities will give OWD management insight into how to provide better customer service to jobseekers.

For Title I, the desk review portion of monitoring begins as soon as the requested documents are submitted by the LWDA, usually two weeks to one month ahead of the monitoring week. During this time, a pre-planning meeting is also held internally to discuss any potential issues as well as to ensure that all teams are on the same page. The review process concludes with two to three final days of testing on-site, to include a virtual entrance meeting with LWDA staff, follow-up on any missing information, staff interviews regarding key roles and procedures, and an exit meeting with LWDA staff to communicate deficiencies, notable practices, and/or best practice recommendations from OWD. At the conclusion of the monitoring week, a final report is produced to explain all deficiencies and identify required actions to resolve those. The corrective action follow-up takes place in the weeks and months after the monitoring week, depending on the issues identified and the actions necessary.

The Title III monitoring process mirrors that of Title I, with a few modifications. There are 7 regions made up of 34 Career Centers in the state of Georgia. The Title III Compliance Team conducts a desktop review of all career centers; however, the team selects two to three career centers per region to visit annually on a rotating basis, taking into account specific risk factors and which career centers were monitored onsite the previous year. In some cases, the ROM might review all the relevant policies and procedures with their staff as part of the corrective action. In other cases, they might partner with the Title III training team to help conduct training for staff

in areas of deficiencies. Outside of monitoring, the Title III training team conducts ongoing training, both virtually and in-person, to ensure that ES staff are up to date on existing and new policies and procedures.

OWD also utilizes other mechanisms to evaluate the WIOA Title I services around the state, such as desk reviews outside of annual monitoring, regular contact with LWDA's, and convening focus groups to evaluate proposed guidance, communicate training needs, and more. LWDA staff have unrestricted access to OWD staff and maintain regular contact to request technical assistance, share successes and challenges as well as participating in regularly scheduled communication opportunities between local and state staff. OWD convenes bi-weekly conference calls with LWDA leadership and staff to ensure that needs from the field are considered and incorporated into the State's evaluation activities

Evaluation or Research Projects

While Georgia did not have any formal evaluation or research projects ongoing in PY 24, evaluating the current system is a high priority as we further integrate these programs and identify job seeker and employer needs across the state.

Georgia has conducted evaluative activities on various employment-related programs to ensure compliance, efficiency, and effectiveness. At the end of each quarterly period, Georgia provides a report to each of the 17 local workforce areas to inform them of the progress status towards their program year negotiated goals. This evaluation allows the local areas to focus during the program year on areas that need improvement, prior to the annual reporting period. In addition, evaluation occurred on the WIOA credential rates to provide local workforce areas, that were experiencing deficiencies, with data that was used to assist with locating individual records that could be reviewed for potential incorrect data entry, thus increasing their rates, as well as Georgia's credential rates.

Georgia's data team conducted multiple evaluations and developed key data tools to support apprenticeship initiatives throughout the year. Efforts included the creation and maintenance of the Worksource Georgia Portal Apprenticeship module resource materials for SAEF Competitive Grant recipients, providing accessible guidance and resources for program implementation. A data report for LWDA's was produced to share RAPIDS apprenticeship data, enabling regions to monitor active TCSG-sponsored apprentices within their areas. The team developed Microsoft Excel queries integrating data from the HDAP and AER grants as well as the RAPIDS and BANNER databases, which were utilized to create a Tableau dashboard visualization identifying five-year trends in apprenticeship participation across the state. In addition, a monthly updated Apprenticeship Data Spreadsheet was maintained to track apprentices, employers, and grant contract calculations, ensuring data accuracy and accountability. To enhance communication and transparency, the team also produced a Monthly Apprenticeship Data Infographic Report, summarizing HDAP and AER grant progress, apprenticeship completions, employer and occupation growth, and key activities across the apprenticeship team.

An evaluation was conducted on Worker Adjustment and Retraining Notification (WARN) data, due to increasing notifications being received. Data was presented in various formats so that the program team was able to more easily identify what industries were being impacted, what trends were being noticed within the data, as well as evaluate companies that were conducting layoffs to pair them with companies of a similar industry to connect those impacted workers with potential job opportunities. This evaluation has also yielded an opportunity to provide the program team

with an ongoing dashboard for continued review.

Georgia also completed an evaluation on the return on investment (ROI) for PY 24 WIOA individuals that attend training versus those that are only receiving WIOA career services. The data suggested that those that received WIOA training earned over \$5,000 more in average wages than those that only requested and received other career services.

Georgia embarked on a mission, initiated by Governor Brian Kemp, to create a listing of high demand career occupations that was driven by data, for distinct regions of the state, as well as the state in general. The team evaluated a multitude of data points to identify the most salient data points that help to derive this listing. Eventually, it was decided to use jobs with positive job growth, occupations with projected numbers that exceed the average projected total jobs for the region/state, occupations with an average annual salary that was at least 75% of the median wage for all occupations in the state, and any jobs that require higher than a high school diploma or requires moderate to high on the job training. Georgia evaluated all 797 codes on the Standard Occupation Classification listing and created 12 regional lists and one statewide list that was posted for the calendar year of 2025. Additional evaluation is expected to occur annually to ensure that the list remains current.

Additional evaluations took place across the course of PY 24 that provided analysis of various employment and training related topics. These data evaluations assisted various managers to address service delivery, data entry errors, and other programmatic needs.

Georgia also maintains close communication with our Federal Project Officer and Regional Administrator at the USDOL Employment and Training Administration to identify opportunities to implement formal research projects in the future. Any additional technical assistance that can be provided by ETA will be greatly appreciated, particularly sharing funding opportunities in support of these projects.

Performance Accountability System

Specific State Performance Measures

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

Performance Deficiencies

Georgia's WIOA Title I programs did not have performance deficiencies for PY 24, as noted in the statewide performance table below. In fact, Georgia exceeded nearly all performance goals for the year despite reduced funding:

Measure	Actual	Goal	% of Goal
Adult Q2 Employment Rate	82.7%	82.8%	99.8%
Adult Q4 Employment Rate	81.3%	79.5%	102.2%
Adult Median Earnings	\$9,282	\$8,923	104.0%
Adult Credential Attainment	74.4%	75.6%	98.4%
Adult Measurable Skill Gains	74.1%	58.9%	125.8%
DW Q2 Employment Rate	83.0%	82.0%	101.2%
DW Q4 Employment Rate	82.0%	80.0%	102.5%

DW Median Earnings	\$11,957	\$10,149	117.8%
DW Credential Attainment	76.3%	76.0%	100.4%
DW Measurable Skill Gains	72.4%	56.9%	127.2%
Youth Q2 Employment Rate	75.9%	79.8%	95.1%
Youth Q4 Employment Rate	76.3%	76.2%	100.2%
Youth Median Earnings	\$4,329	\$4,032	107.4%
Youth Credential Attainment	62.6%	67.5%	92.8%
Youth Measurable Skill Gains	63.6%	52.1%	122.1%

Overall

Adult	106.0%
DW	109.8%
Youth	103.5%

See Appendices for Actual (PY 24) and Negotiated (PY 25) Performance Levels for Local Areas.

Data Validation

The random sampling tool within the WorkSource Georgia Portal was utilized to generate a representation of records from each program. The WorkSource Georgia system has a random sampling methodology that provided a sufficient representation of records for each program and the required elements that were specific to the respective program. OWD utilizes a Data Validation mapping worksheet which is directly sourced from Training and Employment Guidance Letter (TEGL) 23-19, Change 2, Attachment II. The Data Validation mapping worksheet outputs all data fields that have been deemed subject to data validation and allows the user to view data elements numbers, names, definitions, and source documentation for all applicable programs. At the conclusion of the Data Validation process, cumulative error rates for each element, by program, were calculated based on all the participant records reviewed.

To be considered as passing Data Validation review, the programmatic pass/fail ratio must be below 5% reporting error. If the pass/fail is above the 5% reporting error threshold for any program during the quarterly review, the program being reviewed, and any responsible entities, i.e. local areas, career center, etc., must provide an action plan, within 30 days of the identified deficiencies, with proposed resolution in order to remedy the data validation error rates.

The PY 24 Data Validation results are as follows:

Program	Files Validated	Pass	Fail	Error Rate
Adult	424	408	16	3.77%
Dislocated Worker	190	183	7	3.68%
Youth	319	310	9	2.82%
NDWG	91	87	4	4.40%

Activities under Governor’s Reserve Funds Sector Partnerships and Career Pathways

Sector partnerships remain a cornerstone of Georgia’s workforce development strategy, playing a vital role in addressing the current and future needs of job seekers, employers, education partners, and surrounding communities. In PY 24, WorkSource Georgia awarded its final round of the WorkSource Sector Partnerships Grant, which directly invested in regional initiatives led by LWDA’s. Since the grant’s inception in 2016, Georgia’s workforce system has demonstrated adaptability and resilience, leveraging the programs and initiatives born from this grant to respond to an ever-changing labor market.

- **Aligned Career Pathways:** Sector partnership activities have ensured the development of access points for local, in-demand career pathways. These pathways are designed to connect individuals, particularly nontraditional talent to sustainable, high-quality careers in industries critical to Georgia’s economic growth.
- **Strategic Alignment with State Initiatives:** Efforts under the WorkSource Sector Partnerships Grant were integrated with Georgia’s *Untapped Workforce Initiative* and the QUEST Dislocated Worker Grant to enhance outcomes. This alignment has expanded access to training opportunities, employer engagement, and workforce solutions for populations most impacted by economic shifts.
- **Regional Collaboration and Investment:** Georgia’s sector partnership framework has empowered LWDA’s to lead region-specific initiatives that address unique industry demands and labor market challenges. These efforts have strengthened local economies and created robust support systems for employers and workers alike. These efforts have strengthened local economies and created robust support systems for employers and workers alike. For PY 24, \$2M was invested into our LWDA’s, with projects that focus on pre-apprenticeships and apprenticeships, teacher externships, workshops, and training for the untapped workforce. Additionally, PY 24 Sector Partnership has supported South Georgia’s Healthcare Summit, which has repeatedly and successfully awarded scholarships to multiple students with a healthcare major.

Training Academy and Other Training Sessions

The WorkSource Georgia Academy serves as a training platform on the provisions of WIOA in the State of Georgia. Our goal is to create an effective workforce system to meet job seeker and employer needs. One way that we strive to meet this goal is by hosting an annual conference. This conference aims to provide valuable insights, tools, and strategies to improve workforce development efforts and enhance collaboration among stakeholders. This conference is tailored for workforce development professionals and service providers. Attendees have the opportunity to learn about the latest trends, best practices, and innovations in workforce development, as well as network with subject matter experts and leaders. In PY 24, each breakout session fell within a specific “learning track” that individuals could choose from.

The learning tracks for the conference included:

- Business Services
- Compliance/Data/Customer Service
- Adult Programs
- Youth Programs
- Finance/Grants

Another way that the State of Georgia strives to create an effective workforce system is to offer virtual training sessions. The Programs Unit, in collaboration with other TCSG staff produced and hosted four statewide virtual training sessions via ZOOM/WEBEX during PY 24. The sessions were well attended by LWDA, OWD and partner staff and focused on Adult, Dislocated Worker, and Youth services. Each session provided interactive testing, question and answer opportunities and training evaluations to assist with process improvement.

All training resources, including Q&A written responses and additional online resources are maintained on the State's website and are made available to all LWDA staff. An overall training survey was sent out to all participants requesting information on future training format, topics and preferred delivery. OWD intends to further build out training resources to facilitate onboarding of new staff, as well as improve service delivery while maintaining compliance with federal and state requirements. Another method for our training sessions were our Youth Roundtable discussions. During the program year, Youth Roundtable discussions were held to provide LWDA directors, youth program staff and service providers with an opportunity to connect and collaborate with their peers across neighboring areas. These sessions served as a valuable forum for sharing best practices, addressing common challenges, and strengthening coordination among youth programs. Participants received timely training information and policy updates from state staff, ensuring consistent understanding and implementation of WIOA requirements across regions. Each roundtable included a live question-and-answer segment, allowing attendees to engage directly with state staff and one another to clarify guidance, exchange innovative strategies, and enhance overall program effectiveness in serving youth participants.

OWD also has plans to implement a comprehensive learning management system (LMS) designed specifically for OWD staff, LWDA practitioners and other workforce system partners. This new platform will serve as a centralized hub for training and professional development, offering a wide range of courses and resources focused on WIOA program implementation, compliance, performance accountability and best practices within Georgia's workforce system. The LMS will also include modules that highlight cross-program collaboration, customer service excellence, and innovative strategies for engaging job seekers and employers. By providing on-demand, standardized, and easily accessible training opportunities, this system will strengthen statewide consistency, build staff capacity, and ensure that all workforce professionals have the knowledge and tools needed to deliver high-quality services that align with Georgia's vision for an integrated, effective, and customer-focused workforce development system.

Youth Virtual WEX

In PY 24, OWD continued to fund the expansion of the virtual Work Experience program statewide to include all of the LWDA's and to provide additional formats.

Program Description:

Career Compass Academy (CCA) is a 5-week virtual program that equips WIOA-eligible youth with work-ready skills, career exploration opportunities, and job shadowing activities. It was developed to address the demand for flexible virtual learning environments that combine career exploration and paid work readiness training.

Key Features:

- **Live Format:** Includes 15 live webinars, 41 self-paced online modules (now featuring new Virtual Workplace and Interviewing modules), and career essentials: a career plan, resume, and cover letter.
- **Availability:** Expanded statewide for any LWDA interested in participating, ensuring increased access for youth.
- **Technology Platforms:** Utilizes Accenture's *Skills to Succeed Academy* for online modules, Zoom for webinars, and TCSG's Blackboard for classroom management and progress tracking.

Implementation Partner:

CareerRise, Inc. plays a central role in the program by:

- Recruiting industry partners.
- Facilitating webinars and career panels and managing coursework.
- Managing relationships with Accenture and providing technical assistance.

Local Workforce Partner Contributions:

- Youth recruitment and WIOA eligibility determination.
- Case management and stipend distribution.

Statewide Expansion:

Initially serving five local boards (Atlanta, Atlanta Regional, Cobb, DeKalb, and Fulton), CCA has expanded to include Middle Georgia, Northwest Georgia, Georgia Mountains, and Macon-Bibb, and now the Lower Chattahoochee region.

With the added format options, additional LWDAs are now in talks with CareerRise to begin offering CCA to their youth participants.

Flexible Delivery Options:

1. **CCA Live!:** Offers structured programming three times a year with live sessions.
2. **CCA On-Demand:** Provides virtual self-paced and in-person classroom options—making CCA accessible to more youth and adaptable to varying schedules and technology access levels.
3. **Guided Implementation:** Offers customizable options for local

Budget and Resources:

Local boards typically provide \$200 weekly stipends for participating youth, equaling \$1,000 per student. The program's administrative costs include facilitation, progress tracking, and platform licenses.

Lastly, in PY 25, CareerRise successfully piloted and fully implemented multiple in-person and virtual On-Demand options, allowing LWDAs to select formats that best meet their participants' needs. Several areas have already expressed interest in adopting the CCA On-Demand program to engage youth who could not participate in live sessions due to scheduling, technology, or accessibility challenges.

CareerRise is excited to offer this expanded and flexible version of CCA, empowering more young people across Georgia to gain critical soft skills, build career readiness, and take the next step in their workforce journey.

Rapid Response

Georgia's Rapid Response program continues to serve as a cornerstone of the state's business engagement and workforce resiliency strategy. The program prioritizes business retention,

economic resilience, and the development of strong partnerships, all of which are critical to preventing layoffs, mitigating their impact, and ensuring that both businesses and workers receive timely and effective support during periods of economic transition.

The program's structure includes a state-level Rapid Response team with seven regionally based coordinators who facilitate service delivery across Georgia. This team is supported by a system office specialist responsible for processing and distributing Worker Adjustment and Retraining Notification (WARN) filings and related resources, along with a program director who oversees daily operations and strategic alignment. Each LWDA receives a base grant to execute Rapid Response activities in coordination with the state team and may access supplemental funding for targeted training initiatives, such as incumbent worker training, to strengthen workforce retention and layoff aversion efforts.

In PY 24, Georgia advanced its Rapid Response strategy by expanding on-site and employer-centered service delivery models. One of the year's most notable achievements was the launch of WorkSource Georgia's first Rapid Response Transition Center at the Chico's Distribution Center in Winder, Georgia. This center served as a comprehensive, multi-agency hub providing affected workers with direct access to reemployment assistance, WIOA Title I and III services, training opportunities, and partner support such as Unemployment Insurance and community-based resources. Approximately 230 employees attended the job fair over the two days, and 100 employees visited the transition center for services. Additionally, more than 50 employers participated in the job fair to recruit new talent and offered positions that paid the same or more than the previous positions workers were separated from.

The transition center model represents a new best practice for Georgia, bringing state and local partners together under one roof to deliver coordinated, immediate, and personalized support during large-scale layoff events.

Throughout PY 24, Rapid Response teams continued to deliver both in-person and virtual services to employers and affected workers. Employer-focused activities included proactive layoff aversion consultations and coordination with local and state partners to stabilize businesses at risk of closure. For affected workers, services included comprehensive informational sessions that provided guidance on unemployment insurance, retraining options, and career transition resources—ensuring a smooth pathway back to employment.

During PY 24, Georgia's Rapid Response program directly assisted more than 100 employers and responded to over 70 WARN filings, reaffirming the state's commitment to proactive, responsive and employer-driven workforce solutions. The success of the transition center model and strengthened coordination with LWDA's positions Georgia to continue leading nationally in layoff aversion and reemployment strategies in the coming years.

National Dislocated Worker Grant

PY 24 marked a pivotal year for Georgia's National Dislocated Worker Grant (DWG) initiatives, as the state successfully concluded the QUEST Dislocated Worker Grant and launched two new grants to support recovery and reemployment efforts following Hurricanes Debby and Helene. Together, these grants underscore the importance of federal and state partnerships to responding swiftly and effectively to both economic disruptions and natural disasters, ensuring that dislocated workers receive the resources and opportunities needed to reenter the workforce.

The QUEST DWG, originally awarded in response to the COVID-19 pandemic, entered its final year of operation in PY 24. Over the life of the grant, Georgia exceeded its initial participant goal, serving more than 1,200 dislocated workers statewide, and provided pathways to sustainable careers in high-demand industries such as healthcare, advanced manufacturing, and logistics. The grant fostered meaningful partnerships between LWDAs, employers, and community organizations, strengthening Georgia's capacity to serve populations most impacted by economic disruption. Through initiatives like the Untapped Workforce Initiative, the grant also expanded outreach to individuals that left the workforce during the pandemic.

While the QUEST DWG concluded, Georgia successfully applied for and received two (2) DWGs: one for Hurricane Debby and another for Hurricane Helene. These grants were awarded to mitigate the economic and workforce impacts of the storms that affected dozens of Georgia counties in 2023 and 2024. The funding supports temporary employment, debris cleanup, and humanitarian assistance, as well as training and reemployment services for individuals who lost work as a direct result of the disasters.

OWD serves as the lead agency for both disaster recovery grants, coordinating closely with the federal, state, and local partners. These efforts not only provide immediate employment and recovery assistance but also strengthen long-term community resilience and workforce readiness in the affected regions. Together, the Hurricane Debby and Helene DWGs represent a combined federal investment of approximately \$4.2 million to support impacted communities across 61 Georgia counties. The grants are expected to provide temporary employment opportunities to more than 45 individuals and training and reemployment assistance to an additional 285 dislocated workers. These efforts build on the foundation established by the QUEST DWG, ensuring that Georgia's workforce system remains agile, coordinated, and capable of responding to both economic and environmental challenges.

Through these grants, Georgia reinforced its position as a leader in responsive and resilient workforce development - helping individuals recover, rebuild, and reenter the workforce while supporting employers and communities across the state in times of need.

Wagner-Peyser

During PY 24, Wagner-Peyser services in Georgia continued to be delivered by OWD, following the successful transition of the program from the Georgia Department of Labor (GDOL) in early 2023. OWD and GDOL maintained strong coordination to ensure seamless service delivery to Unemployment Insurance (UI) recipients. This included ongoing support for GDOL Reemployment Services and Eligibility Assessment (RESEA) Program staff on WorkSource Georgia's Labor Exchange System.

In accordance with state law, UI claimants must register for ES, unless a waiver is granted. The federal profiling model continues to be administered through GDOL as part of the RESEA program, identifying job seekers for additional support upon filing a claim. Wagner-Peyser staff work in close partnership with GDOL RESEA teams at the local level to ensure timely and effective services to program participants. OWD and GDOL are continuing to strengthen the partnership by planning and implementing additional processes, such as integrating job seeker workshops on topics like résumé writing, interview preparation, and job search strategies, aimed at further enhancing service coordination and delivery, as well as improving overall outcomes.

Employment Services were delivered through Georgia's American Job Center (AJC) network, which includes 34 GDOL Career Centers—9 of which are designated as Comprehensive One-Stop locations—and 8 additional Comprehensive One-Stop Centers directly operated by LWDA. In addition to in-person services, Employment Services were also provided remotely to ensure broader accessibility.

Seamless service delivery was the result of strong coordination between Wagner-Peyser staff, GDOL personnel, and LWDA partners. Wagner-Peyser is represented on each LWDA board, helping ensure that employment services are aligned with regional workforce priorities and integrated into broader workforce development strategies. In addition, Wagner-Peyser staff actively participate in monthly LWDA meetings to provide program updates and maintain open lines of communication.

Wagner-Peyser staff also took part in the annual Workforce Training Conference (WorkSource Academy) alongside LWDA partners, offering additional opportunities for cross training, professional development, and collaboration. Supplemental training opportunities—covering topics such as case management and the WorkSource Georgia Portal—were coordinated jointly with LWDA, allowing both Wagner-Peyser and LWDA staff to engage in shared learning and strengthen program integration.

This ongoing coordination helps ensure consistent, high-quality service delivery across the state, responsive to the unique needs of Georgia's local labor markets.

Employment Services staff focused on providing a wide range of labor exchange services, including but not limited to:

- job search assistance
- job referrals
- placement assistance for job seekers
- re-employment services to unemployment insurance claimants
- recruitment services to employers with job openings
- customized business services to employers

Services were delivered in one of three modes including staff-assisted, self-service, and facilitated self-help service delivery approaches. In addition to core labor exchange services, Wagner-Peyser staff provided enhanced support based on local workforce needs and priorities. These services included:

- Participation in Rapid Response events, offering on-site assistance to workers affected by layoffs or business closures.
- Organization and support of Job Fairs and hiring events in collaboration with employers and community partners to connect job seekers with immediate opportunities.
- Active involvement in Jobs for Veterans State Grant (JVSG) events, ensuring targeted support for veterans, including priority of service and access to specialized employment resources.
- Coordination with employers and economic development partners to meet emerging recruitment and workforce transition needs.

This flexible and responsive approach allowed Employment Services staff to adapt to changing economic conditions, support regional priorities, and provide timely, effective assistance to both job seekers and businesses across Georgia.

Georgia continues to strengthen virtual service delivery methods for job seekers and employers. In addition to in-person support offered at local offices and one-stop centers, individuals are able to access services virtually through WorkSource Georgia's live chat feature, WorkSource Georgia's call center, and our Employment Virtual Agent (EVA) KIOSKs.

In PY 24, OWD enhanced the WorkSource Georgia Portal by implementing an Artificial Intelligence (AI) module within the Labor Exchange System. This AI functionality supports self-service job seekers with tasks such as job searching, résumé building, and interview preparation, while also assisting employers with creating job postings, developing screening questions, and more. OWD is continuing to explore additional AI-driven features to further assist job seekers, particularly in the area of interview preparation. These enhancements are designed to streamline the experience for all users—job seekers, employers, and staff—while also improving access to labor market insights and talent-matching tools.

To address access barriers—especially in rural communities where limited internet connectivity and transportation challenges exist—Georgia launched the EVA KIOSKs in PY 24. These interactive kiosks are strategically placed in trusted community locations such as technical colleges, veteran centers, one-stop centers, and libraries. The kiosks allow job seekers to initiate real-time, private, virtual face-to-face meetings with employment specialists, providing a valuable connection point for individuals who may not otherwise be able to visit a career center.

To make it more approachable and user-friendly, EVA was also given its own identity. An animated EVA was created with an upbeat welcome video that introduces users to the WorkSource Georgia portal. Once connected, job seekers interact in real-time with a WorkSource Georgia representative, receiving personalized résumé support, guidance on job searching and training opportunities, interview coaching, and more. Memorandums of Understanding (MOUs) have been established for each existing site, and the network of KIOSKs is expected to expand further in PY 25, with plans underway to establish virtual teams to support this growing service model.

Georgia continues to enhance service coordination through strong collaboration with WIOA Title I, II, and IV partners, including the state's technical colleges. Wagner-Peyser staff actively participate in monthly WIOA partner meetings, which facilitate cross-program communication, align service strategies, and strengthen integrated service delivery.

To further strengthen collaboration, shared cross-training opportunities are planned—building on the success of similar efforts in FY 23. These trainings will continue to bring together staff from Wagner-Peyser and Titles I, II, and IV to deepen mutual understanding of program eligibility, available services, and referral processes. The goal is to enhance coordination, improve the overall customer experience, and increase opportunities for co-enrollment. In addition, the team regularly shares policy updates, training resources, and partner webinars hosted by state agencies and community organizations to ensure all staff remain informed and connected to the broader workforce ecosystem.

Agricultural Services

During PY 24, the Agricultural Services team sustained and expanded service delivery to agricultural employers and Migrant and Seasonal Farmworkers (MSFWs). Building on the prior-year transition from GDOL to OWD, outreach operations were stabilized and scaled to align with Georgia's growing agribusiness needs. The MSFW program operated nine (9) significant offices. Staff continued providing technical assistance to employers and direct services to MSFWs during peak crop seasons, meeting workers where they live and congregate. Workers were provided written and oral information in the language(s) they readily understood.

In PY 24, the team contacted 22,798 MSFWs, completed 1,437.5 outreach days, and distributed 31,393 flyers. In addition, the program enrolled 126 MSFW participants in PY 24, connecting them to services that advance employment and training outcomes.

The typical menu of services provided to MSFW workers included the following:

- Referral to training services
- Referral to agricultural and non-agricultural employment
- Referral to supportive services
- Career counseling
- Job development
- Information on the Employment Service and employment-related law complaint system
- Summaries of farmworker rights (terms and conditions of employment)

In PY 24, the State Monitor Advocate (SMA) engaged in a range of advocacy activities to support MSFWs. These efforts included overseeing the operation and performance of the MSFW complaint system, contributing to the development of the State Agricultural Outreach Plan, and reviewing daily reports submitted by outreach workers. The SMA also participated in public meetings, met with farmworker groups and employers to promote the use of employment services, and conducted field visits to MSFW worksites and housing areas to verify service delivery. Additionally, the SMA collaborated with workforce partners and other agencies to coordinate and strengthen services for MSFWs across the state.

During PY 24, the Georgia Foreign Labor Certification (FLC) Program successfully transitioned from GDOL to OWD. This transition required the development of new processes tailored to the program's operations, ensuring continued efficiency and compliance while strengthening service delivery to employers and workers.

Georgia remained a national leader in foreign labor certification, ranking #2 in the country for H-2A certifications. In PY 24, a total of 45,159 H-2A positions were certified to meet agricultural workforce needs, and 13,839 H-2B positions were certified to support non-agricultural industries with seasonal labor demands. Housing inspections were completed for all H-2A orders to ensure compliance with federal and state standards.

The typical menu of services provided included:

- Assistance with H-2A and H-2B job order processing and employer applications
- Coordination and consultation with agricultural and non-agricultural employers
- Guidance on federal, state, and local compliance requirements, along with education on program regulations
- Support for housing inspections and related documentation
- Conducting prevailing wage and practice surveys to ensure fair labor standards
- Collaboration with workforce partners to enhance outreach and service delivery.

Jobs for Georgia Graduates

From Jobs for Georgia Graduates (JGG) to the WorkSource Georgia Youth Employment Services (YES) Program

The Jobs for Georgia Graduates (JGG) program served as the state affiliate of the nationally recognized Jobs for America's Graduates (JAG) initiative, which has provided transformative support to more than 1.5 million at-risk youth over the past four decades. The JGG program operated successfully throughout PY 23. To strengthen alignment with the OWD and the service delivery standards of Wagner-Peyser Title III employment services, the Youth Employment Services (YES) Program officially replaced JGG on July 1, 2024. This transition aimed to better align with statewide workforce priorities and expand employment-focused opportunities for Georgia's youth.

The YES Program focuses on transitioning high school seniors to sustainable employment opportunities upon graduation. The YES Program serves high school seniors, in select schools across the state of Georgia, with possible barriers to employment. The YES representatives serve up to 30 students within their designated school districts. Throughout the school year, students participate in Pre-Employment Training and Workshops utilizing the TCSG GeorgiaBEST and Employer Preparatory Curriculum assignments.

Following graduation, each participant receives six months of quality, strategic follow-up employment services and placement assistance. All services and outcomes are documented and verified in the WorkSource Georgia Portal. Program performance indicators include: resume & career interest inventory completion, employment placement, and follow-up connectivity. Services are provided to four (4) state of Georgia school districts:

- Coweta County School District
- Hall County School District
- Decatur City Schools
- Savannah-Chatham County School District

Georgia's Ticket-to-Work Employment Network

In PY 24, OWD centralized the operations of the WorkSource Georgia Employment Network (EN) program to maximize the benefits of EN program services and assigned a dedicated team to provide statewide virtual services. Staff completed Social Security Administration (SSA) approved training with Cornell University and obtained the Work Incentive Planner Certification. This certification allows these staff to provide high quality services to ticket holders, to include benefits counseling. LWDA partner staff and ES staff were required to refer the individuals that self-disclose receiving Social Security cash benefits to the WorkSource Georgia EN. OWD has provided LWDA's and ES staff with guidance and technical assistance for making these referrals and will continue to support local efforts to increase services to individuals with disabilities.

During PY 24, Georgia's EN served approximately 950 Social Security ticket holders and received a total of \$69,025 in reimbursements from the Social Security Administration (SSA). The added financial resources can provide ticket holders with an opportunity to supplement the cost of professional exams and employment-related materials.

Benefits counseling and referral to employment services are essential services delivered by the Georgia EN. The impact, in terms of return on investment, is significant. Ongoing collaborative partnerships with community service providers, such as the Georgia Transplant Foundation Jumpstart program and U.S. Veterans Administration continues to strengthen the EN/s ability to reach and enroll ticket holders.

Through the EN program LWDAs and One-Stop centers have the potential to benefit significantly from these services due to the following:

- Expanded program capacity – Participants with disabilities will have a certified incentive advisor to clarify Social Security questions and concerns, as well as to assist with employment services; and,
- Increased program outcomes – Participants will have access to an additional layer of support to clarify concerns, coordinate disability-related services, as well as other supports needed in order for individuals with disabilities to successfully complete necessary services (e.g., occupational training, work-based learning opportunities, etc.).

Veterans Services

The State of Georgia remains a leader in serving its large veteran community, which includes more than 700,000 Veteran residents across the state. Career Centers provide an arena for “priority of service,” ensuring veterans and eligible spouses receive first access to employment and training opportunities. These centers deliver comprehensive career and education services, including individualized counseling, résumé development, and referrals to training programs, while also assisting veterans in earning industry-recognized credentials and certifications.

OWD continued to partner with Georgia Veterans Education Career Transition Resource (VECTR) Centers in Warner Robins and Marietta, Georgia to serve transitioning veterans. The VECTR Centers act as gateways for veterans’ re-entry into Georgia’s public educational systems and workforce. As an example, veterans are supported in translating military training into academic credit. VECTR also provides community support—linking veterans and their families to housing, health care, financial and legal assistance—along with guidance on education financing and entrepreneurship through its Veterans Business Outreach Center. The VECTR Centers also supported employers and HR professionals in developing and sustaining workplace cultures that are inclusive of the veteran community.

OWD continued to serve veterans through the Unite Georgia partnership. OWD and the Georgia Department of Veterans Services (GDVS) secured funding through the Georgia State Fiscal Recovery Fund’s Negative Economic Impact grant program. This funding has allowed the implementation of a statewide collaborative strategy called Unite Georgia. Unite Georgia represents a network of organizations that collaborate to provide care for veterans in their local communities. The Unite Georgia Network includes government, healthcare, and nonprofit organizations across the state. UniteUs, a software company, provides the network with case management and referral software technology to better identify, deliver, and connect veterans to social services. In addition to the referral technology, UniteUs has developed a TCSG Specific Assistance Request Form that allows veteran participants to access the referral function as well as local community resources individually, without case management assistance. OWD conducted several engagement activities at various stakeholder events throughout the state from July 2024 through June 2025.

In PY 24, the Unite Georgia Initiative was able to accomplish the following:

Unite Georgia Activity	Impact
Users	9236
Total Programs	1282
Programs Open to Referrals	921

Jobs for Veterans State Grant (JVSG)

The Jobs for Veterans State Grant (JVSG) Program continues to provide services to qualified veterans and businesses in Georgia. The program supports three (3) key roles within the American Job Center. These positions are:

- Disabled Veterans’ Outreach Program (DVOP) Specialists: Focus on delivering individualized career services to veterans facing significant employment barriers, including resume building, job placement, career counseling, and case management.
- Local Veterans’ Employment Representatives (LVERs): Facilitate connections between employers and job-seeking veterans, organize hiring events, and advocate for veteran hiring initiatives.

- Consolidated DVOP/LVER Staff: Perform a hybrid of DVOP and LVER duties to maximize resource flexibility.

Some of the services provided by the JVSG during PY 24 included:

- Employment Assistance: DVOPs assisted approximately 4792 veterans in their job search by providing personalized employment counseling, career guidance, and job placement services. This can involve resume building, interview preparation, and matching skills gained in the military to civilian job opportunities.
- Job Referral Services: JVSG staff connected approximately 864 veterans with job openings and employment opportunities within local communities and across different industries.
- LVERs developed and maintained relationships with approximately 4081 employers and businesses to facilitate veteran hiring.

In PY 24, the OWD prioritized staff development initiatives to strengthen the capacity and effectiveness of JVSG team in delivering high-quality services to veterans. These initiatives included participation in the following:

- Collaborative Training with External Partners: Mandatory sessions focused on current trends, best practices, and innovative approaches in veteran services.
- National and Statewide Conferences: Key events designed to strengthen program coordination, share best practices, and enhance overall service delivery to veterans.
 - *July 2024:* The JVSG team hosted a statewide JVSG Conference in Pine Mountain, Georgia.
 - *August 2024:* Several team members attended the National Association of State Workforce Agencies (NASWA) Conference in Washington, D.C.
 - *September 2024:* Several team members participated in the NASWA Summit in New Orleans, Louisiana.

Apprenticeship Grants

OWD continued to advance its five-year plan to expand Registered Apprenticeships statewide, a cornerstone of administering its federal apprenticeship grants. During the program year, the Apprentice Georgia team strengthened partnerships, streamlined processes, and enhanced coordination between employers, local workforce boards, and technical colleges. These efforts have built a sustainable foundation for an apprenticeship-driven workforce and economic growth across Georgia.

During this program year, OWD successfully extended its USDOL State Apprenticeship Expansion Formula (SAEF) grant, which supported technical colleges and LWDAs. Through this grant, OWD provided direct funding for LWDAs serving as Apprenticeship Navigators.

Over 300 businesses partnered with TCSG to create registered apprenticeships, spanning industries such as healthcare, aerospace, construction, IT, and public service. These partnerships helped connect apprentices with meaningful, on-the-job training and career pathways.

High Demand and Public Service Apprenticeship Program (HDAP & PSAP)

In 2024, legislative changes to the state-funded apprenticeship program increased the apprentice cap from 5 to 10, expanded priority to youth and individuals in adult education, and established the Public Service Apprenticeship Program (PSAP).

Both the High Demand Apprenticeship Program (HDAP) and PSAP supported over 50 employers and public entities, providing opportunities for more than 250 apprentices across industries, including healthcare, manufacturing, logistics, information technology, education, and public safety. These programs enhanced employer engagement and broadened apprenticeship opportunities across private and public sectors. The PSAP also helped establish new partnerships with local governments and school districts, including the Georgia Department of Education's teacher apprenticeship program, supporting apprenticeships in public safety, emergency services, teacher preparation, and public works.

State Apprenticeship Expansion Funding (SAEF)

In PY 24, TCSG was awarded the USDOL State Apprenticeship Expansion Formula (SAEF) II Base Grant to strengthen and expand registered apprenticeship efforts statewide.

Funds were used to enhance technical assistance to stakeholders by hiring additional staff to support pre-apprenticeship pathways and outreach efforts. The grant also enhanced technical college participation through a pay-for-performance model, providing direct funding to TCSG institutions serving as Registered Apprenticeship Program (RAP) sponsors and Related Technical Instruction (RTI) providers to provide direct access for employers and onboarding registered apprentices.

Additionally, SAEF II base funds supported expansion in three LWDA through the Apprenticeship Navigator Pilot Grant, where dedicated staff received training and technical support to build and manage local Registered Apprenticeship Programs.

Partnerships and Collaboration

Local workforce boards launched the Apprenticeship Navigator initiative to connect apprenticeship opportunities with Workforce Innovation and Opportunity Act (WIOA) services. The Apprenticeship Navigator Pilot supported LWDA in expanding Registered Apprenticeships (RAPs) and aligning them with WIOA services. Funding helped local areas develop and implement apprenticeship strategies and connect RAPs to eligible participants. Three local areas were awarded the grant in PY 24 and received technical assistance to meet program goals. The program resulted in increased readiness for apprenticeships, providing a foundation to successfully place participants into RAPs. It also strengthened local capacity and improved statewide coordination between workforce and apprenticeship programs, creating a model for future apprenticeship expansion.

Practitioner Training, Awareness, and Outreach

The team hosted regional apprenticeship coordinator trainings across the state to strengthen registered apprenticeship program compliance and coordination. Apprentice Georgia also led and participated in major events such as the Georgia Apprenticeship Summit, the GOAL Leadership Summit, and National Apprenticeship Week activities, all focused on highlighting apprenticeship success stories and engaging employers, educators, and students. Marketing and outreach campaigns through earned media and paid social media continued to raise awareness of apprenticeship opportunities and promote state-funded programs.

Pre-Apprenticeship Development

With the addition of an Apprenticeship Pathways Coordinator position, pre-apprenticeship efforts grew throughout the year, with technical colleges, school districts, and LWDA collaborating to create pathways for youth and underserved communities. These programs provide early exposure to career opportunities and connect participants to full apprenticeship programs, particularly in construction, manufacturing, and public service.

Internal and State Engagement

The Apprentice Georgia team made significant progress in promoting the Public Service Apprenticeship Program (PSAP) across Georgia. The team engaged with major public sector organizations, including the Association of County Commissioners of Georgia (ACCG), which represents 159 counties, and the Georgia Municipal Association (GMA), representing over 500 cities. Additional meetings were held with the DeKalb and Gwinnett County Sheriff's Offices, DeKalb County Government, and the City of Atlanta. By connecting with these organizations, the team was able to reach leaders who influence workforce development in communities throughout the state.

Building on public sector partnerships, the Apprentice Georgia team worked closely with the Georgia Department of Education (GaDOE) and their teacher apprenticeship program. GaDOE was awarded an Apprenticeships for Building America (ABA) grant to develop Registered Apprenticeship Programs in rural areas of Georgia. The team assisted in preparing the program, guiding them on sponsor responsibilities, promoting the program, and connecting them with strategic partners to support its expansion.

The team strengthened collaboration across TCSG divisions and with other state agencies to ensure a unified approach to workforce development. Engagement with internal business services teams improved coordination when employers need assistance, and presentations to state partners like GVRA foster shared strategies to reach more job seekers.

The apprenticeship team presented at the annual WorkSource Georgia Academy, where attendees included representatives from all 17 LWDA's. The presentation focused on strategies for utilizing the WIOA to strengthen registered apprenticeship programs, providing local teams with practical guidance to expand opportunities for both employers and participants across Georgia. These efforts highlight the team's dedication to building strong workforce pathways and broadening access to apprenticeships statewide.

Apprenticeship Policy Implementation

In PY 24, key policies were developed to establish a strong foundation for state-funded apprenticeship programs, including the High Demand Apprenticeship Program and the Public Service Apprenticeship Program (PSAP). For the High Demand Apprenticeship Program, approved occupations were aligned with Georgia's High Demand Career List, established under HB 982, which identifies current and projected high-demand jobs offering livable wages and requiring postsecondary credentials or significant on-the-job training. These policies provided clear guidance for program implementation, eligibility, and employer participation, promoting consistency and accountability across the state while expanding apprenticeship opportunities and supporting workforce development.

Looking Ahead

As the team moves into the next program year, focus areas include continued alignment with WIOA, increased employer engagement, and the expansion of pre-apprenticeship and youth apprenticeship programs. Apprentice Georgia will continue to build on its strong foundation by supporting statewide partnerships, simplifying employer participation, and sustaining growth in registered apprenticeships across all regions of Georgia. The Apprentice Georgia Team submitted an application for the State Apprenticeship Expansion Formula (SAEF) 3 Competitive Grant for FY 26-FY 28. The proposed project outlines a strategic plan to strengthen Georgia's apprenticeship ecosystem by increasing alignment between the state's WIOA Workforce Development System and the Technical College System to deliver comprehensive apprenticeship development and expansion services to employers.

Key goals of the proposal include:

- Enhancing the quality of Registered Apprenticeship Programs (RAPs) by focusing on high-demand occupations and streamlining support to better meet employer needs.
- Increasing employer engagement, especially among small and mid-sized businesses, by simplifying the registration process, reducing administrative burdens, and offering hands-on technical assistance.
- Expanding RAP opportunities for WIOA-eligible participants through co-enrollment and targeted support for priority sectors such as advanced manufacturing, healthcare and life sciences, construction, public sector, technology and cybersecurity, transportation, and CDL.

The project aims to support up to 700 apprentices, promoting high-quality, good-paying jobs that contribute to sustaining Georgia's workforce and economic competitiveness.

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Waivers

Youth Waiver

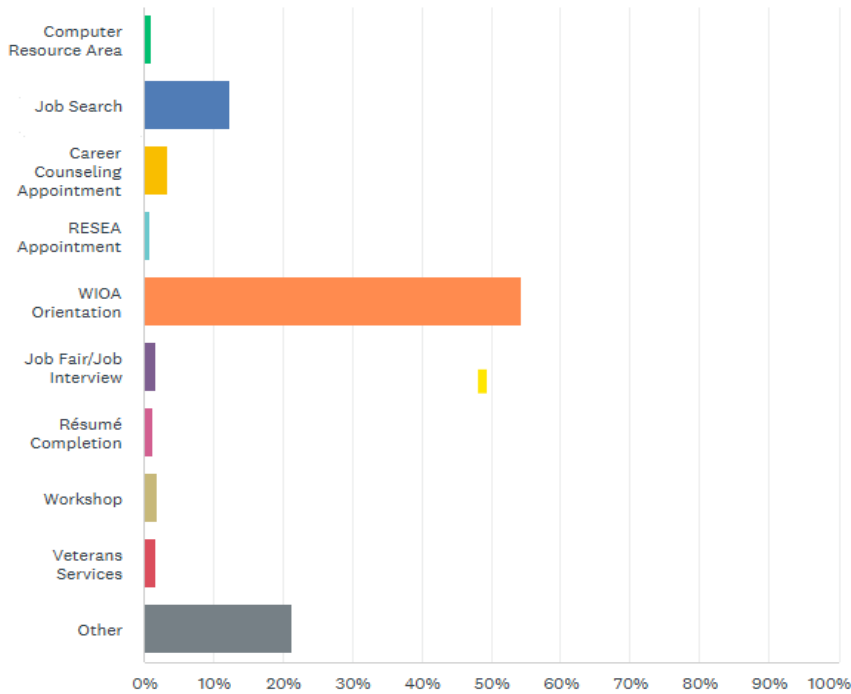
OWD currently has a Youth Expenditure Waiver active until June 30, 2026, which lowers the expenditure requirements established by WIOA of at least 75 percent of funding to be spent for the out-of-school (OSY) population to 50 percent. The flexibility afforded by the waiver continues to allow LWDA's to expand ISY programming within their service areas, and create valuable partnerships with school districts, technical colleges, and other education and community partners throughout their areas.

Attachments

Survey Results (Title I)

**Q2 What was the purpose of your contact with the Career Center or One Stop Partner?
Please select all that apply.**

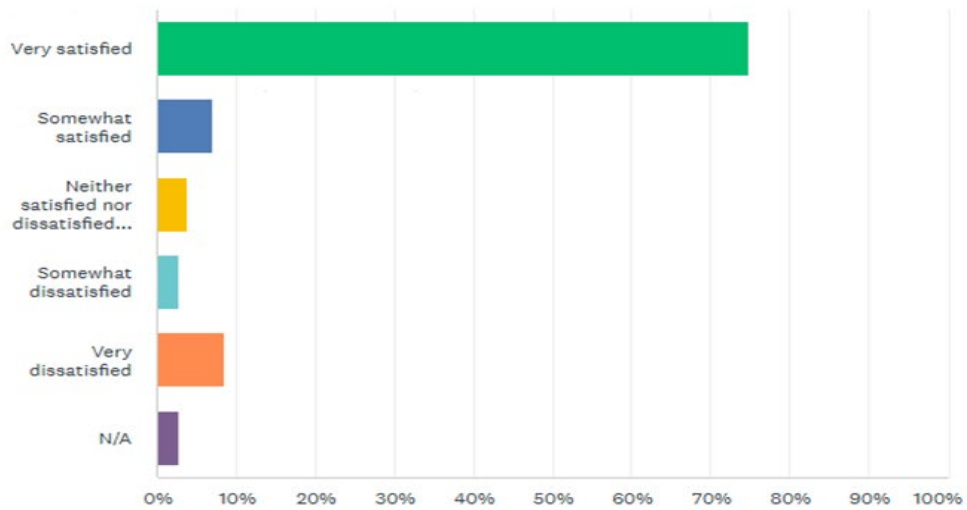
Answered: 771 Skipped: 4



ANSWER CHOICES	RESPONSES
Computer Resource Area	1.04% 8
Job Search	12.32% 95
Career Counseling Appointment	3.50% 27
RESEA Appointment	0.78% 6
WIOA Orientation	54.35% 419
Job Fair/Job Interview	1.69% 13
Résumé Completion	1.30% 10
Workshop	1.95% 15
Veterans Services	1.69% 13
Other	21.40% 165
TOTAL	771

Q3 How satisfied were you with the services you received from the Career Center or One Stop Partner?

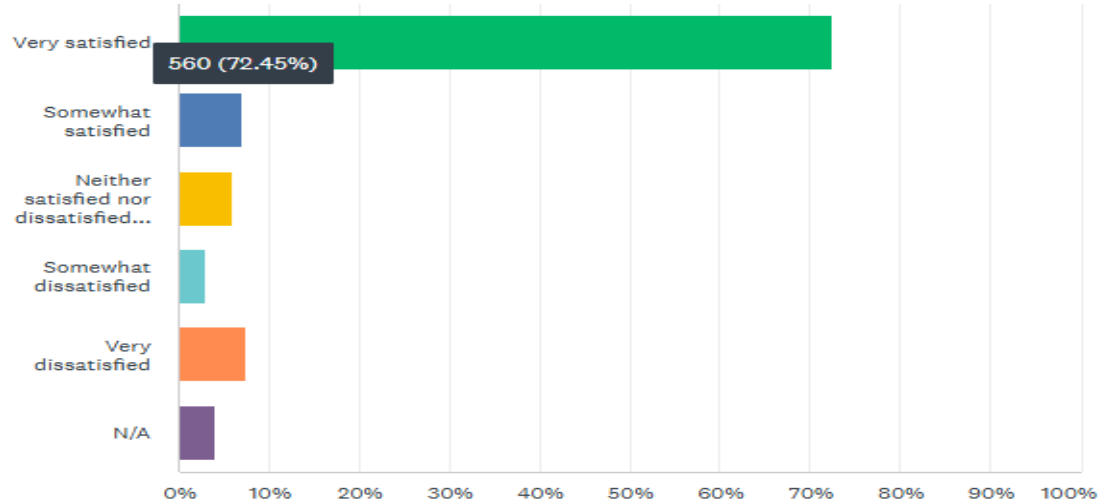
Answered: 774 Skipped: 1



ANSWER CHOICES	RESPONSES
Very satisfied	74.94% 580
Somewhat satisfied	7.11% 55
Neither satisfied nor dissatisfied (Neutral)	3.75% 29
Somewhat dissatisfied	2.84% 22
Very dissatisfied	8.53% 66
N/A	2.84% 22
TOTAL	774

Q4 How satisfied were you with any additional services or information that was provided/offered beyond what you originally requested or expected?

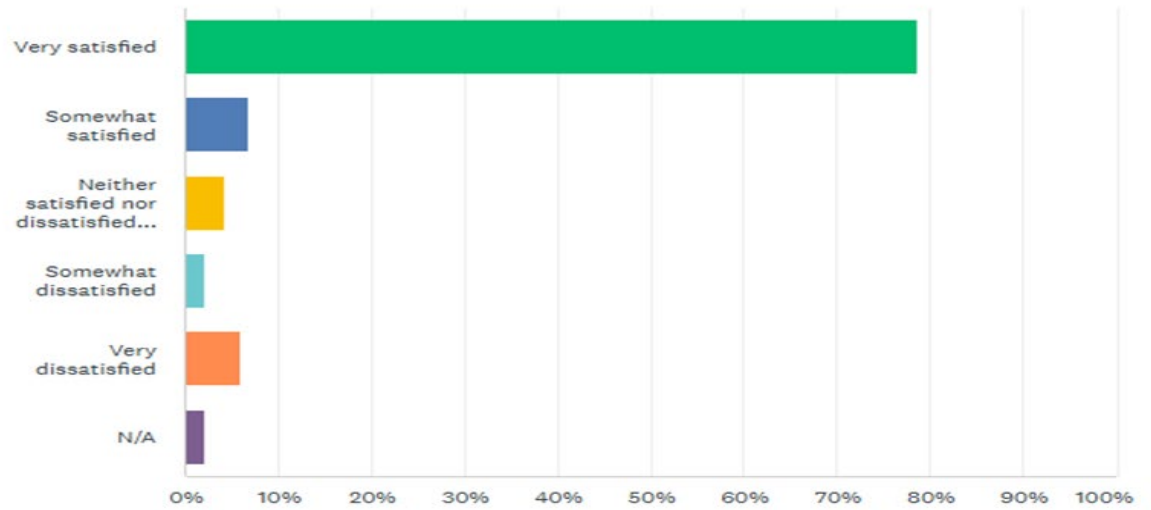
Answered: 773 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ Very satisfied	72.45%	560
▼ Somewhat satisfied	7.12%	55
▼ Neither satisfied nor dissatisfied (Neutral)	5.95%	46
▼ Somewhat dissatisfied	2.98%	23
▼ Very dissatisfied	7.50%	58
▼ N/A	4.01%	31
TOTAL		773

Q5 How satisfied were you with the professional demeanor and treatment by the staff?

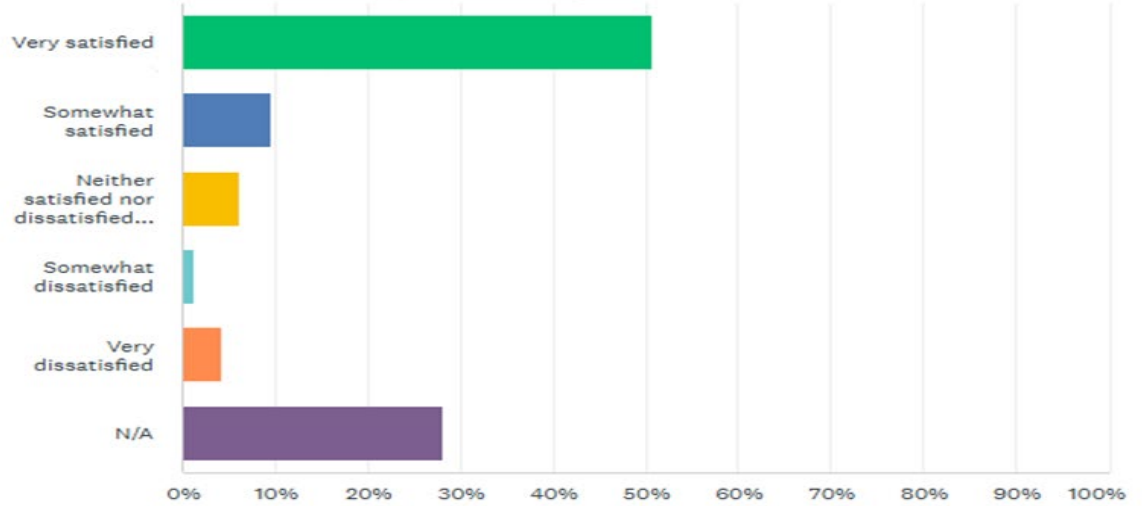
Answered: 773 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ Very satisfied	78.78% 609
▼ Somewhat satisfied	6.73% 52
▼ Neither satisfied nor dissatisfied (Neutral)	4.27% 33
▼ Somewhat dissatisfied	2.20% 17
▼ Very dissatisfied	5.95% 46
▼ N/A	2.07% 16
TOTAL	773

Q6 If you only visited worksourcegaportal.com, were you satisfied with your overall experience?

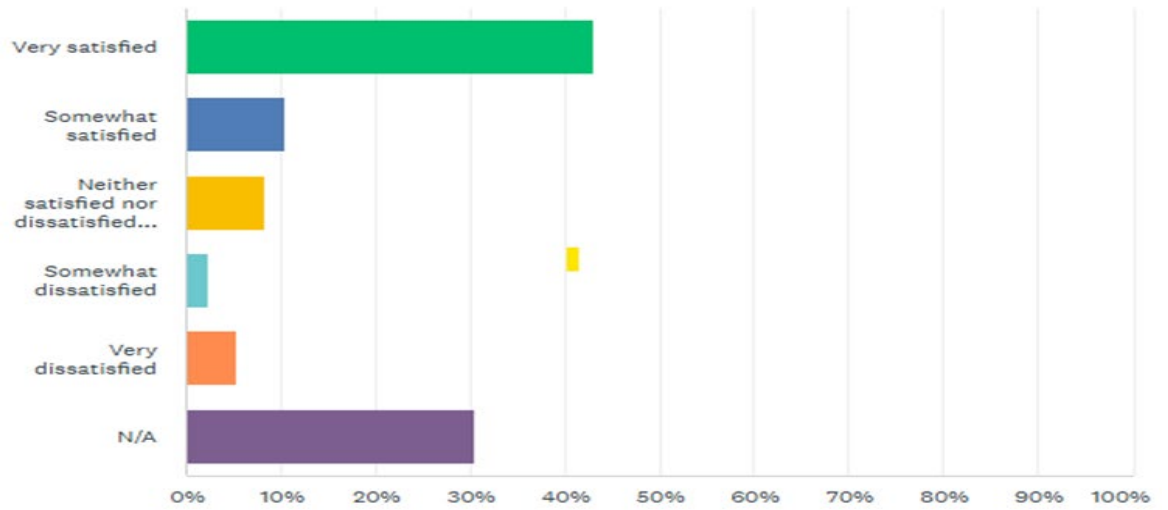
Answered: 769 Skipped: 6



ANSWER CHOICES	RESPONSES
▼ Very satisfied	50.85% 391
▼ Somewhat satisfied	9.49% 73
▼ Neither satisfied nor dissatisfied (Neutral)	6.11% 47
▼ Somewhat dissatisfied	1.30% 10
▼ Very dissatisfied	4.16% 32
▼ N/A	28.09% 216
TOTAL	769

Q7 How satisfied were you with your virtual job search experience on WorkSource Georgia website?

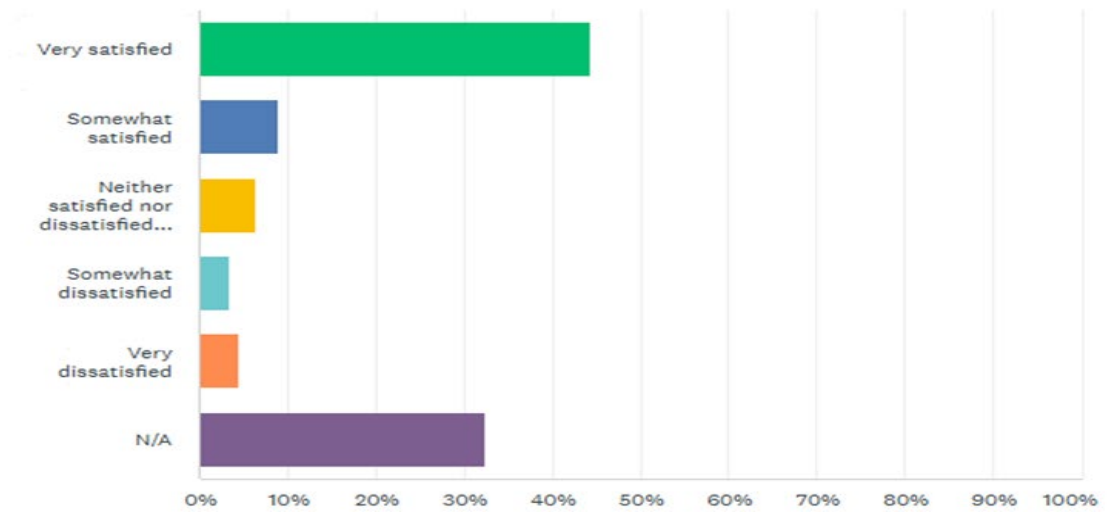
Answered: 769 Skipped: 6



ANSWER CHOICES	RESPONSES
Very satisfied	43.04% 331
Somewhat satisfied	10.53% 81
Neither satisfied nor dissatisfied (Neutral)	8.32% 64
Somewhat dissatisfied	2.34% 18
Very dissatisfied	5.33% 41
N/A	30.43% 234
TOTAL	769

Q8 How satisfied were you with the resume building/uploading aspect of the WorkSource Georgia website?

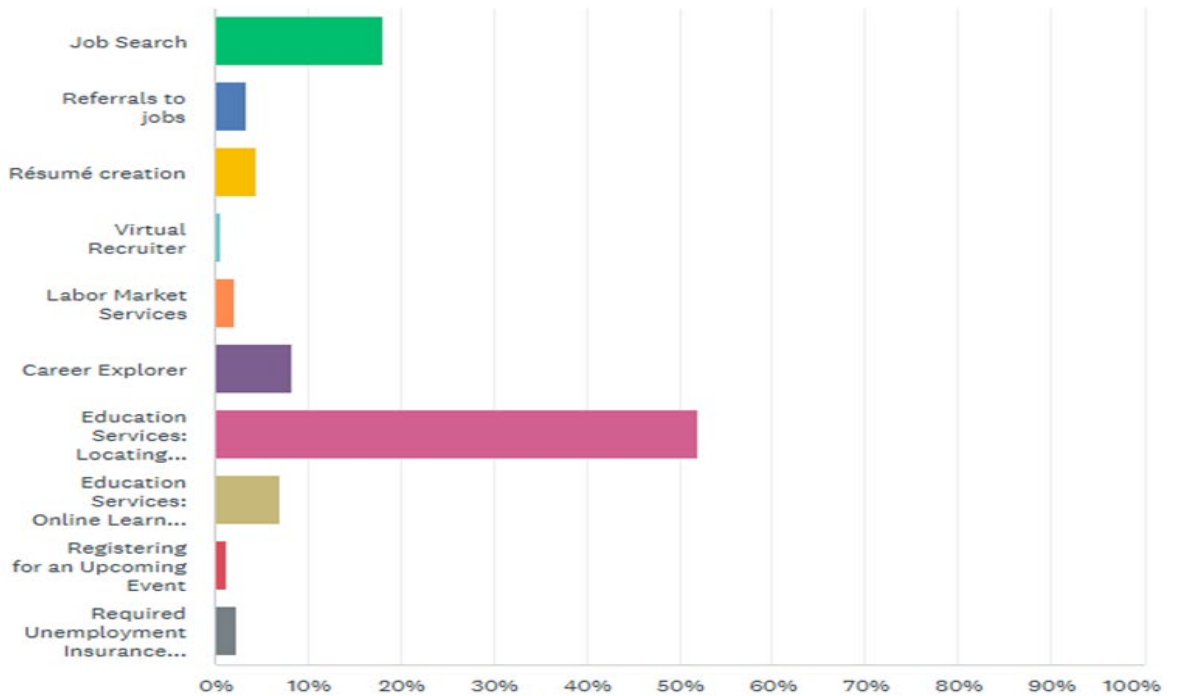
Answered: 771 Skipped: 4



ANSWER CHOICES	RESPONSES
Very satisfied	44.36% 342
Somewhat satisfied	8.95% 69
Neither satisfied nor dissatisfied (Neutral)	6.49% 50
Somewhat dissatisfied	3.37% 26
Very dissatisfied	4.41% 34
N/A	32.43% 250
TOTAL	771

Q9 What features did you utilize while you were visiting WorkSource Georgia? Please select all that apply.

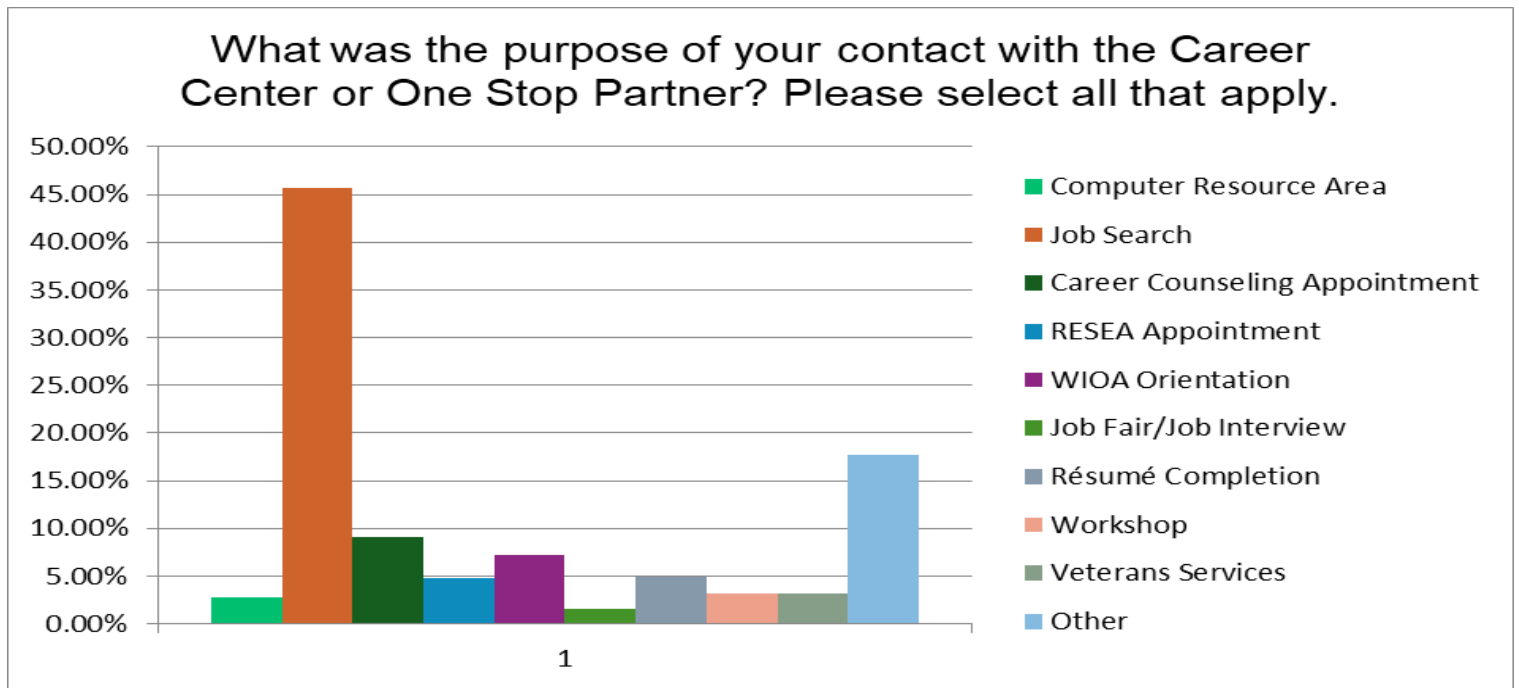
Answered: 731 Skipped: 44



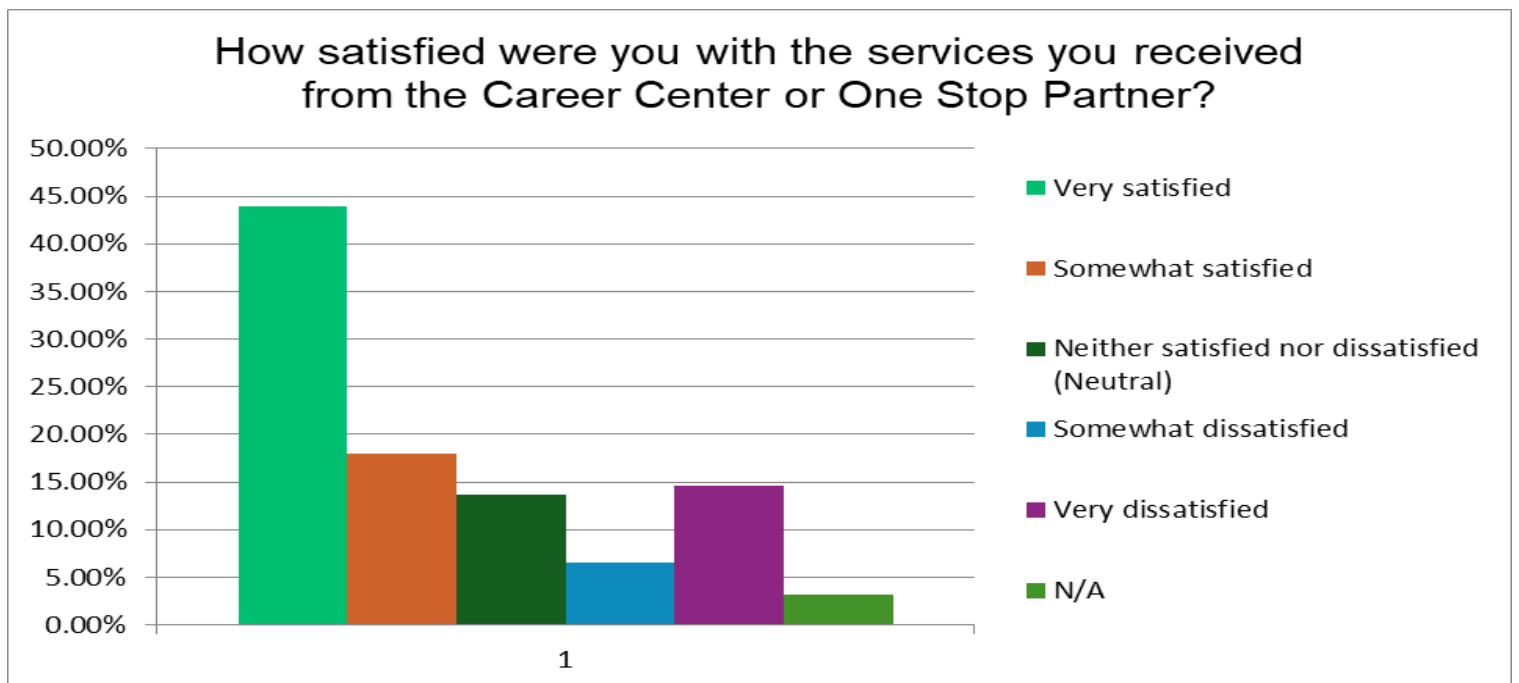
ANSWER CHOICES	RESPONSES
Job Search	18.06% 132
Referrals to jobs	3.42% 25
Résumé creation	4.51% 33
Virtual Recruiter	0.55% 4
Labor Market Services	2.19% 16
Career Explorer	8.34% 61
Education Services: Locating Training and Education Programs	52.12% 381
Education Services: Online Learning Resources	7.11% 52
Registering for an Upcoming Event	1.37% 10
Required Unemployment Insurance Registration with Résumé	2.33% 17
TOTAL	731

Survey Results- (Title 3 - Wagner Peyser)

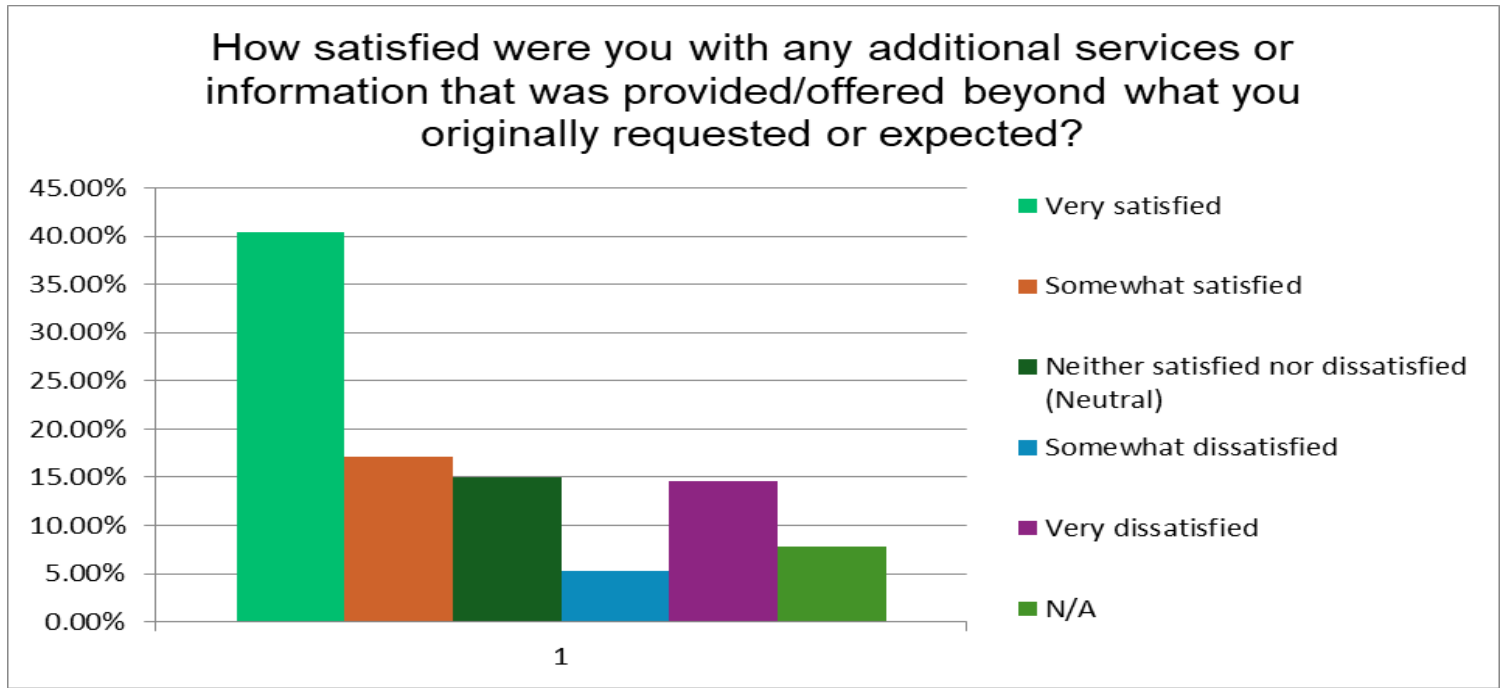
**Q2 What was the purpose of your contact with the Career Center or One Stop Partner?
Please select all that apply.**



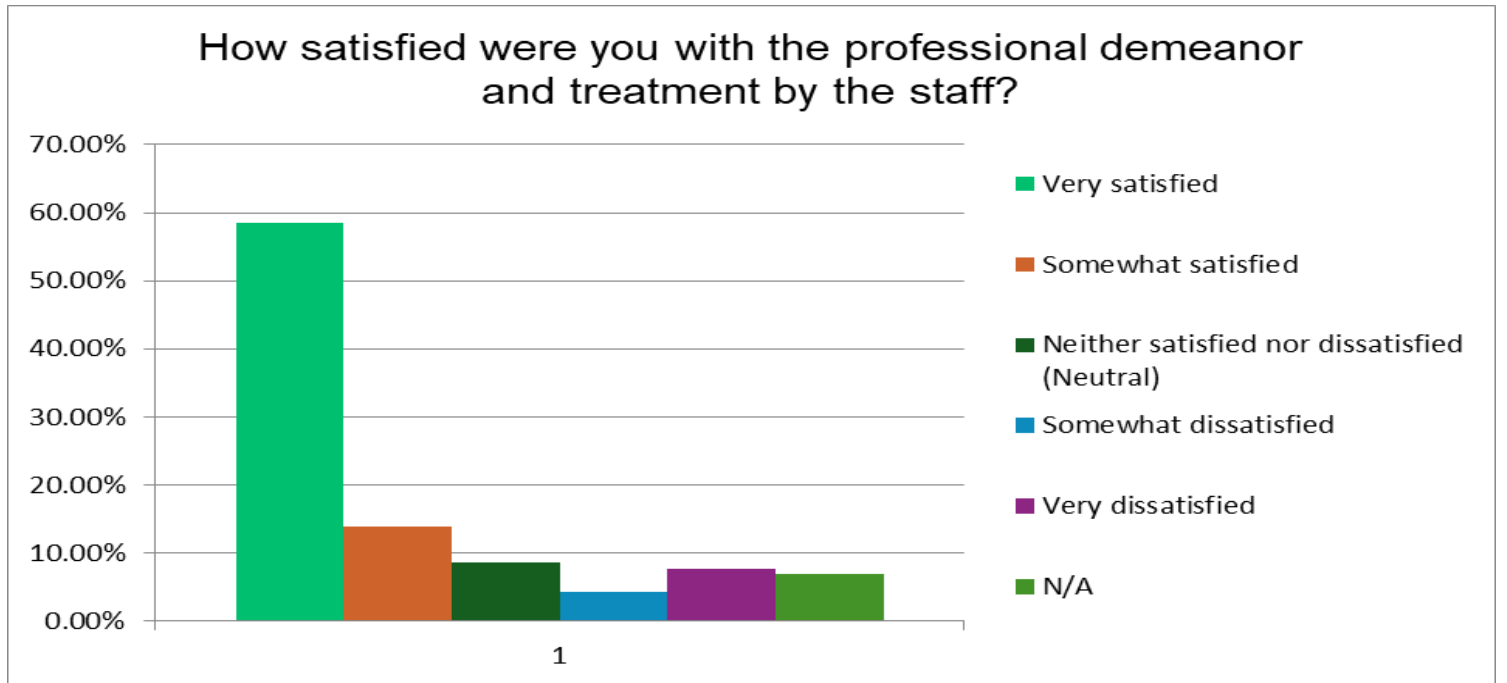
Q3 How satisfied were you with the services you received from the Career Center or One Stop Partner?



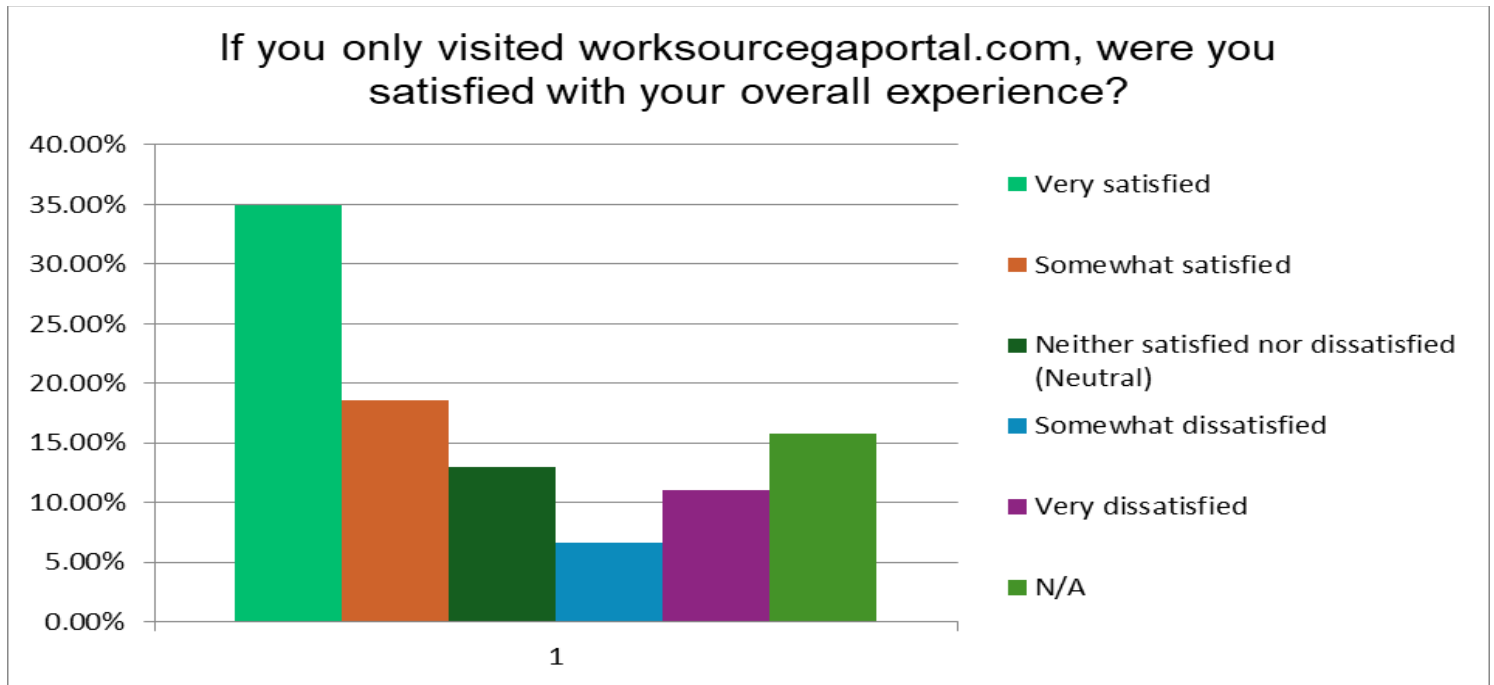
Q4 How satisfied were you with any additional services or information that was provided/offered beyond what you originally requested or expected?



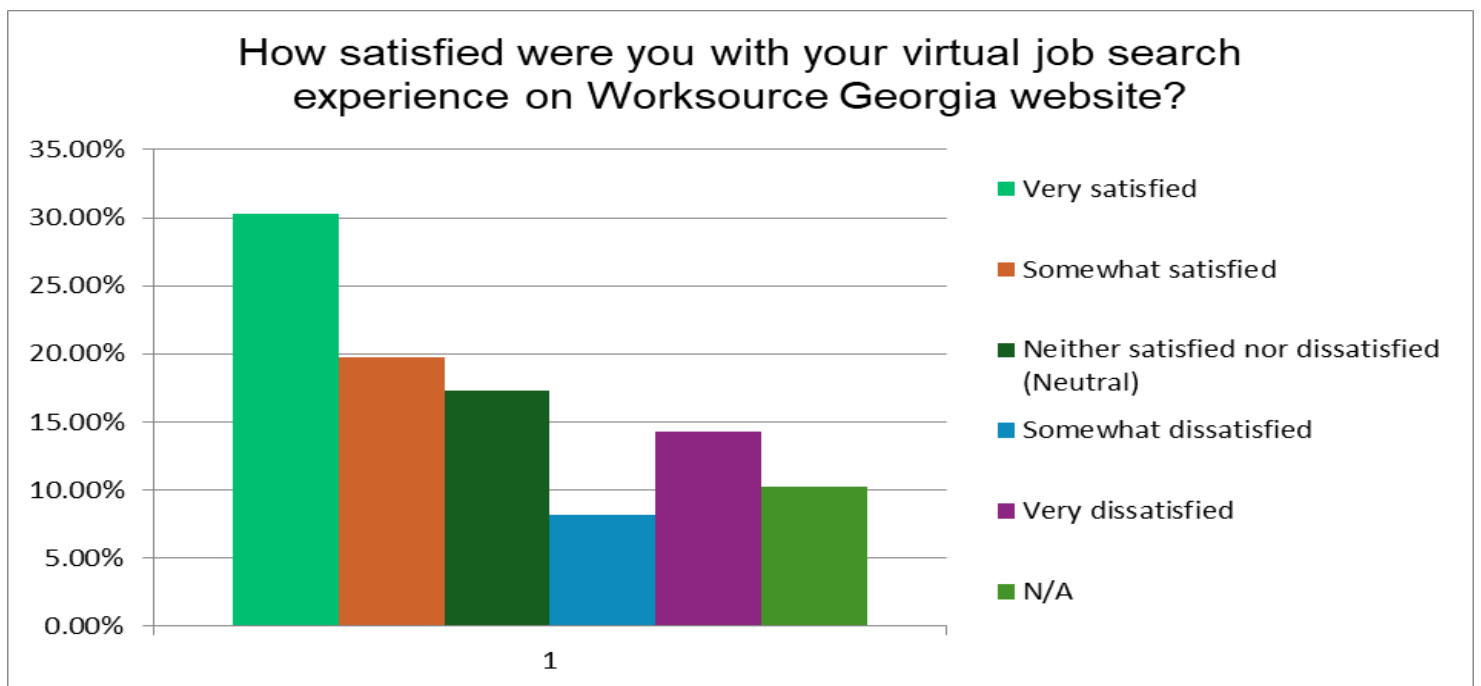
Q5 How satisfied were you with the professional demeanor and treatment by the staff?



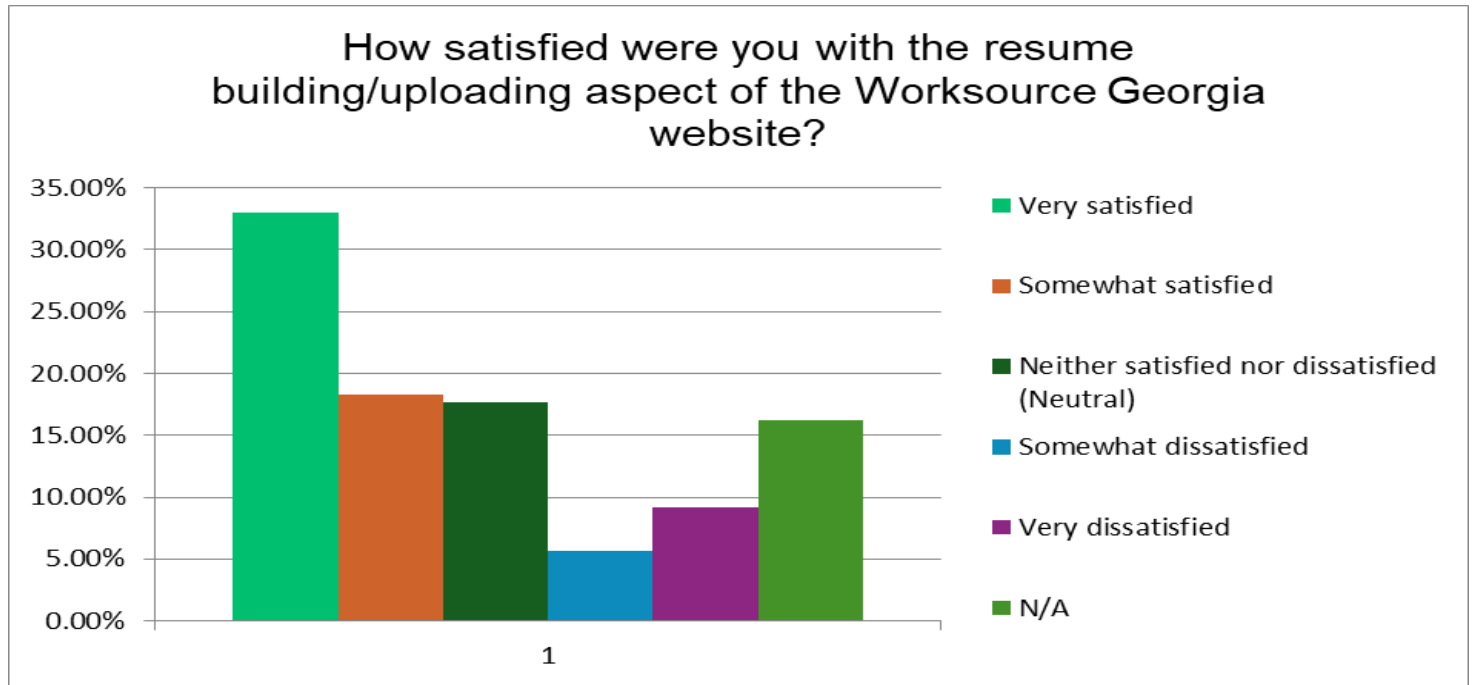
Q6 If you only visited worksourcegaportal.com, were you satisfied with your overall experience?



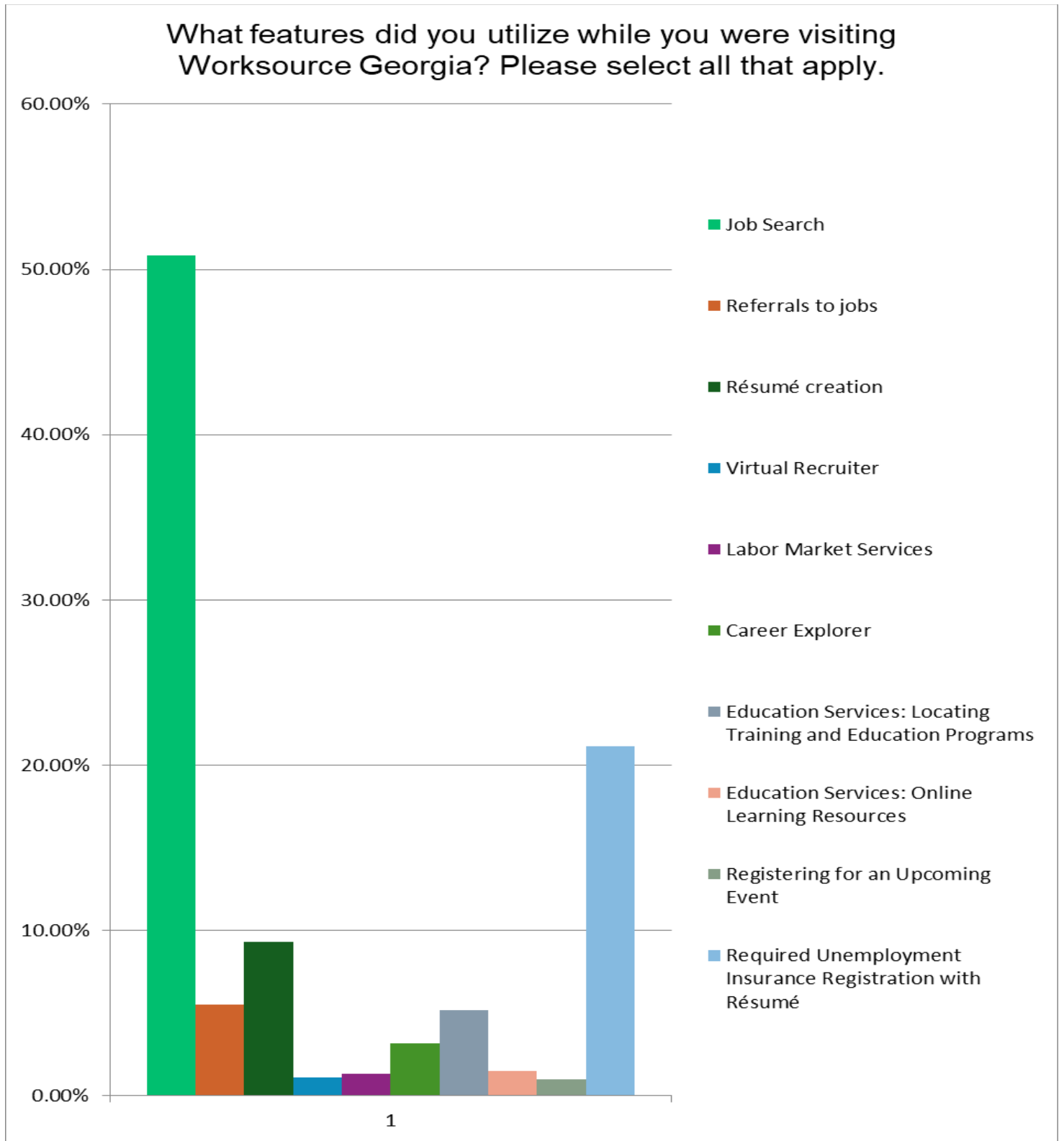
Q7 How satisfied were you with your virtual job search experience on Worksource Georgia website?



Q8 How satisfied were you with the resume building/uploading aspect of the WorkSource Georgia website?



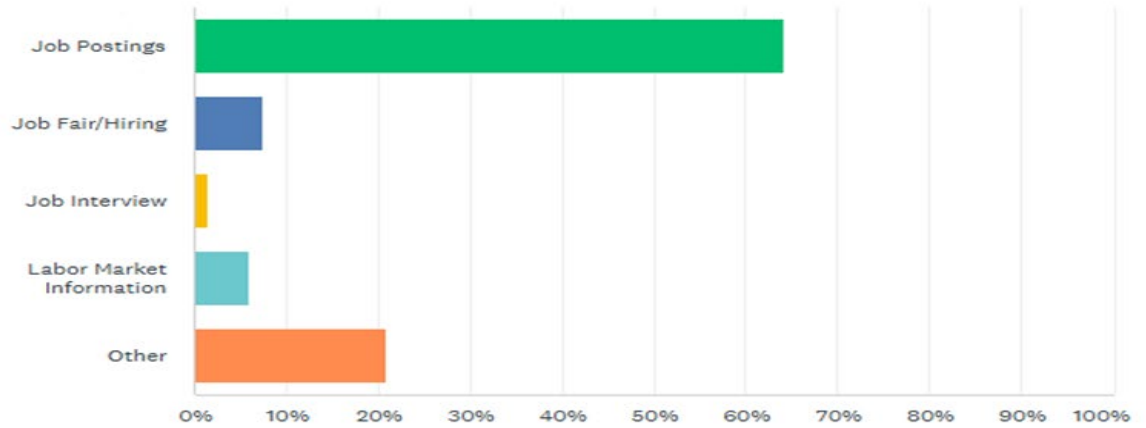
Q9 What features did you utilize while you were visiting WorkSource Georgia? Please select all that apply.



Survey Results - Employer Survey

Q2 What was the purpose of your contact with the Career Center or One Stop Partner?

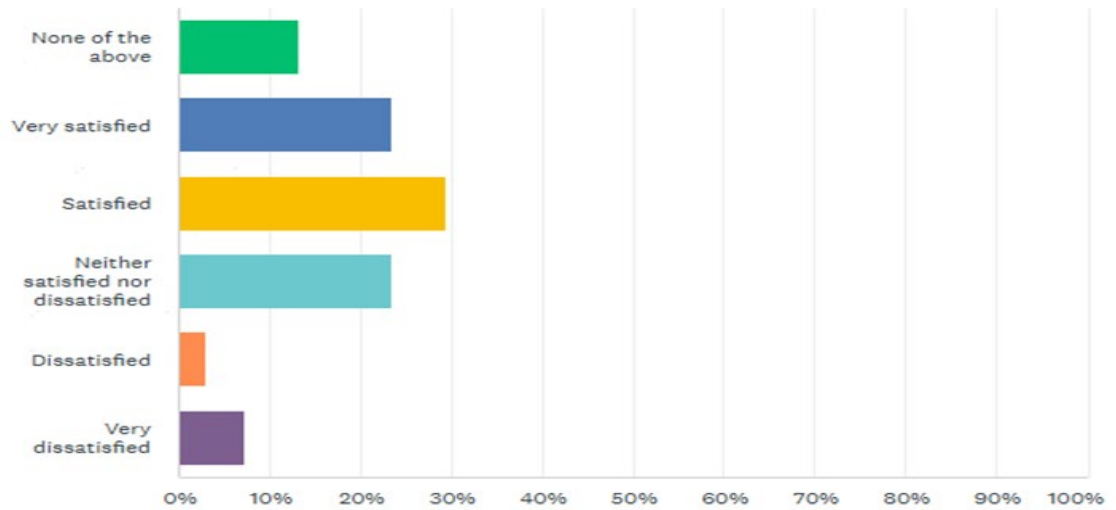
Answered: 67 Skipped: 3



ANSWER CHOICES	RESPONSES
▼ Job Postings	64.18% 43
▼ Job Fair/Hiring	7.46% 5
▼ Job Interview	1.49% 1
▼ Labor Market Information	5.97% 4
▼ Other	20.90% 14
TOTAL	67

Q3 How satisfied were you with the services you received from the Career Center or One Stop Partner?

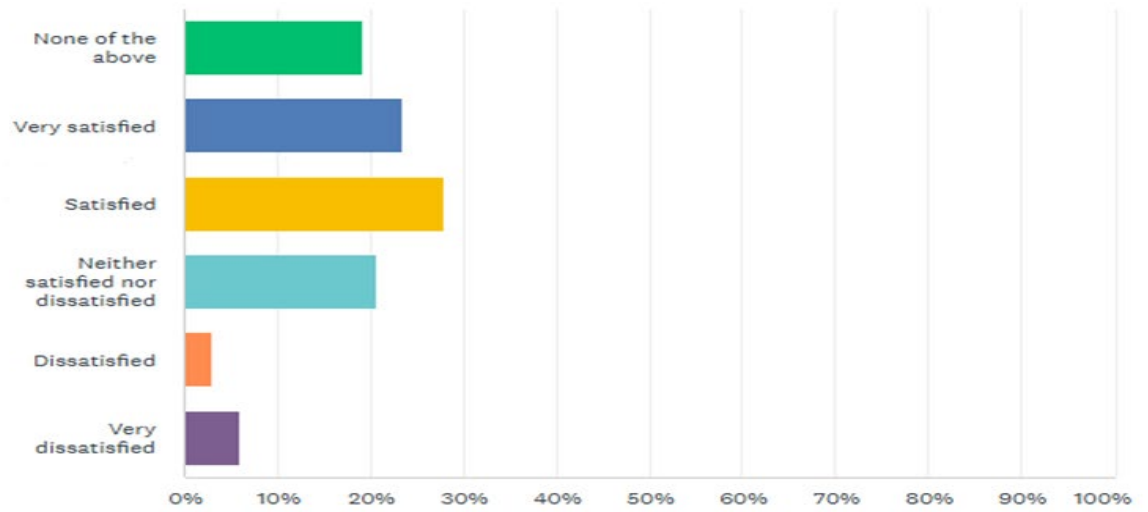
Answered: 68 Skipped: 2



ANSWER CHOICES	RESPONSES
None of the above	13.24% 9
Very satisfied	23.53% 16
Satisfied	29.41% 20
Neither satisfied nor dissatisfied	23.53% 16
Dissatisfied	2.94% 2
Very dissatisfied	7.35% 5
TOTAL	68

Q4 How satisfied were you with the timeliness of the help you received?

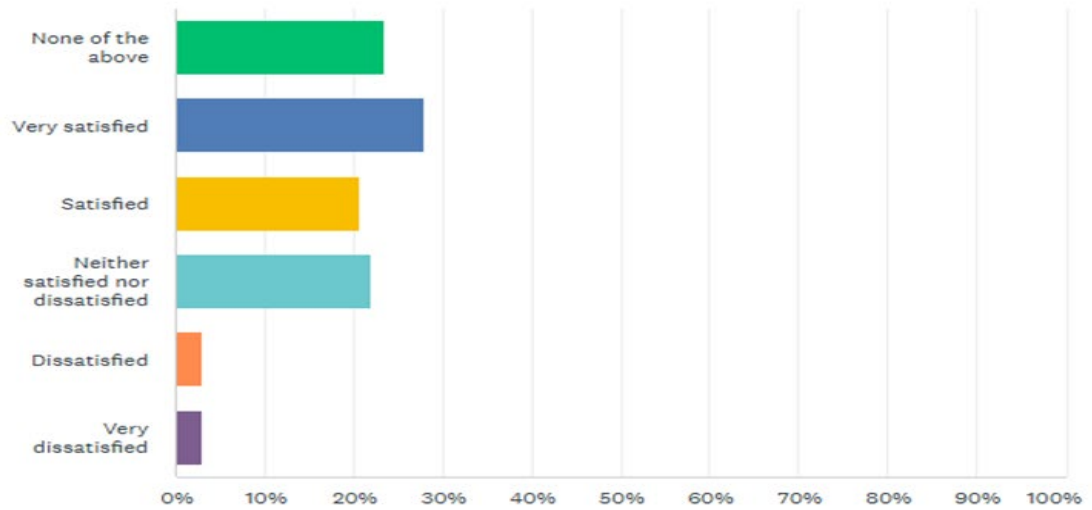
Answered: 68 Skipped: 2



ANSWER CHOICES	RESPONSES	
None of the above	19.12%	13
Very satisfied	23.53%	16
Satisfied	27.94%	19
Neither satisfied nor dissatisfied	20.59%	14
Dissatisfied	2.94%	2
Very dissatisfied	5.88%	4
TOTAL		68

Q5 How satisfied were you with the knowledge, professional demeanor, and treatment by the staff?

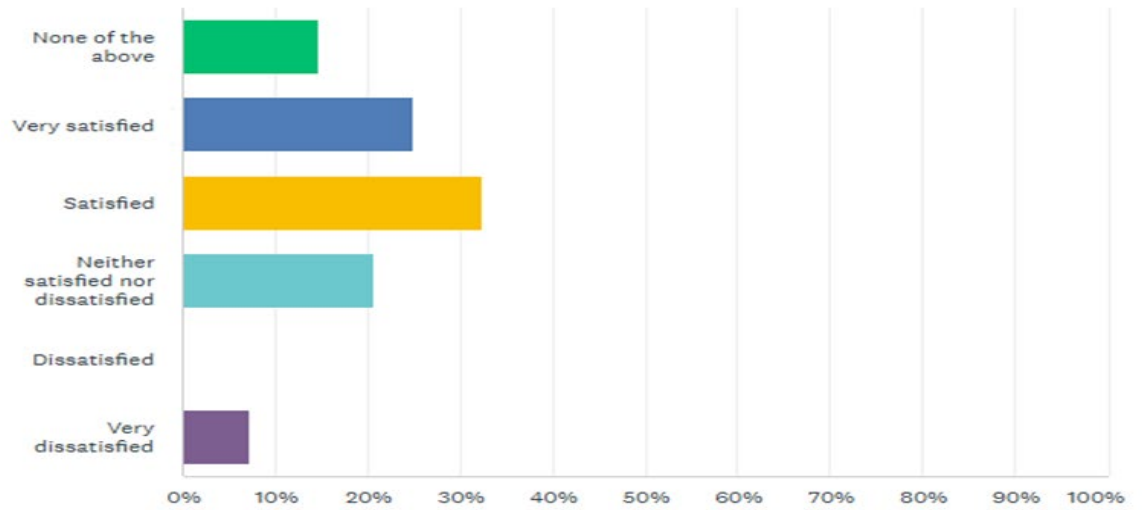
Answered: 68 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ None of the above	23.53%	16
▼ Very satisfied	27.94%	19
▼ Satisfied	20.59%	14
▼ Neither satisfied nor dissatisfied	22.06%	15
▼ Dissatisfied	2.94%	2
▼ Very dissatisfied	2.94%	2
TOTAL		68

Q6 How satisfied were you with the business services assistance (i.e. job postings, job fairs/hiring event, labor market information, etc.)?

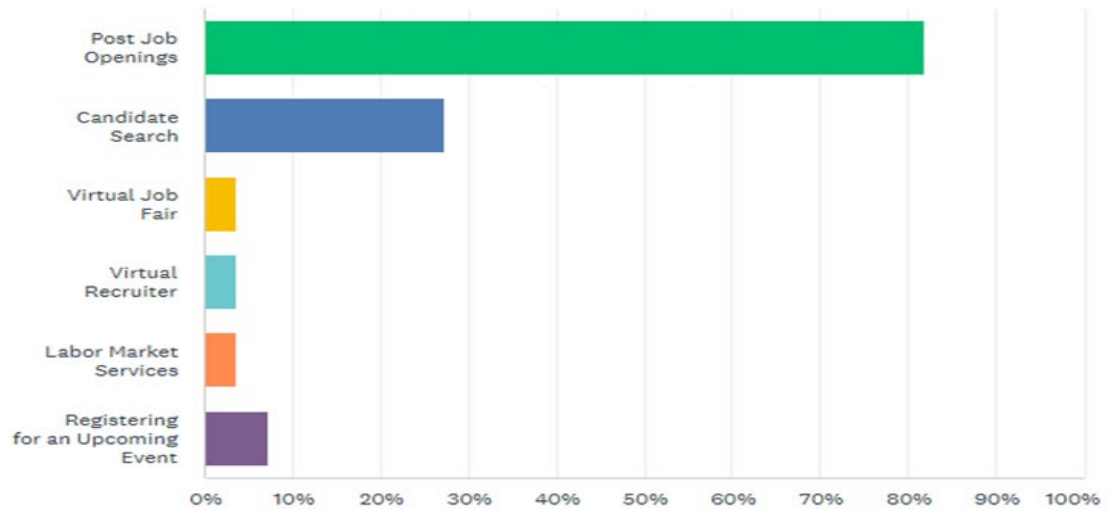
Answered: 68 Skipped: 2



ANSWER CHOICES	RESPONSES	
None of the above	14.71%	10
Very satisfied	25.00%	17
Satisfied	32.35%	22
Neither satisfied nor dissatisfied	20.59%	14
Dissatisfied	0.00%	0
Very dissatisfied	7.35%	5
TOTAL		68

Q7 If your experience was only virtual, what features did you use during your visit on WorkSource Georgia? Please select all that apply.

Answered: 55 Skipped: 15



ANSWER CHOICES	RESPONSES
▼ Post Job Openings	81.82% 45
▼ Candidate Search	27.27% 15
▼ Virtual Job Fair	3.64% 2
▼ Virtual Recruiter	3.64% 2
▼ Labor Market Services	3.64% 2
▼ Registering for an Upcoming Event	7.27% 4
Total Respondents: 55	

Performance Levels PY 24-25

Area 1

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	90.3%	85.6%
Adult Q4 Employment Rate	88.6%	83.4%
Adult Median Earnings	\$8,956	\$8,650
Adult Credential Attainment	72.8%	71.2%
Adult Measurable Skill Gains	76.6%	65.5%
DW Q2 Employment Rate	90.0%	87.3%
DW Q4 Employment Rate	88.2%	85.2%
DW Median Earnings	\$8,687	\$9,397
DW Credential Attainment	85.7%	77.8%
DW Measurable Skill Gains	60.0%	61.5%
Youth Q2 Employment Rate	76.3%	76.0%
Youth Q4 Employment Rate	74.4%	77.5%
Youth Median Earnings	\$3,772	\$3,659
Youth Credential Attainment	71.2%	80.5%
Youth Measurable Skill Gains	78.3%	62.8%

Area 2

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	86.2%	84.9%
Adult Q4 Employment Rate	86.5%	85.0%
Adult Median Earnings	\$9,132	\$8,900
Adult Credential Attainment	81.8%	82.5%
Adult Measurable Skill Gains	86.6%	71.5%
DW Q2 Employment Rate	100.0%	89.5%
DW Q4 Employment Rate	100.0%	86.5%
DW Median Earnings	\$15,166	\$10,500
DW Credential Attainment	80.0%	83.8%
DW Measurable Skill Gains	87.5%	55.5%
Youth Q2 Employment Rate	95.8%	81.0%
Youth Q4 Employment Rate	88.6%	82.5%
Youth Median Earnings	\$7,447	\$5,125
Youth Credential Attainment	89.7%	72.0%
Youth Measurable Skill Gains	58.5%	43.0%

Area 3

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	68.5%	82.0%
Adult Q4 Employment Rate	74.7%	67.5%
Adult Median Earnings	\$7,768	\$7,650
Adult Credential Attainment	66.7%	60.5%
Adult Measurable Skill Gains	79.7%	65.5%
DW Q2 Employment Rate	90.5%	92.2%
DW Q4 Employment Rate	90.0%	84.2%
DW Median Earnings	\$13,112	\$12,381
DW Credential Attainment	55.2%	60.5%
DW Measurable Skill Gains	77.6%	62.5%
Youth Q2 Employment Rate	70.7%	69.5%
Youth Q4 Employment Rate	66.0%	75.5%
Youth Median Earnings	\$2,392	\$3,425
Youth Credential Attainment	27.9%	44.5%
Youth Measurable Skill Gains	39.1%	44.5%

Area 4

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	66.9%	79.5%
Adult Q4 Employment Rate	68.8%	70.0%
Adult Median Earnings	\$8,547	\$8,550
Adult Credential Attainment	78.0%	77.6%
Adult Measurable Skill Gains	52.8%	47.5%
DW Q2 Employment Rate	77.2%	78.5%
DW Q4 Employment Rate	84.7%	80.5%
DW Median Earnings	\$12,554	\$9,635
DW Credential Attainment	69.4%	69.4%
DW Measurable Skill Gains	54.0%	50.5%
Youth Q2 Employment Rate	85.7%	75.5%
Youth Q4 Employment Rate	77.8%	75.1%
Youth Median Earnings	\$6,718	\$4,546
Youth Credential Attainment	65.3%	68.7%
Youth Measurable Skill Gains	57.1%	53.1%

Area 5

Measure	PY24 Actual	PY25 Goal
Adult Q2 Employment Rate	66.7%	74.5%
Adult Q4 Employment Rate	65.2%	70.5%
Adult Median Earnings	\$7,418	\$9,150
Adult Credential Attainment	46.3%	70.5%
Adult Measurable Skill Gains	59.2%	45.5%
DW Q2 Employment Rate	68.1%	78.5%
DW Q4 Employment Rate	75.8%	77.0%
DW Median Earnings	\$11,457	\$10,257
DW Credential Attainment	34.5%	60.5%
DW Measurable Skill Gains	76.5%	50.5%
Youth Q2 Employment Rate	100.0%	71.9%
Youth Q4 Employment Rate	75.5%	78.0%
Youth Median Earnings	\$2,810	\$4,411
Youth Credential Attainment	40.3%	65.8%
Youth Measurable Skill Gains	19.7%	40.5%

Area 6

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	63.2%	63.2%
Adult Q4 Employment Rate	74.5%	74.5%
Adult Median Earnings	\$8,018	\$8,018
Adult Credential Attainment	63.6%	63.6%
Adult Measurable Skill Gains	63.4%	63.4%
DW Q2 Employment Rate	88.2%	88.2%
DW Q4 Employment Rate	84.0%	84.0%
DW Median Earnings	\$11,725	\$11,725
DW Credential Attainment	71.4%	71.4%
DW Measurable Skill Gains	69.2%	69.2%
Youth Q2 Employment Rate	80.4%	80.4%
Youth Q4 Employment Rate	77.4%	77.4%
Youth Median Earnings	\$4,063	\$4,063
Youth Credential Attainment	48.8%	48.8%
Youth Measurable Skill Gains	51.1%	51.1%

Area 7

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	87.4%	86.5%
Adult Q4 Employment Rate	83.2%	82.6%
Adult Median Earnings	\$10,973	\$8,850
Adult Credential Attainment	72.6%	73.5%
Adult Measurable Skill Gains	80.5%	60.5%
DW Q2 Employment Rate	92.9%	90.0%
DW Q4 Employment Rate	82.4%	86.9%
DW Median Earnings	\$11,896	\$11,455
DW Credential Attainment	65.6%	68.5%
DW Measurable Skill Gains	69.7%	52.5%
Youth Q2 Employment Rate	77.4%	78.8%
Youth Q4 Employment Rate	81.9%	71.0%
Youth Median Earnings	\$4,657	\$3,893
Youth Credential Attainment	58.6%	72.7%
Youth Measurable Skill Gains	70.5%	50.5%

Area 8

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	93.9%	89.5%
Adult Q4 Employment Rate	91.0%	77.9%
Adult Median Earnings	\$9,137	\$9,450
Adult Credential Attainment	80.3%	83.3%
Adult Measurable Skill Gains	90.2%	64.0%
DW Q2 Employment Rate	83.3%	81.2%
DW Q4 Employment Rate	94.1%	79.8%
DW Median Earnings	\$9,008	\$9,397
DW Credential Attainment	84.6%	89.0%
DW Measurable Skill Gains	78.3%	63.5%
Youth Q2 Employment Rate	86.1%	81.3%
Youth Q4 Employment Rate	78.5%	81.3%
Youth Median Earnings	\$4,851	\$4,462
Youth Credential Attainment	82.0%	60.4%
Youth Measurable Skill Gains	76.2%	54.5%

Area 9

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	84.7%	78.9%
Adult Q4 Employment Rate	75.7%	76.6%
Adult Median Earnings	\$8,486	\$7,900
Adult Credential Attainment	76.9%	81.3%
Adult Measurable Skill Gains	47.8%	51.5%
DW Q2 Employment Rate	92.3%	72.5%
DW Q4 Employment Rate	84.6%	71.5%
DW Median Earnings	\$10,761	\$9,900
DW Credential Attainment	61.5%	73.9%
DW Measurable Skill Gains	57.1%	56.5%
Youth Q2 Employment Rate	89.1%	83.9%
Youth Q4 Employment Rate	82.9%	82.1%
Youth Median Earnings	\$4,878	\$4,744
Youth Credential Attainment	77.5%	79.4%
Youth Measurable Skill Gains	73.5%	60.5%

Area 11

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	94.7%	81.0%
Adult Q4 Employment Rate	89.7%	82.0%
Adult Median Earnings	\$16,299	\$10,650
Adult Credential Attainment	82.1%	80.0%
Adult Measurable Skill Gains	83.0%	56.0%
DW Q2 Employment Rate	100.0%	75.5%
DW Q4 Employment Rate	76.9%	72.5%
DW Median Earnings	\$14,563	\$11,180
DW Credential Attainment	80.8%	75.0%
DW Measurable Skill Gains	0.0%	56.5%
Youth Q2 Employment Rate	65.5%	60.0%
Youth Q4 Employment Rate	75.2%	65.3%
Youth Median Earnings	\$3,899	\$3,684
Youth Credential Attainment	58.9%	52.8%
Youth Measurable Skill Gains	74.3%	50.5%

Area 12

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	83.3%	82.5%
Adult Q4 Employment Rate	82.5%	81.2%
Adult Median Earnings	\$10,870	\$9,150
Adult Credential Attainment	57.6%	52.0%
Adult Measurable Skill Gains	81.0%	50.5%
DW Q2 Employment Rate	100.0%	86.0%
DW Q4 Employment Rate	85.7%	74.8%
DW Median Earnings	\$20,738	\$11,928
DW Credential Attainment	85.7%	64.8%
DW Measurable Skill Gains	94.1%	41.5%
Youth Q2 Employment Rate	65.7%	62.0%
Youth Q4 Employment Rate	71.8%	75.5%
Youth Median Earnings	\$4,847	\$4,663
Youth Credential Attainment	48.3%	54.5%
Youth Measurable Skill Gains	56.8%	34.5%

Area 14

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	91.9%	76.2%
Adult Q4 Employment Rate	79.6%	75.8%
Adult Median Earnings	\$9,986	\$10,650
Adult Credential Attainment	81.8%	78.5%
Adult Measurable Skill Gains	64.7%	50.5%
DW Q2 Employment Rate	70.0%	81.5%
DW Q4 Employment Rate	62.5%	84.6%
DW Median Earnings	\$19,437	\$11,937
DW Credential Attainment	85.7%	85.0%
DW Measurable Skill Gains	66.7%	55.5%
Youth Q2 Employment Rate	64.3%	61.5%
Youth Q4 Employment Rate	72.2%	61.1%
Youth Median Earnings	\$3,273	\$2,625
Youth Credential Attainment	70.0%	75.1%
Youth Measurable Skill Gains	71.4%	40.5%

Area 15

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	82.5%	87.2%
Adult Q4 Employment Rate	85.4%	78.8%
Adult Median Earnings	\$9,716	\$9,400
Adult Credential Attainment	80.0%	78.2%
Adult Measurable Skill Gains	84.2%	68.5%
DW Q2 Employment Rate	0.0%	80.5%
DW Q4 Employment Rate	0.0%	84.0%
DW Median Earnings	\$0	\$8,625
DW Credential Attainment	0.0%	85.5%
DW Measurable Skill Gains	0.0%	55.5%
Youth Q2 Employment Rate	78.1%	75.5%
Youth Q4 Employment Rate	79.2%	75.2%
Youth Median Earnings	\$4,348	\$3,025
Youth Credential Attainment	93.3%	65.5%
Youth Measurable Skill Gains	92.9%	60.5%

Area 16

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	100.0%	89.5%
Adult Q4 Employment Rate	98.0%	88.5%
Adult Median Earnings	\$11,875	\$11,650
Adult Credential Attainment	87.8%	88.5%
Adult Measurable Skill Gains	88.4%	60.5%
DW Q2 Employment Rate	0.0%	90.5%
DW Q4 Employment Rate	91.7%	92.8%
DW Median Earnings	\$7,922	\$9,449
DW Credential Attainment	100.0%	88.3%
DW Measurable Skill Gains	94.4%	58.5%
Youth Q2 Employment Rate	93.7%	82.9%
Youth Q4 Employment Rate	89.5%	82.9%
Youth Median Earnings	\$4,794	\$4,400
Youth Credential Attainment	87.7%	85.5%
Youth Measurable Skill Gains	87.8%	60.5%

Area 17

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	85.0%	89.8%
Adult Q4 Employment Rate	90.0%	86.7%
Adult Median Earnings	\$8,541	\$7,400
Adult Credential Attainment	91.1%	79.0%
Adult Measurable Skill Gains	85.4%	65.5%
DW Q2 Employment Rate	83.3%	88.5%
DW Q4 Employment Rate	100.0%	81.5%
DW Median Earnings	\$7,034	\$6,953
DW Credential Attainment	0.0%	75.5%
DW Measurable Skill Gains	87.5%	50.5%
Youth Q2 Employment Rate	71.4%	75.0%
Youth Q4 Employment Rate	86.5%	78.3%
Youth Median Earnings	\$3,681	\$3,326
Youth Credential Attainment	100.0%	65.0%
Youth Measurable Skill Gains	64.0%	50.5%

Area 18

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	94.4%	89.5%
Adult Q4 Employment Rate	85.4%	86.5%
Adult Median Earnings	\$11,667	\$10,650
Adult Credential Attainment	78.9%	83.5%
Adult Measurable Skill Gains	83.5%	63.5%
DW Q2 Employment Rate	92.9%	82.3%
DW Q4 Employment Rate	69.2%	81.5%
DW Median Earnings	\$11,756	\$5,994
DW Credential Attainment	100.0%	75.9%
DW Measurable Skill Gains	87.5%	50.5%
Youth Q2 Employment Rate	63.7%	76.6%
Youth Q4 Employment Rate	68.3%	76.6%
Youth Median Earnings	\$4,012	\$4,316
Youth Credential Attainment	45.7%	70.5%
Youth Measurable Skill Gains	47.0%	50.5%

Area 19

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	82.1%	87.3%
Adult Q4 Employment Rate	84.5%	87.3%
Adult Median Earnings	\$8,600	\$9,650
Adult Credential Attainment	78.6%	75.9%
Adult Measurable Skill Gains	68.9%	60.5%
DW Q2 Employment Rate	66.7%	80.5%
DW Q4 Employment Rate	76.2%	77.0%
DW Median Earnings	\$13,805	\$13,936
DW Credential Attainment	98.0%	88.5%
DW Measurable Skill Gains	88.9%	50.5%
Youth Q2 Employment Rate	74.4%	81.0%
Youth Q4 Employment Rate	80.0%	78.5%
Youth Median Earnings	\$4,000	\$3,841
Youth Credential Attainment	49.1%	50.5%
Youth Measurable Skill Gains	51.1%	50.5%

Statewide

Measure	PY 24 Actual	PY 25 Goal
Adult Q2 Employment Rate	82.7%	83.0%
Adult Q4 Employment Rate	81.3%	80.0%
Adult Median Earnings	\$9,282	\$8,923
Adult Credential Attainment	74.4%	75.8%
Adult Measurable Skill Gains	74.1%	59.0%
DW Q2 Employment Rate	83.0%	82.2%
DW Q4 Employment Rate	82.0%	80.2%
DW Median Earnings	\$11,957	\$10,149
DW Credential Attainment	76.3%	76.2%
DW Measurable Skill Gains	72.4%	56.9%
Youth Q2 Employment Rate	75.9%	79.8%
Youth Q4 Employment Rate	76.3%	77.0%
Youth Median Earnings	\$4,329	\$4,032
Youth Credential Attainment	62.6%	67.7%
Youth Measurable Skill Gains	63.6%	52.1%