

Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report 2019

Title I and Title III



DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Douglas A. Ducey
Governor

Michael Wisehart
Director

December 1, 2020

Mr. Nicholas Lalpui
Regional Administrator Employment and Training Administration
United States Department of Labor
90 7th Street, Suite 17-300
San Francisco, California 94103-1516

Dear Mr. Lalpui:

On behalf of Arizona Governor Douglas A. Ducey, and in compliance with Section 116(d) Workforce Innovation and Opportunity Act (WIOA), the Arizona Department of Economic Security, the Workforce Arizona Council, and the Office of Economic Opportunity proudly submit the State of Arizona Program Year (PY) 2019 WIOA Title I and Title III Annual Report narrative.

Despite the challenges presented in the final quarter due to the unprecedented pandemic, PY 2019 has proven to be a positive year for Arizona's Workforce System. The information contained in this report is the result of efforts between Arizona's Workforce partners, including Local Workforce Development Areas which provide direct services to Arizona WIOA Title I and Title III participants.

If you have any questions, please contact Stacey Faulkner, WIOA Manager, at (480) 578-9795 or by email at staceyfaulkner@azdes.gov.

Sincerely,

Michael Wisehart
Director
Arizona Department of Economic Security

Dawn Grove
Chair
Workforce Arizona Council

Enclosure

cc: Stacey Faulkner, WIOA Manager



Contents

ARIZONA@WORK System	2
Arizona Economic Overview	2
Services to Job Creators	4
Services to Job Seekers	10
State Evaluation and Research Activities	15
Performance Accountability System	17
State-Level Activities	18
WIOA Waivers	20
Best Practices and Success Stories	210

ARIZONA@WORK System

Governor Douglas A. Ducey's vision for Arizona is to build a pro-growth economy that provides an opportunity for all and creates prosperous communities. Arizona's workforce system, branded ARIZONA@WORK, encompasses the coordination of state and local governments and system partners that together seek to meet the needs of businesses and job seekers in Arizona to support this vision. The Workforce Arizona Council (Council), appointed by the Governor, is the state's workforce board and it is staffed by the Office of Economic Opportunity (OEO). The Council provides statewide policy direction, builds partnerships, and supports the system to promote efficiency, accessibility, and continuous improvement. OEO also produces demographic, labor force, regulatory, workforce, and economic information for Arizona.

The following ARIZONA@WORK entities implement the four Titles of the Workforce Innovation and Opportunity Act (WIOA) in Arizona:

- Title I-A: The Council and Local Workforce Development Boards (LWDBs);
- Title I-B (Adult, Dislocated Worker (DW), and Youth), Title III (Wagner-Peyser), and Title IV (Vocational Rehabilitation): The Arizona Department of Economic Security (ADES); and
- Title II (Adult Education and Literacy): The Arizona Department of Education (ADE)

The ARIZONA@WORK system is implemented locally through the coordination and strategic direction of the Governor by LWDBs who oversee the activities in the 12 Local Workforce Development Areas (LWDAs). In addition, the ARIZONA@WORK system is bolstered by the Arizona Commerce Authority which is the state's economic development agency.

This coordination proved valuable in Program Year (PY) 2019, as the ARIZONA@WORK system has taken innovative leaps in helping job seekers and job creators in the state to address challenges presented by the COVID-19 Pandemic. The Return Stronger Upskilling effort and collaboration with the state's food banks using the new DW Grant allowed the state to expand access to resources to those facing new challenges. While Arizona is still being impacted by the economic results of COVID-19, state and local partners will continue to work together to support Arizona's employment needs.

Arizona Economic Overview

With leadership from the Governor and the Council, and united under the ARIZONA@WORK brand, Arizona's LWDBs, core ARIZONA@WORK partners, and

other required partners are expanding meaningful linkages between education and workforce systems through strategic partnerships to strengthen the state's ability to encourage growth in Arizona's economy. These strategic partnerships focus on helping Arizonans, particularly those with barriers to employment, gain employment and prosper in a rapidly changing economy. Workforce and education systems are aligning performance data so outcomes can be more easily measured, and guide data driven decisions on service delivery and the provision of training services to prepare a qualified workforce to meet business needs.

Prior to the current recession brought on by the COVID-19 Pandemic (Feb. 2020 to present), the Arizona economy was recording robust growth according to several key economic variables. Total nonfarm employment had increased year-over-year for 113 consecutive months, while the unemployment rate reached record lows. Since the end of the Great Recession in the Calendar Year (CY) 2009, employment growth has rebounded in a majority of sectors, while CY 2019 personal income levels and state Gross Domestic Product (GDP) both increased over CY 2018 levels. The current recession has certainly interrupted the Arizona economy's positive momentum, but the previously strong position of the economy has left Arizona better prepared for a strong recovery.

Some economic highlights for PY 2019 include:

- The Arizona population continues to grow across the state, and barring the impact of COVID-19, is projected to continue to increase over the next several years. (Figure 1-2)
- In July 2020, the Arizona unemployment rate was 10.0 percent, which was lower than the United States (U.S.) unemployment rate of 11.1 percent in the same month. (Figure 3)
- Arizona's unemployment rate and labor force participation rate have generally recorded positive changes. This trend ended abruptly in March 2020, when the Arizona unemployment rate increased, and labor force participation decreased. (Figure 4)
- Arizona lost 93,900 jobs year-over-year in July 2020 (Figures 5-7).
- These losses came in eight of the eleven supersectors: Natural Resources & Mining; Education & Health Services; Construction; Information; Manufacturing; Government; Professional & Business Services; and Leisure & Hospitality. (Figure 8-9)
- Barring the effects of COVID-19, all supersectors are projected to gain jobs through the 2nd Quarter 2021. Construction is projected to lead the way with 13.8 percent growth. (Figure 9)
- Following ten years of growth, the state Coincident Index for Arizona, an

indicator for measuring economic activity, declined to 142.2 in June 2020. (Figure 10)

- Per Capita personal income growth in Arizona still lags behind the national average, but grew 4.1 percent from 2018 to 2019 U.S. per Capita personal income grew 3.9 percent over the same period. (Figure 11)

Services to Job Creators



The statewide ARIZONA@WORK Business Services team, consisting of representatives from ADES, OEO, and LWDB business representatives, partners with Arizona businesses to develop solutions addressing their workforce needs. With services locally based throughout the state, the team has a network of specialists who understand private sector business' workforce needs to better connect jobs to people. By listening to Arizona business' hiring needs, and helping fill their requirements so that they succeed and grow, the team is helping lay the foundation for a stronger Arizona economy.

The ARIZONA@WORK system's defined strategy requires active listening and understanding business needs, providing required information, and, in partnership, developing personalized solutions.

Listening is the crucial first step towards developing an effective solution. Once key information is obtained to map out an employer's full story, ADES' Business Service Teams provide Arizona employers current information about labor market trends and access to relevant ARIZONA@WORK programs and resources.

Once their needs are understood, working together – the team develops tailored workforce solutions to meet each company's unique needs.

Specific services provided include:

- Outreach to employers with a focus on in-demand industry;

- Information to employers of career and training services such as on-the-job training, incumbent worker training, customized training programs, industry and sector strategies, and career pathways initiatives;
- Meetings at the employer's site or virtually, to assess their needs, develop a strategy, and understand each business' unique culture;
- Development of comprehensive job announcements that clearly define needed qualifications, educational, and experience requirements;
- Consultations with companies on how to best describe their jobs as well as a review of their requirements to help increase the candidate pool;
- Promotion of opportunities and requirements to all ARIZONA@WORK partners focused on both the job creator and the job seeker as their clients;
- Customized recruitment events to meet employer demand;
- Screening of applicants to match job seekers who meet specific skill requirements with the correct opportunities;
- Promotion of sector partnerships in a collaborative effort with our core partners, community partners, and economic development organizations;
- Information to job seekers about apprenticeship opportunities on behalf of industry/businesses;
- Promotion of registered apprenticeships' benefits to employers and help in registering for appropriate programs;
- Provision of current and tailored labor market information based on industry trends;
- Collaborative and innovative initiatives to locate talent pipelines outside of ARIZONA@WORK (both pre-COVID-19 & COVID-19 job seeker demand is greater than available job seeker population);
- Advocating for the hiring of veterans and promoting the benefits to Arizona businesses;
- Education for employers on workforce solutions such as the Work Opportunity Tax Credit, Federal Bonding, and candidate pool availability, information, and connections;
- Rapid Response activities to support businesses and affected workers;
- Lay-off aversion activities to support businesses currently experiencing a hardship (Shared Work to supplement for reduced hours and training to upskill to meet new market demands are just two examples);
- Coordination with companies to hold meetings, provide training, conduct orientations, or schedule interviews at ARIZONA@WORK Job Centers; and
- Consistent communication and follow-up with employers to facilitate the relationship-building process.

Immediate services provided to our Arizona Job Creators during COVID (4th Quarter):

- ARIZONA@WORK provided the first and most talked about and referred/ shared list of companies (and opportunities) still hiring during the Pandemic. This was posted on March 24, 2020 and updated daily throughout the 4th Quarter of PY 2019. It was shared by news and radio, and many websites provided a direct link.
- ARIZONA@WORK Business Service Team verified all employers in the state system, the Arizona Job Connection (AJC), were still hiring before any other micro-site was developed by any other recruitment platform within Arizona. This entailed calling every company with an active job posting and reviewing it with the employer.
- Daily calls were established that included one person from each local area, ADES, OEO, and the state Rapid Response Coordinator. They were available throughout the 4th Quarter to provide a collaborative ARIZONA@WORK Business Service Team response to COVID. (This call has been reduced to twice a week, and continues to promote collaboration and innovation. Some of the more notable products are the Vettiquette, a monthly AJC training, Worker Adjustment and Retraining Notification (WARN) spreadsheet for local area immediate input of non-WARN information, and a local area (City of Phoenix) sharing its Incumbent Worker Training program/success with many of the local areas to implement).

Sector Strategies

ARIZONA@WORK continued to strengthen and expand sector partnerships in the following sectors:

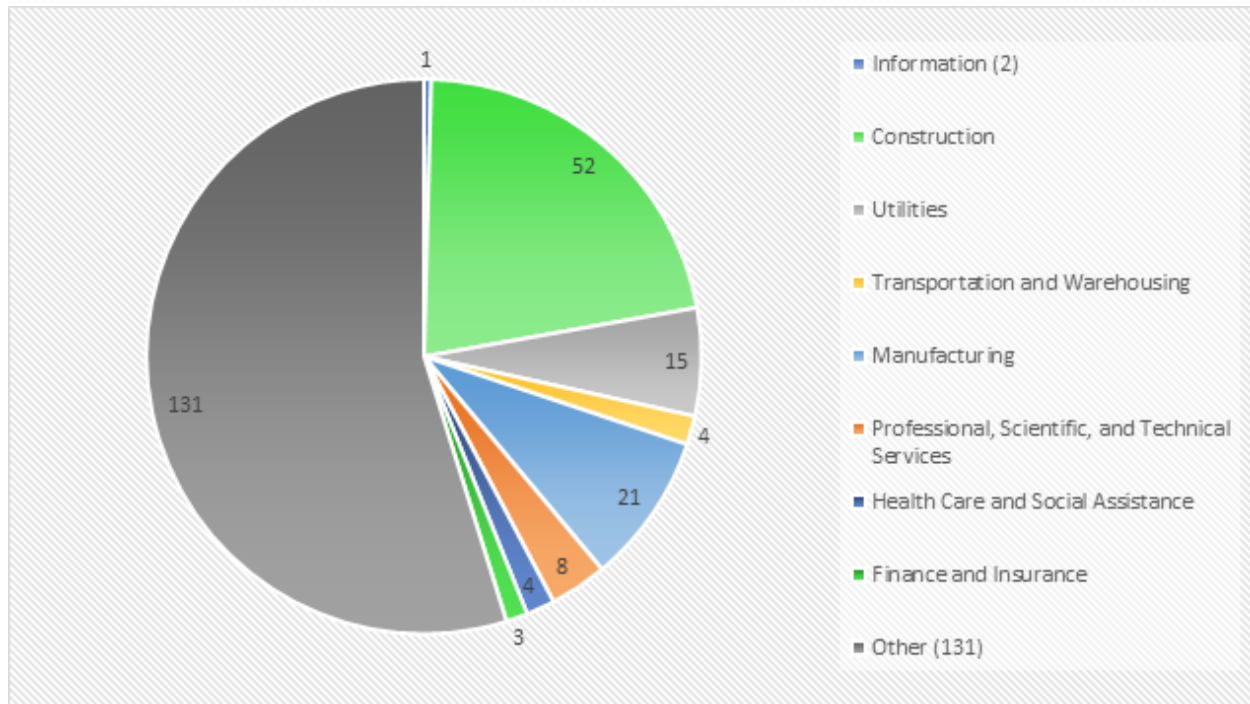
- Manufacturing – The Arizona Advanced Technologies Network is an innovative partnership of ARIZONA@WORK, state government, multiple postsecondary educational institutions, industry, and nonprofit stakeholders. The initiative seeks to impact the available labor supply both quantitatively and qualitatively for the advanced manufacturing sector in Pima, Pinal, and Maricopa Counties.
- Insurance – The mission of the Arizona Insurance Industry Talent Pipeline Project is to connect companies to a talented workforce in a growing industry. This will be accomplished by bringing key stakeholders together to work toward industry-led goals. This project will assist in providing licensing courses, license tests, on-the-job training for each new hire, and recruitment efforts.
- Customer Service – The Virtual Agent Training project is designed to assist the customer service centers throughout the state. Arizona has a large percentage of the nation's call centers and has identified a basic skill set that proves to promote successful placement. One company, out of sheer necessity, developed a customer service training center and has opened it up to provide this proven customer service training to ARIZONA@WORK job seekers.

Rapid Response

Rapid Response and layoff aversion activities provide an immediate response to businesses that are experiencing layoff and plant closures by creating a customized plan alongside the employer in order to provide critical services and resources to both the business and the affected employees. Services are tailored to the unique needs of the business and include a comprehensive information session that covers resources available via the Unemployment Insurance (UI) Program and the overarching ARIZONA@WORK system. During PY 2019, 234 WARNs were received with a total of 34,159 affected employees across the state, largely due to the effects of the COVID-19 Pandemic. Layoff aversion strategies included proactively reaching out to businesses and quickly connecting them to resources such as the Shared Work Program and Worker Training Programs, as well the sharing of resources and information by leveraging social media platforms and system websites. The state system of record, AJC, has all of the up-to-date WARN information received by the state Rapid Response Coordinator. This information is easily accessible by ARIZONA@WORK as well as the media for reporting and responsive services. The state business services team works closely with the local areas to perform all rapid response activities. There is at least one state representative in each local area with the exception of the Nineteen Tribal Nations and Santa Cruz. Representatives work with the local area business services representatives to provide local activities to aid the employers and the affected workers.

Registered Apprenticeship

ARIZONA@WORK expanded and diversified registered apprenticeship enabling more Arizona businesses to develop talent within their workforce to address near-term and long-term needs and enable their employees to learn new skills and earn an industry-recognized credential while employed. It is truly an “earn while you learn” model of training. Registered apprenticeship occupations have traditionally been in the Construction Sciences and Manufacturing sectors; however, ARIZONA@WORK partners are celebrating the addition of 78 new programs in diverse sectors, including health care, information technology, hospitality, water and wastewater treatment, insurance, and many more as depicted in the chart below. (See Figure 12 for service levels in PY 2019).



Customer Satisfaction-Employer

Customer satisfaction information is gathered from employers via telephone, email and Survey Monkey. The surveys contain four specific questions. Responses are based on a scale of “1 to 10” with one being the lowest and ten being the highest. The questions cover three areas: (1) overall satisfaction with services; (2) whether services met expectations; (3) how services compare to the person’s ideal set of skills; and one additional question was added; (4) Has ARIZONA@WORK assisted you in identifying qualified job applicants?

The employer populations surveyed are those who registered or received some type of service within a specific time frame prior to the survey and within PY 2019.

Customer satisfaction outcomes, scores, and comments are reported at the state level. Comments based on specific issues warranting follow-up are reviewed on a case-by-case basis and communicated to LWDBs as appropriate.

During PY 2019, 75.2 percent of employers reported satisfaction with services, with a 48 percent response rate. In response to the fourth question on the survey, 53 percent of the employers surveyed expressed they were satisfied with the number of qualified applicants they received. (See Figure 13 in the Appendix: Customer Satisfaction Surveys).

Performance Measures for Effectiveness in Serving Employers

Arizona's State Workforce Development Plan identifies the following two indicators to measure Effectiveness in Serving Employers (See Figure in the Appendix14):

- Retention Rate: Percentage of participants who exit and are employed with the same employer/business in the 2nd and 4th Quarters after exit.
- Employer Penetration Rate: Percentage of employers/businesses using services among all employers in the state.

The Workforce Arizona Council added the following state-established indicators to measure Effectiveness in Serving Employers:

- Average number of days to fill job openings using ARIZONA@WORK staff assistance.
- Percentage of employers who contacted an ARIZONA@WORK Job Center to confirm ARIZONA@WORK services assisted in identifying qualified job applications.
- Number of businesses whose work sites (places of business) were visited by an ARIZONA@WORK Business Services Representative.

The Federal measures and state measures have been in a pilot phase. In PY 2019, the measures were affected by COVID-19 halting business around the start of the 4th Quarter. The Federal measures will be reassessed in PY 2020.

The Retention Rate for PY 2019 is 58 percent, which is a slight increase from the previous year. If not for the Pandemic, this measure was on target to have shown a larger increase from PY 2018.

The Penetration Rate for PY 2019 is 4.34 percent. In PY 2018, the rate was reported at 15 percent. For PY 2019, the collected data was reconfigured, thus the past two years cannot be compared.

The average number of days to fill job openings increased 5 days to 23 for PY 2019.

Fifty-three percent (53 percent) of the employers surveyed expressed they were satisfied with the number of qualified applicants they received. This is down 1 percent from last year. PY 2019 continued to be a tough labor market to identify job seeker candidates for employers.

As a countermeasure to the on-going roadblock of declining job seeker numbers across the state, the ARIZONA@WORK Business Services Team continues to search for alternative and expanded job seeker pipelines for our employers.

The number of businesses whose work sites were visited by an ARIZONA@WORK Business Services team member increased substantially from the prior year. There were 658 visits in PY 2019, up 29 percent from 508 visits in PY 2018, despite the fact that visits ended abruptly two weeks into the final Quarter of PY 2019; a significant accomplishment. This can be attributed to increased utilization of AJC by local areas recording their activities and businesses who were eager to showcase their company cultures.

The ARIZONA@WORK Business Services teams share best practices, collaborate on employer plans, and document the work. Notable services are identified in the report submitted to United States Department of Labor (U.S.DOL) (Figure 14) as follows:

- Employer information and support services - 5,381 (PY 2019) up from 2,526 (PY 2018)
- Training Services - 17 (PY 2019) up from 1 (PY 2018)

COVID-19 affected the following:

- Rapid Response - 134 (PY 2019) up from 22 (PY 2018)
- Workforce Recruitment Assistance - 4,174 (PY 2019) down from 4,833 (PY 2018)
- Planning Layoff Response - 8 (PY 2019) down from 20 (PY 2018)

Services to Job Seekers

WIOA Title I-B: Adults, Dislocated Workers, and Youth

Population Served: WIOA Title I-B services are provided via contracts or grants to eligible adults, dislocated workers, and youth (14-24 years of age). Services assist individuals, particularly those with barriers to employment, in increasing access to employment, retention, earnings, and attainment of a secondary school diploma or its recognized equivalent and/or recognized postsecondary credentials. In the WIOA Title I-B Adult Program, priority of services is provided first to veterans and their eligible spouses who are on public assistance, low income, or individuals who are basic skills deficient. The second priority is non-veterans who are on public assistance, low income, or basic skills deficient. The third priority is to veterans and eligible spouses who are not included in WIOA's priority groups. The fourth priority is for populations established by the Governor and/or LWDBs and the last priority is given to non-covered persons outside the groups given priority under WIOA. The Title I-B DW Program serves

individuals who have been laid off, through no fault of their own, or who are displaced homemakers. The WIOA Title I-B Youth Program services are provided to youth 14-24 years of age, with 75 percent of funding required to be provided to out-of-school youth, and at least 20 percent of youth funds must be spent on work experience. A summary of the participants served, and performance measures are found in Figure 15 in the Appendix.

The U.S.DOL places great emphasis on co-enrollments between the WIOA Title I-B and the Trade Adjustment Assistance (TAA) Programs. As a result, strategies were deployed to increase the statewide co-enrollment rate. In recent years, the co-enrollment rate between TAA Programs and the WIOA Title I-B DW and/or Adult programs has hovered around 40 percent, while U.S.DOL's target rate is 50 percent. The benefits of co-enrollment are seen in increased training completions, increased credential attainment, and higher reemployment rates. Initially, the TAA state Coordinator presented the importance of co-enrollment to the WIOA Title I-B service providers around the state; all were interested in assisting with the endeavor. Next, a co-enrollment policy was created that was disseminated to all WIOA Title I-B and TAA staff. Procedures were agreed upon and WIOA Title I-B staff were designated at each office to spearhead the enrollment of TAA participants into the WIOA Title I-B DW Program. Standard work was also created so any staff person would have a roadmap of the co-enrollment process. The results of the programs working together and keeping open lines of communication showed an improvement to an average co-enrollment rate of 77 percent during PY 2019.

Customer Satisfaction-Exiters

Customer satisfaction information is gathered from exiters through the same method as previously described for employers. An exiter is a client who exited from a WIOA Title I-B Adult, DW and Youth Program and who no longer receives services but is still in a follow-up status. During PY 2019, 85 percent of exiters reported satisfaction with services, of which 83 percent responded (Refer to Figure 13: Customer Satisfaction Surveys in the Appendix).

Title III: Employment Service

Population Served: Employment Service (ES) serves individuals who need help finding work; services are available to anyone who is legally authorized to work in the U.S. ES staff conduct employability assessments, provide Labor Market Information, assist in the completion of the AJC registration, complete job referrals, and provide placement assistance.

Participants Served: During PY 2019, ES served 35,882 participants. Of those 18,367 were placed in employment, 67.3 percent maintained employment through the 2nd Quarter after exit and 62.1 percent maintained employment following the 4th Quarter after exit. In addition, ES staff provide priority of service to veterans who do not qualify for Disabled Veteran Outreach Program (DVOP) services. ES staff placed 1,964 veterans in employment.

	Negotiated PY 2018	Actual PY 2018	Negotiated PY 2019	Actual PY 2019
Employed 2 nd Quarter After Exit	62.0%	66.4%	63.0%	67.34%
Employed 4 th Quarter After Exit	64.3%	62.6%	59.0%	62.14%
Median Wage	\$4,588	\$5,199	\$4,600	\$5,567

Support for Reemployment Services and Eligibility Assessments

The Reemployment Services and Eligibility Assessments (RESEA) Program helps UI claimants identified as likely to exhaust benefits, and in need of reemployment services, to transition to new employment. During PY 2019, 13,811 individuals were served through the RESEA Program, with 9,008 placed in employment following their participation with ARIZONA@WORK. Due to the COVID-19 Pandemic, RESEA activities were suspended on March 30, 2020.

Jobseekers Served	Returned to Work
ES Job Seekers	18,367
RESEA UI Claimants	9,008
Veterans/ Veteran Spouses	1,964

Reentry Program

Since 2017, ADES and the Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR) have collaborated to create safer communities by reducing recidivism. Through the ARIZONA@WORK Reentry Programs, the Second Chance Centers and Community Based Reentry Centers, incarcerated and formerly incarcerated individuals are provided employment services.

The Second Chance Center (SCC) Reentry Program targets medium-to-high-risk inmates most likely to recidivate in the community. The ARIZONA@WORK SCC works with our ADCRR partners to remove barriers. Participants in the SCCs receive eight weeks of employment readiness services, including vocational and soft-skills training, resumé assistance, interview techniques, basic computer training, as well as nutritional and medical services, to prepare them for the workforce upon release. SCC services are available at three ADCRR prison units. The SCC's capacity is 363 clients. The average utilization is 91 percent. In PY 2019 SCC had 1,499 individuals complete the program with 1,301 separate job placements. The ARIZONA@WORK Reentry Program also works in the Whetstone Prison in Pima County which houses incarcerated veterans. This 90-day program assists veterans in need of employment services. The five Community Based Reentry Centers (CBRCs) are located at the parole offices in Maricopa County and Pima County. Additionally, any justice-involved individual may engage ARIZONA@WORK through the AJC System, any ARIZONA@WORK Job Center or affiliate site, including Native Health, to receive job assistance. Clients are also given referrals to other agencies that can assist with supportive services. In PY 2019, CBRCs served 3,831 parolees. Of those served, 1,944 were placed in employment. The CBRC team also shifted part of its focus to serving clients virtually through an electronic referral system with the parole offices and expanding service to Federal Probation. Business Service Representatives work closely with over 200 employers who are actively participating in this program, conducting job fairs inside the SCCs and at parole offices, creating employment opportunities immediately upon the client's release. Supportive services such as bus passes and rideshare services assure that clients arrive at their worksites.

ARIZONA@WORK Reentry Program is collaborating with the Arizona Department of Juvenile Corrections to conduct job readiness classes with the introduction of the Arizona Career Readiness Credential (ACRC) to enhance resumé of these youth upon release. During PY 2019, 115 youth were served at the Adobe Mountain School, which is located inside the Arizona Department of Juvenile Corrections. Out of the 115 youth served at the Adobe Mountain School, 90 youth were awarded the ACRC.

ARIZONA@WORK Reentry Program continued the partnership with Yavapai County Probation/Detention Center. Employment Counselors assist inmates prior to release, engaging them in employment readiness and providing resources for the location of future housing. The goal is creating safer communities by reducing re-offenses and using pre-release workforce services for the justice-involved, preparing them for success and self-sufficiency.

Second Chance Centers



There are currently 3 Second Chance Centers all located inside Arizona prisons:

- Piastewa: Perryville Prison
- Manzanita: Tucson Prison Complex
- Eagle Point: Lewis Prison

Reentry Centers



These centers serve parolees, as well as walk-ins at certain locations; 2,369 individuals have been placed into jobs

- Phoenix Parole Office
- Mesa Parole Office
- NATIVE HEALTH
- Maricopa Reentry Center
- Pima Reentry Center

Veterans Center



Whetstone Veterans Reentry Center serves inmates who are veterans

*Data gathered from inception (March 2017 - June 2020)



Over 42,000 people are incarcerated in Arizona state prisons, and approx. 1,500 are released each month



Participating inmates learn basic computer and workforce skills, resume/interview tips and On-site vocational training



4,525 inmates have completed the Second Chance Center program resulting in more than 2,995 individuals employed.



2 out of 5 former inmates will return to prison within the first three years post-release for a 41% recidivism rate



Just under 40,000 people are incarcerated in Arizona state prisons, and approx. 1,500 are released each month



Participating inmates learn basic computer and workforce skills, resume/interview tips and on-site vocational training



4,525 inmates have completed the Second Chance Center program resulting in more than 2,995 individuals employed.



2 out of 5 former inmates will return to prison within the first three years post-release for a 41% recidivism rate

Services to Veterans

ARIZONA@WORK Title I-B and Title III Programs and U.S.DOL Veterans Employment Training Services (VETS) provide “Priority of Services” to veterans and eligible spouses in all ARIZONA@WORK Job Centers, under the provisions of U.S. Code, Title 38, Chapter 41, and the VOW to Hire Heroes Act of 2011 (Public Law 12-56 Section 211).

Once a veteran is identified, staff provide priority of services to veterans and eligible spouses for all basic career, individualized career, and training services.

Through the federally funded grant from U.S.DOL/VETS totaling \$4,093,015, the Jobs for Veterans Service Grant (JVSG) administered through ADES employs 36 DVOP representatives, 12 Local Veteran Employment Representatives (LVER), three Veteran Regional Coordinators, and one statewide Veterans Manager. The DVOP Representatives staff facilitate Individualized Career Services to veterans with significant barriers to employment. In PY 2019, Arizona served 785 veterans under the JSVG, with an employment rate of 59.4 percent in the 2nd Quarter after exit, and an employment rate of 51.3 percent in the 4th Quarter after exit. DVOP staff may include any combination of the following services:

- Conducting a comprehensive assessment;
- Developing and documenting an Individual Employment Plan;
- Providing career guidance;
- Coordinating support services to address barriers to employment;
- Establishing job development contacts;
- Providing referrals for training;
- Arranging referrals to job openings;
- Conducting structured employment follow-ups based on need until the outcome is reached; and
- Providing case management.

DVOP staff target special services to disabled veterans, economically or educationally disadvantaged veterans, and veterans with other barriers to employment, especially homeless veterans.

LVER staff together with the Business Service Representatives, focus their efforts on developing relationships with and promoting the benefits of hiring veterans to employers in the community. Not only do LVERs advocate for employment of veterans with federal contractors, they partner with local businesses on their initiatives to hire Veterans.

State Evaluation and Research Activities

The OEO initial analysis of workforce data focused on statewide employment and wage outcomes of participants who did and did not receive training in PY 2019. The data analyzed covered outcomes in the 2nd Quarter after exit for adults and dislocated workers who participated in Title I activities in PY 2019. OEO intends to continue this work to provide more targeted analysis for all Title Programs and local areas in Arizona.

Over 7,800 participants exited the program in PY 2019 with an average employment success rate of 84.3 percent and earning an average quarterly wage of \$9,560. OEO's analysis demonstrated that program participants who completed at least one training program had significantly higher wages and better employment outcomes than those

who did not. Participants who completed at least one training program were 19.7 percent more likely to be employed, and made on average \$2,726 per quarter more.

Employment and Wage Outcomes, Q2 2018 - Q1 2019

Indicator	Completed Training	No Training
Participants	2,025	5,775
Employed in the 2nd Quarter After Exit	1,708	3,734
Employment Outcome %	84.3%	64.7%
Average Quarterly Wage	\$9,560	\$6,843

Source: ADES AJC

OEO also found employment success and average wages varied depending on the occupation type participants received training in. OEO determined that participants who took training in Production Occupations and Construction and Extraction Occupations had the highest employment success; and Construction and Extraction Occupations and Installation, Maintenance, and Repair Occupations had the highest wages.

Occupation Type	Employment Outcome	Average Wage
Production	98.1%	\$7,814
Construction/ Extraction	94.8%	\$12,779
Sales and Related	93.3%	\$5,721
Installation, Maintenance, Repair	93.3%	\$12,273
Healthcare Practitioners and Technical	90.8%	\$10,443
Business and Financial Operations	86.4%	\$10,275
Architecture and Engineering	84.4%	\$8,653
Healthcare support	82.4%	\$6,149
Office and Administrative Support	82.2%	\$6,300
Community and Social Service	79.6%	\$6,672
Transportation and Material Moving	78.4%	\$9,705

Management	77.8%	\$8,484
Other Occupations*	74.1%	\$9,556
Computer and Mathematical	69.8%	\$10,863
Education, Training and Library	69.2%	\$4,953
Personal Care and Service	65.3%	\$5,196

Source: ADES AJC

*Occupations with fewer than ten Participants were combined in this category.

Based on these preliminary findings, OEO believes there is potential for LWDBs and the ARIZONA@WORK system to improve upon its federal workforce measures. Further analysis is required to identify specific recommendations for improvement.

Performance Accountability System

WIOA Title I-B Adult, DW and Youth Programs, Title III (Wagner-Peyser), and TAA use the AJC case management system, which is hosted by America's Job Link Alliance (AJLA) and supports a consortia of state workforce agencies dedicated to providing powerful and affordable workforce development systems. As an AJLA member, Arizona is involved in the design, testing, and ongoing development of AJLA products.

ADES staff attends monthly design meetings, along with ten other states, discussing the upcoming changes to the system and the progress of Rapid Storm. Rapid Storm is the project for updating the platform for AJC, moving the programming from Cold Fusion to a more current programming language Ruby on Rails; moving to this new programming platform will allow the system to be mobile friendly. The monthly design meetings also allow the consortium to review requests for system enhancements and the progress of User Acceptance Testing of the Rapid Storm project. The project is due to complete December 2020.

ADES holds AJC workgroup meetings consisting of state administrators, as well as LWDB and provider staff, who review and agree upon enhancement requests from AJC users, prior to submitting them to AJLA.

AJLA Technical Support creates the Participant Individual Record Layout (PIRL) file used for the quarterly (ETA-9173), annual (ETA-9169), JVSG and TAA reports. The file is compiled and reported through the Workforce Integrated Performance System (WIPS) to the United States Department of Labor Employment and Training Administration (U.S.DOL/ETA). Using WIPS ensures both the accuracy and uniformity of the reported data in compliance with U.S.DOL/ETA reporting requirements. To

ensure data completeness and integrity, the ADES Workforce IT Section/Workforce Development Unit continues working with the LWDB providers to correct data that was missing or causing an error when the WIPS process identified data errors during the submission of the PIRL file (See Figures 16-22) for the statewide Annual Performance Reports and Figure 23 for LWDB Negotiated Performance Levels in the Appendix. AJLA also creates the file used for the Eligible Training Providers (ETP) Report.

ADES utilizes wages from UI and the State Wage Interchange System, to calculate the employment-based performance measures for the WIOA quarterly (ETA-9173) and annual (ETA-9169) reports. These wages are applied to all programs tracked in AJC: Adults, DWs, Youth, Wagner-Peyser, JVSG, and TAA.

Clients have a common exit, meaning a client does not exit until he or she is no longer receiving services from any partner programs using AJC. Clients who have not received a service by the WIOA Title I Adult, DW, and Youth Programs, or a partner program, in 90 consecutive calendar days, and who are not scheduled for future services, are considered to have exited the program.

State-Level Activities

Workforce system coordination, development of strategic economic and occupational initiatives, and workforce policy are all in line with the service description of providing costs of exemplary models for delivering services.

Initiatives/policies funded with Wagner-Peyser Section 7(b) funds include:

- Strengthening tribal relations to promote workforce initiatives that identify and address barriers that tribal members may experience.
- Support of the statewide Governmental Transformation Office, whose goal is to help state agencies design and implement processes that dramatically improve employee performance within state government.
- Management of public/private partnerships with Mexico to carry out Arizona's priorities regarding workforce development and economic growth.
- Negotiation and consultation on trade policy related to the ratification of the United States Mexico-Canada Agreement to eliminate barriers for job creation within the state.
- Programming to better align Arizona's veterans with employment opportunities suiting their skill set.
- Maintaining active participation in professional organizations to identify, develop, and implement best practices regarding workforce development.
- Development of strategies to coordinate efforts between programs to improve preparedness of the workforce for overall job success.
- Development of policy and licensing reform to eliminate certain occupational licensing requirements and reduce barriers to job creation.

- Support of Sky Bridge Arizona negotiations resulting in systems expected to create approximately 17,000 jobs within the state.

In the Spring of 2020, the Governor launched a new website to connect Arizonans statewide with employment training resources and virtual career counseling. The [Return Stronger Upskilling website](#) is designed to provide dislocated workers who are no longer employed due to the COVID-19 Pandemic with a central place to learn about and connect with ARIZONA@WORK training opportunities.

The website brings together ARIZONA@WORK's comprehensive suite of training tools that provide support for those exploring a new career, assist those who wish to obtain an industry-recognized credential, or help workers complete their education by earning a General Equivalency Diploma. Additionally, the website connects job seekers with local career counselors who provide guidance and recommendations on programs and services aligned with their specific employment goals.

The Return Stronger Upskilling effort is a collaborative partnership among the Arizona Commerce Authority, OEO, ADES, ADE and ARIZONA@WORK.

The Return Stronger Upskilling campaign website has received 16,852 information form submissions – exceeding the stretch goal of 10,000. Sixty-one percent (61 percent) of submissions came from Maricopa County and the greater Phoenix region, 13 percent came from Pima County, and 23 percent collectively came from rural communities across Arizona. The site has received 131,552 total visits to date.

Data Validation

ADES continues to advance the development of data validation procedures and monitoring practices in response to Training and Employment Guidance Letters 07-18 and 23-19. ADES will utilize standardized evaluation processes and dedicated resources to monitor compliance consistent with 2 CFR § 200.328 and 20 CFR 683.410. The monitoring process will be incorporated into the programmatic desk review protocols to assess the accuracy of data points in tandem with documentation. A Data Validation Checklist will be used by service provider staff to ensure that acceptable documents that support data element entries are collected. Efforts to build the platform for the needed sample size were initiated in PY 2019.

Technical Assistance and Policy Revision

ADES provided technical assistance for the Eligible Training Provider List (ETPL), ETP Annual Report Requirements, and WIOA Performance Accountability Measures. WIOA Title I Technical Assistance webinars and transcripts are available [online](#). ADES also provided technical assistance to LWDBs on LWDB Roles and Responsibilities, and Conflict of Interest, as part of the LWDB Recertification cycle.

WIOA 2019 Annual Report

OEO provided statewide webinars for staff regarding labor market information to support job seekers and assist them with tools to help identify relevant information. In addition, OEO provided current labor market data to all LWDBs for local plan modifications and provided presentations to LWDBs, as requested.

ADES issued a Local Plan Submission policy, and issued two emergency policies related to COVID-19, the first emergency policy announced an increase in the administrative costs of an LWDA allocation under WIOA Title I-B Adult, DW and Youth Programs from 10 percent to 20 percent, and the reporting requirements. The second emergency policy temporarily revised the DW Program including the definitions of Category II, III and IV DW. The intent of the revision was to remove eligibility barriers, and to ensure individuals who were not working due to COVID-19 related business closures were able to receive WIOA Title I-B DW services.

In PY 2019, ADES issued informational broadcasts: Increase in Arizona's Minimum Wage, Lower Living Standard Income Levels (LLSIL) for 2020, Infrastructure Funding Agreement Procedures, and Local Plan Extensions Request Guidance. ADES updated the LLSIL Income Matrix for PY 2020 under its exhibits. ADES created and added to their list of exhibits, an exhibit for Local Plan Extension Request Guidance and exhibit 1000A on Required Elements for Submission of the Local Plan (2020-2023). Due to the COVID-19 Emergency, ADES developed [COVID and WIOA Title I-B Frequently Asked Questions](#) at the ADES WIOA Title I-B website, which included guidance on determining WIOA Title I-B Eligibility and providing services virtually. All WIOA Title I programmatic and fiscal policies are available [online](#).

WIOA Waivers

Arizona currently has two waivers which were approved by U.S.DOL/ETA in November 2019. One waiver allows Arizona to use Individual Training Accounts for In-School Youth, ages 16–21. This waiver is effective through June 30, 2022. The second waives the obligation of ETPs to collect and report performance data on all students in a training program. This waiver ended on June 30, 2020.

Best Practices and Success Stories

ARIZONA@WORK Reentry Program

Many successes have been achieved by the ARIZONA@WORK Reentry Program, below is a client success story:

An ARIZONA@WORK Reentry Program participant shared that he had led a very difficult past prior to incarceration. Due to many factors, he had lived in unhealthy living environments over the years. He shared that his personal relationship with the mother

of his children had become tumultuous, especially with the past drug and alcohol abuse in the home, which led to his incarceration.

After his release in October of 2019 from Lewis State Prison at the Eagle Point SCC, he came to the Mesa Parole ARIZONA@WORK office. He went into the office regularly for assistance in sustaining and maintaining his current position, reporting that he did not have transportation and other work-related tools and supplies to assist him with keeping this job. He was commuting from Mesa to the central-northern Phoenix area by bus and bike. He appeared in distress because he did not have these basic needs in order to maintain his new job. He stated “I just want to move forward with my life and even though this job is lower paying than what I’ve had in the past, it is important I try to keep it...I just want to take care of my children and myself.” He was able to receive immediate employment-related services through our outstanding partnership with St. Joseph the Worker located at the parole office. If this direct access was not available, the client likely would not have been able to keep his new job as a welder where he is now making \$16/hr. The participant shared that he was so grateful and thankful for the immediate assistance provided by our ARIZONA@WORK office and St. Joseph the Worker.

ARIZONA@WORK Pinal County

The ARIZONA@WORK Pinal County Youth Program moved to engage and enroll individuals through a virtual service delivery model. Since March 2020, the program successfully completed 12 enrollments through 100 percent virtual processes, which includes complete digital participant files making the program completely paperless. Participants complete an eligibility determination, objective assessment, and all intake paperwork by phone, video chats, text messaging, encrypted emails, and DocuSign. Participants are actively engaged in the 14 Element activities via the Youth Program’s virtual classroom which hosts a variety of resources and assignments. Building upon this success, the Youth Program is piloting a virtual Work Experience with 30 participants. Participants are learning skills such as labor market research, Google suite programs, interpersonal communication, leadership development, time management, and more. Participants are working with Career Planners on specific projects that increase career awareness, offer adult mentoring, and serve as a vehicle for learning and growth. It is the Youth Program’s mission to make a virtual Work Experience available to all of its active participants beginning in the 2020 PY, as well.

ARIZONA@WORK Yuma County

ARIZONA@WORK Yuma County has partnered with the Yuma County Chamber of Commerce, the Greater Yuma Economic Development Corporation and the Arizona Western College Small Business Development to further support entrepreneurship and

economic development by opening a *South County Business Resource Center (SCBRC)* in San Luis, Arizona. The Business Center is manned and operated by the partners with the mission to serve the needs of employers and business owners in the Somerton and San Luis areas without the need for them to travel to Yuma for assistance. This partnership provides value to small business owners by enhancing the delivery of available services. Business specialty areas provided by the center are economic development information, new business creation, capital infusion and workforce development services. The SCBRC is the one-stop source for everything the employer needs to start and grow a successful business. ARIZONA@WORK Yuma County hired a full-time Employer Liaison and Resource Clerk to be stationed there to assist with these efforts.

ARIZONA@WORK Yavapai County

During the COVID-19 Pandemic and the Governor's Executive Order to shelter in place, the NACOG-EWD ARIZONA@WORK Yavapai County office remained operational full-time, though closed to the public. The staff worked many hours assisting hundreds of callers, offering technical assistance with filing UI claims initially, as well as assisting essential businesses with securing the additional workforce needed to maintain operations. Job seekers were provided a way to pick up One Stop employment packets from a drop area in a "safe zone", and the office parking lot became a resource for Wi-Fi access for job seekers needing the internet to search and apply for jobs. A Job Board was placed outside in a sheltered area, loaded with community resource information and job lead packets for both full-time and part-time/temporary job opportunities, free for the taking. Individualized appointments for workforce orientations were offered to job seekers following the lifting of the shelter in place order, and orientations were made available online throughout the entire period.

APPENDIX

Figure 1:	Arizona Population Projections
Figure 2:	Arizona Population Growth
Figure 3:	Arizona and US Seasonally Adjusted Unemployment Rate
Figure 4:	Arizona and US Labor Force Participation
Figure 5:	Arizona and US Nonfarm Employment Year-to-Year Change
Figure 6:	Arizona Nonfarm Employment
Figure 7:	Arizona Total Nonfarm Gains by Region
Figure 8:	Arizona Total Nonfarm Employment Shares June 2010 – June 2020
Figure 9:	Short-Term Industry Employment Projections 2019-2021
Figure 10:	Arizona Coincident Economic Activity
Figure 11:	Arizona and US Per Capita Income
Figure 12:	Arizona Apprenticeship Office Report
Figure 13:	Customer Satisfaction Surveys
Figure 14:	Effectiveness in Serving Employers
Figure 15:	Participants Served Under WIOA and Performance Outcomes
Figure 16:	PY 19 WIOA Title I-B Adult Statewide Performance Report
Figure 17:	PY 19 WIOA Title I-B Dislocated Worker Statewide Performance Report
Figure 18:	PY 19 WIOA Title I-B Youth Statewide Performance Report
Figure 19:	PY 19 WIOA Title I-B Statewide Adult Measurable Skill Gains Report
Figure 20:	PY 19 WIOA Title I-B Statewide Dislocated Worker Measurable Skill Gains Report
Figure 21:	PY 19 WIOA Title I-B Statewide Youth Measurable Skill Gains Report
Figure 22:	WIOA Title I-B Cost Per Participant Report
Figure 23:	LWDB Negotiated Performance Levels

Arizona Economic Overview

Figure 1: Arizona Population Projections

Year	Population	Population Change	Population % Change	Natural Change (Births-Deaths)	Total Net Migration (Inflows-Outflows)	Special Population Change
2019	7,183,628	107,429	1.50%	22,357	83,516	1,534
2020	7,286,148	102,520	1.40%	22,250	78,574	1,693
2021	7,387,836	101,688	1.40%	22,149	77,764	1,777

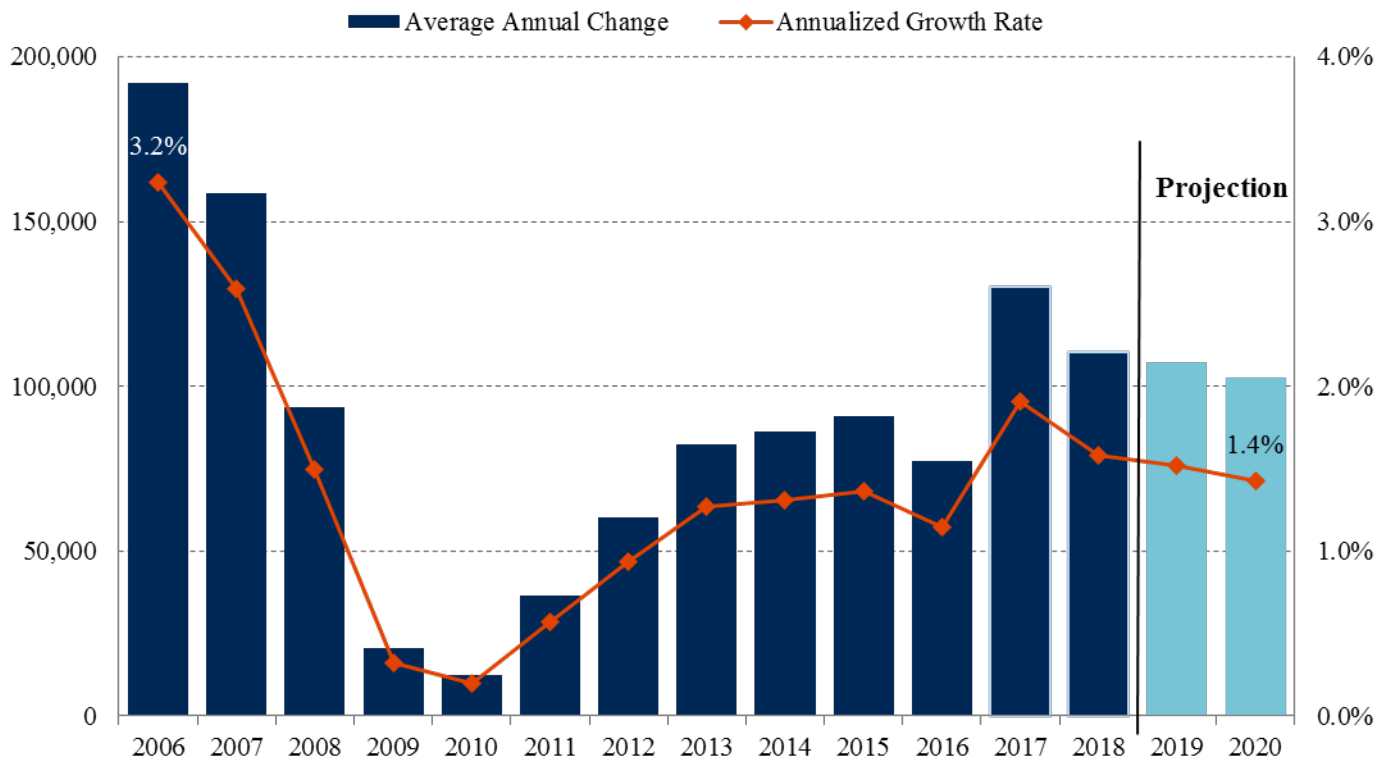
Source: Source: Office of Economic Opportunity 2018 - 2055 Population Projections, Medium Series

Note: Special population changes are related to the temporary residencies caused by university students

Population growth in Arizona increased by 1.5% (107,429 individuals) in CY 2019. Roughly 1/5 of this growth is attributed to natural change (more births than deaths), while nearly 4/5 of this growth is attributed to net migration (more individuals moving into Arizona than leaving). Barring the impact of COVID-19, Arizona's population is projected to continue to grow through 2021.

Arizona Economic Overview

Figure 2: Arizona Population Growth

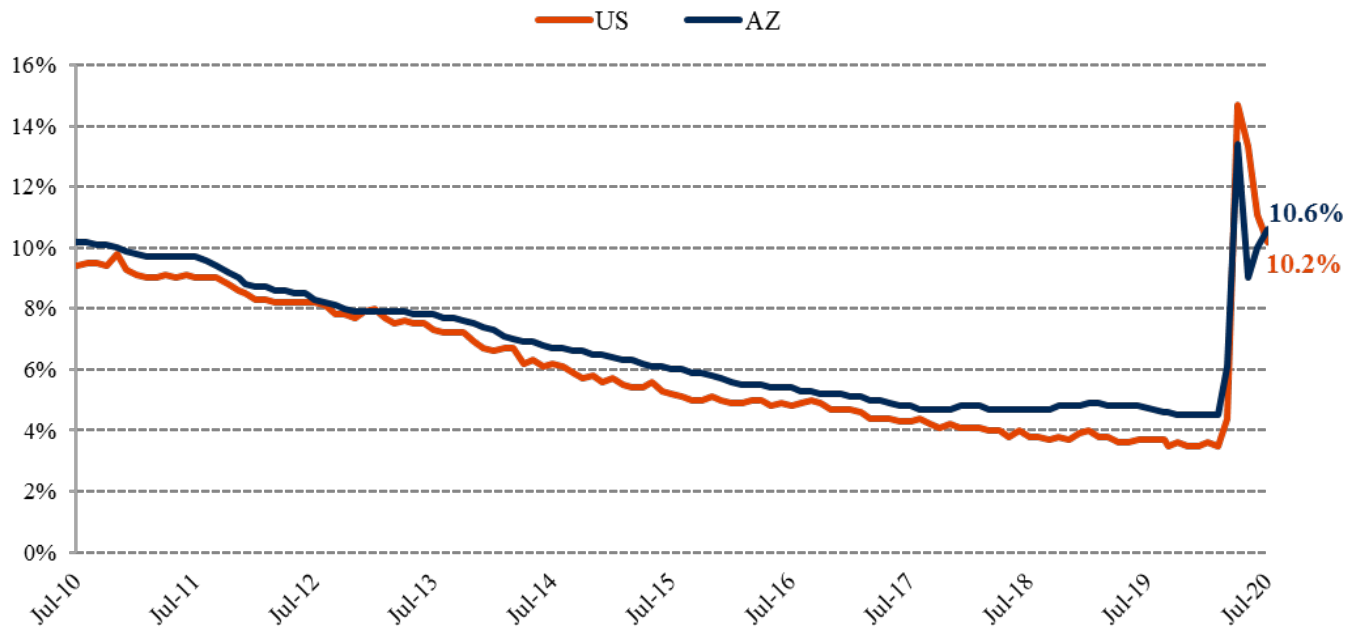


Source: Office of Economic Opportunity 2015-2050 Population Projections, Medium Series

Arizona's population growth rate has exceeded 1.0% every year since CY 2013 (see figure 2). CY 2009 and CY 2010 had particularly low population growth rates due to the impacts of the Great Recession. The employment levels in Arizona declined during these years, and, as employment opportunity is a major driver of population increases, net migration declined as well. As the Arizona economy recovered from 2011-2019, net migration began to increase. This population growth can, in turn, fuel additional economic growth through the infusion of new consumers demanding goods and services.

Arizona Economic Overview

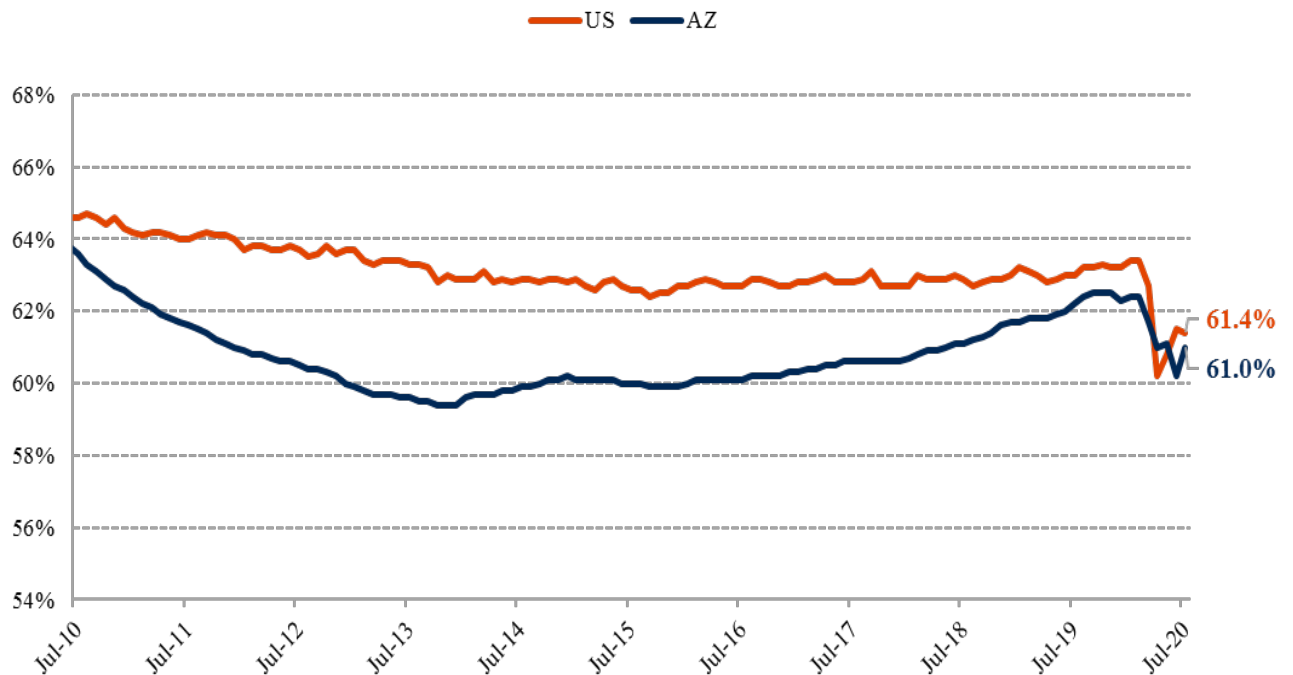
Figure 3: Arizona and US Seasonally Adjusted Unemployment Rate



Source: Office of Economic Opportunity in cooperation with the U.S. Bureau of Labor Statistics, Local Area Unemployment Statistics

Arizona Economic Overview

Figure 4: Arizona and US Labor Force Participation Rate



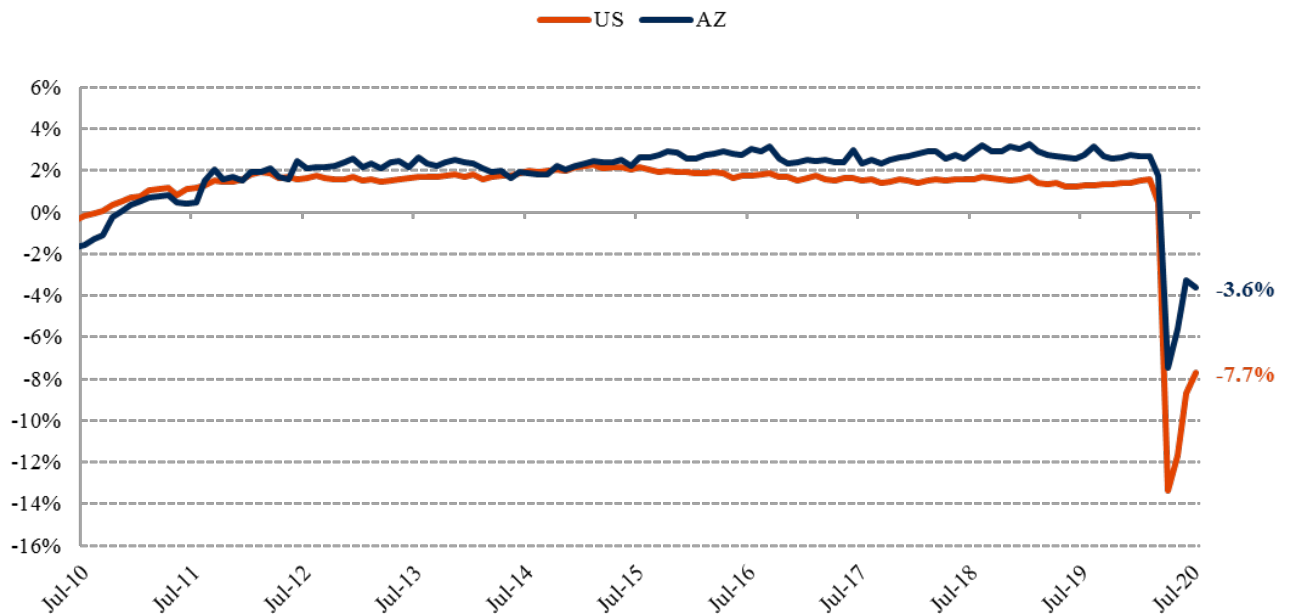
Source: Office of Economic Opportunity in cooperation with the U.S. Bureau of Labor Statistics, Local Area Unemployment Statistics

Note: Data is seasonally-adjusted

Figure 4 compares monthly labor force participation rates between the United States and Arizona. The Arizona labor force participation rate has trended below the U.S. labor force participation rate historically. From PY 2013 to PY 2018, the Arizona labor force participation rate recorded positive growth, though in April 2020, experienced a sharp decline. This decline in labor force participation was due, in part, to the economic impact of the COVID-19 pandemic. In Arizona, labor force participation was 62.2% at the beginning of PY 2019. By the end of PY 2019, labor force participation in Arizona was 60.2%. The U.S. began PY 2019 with a labor force participation rate of 63.0% and declined to 61.5% by the end of PY 2019.

Arizona Economic Overview

Figure 5: Arizona and US Nonfarm Employment Year-to-Year Change Not Seasonally Adjusted



Source: Office of Economic Opportunity in cooperation with the U.S. Bureau of Labor Statistics, Current Employment Statistics

Figure 5 compares annual nonfarm employment growth rates between the United States and Arizona. Arizona's nonfarm growth rates have equaled or exceeded U.S. nonfarm growth rates in every month since October 2014. Before declining to -7.5% in April 2020, Arizona nonfarm employment recorded positive year-over-year employment change for 113 consecutive months. Arizona nonfarm employment declined by 3.6% in July 2020, while U.S. nonfarm employment growth declined by 7.7% in July 2020.

Arizona Economic Overview

Figure 6: Arizona Employment Growth by Industry
Not Seasonally Adjusted
(in thousands, reference month of June)

	PY 2015	PY 2016	PY 2017	PY 2018	PY 2019
Total Nonfarm	70.7	79.4	71	72.0	-93.9
<i>OTY Percentage Change</i>	<i>2.7%</i>	<i>3.0%</i>	<i>2.6%</i>	<i>2.6%</i>	<i>-3.3%</i>
Natural Resources & Mining	-1.3	0.3	1.4	0.3	-0.3
<i>OTY Percentage Change</i>	<i>-10.1%</i>	<i>2.6%</i>	<i>11.8%</i>	<i>2.3%</i>	<i>-2.2%</i>
Construction	7.9	10.9	11.9	12.9	-2.5
<i>OTY Percentage Change</i>	<i>6.1%</i>	<i>8.0%</i>	<i>8.1%</i>	<i>8.1%</i>	<i>-1.5%</i>
Manufacturing	2.3	3.5	6.0	6.2	-5.8
<i>OTY Percentage Change</i>	<i>1.4%</i>	<i>2.2%</i>	<i>3.6%</i>	<i>3.6%</i>	<i>-3.3%</i>
Trade, Transportation, & Utilities	9.4	9.2	10.0	8.0	5.9
<i>OTY Percentage Change</i>	<i>1.9%</i>	<i>1.8%</i>	<i>1.9%</i>	<i>1.5%</i>	<i>1.1%</i>
Information	0.8	0.5	0.1	1.0	-3.7
<i>OTY Percentage Change</i>	<i>1.7%</i>	<i>1.1%</i>	<i>0.2%</i>	<i>2.1%</i>	<i>-7.6%</i>
Financial Activities	9.7	10.5	7.5	8.1	1.0
<i>OTY Percentage Change</i>	<i>5.0%</i>	<i>5.2%</i>	<i>3.5%</i>	<i>3.7%</i>	<i>0.4%</i>
Professional & Business Services	12.9	10.2	12.7	12.7	-24.9
<i>OTY Percentage Change</i>	<i>3.3%</i>	<i>2.5%</i>	<i>3.1%</i>	<i>3.0%</i>	<i>-5.7%</i>
Education & Health Services	14.2	17.0	10.6	14.8	-0.4
<i>OTY Percentage Change</i>	<i>3.6%</i>	<i>4.2%</i>	<i>2.5%</i>	<i>3.4%</i>	<i>-0.1%</i>
Leisure & Hospitality	10.3	11.5	5.6	2.6	-49.5
<i>OTY Percentage Change</i>	<i>3.5%</i>	<i>3.7%</i>	<i>1.8%</i>	<i>0.8%</i>	<i>-15.2%</i>
Other Services	1.2	1.2	3.0	1.6	1.4
<i>OTY Percentage Change</i>	<i>1.4%</i>	<i>1.3%</i>	<i>3.3%</i>	<i>2.1%</i>	<i>1.5%</i>
Government	3.3	4.6	2.2	3.8	-15.1
<i>OTY Percentage Change</i>	<i>0.9%</i>	<i>1.2%</i>	<i>0.6%</i>	<i>1.0%</i>	<i>-3.9%</i>

Source: Office of Economic Opportunity in cooperation with Bureau of Labor Statistics, Current Employment Statistics

Figure 6 shows nonfarm employment levels and the percentage change from prior program years. In PY 2019, nonfarm employment declined sharply from the year prior. Among the eleven superectors, Trade, Transportation, & Utilities (1.1%), Financial Activities (0.4%), and Other Services (1.5%) were the only supersectors that recorded increases in year-over-year employment. Natural Resources & Mining (-2.2%), Construction (-1.5%), Manufacturing (-3.3%), Information (-7.6%), Professional & Business Services (-5.7%), Education & Health Services (-0.1%), Leisure & Hospitality (-15.2%), and Government (-3.9%) all recorded decreases in employment in PY 2019.

Numerically, Trade, Transportation, & Utilities gained 5,900 jobs, Financial Activities gained 1,000 jobs, and Other Services gained 1,400 jobs. Natural Resources & Mining lost 300 jobs, Construction lost 2,500 jobs, Manufacturing lost 5,800 jobs, Information lost 3,700 jobs, Professional & Business Services lost 24,900 jobs, Education & Health Services lost 400 jobs, Leisure & Hospitality lost 49,500 jobs, and Government lost 15,100. PY 2019 employment declines mark the first year since PY 2015 that any supersectors lost jobs over the year.

Arizona Economic Overview



Source: Office of Economic Opportunity in coordination with Bureau of Labor Statistics, Current Employment Statistics

The distribution of job growth is typically concentrated in Phoenix Metropolitan Statistical Area (MSA), but in PY 2019, the only MSA to gain jobs was the Sierra Vista-Douglas MSA. Illustrated in figure 7, six of the seven Arizona MSAs lost jobs in PY 2019. Flagstaff MSA recorded the largest PY 2019 job decline (-15.5%) followed by Lake Havasu City-Kingman MSA (-6.0%), and Yuma MSA (-5.6%). The MSAs that fared better than Arizona as a whole were Phoenix-Mesa-Scottsdale MSA (-3.0%), Prescott MSA (-0.9%), Sierra Vista-Douglas MSA (1.8%), and Tucson MSA (-2.6%). While the state did see a large decline in jobs in PY 2019, it was not as drastic as the United States' total job loss of 8.7%.

Arizona Economic Overview

**Figure 8: Arizona Employment Shares
June 2010 to June 2020, Not Seasonally Adjusted**

Supersector Title	June 2010 Share	June 2020 Share	Share Change	Numeric Change
Construction	4.8%	6.1%	1.3%	5,660
Professional & Business Services	14.3%	14.9%	0.6%	7,630
Information	1.6%	1.6%	0.0%	650
Trade, Transportation, & Utilities	19.7%	19.5%	-0.2%	7,760
Leisure & Hospitality	10.8%	10.0%	-0.8%	2,300
Total	100.0%	100.0%	0.0%	42,410

Source: Office of Economic Opportunity in coordination with Bureau of Labor Statistics, Current Employment Statistics

Figure 8 shows how the composition of Arizona's economy has changed in the past decade. From June 2010 to June 2020, Education & Health Services increased its share of nonfarm employment by 1.6 percentage points, the largest share increase over this period. Other supersectors that recorded positive employment share gains included Construction (1.3 percentage points), Financial Activities (1.2 percentage points), and Professional & Business Services (0.6 percentage points). The largest decrease in nonfarm employment share occurred in Government, losing 3.2 percentage points. This was followed by Leisure & Hospitality (-0.8 percentage points); Other Services (-0.3 percentage points); Trade, Transportation, & Utilities (-0.2 percentage points); and Manufacturing (-0.2 percentage points). Percentage share of nonfarm employment remained unchanged for both Information and Natural Resources & Mining.

Arizona Economic Overview

Figure 9: Arizona Short-Term Industry Employment Projections 2019-2021				
Supersector Title	Base Employment 2019 Q2	Projected Employment 2021 Q2	Numeric Change	Percent Change
Construction	172,808	196,689	23,881	13.8%
Financial Activities	222,282	237,307	15,025	6.8%
Manufacturing	176,302	187,409	11,107	6.3%
Education & Health Services	638,031	675,942	37,911	5.9%
Professional & Business Services	439,346	463,624	24,278	5.5%
Self-Employed	172,397	179,523	7,126	4.1%
Trade, Transportation, & Utilities	549,968	571,729	21,761	4.0%
Other Services	100,397	104,208	3,811	3.8%
Leisure & Hospitality	355,104	366,065	10,961	3.1%
Information	50,162	51,581	1,419	2.8%
Natural Resources & Mining	50,679	51,435	756	1.5%
Government	160,047	161,480	1,433	0.9%

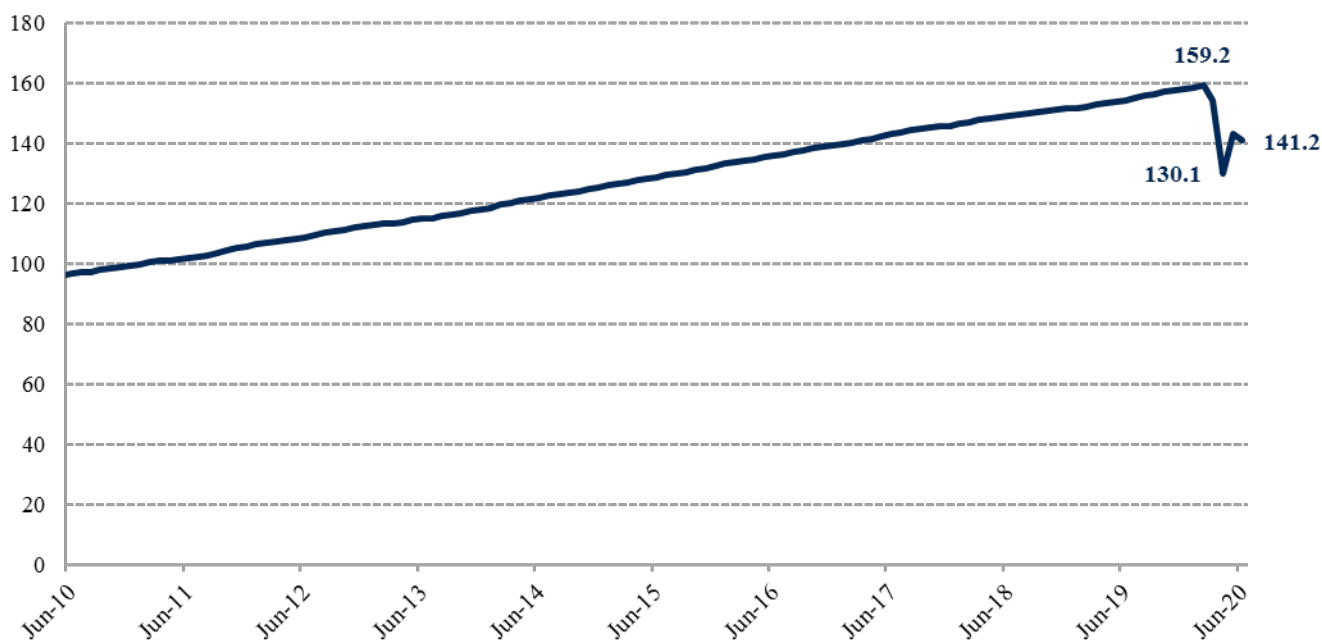
Source: Office of Economic Opportunity using Short Term Industry Employment Projections 2019-2021

Figure 9 shows the short-term employment projections for supersectors in Arizona. Short-term projections were published in February 2020, and do not reflect the recent economic impacts of the COVID-19 pandemic. Because of this, short-term employment growth may differ significantly from projected estimates.

Barring the impact of COVID-19, all Arizona supersectors are projected to gain jobs from 2019-2021. Ten of the eleven supersectors, along with Self-Employed, are projected to grow at a rate that exceeds projected population growth (1.4%). The three largest percentage increases are projected to occur in Construction (13.8%); Financial Activities (6.8%); and Manufacturing (6.3%). The largest numeric growth is projected to occur in Education & Health Services (37,911); Professional & Business Services (24,278); and Construction (23,881).

Arizona Economic Overview

Figure 10: Arizona Coincident Economic Activity



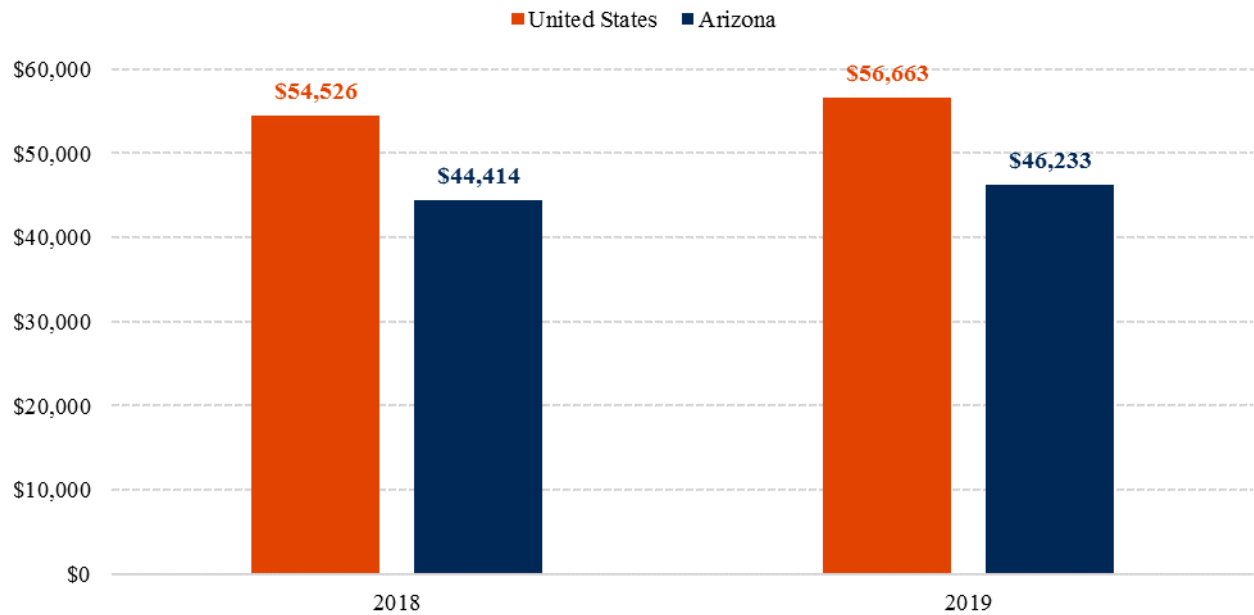
Source: Federal Reserve Bank of St. Louis

Note: This index combines four variables: total nonfarm employment, average hours worked in manufacturing, the unemployment rate, and wages

The coincident economic activity index is an economic indicator compiled by the Federal Reserve that tends to correlate with economic growth. Figure 10 shows the changes in the coincident economic activity index over the past ten years. As the coincident index increases, economic growth tends to increase. Arizona's coincident index peaked in February 2020 at 159.3, but declined in March 2020 to 154.3, and again in April 2020 to 130.1 in April. By June 2020, Arizona's index was at 141.2, down from 154.3 in June 2019.

Arizona Economic Overview

Figure 11: Arizona and US Per Capita Income



Source: Office of Economic Opportunity in cooperation with the Bureau of Economic Analysis

Arizona's per capita personal income in 2019 was \$46,233, an increase of 4.1% from 2018's per capita personal income of \$44,414 (see figure 11). Over the same period, per capita income in the United States grew by 3.9%, going from \$54,526 in 2018 to \$56,663 in 2019. Among the states, Arizona ranked 42nd in per capita personal income in 2019.

Figure 12: Arizona Apprenticeship Office Report (as of June 30, 2020)	
Total Number of Registered Apprentices	4572
Total Number of New Apprentices Registered	1937
Total Number of Programs	239

Figure 13: Customer Satisfaction Surveys				
Customer Satisfaction	# of Customers Eligible for the Survey	# of Customers included in the Sample	# of Surveys Completed	Response Rate
Participants	9895	1694	1407	83%
Employers	2,093	864	419	48%

Figure 14: WIOA - EFFECTIVENESS IN SERVING EMPLOYERS

WIOA - EFFECTIVENESS IN SERVING EMPLOYERS

STATE: Arizona		PROGRAM YEAR: 2019		Certified in WIPS: 10/1/2020 10:29 AM E	
PERIOD COVERED					
From (mm/dd/yyyy) : 7/1/2019 8:00 AM EDT To (mm/dd/yyyy) : 6/30/2020 8:00 AM EDT					
REPORTING AGENCY:					
Wagner-Peyser					
EFFECTIVENESS IN SERVING EMPLOYERS					
Employer Services			Establishment Count		
Employer Information and Support Services			5,381		
Workforce Recruitment Assistance			4,174		
Engaged in Strategic Planning/Economic Development			1,361		
Accessing Untapped Labor Pools			1,886		
Training Services			17		
Incumbent Worker Training Services			5		
Rapid Response/Business Downsizing Assistance			134		
Planning Layoff Response			8		
Pilot Approaches			Numerator	Rate	
			Denominator		
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate			18,106	58.6%	
			30,900		
Employer Penetration Rate			7,385	4.3%	
			170,357		
Repeat Business Customers Rate			4,083	34.4%	
			11,852		
State Established Measure					
REPORT CERTIFICATION					
Report Comments:					
Reporting for Titles I and III					
Name of Certifying Official/Title:		Telephone Number:		Email Address:	
Marilyn Nicolls-Senior Business Analyst		(480) 600-0097		mnicolls@azdes.gov	

Figure 15: Participants Served Under WIOA and Performance Outcomes

Participants Served:

	Adult	Dislocated Worker	Youth
PY18	11,440	994	4,194
PY19	11,259	1,327	4,383
% Change	-1.6%	+33.5%	4.5%

Performance Measures:

WIOA Title I-B Adults	Negotiated PY18	Actual PY18	Negotiated PY19	Actual PY19
Employed 2 nd quarter after exit	74.1%	71.9%	75.1%	71.9%
Employed 4 th quarter after exit	65.0%	67.8%	67.0%	67.6%
Median Wage	\$5,700	\$6,485	\$5,900	\$6,744
Credential	64.0%	74.3%	66.0%	76.0%
Measurable Skills Gain	Baseline	59.2%	Baseline	54.7%
WIOA Title I-B Dislocated Worker	Negotiated PY18	Actual PY18	Negotiated PY19	Actual PY19
Employed 2 nd quarter after exit	76.5%	78.4%	77.5%	81.3%
Employed 4 th quarter after exit	70.0%	72.7%	72.0%	75.0%
Median Earnings	\$7,300	\$8,646	\$7,500	\$9,033
Credential	54.8%	72.3%	57.8%	76.9%
Measurable Skills Gain	Baseline	39.8%	Baseline	44.0%
WIOA Title I-B Youth (14-24)	Negotiated PY18	Actual PY18	Negotiated PY19	Actual PY19
Employed, in education, or in Occupation Skills Training 2 nd quarter after exit	67.5%	71.7%	73.5%	68.0%
Employed, in education, or in Occupation Skills Training 4 th quarter after exit	64%	66.5%	66.0%	70.5%
Median Earnings	Baseline	\$4,501	Baseline	\$4,787
Credential	50%	51.6%	54.0%	60.2%
Measurable Skills Gain	Baseline	52.3%	Baseline	59.4%

Figure 16: Adult Statewide Performance Report

OMB Control Number 1205-0526
Expiration Date: 03-31-2021

ETA-9169

Statewide Performance Report												Certified in WIPS: 10/1/2020 10:32 AM EDT			
PROGRAM: WIOA Adult				TITLE (select one):											
STATE: Arizona				Title I Local Area:				<input checked="" type="checkbox"/> Title I Adult <input type="checkbox"/> Title I Dislocated Worker <input type="checkbox"/> Title I Youth <input type="checkbox"/> Title I and Title III combined		<input checked="" type="checkbox"/> Title II Adult Education <input type="checkbox"/> Title III Wagner-Peyser <input type="checkbox"/> Title IV Vocational Rehabilitation					
REPORTING PERIOD COVERED (Required for current and three preceding years.)															
From (mm/dd/yyyy) : 7/1/2019 To (mm/dd/yyyy) : 6/30/2020															
SUMMARY INFORMATION															
Service		Participants Served Cohort Period:		Participants Exited Cohort Period:		Funds Expended Cohort Period:		Cost Per Participant Served Cohort Period:							
Career Services		11,246		7,446		\$9,196,204		\$818							
Training Services		4,679		2,756		\$3,826,163		\$818							
Percent training-related employment ¹ :				Percent enrolled in more than one core program:				Percent Admin Expended:							
53.4%				21.8%				43.0%							
BY PARTICIPANT CHARACTERISTICS															
		Total Participants Served Cohort Period:	Total Participants Exited Cohort Period:		Employment Rate (Q2) ² Cohort Period:		Employment Rate (Q4) ² Cohort Period:		Median Earnings Cohort Period:		Credential Rate ³ (Cohort Period:		Measurable Skill Gains ³ Cohort Period:		
		7/1/2019-6/30/2020	4/1/2019-3/31/2020		7/1/2019-6/30/2019		1/1/2018-12/31/2018		7/1/2018-6/30/2019		1/1/2018-12/31/2018		7/1/2019-6/30/2020		
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate		
Total Statewide		11,247	7,447	Negotiated Targets		75.1%		67.0%	\$5,900		66.0%		Baseline		
				Actual	5,149	71.9%	4,787	67.5%	\$6,743	1,681	76.0%	2,240	55.6%		
Sex	Female	5,681	3,740		2,548	70.8%	2,407	67.2%	\$5,958	622	73.8%	875	47.5%		
	Male	5,564	3,707		2,596	73.0%	2,378	67.9%	\$7,803	1,058	77.3%	1,364	62.4%		
Age	< 16	0	0		0		0			0		0			
	16 - 18	140	95		70	71.4%	66	64.1%	\$5,688	28	62.2%	37	52.9%		
	19 - 24	1,226	769		670	76.0%	604	73.7%	\$6,833	268	73.0%	389	61.2%		
	25 - 44	6,360	4,043		2,819	75.0%	2,594	69.6%	\$6,916	1,009	77.4%	1,374	55.0%		
	45 - 54	2,005	1,416		933	70.0%	870	65.5%	\$6,832	257	76.3%	303	53.9%		
	55 - 59	837	599		395	64.2%	393	61.7%	\$6,366	83	74.8%	86	51.8%		
	60+	679	525		262	54.5%	260	54.9%	\$4,850	36	75.0%	51	52.0%		
Ethnicity/Race	American Indian / Alaska Native	809	489		334	69.9%	321	66.0%	\$6,326	126	66.0%	122	38.7%		
	Asian	201	134		87	66.4%	91	75.8%	\$6,431	26	74.3%	49	64.5%		
	Black / African American	1,916	1,358		947	74.3%	826	67.0%	\$6,014	233	73.0%	358	53.6%		
	Hispanic / Latino	4,268	2,586		1,873	77.0%	1,790	72.8%	\$6,732	641	76.9%	928	55.4%		
	Native Hawaiian / Pacific Islander	89	49		33	73.3%	33	67.3%	\$6,178	8	66.7%	14	48.3%		
	White	6,538	4,172		2,861	72.4%	2,621	68.5%	\$6,972	1,010	78.4%	1,322	57.0%		
	More Than One Race	167	100		62	69.7%	64	68.1%	\$5,240	17	65.4%	34	54.8%		

ADDITIONAL COMMENTS:

⁴Barriers to Employment are determined at the point of entry into the program.

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave, NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

Figure 17: Dislocated Worker Statewide Performance Report

OMB Control Number 1205-0526
Expiration Date: 03-31-2021

ETA-9169

Statewide Performance Report												Certified in WIPS: 10/1/2020 10:33 AM EDT					
PROGRAM: WIOA Dislocated Worker						TITLE (select one):											
STATE: Arizona Title I Local Area:						Title I Adult		<input type="checkbox"/>		Title II Adult Education		<input type="checkbox"/>					
REPORTING PERIOD COVERED (Required for current and three preceding years.)						Title I Dislocated Worker		<input checked="" type="checkbox"/>		Title III Wagner-Peyser		<input type="checkbox"/>					
From (mm/dd/yyyy) : 7/1/2019 To (mm/dd/yyyy) : 6/30/2020						Title I Youth		<input type="checkbox"/>		Title IV Vocational Rehabilitation		<input type="checkbox"/>					
						Title I and Title III combined		<input type="checkbox"/>									
SUMMARY INFORMATION																	
Service		Participants Served Cohort Period:		Participants Exited Cohort Period: 4/1/2019-3/31/2020		Funds Expended Cohort Period: 7/1/2019-6/30/2020		Cost Per Participant Served Cohort Period: 7/1/2019-6/30/2020									
Career Services		1,326		676		\$8,944,474		\$6,745									
Training Services		494		226		\$3,332,255		\$6,745									
Percent training-related employment ¹ :				Percent enrolled in more than one core program:				Percent Admin Expended:									
53.8%				37.3%				42.0%									
BY PARTICIPANT CHARACTERISTICS																	
		Total Participants Served Cohort Period: 7/1/2019-6/30/2020		Total Participants Exited Cohort Period: 4/1/2019-3/31/2020				Employment Rate (Q2) ² Cohort Period: 7/1/2018-6/30/2019		Employment Rate (Q4) ² Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019		Credential Rate ³ (Cohort Period: 1/1/2018-12/31/2018		Measurable Skill Gains ³ Cohort Period: 7/1/2019-6/30/2020	
								Num		Rate		Num		Rate		Earnings	
Total Statewide		1,327		676		Negotiated Targets		442		77.5%		348		72.0%		\$7,500	
						Actual		442		81.3%		348		75.0%		\$9,033	
Sex								241		78.2%		174		73.4%		\$7,652	
Female		671		386				241		78.2%		174		73.4%		\$7,652	
Male		651		287				201		85.2%		174		76.7%		\$10,054	
Age								0				0				0	
< 16		0		0				0				0				0	
16 - 18		2		0				0				0				0	
19 - 24		51		24				19		76.0%		12		66.7%		\$9,401	
25 - 44		604		297				214		83.6%		155		78.3%		\$9,209	
45 - 54		376		198				116		79.5%		103		76.9%		\$9,234	
55 - 59		153		87				56		80.0%		44		72.1%		\$7,355	
60+		141		70				37		78.7%		34		64.2%		\$9,036	
Ethnicity/Race								13		92.9%		10		71.4%		\$8,868	
American Indian / Alaska Native		57		31				13		92.9%		10		71.4%		\$8,868	
Asian		37		19				9		75.0%		4		44.4%		\$9,893	
Black / African American		147		64				49		81.7%		34		75.6%		\$9,870	
Hispanic / Latino		498		243				161		82.6%		150		80.2%		\$7,717	
Native Hawaiian / Pacific Islander		17		9				3		75.0%		2		66.7%		\$13,453	
White		883		420				295		81.5%		238		75.1%		\$9,041	
More Than One Race		26		12				5		100.0%		5		71.4%		\$10,925	

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ⁴	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	1,327	676	Negotiated Targets		77.5%		72.0%	\$7,500		57.8%		Baseline
			Actual	442	81.3%	348	75.0%	\$9,033	168	76.4%	188	44.4%
Displaced Homemakers	87	54		34	66.7%	22	56.4%	\$5,167	8	53.3%	21	63.6%
English Language Learners, Low Levels of Literacy, Cultural Barriers	159	96		81	81.8%	80	72.1%	\$6,687	26	76.5%	9	21.4%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	7	5		2	50.0%	1	33.3%	\$6,002	1	100.0%	1	50.0%
Ex-offenders	80	37		24	92.3%	19	86.4%	\$9,266	11	84.6%	15	50.0%
Homeless Individuals / runaway youth	18	16		5	55.6%	1	50.0%	\$9,230	1	100.0%	1	25.0%
Long-term Unemployed (27 or more consecutive weeks)	135	78		53	67.1%	62	67.4%	\$7,368	27	73.0%	29	56.9%
Low-Income Individuals	420	198		140	78.2%	127	75.6%	\$7,518	55	75.3%	79	52.3%
Migrant and Seasonal Farmworkers	3	2		1	100.0%	1	100.0%	\$7,293	0	0.0%	0	
Individuals with Disabilities (incl. youth)	69	24		12	70.6%	10	52.6%	\$11,000	11	91.7%	9	36.0%
Single Parents (incl. single pregnant women)	205	109		96	82.1%	87	77.7%	\$7,345	36	75.0%	42	52.5%
Youth in foster care or aged out of system	0	0		0		0			0		0	
ADDITIONAL COMMENTS:												

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

Public Burden Statement (1205-ONEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

Figure 18: Youth Statewide Performance Report

OMB Control Number 1205-0526
Expiration Date: 03-31-2021

ETA-9169

Statewide Performance Report												Certified in WVPS: 10/1/2020 10:34 AM EDT					
PROGRAM: WIOA Youth						TITLE (select one):											
STATE: Arizona						Title I Local Area:											
REPORTING PERIOD COVERED (Required for current and three preceding years.)						Title I Adult						<input type="checkbox"/>					
From { mm/dd/yyyy } : 7/1/2019						To { mm/dd/yyyy } : 6/30/2020						Title I Dislocated Worker					
						Title I Youth						<input type="checkbox"/>					
						Title I and Title III combined						<input type="checkbox"/>					
						Title II Adult Education						<input type="checkbox"/>					
						Title III Wagner-Peyser						<input type="checkbox"/>					
						Title IV Vocational Rehabilitation						<input type="checkbox"/>					
SUMMARY INFORMATION																	
Service		Participants Served Cohort Period:		Participants Exited Cohort Period:		Funds Expended Cohort Period:		Cost Per Participant Served Cohort Period:									
		4/1/2019-6/30/2020		7/1/2019-6/30/2020													
Career Services		3,568		1,650		\$10,563,443		\$2,961									
Training Services		1,706		826		\$5,050,794		\$2,961									
Percent training-related employment ¹ :				Percent enrolled in more than one core program:				Percent Admin Expended:									
27.9%				9.5%				39.0%									
BY PARTICIPANT CHARACTERISTICS																	
		Total Participants Served Cohort Period:		Total Participants Exited Cohort Period:				Youth Employment/Education/ Training Rate (Q2) Cohort Period:		Youth Employment/Education/ Training Rate (Q4) Cohort Period:		Median Earnings Cohort Period:		Credential Rate ³ (Cohort Period:		Measurable Skill Gains ³ Cohort Period:	
		7/1/2019-6/30/2020		4/1/2019-3/31/2020				7/1/2018-6/30/2019		1/1/2018-12/31/2018		7/1/2018-6/30/2019		1/1/2018-12/31/2018		7/1/2019-6/30/2020	
								Num		Rate		Num		Rate		Earnings	
								Num		Rate		Num		Rate		Earnings	
Total Statewide		4,380		2,163		Negotiated Targets		68.5%		66.0%		Baseline		54.0%		Baseline	
						Actual		1,445		73.6%		1,411		70.8%		\$4,786	
								767		74.1%		730		71.0%		\$4,728	
Sex								677		73.0%		679		70.4%		\$4,830	
Female		2,476		1,168				677		73.0%		679		70.4%		\$4,830	
Male		1,896		992				677		73.0%		679		70.4%		\$4,830	
Age								16		76.2%		19		59.4%		\$4,443	
< 16		47		14				16		76.2%		19		59.4%		\$4,443	
16 - 18		1,386		692				470		70.1%		466		69.7%		\$3,998	
19 - 24		2,947		1,457				959		75.4%		926		71.6%		\$5,122	
25 - 44		0		0				0				0				0	
45 - 54		0		0				0				0				0	
55 - 59		0		0				0				0				0	
60+		0		0				0				0				0	
Ethnicity/Race								101		62.7%		85		59.0%		\$4,428	
American Indian / Alaska Native		432		205				101		62.7%		85		59.0%		\$4,428	
Asian		46		24				22		78.6%		26		72.2%		\$5,260	
Black / African American		425		237				160		75.5%		141		68.8%		\$4,477	
Hispanic / Latino		2,630		1,264				878		75.2%		901		75.0%		\$5,020	
Native Hawaiian / Pacific Islander		27		13				2		22.2%		8		80.0%		\$4,067	
White		2,524		1,209				806		74.9%		757		72.2%		\$4,825	
More Than One Race		87		30				26		60.5%		34		70.8%		\$5,071	

BY EMPLOYMENT BARRIER ¹												
	Total Participants Served	Total Participants Exited		Youth Employment/Education/ Training Rate (Q2)		Youth Employment/Education/ Training Rate (Q4)		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	4,380	2,163	Negotiated Targets		68.5%		66.0%	Baseline		54.0%		Baseline
			Actual	1,445	73.6%	1,411	70.8%	\$4,786	794	60.8%	1,277	60.7%
Displaced Homemakers	1	1		0		1	100.0%		0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	2,691	1,400		962	72.0%	948	68.8%	\$4,780	508	57.8%	733	58.3%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	6	6		5	55.6%	3	100.0%	\$3,265	1	50.0%	2	100.0%
Ex-offenders	444	255		171	63.8%	151	61.4%	\$4,472	62	45.3%	108	55.7%
Homeless Individuals / runaway youth	299	149		125	67.2%	118	68.6%	\$4,820	51	44.3%	85	53.5%
Long-term Unemployed (27 or more consecutive weeks)	1,547	841		596	66.4%	584	64.4%	\$4,273	333	56.9%	402	53.1%
Low-Income Individuals	3,743	1,838		1,237	73.7%	1,186	70.3%	\$4,751	672	60.2%	1,107	61.3%
Migrant and Seasonal Farmworkers	59	14		7	100.0%	12	92.3%	\$5,454	11	84.6%	0	
Individuals with Disabilities (incl. youth)	428	229		117	64.6%	112	58.6%	\$4,562	59	55.7%	101	57.7%
Single Parents (Incl. single pregnant women)	671	377		293	79.8%	284	76.3%	\$4,791	164	65.9%	196	60.9%
Youth in foster care or aged out of system	196	94		59	60.8%	54	62.8%	\$3,506	24	37.5%	54	60.0%
ADDITIONAL COMMENTS:												

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Public Burden Statement (1205-0NEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

Figure 19: Adult Measurable Skill Gains

PROGRAM WIOA Adult		TITLE (select one):		Certified in WPS: 10/1/2020 10:32 AM EDT	
PERIOD COVERED From { mm/dd/yyyy } : 7/1/2019 To { mm/dd/yyyy } : 6/30/2020		Title I Adult Title I Dislocated Worker Title I Youth	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Title II Adult Education Title IV Vocational Rehabilitation	<input type="checkbox"/> <input type="checkbox"/>
STATE: Arizona					
MEASURABLE SKILL GAINS ¹					
Skill Gain Type	Total Skill Gains				
Achievement of at least one educational functioning level of a participant who is receiving educational instruction below the postsecondary level	10				
Attainment of a secondary school diploma or its equivalent	8				
Transcript or report card for either secondary or post-secondary education that shows a participant is achieving the state unit's academic standards	208				
Satisfactory or better progress report, towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of 1 year of an apprenticeship program, etc.)	937				
Successful passage of an exam that is required for a particular occupation, progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams	1,101				
TOTAL	2,264				
ADDITIONAL COMMENTS:					

¹For performance accountability purposes, the measurable skill gains indicator calculates the number of participants who attain at least one type of gain. However, this report is designed to examine the number of total gains within each type of gain.

Figure 20: Dislocated Worker Measurable Skill Gains

PROGRAM WIOA Dislocated Worker		TITLE (select one):		Certified in WIPS: 10/1/2020 10:33 AM EDT	
PERIOD COVERED From { mm/dd/yyyy } : 7/1/2019 To { mm/dd/yyyy } : 6/30/2020		Title I Adult Title I Dislocated Worker Title I Youth	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Title II Adult Education Title IV Vocational Rehabilitation	<input type="checkbox"/> <input type="checkbox"/>
STATE: Arizona					
MEASURABLE SKILL GAINS ¹					
Skill Gain Type	Total Skill Gains				
Achievement of at least one educational functioning level of a participant who is receiving educational instruction below the postsecondary level	0				
Attainment of a secondary school diploma or its equivalent	0				
Transcript or report card for either secondary or post-secondary education that shows a participant is achieving the state unit's academic standards	16				
Satisfactory or better progress report, towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of 1 year of an apprenticeship program, etc.)	45				
Successful passage of an exam that is required for a particular occupation, progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams	130				
TOTAL	191				
ADDITIONAL COMMENTS:					

¹ For performance accountability purposes, the measurable skill gains indicator calculates the number of participants who attain at least one type of gain. However, this report is designed to examine the number of total gains within each type of gain.

Figure 21: Youth Measurable Skill Gains

PROGRAM WIOA Youth		TITLE (select one):		Certified in WPS: 10/1/2020 10:34 AM EDT	
PERIOD COVERED From { mm/dd/yyyy } : 7/1/2019 To { mm/dd/yyyy } : 6/30/2020		Title I Adult Title I Dislocated Worker Title I Youth	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Title II Adult Education Title IV Vocational Rehabilitation	<input type="checkbox"/> <input type="checkbox"/>
STATE: Arizona					
MEASURABLE SKILL GAINS ¹					
Skill Gain Type	Total Skill Gains				
Achievement of at least one educational functioning level of a participant who is receiving educational instruction below the postsecondary level	194				
Attainment of a secondary school diploma or its equivalent	148				
Transcript or report card for either secondary or post-secondary education that shows a participant is achieving the state unit's academic standards	297				
Satisfactory or better progress report, towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of 1 year of an apprenticeship program, etc.)	260				
Successful passage of an exam that is required for a particular occupation, progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams	475				
TOTAL	1,374				
ADDITIONAL COMMENTS:					

¹For performance accountability purposes, the measurable skill gains indicator calculates the number of participants who attain at least one type of gain. However, this report is designed to examine the number of total gains within each type of gain.

Figure 22: Cost Per Participant

WIOA Adult				
Summary Information				
Service	Participants Served:	Participants Exited:	Funds Expended:	Cost Per Participant Served:
Career Services	11,246	7,446	\$ 9,196,204	\$ 818
Training Services	4,679	2,756	\$ 3,826,164	\$ 818
Total	15,925	10,202	\$ 13,022,368	
Local Admin expenses			\$ 1,580,155	
Percentage of Admin Exp			43%	
State Admin			\$ 1,831,283	
WIOA Dislocated Worker				
Service	Participants Served:	Participants Exited:	Funds Expended:	Cost Per Participant Served:
Career Services	1326	676	\$ 8,944,474	\$ 6,745
Training Services	494	226	\$ 3,332,255	\$ 6,745
Total	1,820	902	\$ 12,276,729	
Local Admn expenses			\$ 1,603,312	
Percentage of Admn Exp			42%	
State Admn			\$ 2,126,107	
WIOA Youth				
Service	Participants Served:	Participants Exited:	Funds Expended:	Cost Per Participant Served:
Career Services	3,568	1,650	\$ 10,563,444	\$ 2,961
Training Services	1,706	826	\$ 5,050,794	\$ 2,961
Total	5,274	2,476	\$ 15,614,238	
Local Admn expenses			\$ 1,490,629	
Percentage of Admn Exp			39%	
State Admn			\$ 979,797	
WIOA Title III- Wagner-Peyser				
Service	Participants Served:	Participants Exited:	Funds Expended:	Cost Per Participant Served:
Wagner-Peyser	35,883	38,152	\$ 14,369,019	\$ 435

Figure 23: LWDB Negotiated Performance Levels

	Arizona	Coconino	Pinal	Maricopa	MoPaz	NEAZ	City of Phoenix	Pima	Santa Cruz	SEAZ	Yavapai	Yuma	NTN
	PY19	PY19	PY19	PY19	PY19	PY19	PY19	PY19	PY19	PY19	PY19	PY19	PY19
Performance Indicators	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level	Negotiated Level
Adult													
Employment 2 nd Quarter after exit	75.10%	78.90%	75.10%	76.00%	75.10%	75.60%	76.00%	71.00%	75.10%	75.10%	85.00%	74.00%	60.00%
Employment 4th Quarter after exit	67.00%	70.40%	68.00%	68.00%	68.00%	73.90%	70.00%	63.50%	67.00%	67.00%	75.00%	67.00%	60.00%
Median earnings in the 2 nd quarter after exit Earnings	\$5,900	\$5,900	\$5,351	\$6,400	\$5,900	\$6,200	\$5,900	\$5,350	\$5,500	\$5,900	\$5,700	\$5,500	\$5,500
Credential attainment rate	66.00%	69.30%	66.00%	67.00%	66.00%	66.00%	68.00%	53.50%	58.50%	66.00%	66.00%	66.00%	55.00%
Measurable Skills Gain	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline
Dislocated Worker													
Employment 2 nd Quarter after exit	77.50%	77.50%	77.00%	78.50%	77.50%	77.50%	78.00%	76.50%	51.00%	77.50%	85.00%	77.50%	61.00%
Employment 4th Quarter after exit	72.00%	75.60%	71.50%	72.00%	66.00%	72.00%	79.00%	72.00%	51.00%	72.00%	72.00%	72.00%	55.00%
Median earnings in the 2 nd quarter after exit Earnings	\$7,500	\$7,665	\$6,842	\$8,200	\$7,200	\$7,500	\$7,500	\$6,500	\$7,399	\$7,500	\$7,300	\$6,900	\$6,275

Credential attainment rate	57.80%	57.80%	57.90%	66.00%	57.80%	57.80%	57.80%	53.70%	51.00%	57.80%	65.00%	57.80%	30.50%
Measurable Skills Gain	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline
Youth													
Employment 2 nd Quarter after exit	68.50%	68.50%	66.30%	69.50%	69.60%	68.50%	74.00%	63.00%	65.00%	68.50%	71.00%	68.50%	56.00%
Employment 4th Quarter after exit	66.00%	68.00%	66.00%	71.00%	66.00%	66.00%	70.00%	63.00%	65.00%	66.00%	68.00%	66.00%	53.60%
Median earnings in the 2 nd quarter after exit Earnings	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline
Credential attainment rate	54.00%	54.00%	46.00%	44.50%	60.00%	54.00%	56.00%	44.50%	54.00%	54.00%	61.00%	54.00%	36.00%
Measurable Skills Gain	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline