



Connecting Talent with Opportunity

STATE OF GEORGIA PY19 WIOA ANNUAL NARRATIVE REPORT

TABLE OF CONTENTS

Report Overview	1
Effectiveness in Serving Employers	1
Evaluation Activities	3
Customer Satisfaction	3
Performance Accountability System	4
Sector Partnerships and Career Pathways	8
Activities under Governor’s Reserve Funds	8
Rapid Response	9
Training Academy	11
Georgia’s Ticket-to-Work Employment Network	12
Apprenticeship Grants	13
American Apprenticeship Initiative (AAI)	13
Apprenticeship State Expansion (ASE)	13
Veterans Services	14
Wagner-Peyser	16
Evaluation or Research Projects	19
Waivers	20
Data Waiver	20
Youth Waiver	22
Attachments	24
Participant Survey	24
Negotiated Performance Levels	26

Report Overview

This Annual Report Narrative covers the Workforce Innovation and Opportunity Act (WIOA) Program Year 2019 for the State of Georgia. This report includes the State's efforts regarding strategic progress based on the blueprint laid out in the PY16-19 State Plan, customer satisfaction measures, evaluation activities, and other programmatic and performance elements. The State assures that all required elements are reported uniformly, such that relevant state-by-state comparisons can be made. Within this reporting format, the State highlights some anecdotal success stories as an illustration of the combined effect of funding allocation and execution of key programs. This report includes a review of the work completed in Georgia under WIOA Title I programs (administered by the Office of Workforce Development [OWD] at the Technical College System of Georgia [TCSG]) and WIOA Title III/Wagner-Peyser programs (administered by the Georgia Department of Labor [GDOL]).

Effectiveness in Serving Employers

Georgia continues to prioritize serving the needs of business and industry, which allows the workforce system to lead participants to transformational careers with competitive pay. The state's regional sector partnership efforts, alongside the work of local business services staff, allow the system to hear directly from employers and create opportunities for advancement that meet the needs of Georgia's employers.

The WorkSource Georgia (WSGA) system is equipped to support businesses in identifying and hiring qualified candidates in many ways. American Job Centers across the state allow for applicant referrals and screening for employers, which reduces their time and costs associated with these services. A number of pre-employment assessments may be leveraged in order to screen candidates for an employer. The use of these assessments can give an employer valuable insight to an applicant's competencies and skills gaps. Furthermore, a company may work with a Local Workforce Development Area (LWDA) to advertise job postings or utilize online services such as the Employ Georgia network. WorkSource Georgia is also equipped to host job fairs and allow companies to utilize space for interviews.

In PY19, Georgia took steps to integrate a number of innovative practices to meet the needs of employers. The OWD Apprenticeship Team visited each region to share valuable information on the benefits and process of creating a Registered Apprenticeship (RA). These visits focused on building relationships with employers in order to develop new RAs in the state. The OWD Apprenticeship Team and Business Services Team have also worked collaboratively to create guidance and host trainings on how to integrate WIOA business services and apprenticeships as an essential piece of the workforce system and the state's approach to developing talent.

In light of the COVID-19 pandemic, the state's business services efforts have transitioned online to ensure the safety of staff and clients. This has required business services representatives to develop new ways to cultivate relationships and execute

agreements, all while learning and adapting to new tools that enable virtual business. All LWDAs have seen success in transitioning their paperwork and business meetings on-line. Transitioning training opportunities has also adapted to being delivered virtually or in-person with new precautions in place to maintain health and safety. WSGA will continue to work with clients to adjust to and recover the state's economy.

In an effort to provide direct engagement to the business community, Georgia Department of Labor (GDOL) Commissioner Mark Butler continued to host Business Summits during the program year, which provided an opportunity for various members of the business community to receive impactful information about the labor force in Georgia and new GDOL initiatives. The summits also offered attendees the opportunity to hear from subject matter experts on Labor Law, planning business policies, and to become informed on other workplace hot topics. Over 750 industry professionals attended one or more Business Summits during the 2019 program year.

GDOL's Business Services staff participated in 1,700 Economic Development meetings with local, regional and state partners, and attended over 100 prospect meetings for new and existing industry. Relatedly, over 380 'Requests for Information (RFIs)' were developed and provided to state and local economic developers and consultants. RFI's responded to by GDOL provides critical information to support and help shape business leaders' decisions to relocate or establish critical parts of their operations in various cities around the state.

In addition, GDOL's Business Services Unit continued their commitment to support the business community by assisting 182 new and existing companies in their search for a skilled workforce. The unit also hosted 70 customized onsite recruitment events, where over 3,500 job seekers were served, and participated in 478 statewide workforce related activities in collaboration with other workforce and economic development partners.

GDOL's Work Opportunity Tax Credit (WOTC) program promotes the hiring of a diverse workforce and supports business through beneficial tax credits. GDOL can report that 196,339 tax credit applications were processed by WOTC staff during PY19. The program benefits are shared with businesses throughout the year via onsite presentations to employers and workshops in local offices to job seekers. Jobs for Veterans State Grant staff also worked with employers facilitating the placement of veterans who potentially qualified as one of these targeted groups. Ongoing efforts were made to encourage employers to utilize the program as GDOL continued to streamline procedures related to the processing of Georgia's WOTC applications. This allowed for more efficient and timely processing of tax credit requests.

Georgia's WOTC automated system, which further supports the business community by simplifying the tax credit submission process, was enhanced during the program year. These enhancements improve the system's ability to meet the demands of the ever-expanding program. In PY19, WOTC certifications resulted in an estimated \$184,530,600 million in tax credits to employers. These tax credits constituted a significant incentive to employers for hiring Georgia's hard-to-place job seekers, moving them from economic dependency into long term self-sufficiency.

Evaluation Activities

OWD ensures the overall effectiveness of the WIOA Title I services provided by the workforce development system primarily through the annual monitoring review of the 19 Local Workforce Development Areas (LWDAs). As federal, state, and local guidance is released constantly, the annual monitoring ensures the LWDAs maintain up-to-date, compliant service delivery structures and practices. The monitoring process typically begins mid-August to early-September and ends in March. The evaluation process includes: a desk review of key documents, such as policies, procedures, and contracts; interviews of LWDA staff; and an inspection of electronic case files and other relevant documents 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. The review is conducted by a multi-disciplinary team consisting of staff from the State's Programmatic, Grants Management, and Compliance teams.

The desk review portion of monitoring can begin as soon as the requested documents are submitted by the LWDA, usually two weeks to one month ahead of the monitoring week. The monitoring week includes three or four final days of testing, which also consists of an 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 any deficiencies identified. At the conclusion of the monitoring week, a final report is produced to explain all findings, observations, and/or recommendations. This report also highlights any notable practices identified during the monitoring review. 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 to correct them.

The State 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. Additionally, key State staff regularly visit or work virtually with LWDAs to evaluate local practices and inform guidance offered at the State level.

Customer Satisfaction

The State directly engaged PY19 WIOA participants with a customer satisfaction survey (see attached Participant Survey). This survey was emailed directly to PY19 WIOA participants who were asked to respond to five (5) questions, each containing three (3) possible rankings, ranging from "very satisfied," "moderately satisfied," and "not at all satisfied." The following questions were presented:

Question 1: Overall, how satisfied are you with the services provided to you by your Local Workforce Development Area's Career Center?

Question 2: Taking into account all of the expectations you held, have the services you received from your Local Workforce Development Area's Career Center met your expectations?

Question 3: Considering an ideal program for someone in your situation, how well did the services you received from your Local Workforce Development Area's Career Center compare with that ideal?

Question 4: Based on the level of service you received from your Local Workforce Development Area's Career Center, how likely would you be to recommend others?

Question 5: Overall, how would you rate your total experience from your Local Workforce Development Area's Career Center?

An average of 368 participants responded to each question, and an average of 77% of participants across all five (5) questions ranked their experience with the Local Workforce Development Area's Career Center in the most favorable rating; the highest being question #4 (81.25%) where the participant would very likely recommend others to the Local Workforce Development Area's Career Center. This is an improvement over previous years' ratings, where the highest was 78%. Georgia is particularly proud of its ranking from its WIOA participants, especially given its high number of Local Workforce Development Areas. However, the State will continue to strive for even higher rankings across all areas regarding participant satisfaction.

It is important to note that the high degree of satisfaction exhibited in the participant survey directly correlates to the State's success regarding its performance measures. All 19 Local Workforce Development Areas positively contributed to the State's high standards, having exceeded in nearly all performance measures during PY19.

Performance Accountability System

Specific State Performance Measures

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

Performance Deficiencies

Georgia's WIOA Title I programs did not have performance deficiencies for Program Year 2019 as noted in the statewide performance table below:

Measure	Actual	Goal	% of Goal
Adult Q2 Employment Rate	86.7%	77.0%	112.6%
Adult Q4 Employment Rate	83.2%	70.5%	118.0%
Adult Median Earnings	\$6,562	\$4,600	142.7%

Adult Credential Attainment	76.5 %	42.0%	182.1%
DW Q2 Employment Rate	86.1%	79.0%	109.0%
DW Q4 Employment Rate	83.8%	76.0%	110.3%
DW Median Earnings	\$9,451	\$5,150	183.5%
DW Credential Attainment	76.2%	64.0%	119.1%
Youth Q2 Employment Rate	81.0%	62.0%	130.6%
Youth Q4 Employment Rate	78.6%	62.0%	126.8%
Youth Credential Attainment	67.2%	72.5%	92.7%

Overall

Adult	138.9%
DW	130.5%
Youth	116.7%

See Attachments for Negotiated Performance Levels for Local Areas PY20-21

Common Exit Policy

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

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

Georgia recognizes that a common exit policy must include:

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

As Georgia reports its quarterly Wagner Peyser, Trade and WIOA Title I PIRLs to USDOL-ETA, it recognizes this definition and impact.

Data Validation

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

A. Data Entry

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

B. Correct Data Entry

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

The WIOA participant application is the only source of documentation for many fields required for quarterly reporting to ETA. ETA compiles statistics on demographic data for different WIOA populations to determine how they are effectively being served through the program. Incorrect data skews these statistics and does not show an accurate representation of service to WIOA participants. Data in the Portal should be checked before hitting the Save button to ensure that correct data has been entered in the Portal. Incorrect data problems will be identified during monitoring visits.

C. Appropriate Documentation

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

D. Credential Records

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

E. Follow-Up Contact

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

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

F. Deficiency Consequences

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

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

The following table shows the progression for determining deficiencies:

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

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

Sector Partnerships and Career Pathways

Sector Partnerships remains Georgia's number one strategy for accomplishing the goals of the public workforce system. Investment in regional initiatives has codified their prominence and importance to develop strong working collaboratives, which cultivate talent pipelines essential to the success of Georgia's economy. The second round of grant funding has allowed each regional sector partnership to hire a designated staff member. This has created opportunities for WSGA to cultivate stronger relationships and create tangible results.

One of the top priorities of Georgia's efforts are to align K-12 career pathways with opportunities in the workforce and opportunities through post-secondary education. Efforts across the state have focused on assessing needs for employers and then working with students, parents, and educators to meet identified needs. These results have resulted in externships for teachers, marketing campaigns, region-wide needs assessments, and more.

Georgia intends to continue this investment as funding permits. This program year, state staff worked to provide an array of targeted technical assistance, which included in-person and virtual trainings as well as face-to-face visits with each regional stakeholder group. Sector partnerships also played a pivotal role in the state's response to the COVID-19 pandemic. Stakeholders were able to convene immediately to express concerns, assess needs, and prepare a plan of action based on each region's identified priorities. Sector partnerships will remain a vital tool in the state's recovery.

Activities under Governor's Reserve Funds

Over the course of PY19, OWD made additional funding available to LWDA's to advance the employment and training needs of local areas. The funds were purposed to provide support for innovative initiatives or to mitigate unforeseen circumstances that could not be served through formula allocation funds.

WorkSource Middle Georgia was awarded funding to provide greater support to transitioning veterans through a partnership with the Georgia Veterans Education Career Transition Resource Center (VECTR Center). This organization supports veterans in their transition from military to civilian life by providing job coaching, skills and interest assessment, and employment placement support across the entire state. With the additional funding, WorkSource Middle Georgia was able to provide specialized intake coordinators to the VECTR Center to ensure WIOA services were made available to those who qualify.

Similarly, several other local areas were awarded grants to fund additional programming for veterans within their borders. Serving transitioning veterans remains a priority for the Governor and for the State Workforce Development Board. One of the most utilized programs was Georgia Tech's VET^2 program. This program seeks to help transitioning service members convert the skills that they learned during their time with

the military to skills that will enable them to succeed in corporate America.

Several local areas were also awarded additional funding to support ex-offender programming. Ex-Offender programming is also a priority listed in the State Plan and supported by the Governor and State Board. One of the most common initiatives is a collaborative partnership between the local area, the Georgia Department of Corrections and the local Technical College. This program design allows re-entering participants to gain valuable skills and industry-relevant credentials prior to their release from the penal system by offering certified welding instruction while participants are still incarcerated.

Ensuring that young adults continue to attain the basic credentials needed to gain entry into the workforce remains a priority for all leaders within the state. PY19 saw continued progress in the state for providing more options for its citizens. In a partnership between OWD and the Office of Adult Education, participants piloted programming to attain high school and industry related credentials. Multiple local areas received additional funding to support WIOA eligible individuals involved in this pilot.

Finally, OWD awarded additional funding to all local areas to support the continuation of the Sector Partnership effort. Local areas utilized this funding to continue to do outreach to and provide organization of their local business communities. Each local area has chosen one or more industries to target with this effort based on data provided by OWD. More information about this effort is provided in the Sector Partnerships and Career Pathways section.

Rapid Response

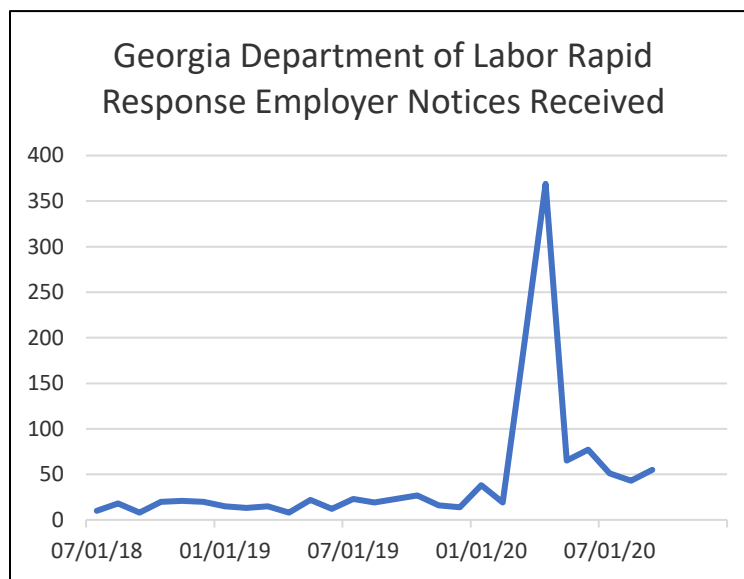
Georgia's Rapid Response strategy, coordinated with State and local workforce development partners, delivered services designed to avert a planned layoff and/or minimize disruption for individuals and communities in actual dislocation events, as well as to mitigate layoffs that may occur. The primary intent was to quickly identify major layoffs and customize an approach of resources and services to help workers transition to new jobs as quickly as possible.

Faltering companies, companies facing unforeseen business circumstances and companies affected by natural disasters were the entities in most need of pre-layoff aversion services from the Rapid Response team. Services to affected employers included layoff aversion and mitigation services, education on WARN requirements, facilitating a coalition of partner agencies to determine services to be rendered, assistance with Trade Act petitions when jobs moved to other countries, etc. Impacted employee services included resource information sessions focused on job search, career center services, partner agencies services, community resources, and Unemployment Insurance. Staff also provided information on EmployGeorgia account creations and posting of on-line résumés, delivering specialty workshops (e.g., résumé writing, interviewing, job search, and utilizing social media), labor market information and availing access to educational and occupational training.

Rapid Response services to Georgia employers and impacted employees experiencing lay-offs and closures between July 1, 2019 and June 30, 2020 were as follows:

- 882 employers/businesses were assisted by GDOL Rapid Response staff
- 51,327 newly impacted employees were represented
- 236 employer meetings were provided
- 9 job fairs were hosted/participated in
- 5 other (i.e., Trade, Union) meetings were hosted

The Covid-19 pandemic raised several challenges to Georgia's Rapid Response service delivery strategy. To counteract these roadblocks, all services were transitioned to a virtual delivery approach utilizing various internet-based platforms. These include opportunities for remote re-employment preparation (resume writing, interview techniques, utilizing social media, etc.), job matching assistance, etc. The number of employer notices received and processed during PY19 (i.e., 882), was well over 4 times the number received during PY18 (i.e., 198). The period of March through May 2020 alone generated 626 – more than 3 times the employer notices of those received in all of PY18, as depicted below.



Whereas the Great Recession of 2008 affected only targeted sectors, the COVID-19 pandemic has impacted all sectors and industries, significantly hampering the transition of employees from one to another. While some sectors benefitted and expanded (e.g., Goods and Materials Transport/Logistics, Warehousing, etc.), others suffered (e.g., Hospitality, Brick and Mortar Retail and Food Industry, Elective Medical and In-Home Medical Services, etc.) Assisting impacted employees and employers to recognize transferable skills was critical.

In response, employers began adapting their existing jobs, business models and processes, and end products, to accommodate pandemic related challenges. This presented increased opportunities for on-the-job and customized training. As jobs either failed to return or significantly changed, impacted employees need to learn new

job skills, obtain new credentialing, etc. Georgia's Rapid Response initiative coordinated closely with WIOA Title I partners and the Trade Act program to facilitate retraining opportunities.

Training Academy

The goal of the WorkSource Georgia Academy is to provide consistent and timely training to LWDA staff and to educate board members and partners on the provision of WIOA services in Georgia. The Academy is the training division of OWD, and PY19 was its second year in operation.

During PY19, the academy's primary focus was on its annual in-person conference. The annual in-person conference serves as a platform for bringing together partners in workforce development, education, and business to discuss challenges and key strategies for creating an effective workforce to meet business needs. The conference was hosted by OWD and was themed "*Connecting Talent with Opportunity.*" There were over 300 attendees and seven organizations were represented: Technical College System of Georgia, WorkSource Georgia, Georgia Department of Labor, Georgia Vocational Rehabilitation Agency, Georgia Department of Early Care and Learning, Private workforce development partners, Industry partners.

The Academy offered four plenary sessions during the two-day conference. There were three keynote speakers and one keynote panel. The Academy offered 35 different workshops in six breakout sessions over the two days to support the professional development of frontline staff from the local workforce development areas.

With the onset of the pandemic in 2020, we transitioned our plans from an in-person conference to a virtual learning environment. Our focus was on the most effective learning process for the various roles within our workforce system. Workshops that would typically be offered in person are now offered via Zoom for easy access. Each session is recorded and available on the academy website for future viewing. Offerings to date include:

- Better Serving Those Who Served
- Strategic Communications during COVID-19: MailChimp Basics, Canva Basics, Later Basics
- WorkSource Business Services Strategies for Economic Recovery
- Business Services 101
- Disability Awareness in the COVID Environment
- Subrecipient Monitoring Training
- Identifying Recognized Credentials
- Local Workforce Development Boards – Requirements & Best Practices
- Equal Opportunity-Related Training
- Data Validation

We anticipate offering the following:

- Reopening One-Stop Centers – Best Practices
- High School Equivalency Options in Georgia

Georgia's Ticket-to-Work Employment Network

In 2019, Georgia's Disability Employment Initiative (DEI) transitioned to Georgia's Ticket to Work Employment Network (EN). The Georgia DEI project's success served as an effective foundation in developing the Georgia EN. Through the commitment of Memorandum of Understandings (MOUs) with two LWDA's (LWDA 7 and LWDA 9), the Georgia EN expanded to serve nineteen counties. Partnership with the LWDA's position the Georgia EN to significantly expand program capacity to serve Georgians enrolled in Title I services and receiving cash benefits from the Social Security Administration (SSA).

To ensure the success of this partnership, technical assistance, guidance and support are provided to the LWDA's points of contact by OWD's Disability Services Lead. Additionally, as a Certified Work Incentive Practitioner, the Disability Services Lead delivers benefits counseling to ticket holders for the EN. Currently, Georgia's EN is serving 26 social security ticket holders. Additionally, Georgia's EN received a total of \$9,054.40 in reimbursements from the SSA during this period, with a total reimbursement of approximately \$59,000 to date. The EN consistently proves to be a significant service that helps individuals with disabilities to enter, reenter and retain employment. The impact, in terms of return on investment, are significant on an individual, national and local system level. Individuals who return to work are placed in the position to increase their retirement benefits, pay taxes and become a financial contributor to society. On a national level, trust fund savings have the potential to grow to approximately \$300,000 over the lifetime of an individual transitioning out of SSA cash benefits. On a system level, the EN program creates an additional stream of revenue, which is not related to WIOA Title I grant funds, and serves as a bridge in closing the funding limitations associated with service demands.

Collaborative partnerships developed with a diverse selection of community service providers, such as the Georgia Transplant Foundation Jumpstart Program and Shepherd Center's Benefits Navigator program, further increased Georgia EN's range for enrolling ticket holders receiving cash benefits from SSA. Benefits counseling and referral to employment services are essential services for Georgia Transplant Foundation Jumpstart Program and Shepherd Center's Benefits Navigator program participants. Approximately 30% of ticket holders served by the EN are direct referrals from partner agencies. Collaborative partnerships at this level place Georgia EN in a position for multiple points of entry into the program and a reach for statewide delivery of services to ticket holders.

Georgia EN continues to serve a variety of individuals with disabilities and other barriers to employment, from older workers to youth with disabilities as well as veterans with disabilities. The infrastructure created during the grant period, development of MOUs with the LWDA's, and collaborative community partnerships solidifies the EN strategy as a sustainable service for individuals with disabilities that receive cash benefits from SSA. In the next program year, the Georgia EN seeks to develop MOUs with two additional LWDA's and increase enrollment to 30 beneficiaries with a 50% employment rate. Lastly, the EN program establishes that the workforce system is an effective vehicle for people

with disabilities to successfully transition into the world of work.

Apprenticeship Grants

American Apprenticeship Initiative (AAI)

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

This grant alignment has also allowed the State of Georgia to continue discussions with the partner agencies and Georgia's USDOL AAI FPO concerning a grant modification that could allow AAI funds to serve additional occupations that are included under the HOPE Career Grant and expand Georgia's scope of work for more budget flexibility. TCSG received full modification approval in July 2019. This grant modification allows Georgia to serve considerably more industries and participants, while still directly addressing the State's high demand industries. This modification also changes the staffing structure for the grant and expands the educational institutions allowed to operate under the grant.

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

Apprenticeship State Expansion (ASE)

In July 2019, OWD was awarded a second apprenticeship grant, the ASE grant. The main goal of the grant is to expand RA opportunities throughout the state by using industry-recognized competencies and customized training to prepare

workers/apprentices to assist employers in building their talent pipeline. Under-represented populations are inherent within the normal population of a technical college student population, and therefore are a strong match to meet the goals of the grant. Additionally, the mission of the technical colleges is to support workforce development, and the ASE grant supports these efforts. Each of the state's 22 technical colleges have industry partners with whom they work with on a regular basis. This relationship is the foundation for initial meetings and presentations to discuss RA programs within each service area around the state.

Activities to date include the hiring of staff (two full-time Apprenticeship Specialists, and Apprenticeship Administrative Specialist partially devoted to the grant). To some degree, all staff have been involved in presenting, or in support of presenting, registered apprenticeship information, materials, or data. These informational sessions have been conducted in-person, via Web-Ex or similar platform, and teleconference. COVID-19 has had a considerable negative impact to employer interest in RA, as many of them are having to do unprecedented things to keep their business viable; consequently, apprenticeship inquiries have been reduced. Additionally, final compliance review/approval for the grant was not received during the duration of the program year; therefore, grant funds thus far have been spent primarily on salaries and travel. Zero apprentices were signed under the grant during PY19.

Future goals include continued outreach with industry partners and the state's 22 Technical Colleges, as well as organizations for which the OWD is the sponsor. TCSG will work toward continuous growth of industry partners and registered apprentices who in turn may benefit from the ASE grant.

Veterans Services

The State of Georgia is a pioneer when serving the large veteran community that lives in the state, with over 742,699 Veterans living in the state. A unique and innovative way in which the state is serving veterans is through the Georgia Veterans Education Career Transition Resource (VECTR) Center in Warner Robins, GA. The center serves an average of 1,500 veterans per month, to include transitioning service members, guard and reserve members.

Since 2016, the VECTR Center has served as a gateway for veterans' re-entry into Georgia's public postsecondary educational systems and workforce by providing a variety of services including career counseling, educational coaching, workforce training, and more. These services are tailored to meet the needs of transitioning service members to promote a seamless transition into the civilian workforce and for veterans to leverage skills acquired during their military service. WorkSource Georgia continues to work very closely with the VECTR Center, the Job for Veteran State Grant staff, VETLANTA, and the Returning Veteran Task Force to coordinate services across LWDA's throughout the state. These partnerships have experienced such success that WorkSource Georgia is currently revising existing policies and procedures to serve veterans with a greater level of flexibility. The development of trainings between

WorkSource Georgia and its partner programs plays a key role in facilitating the provision of services to veterans and providing subject matter expertise in promoting the efficient and effective integration of all employment services provided to veterans.

In addition to the work conducted with the VECTR Center, OWD was able to develop a robust technical assistance structure to support and educate the LWDAs staff in the provision of services to veterans and to initiate the creation of a support network within the 19 LWDAs for all veterans' related policies, services and needs within the WIOA scope of work. These efforts have resulted in a greater and more effective service delivery system for veteran services.

GDOL continued its partnership with the Homeless Veterans' Reintegration Program (HVRP) by providing employment services in support of reintegrating homeless veterans into meaningful employment within the labor force. Federal funding was awarded to four grantees, consisting of non-profit and community-based organizations based primarily within the metro Atlanta area. A total of fifteen counties were served, despite having one less grantee from the previous program year, covering a footprint that extended much farther away than the recognized metro Atlanta area. The grantees include the Atlanta Center for Self Sufficiency (ACSS), Recovery Consultants of Atlanta, Inc. (RCA, Inc.), Mary Hall Freedom House, and Traveler's Aid of Metropolitan Atlanta, Inc. (HOPE Atlanta).

Due to the wide coverage area, the Georgia Department of Labor (GDOL) identified nine American Job Centers/Career Centers for which their organizations were able to co-enroll their clients or participants under the HVRP. These Career Centers were strategically placed across the State to provide ease of access for our customers and in reference to the grantees' service location. At the appropriate time after the grantees initial assessment of the Veteran's needs, an in-person, or virtual, meeting was arranged for their participant(s) to receive an orientation to labor exchange services.

Upon the initial visit, Wagner-Peyser staff assisted with completing ES registration, as well as providing the participant Priority of Service (POS) information. The veteran participant may have provided additional information, such as any significant barrier(s) to employment, which was used to adequately serve the veteran. Customers were then co-enrolled in the Jobs for Veterans State Grant program and received individualized career services from Disabled Veteran Outreach Program (DVOP) staff, who provided ongoing support, re-employment services and connection to other supportive partner resources.

American Job Centers/Career Centers employed trained staff ready to provide referrals to supportive services available through partner programs, if necessary. This complete introduction has allowed the Veteran and the HVRP Grantee to have a better understanding of what services are available to them by the various agencies in our State and at no cost to the participant.

Wagner-Peyser

Georgia Department of Labor's Wagner Peyser services were delivered in over 40 Career Centers/One-Stop facilities focusing on providing a variety of employment related labor exchange services, including but not limited to: job search assistance, job referral, placement assistance for job seekers, re-employment services to unemployment insurance claimants, recruitment services to employers with job openings, and customized business services to employers.

Customers can avail Wagner Peyser services in one of three modes, including: staff assisted, self-service, and facilitated self-help service delivery approaches. Specific customer needs and the demands of the local labor market contributed to which service delivery continuum were provided. Other services, such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training, were also prescribed as needed. In addition to providing employers referral of qualified job seekers to available job openings, businesses received assistance in the development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assistance with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers transition through layoffs.

Due to the COVID-19 pandemic that arose during the last 4 months of PY19, procedures were established and implemented to allow staff to provide services remotely via virtual options and telephone. Additional supporting re-employment virtual resources were also availed on GDOL's website platforms. Georgia continued to enhance virtual and self-service delivery approaches for job seekers and employers via its EmployGeorgia (EG) initiative, while being sure to maintain critical in-depth face-to-face customer contact when that approach best served the customer. The latter significantly contributed to Georgia's standing as having achieved the nation's lowest unemployment insurance duration rate for the twenty-sixth consecutive quarter (i.e., 8.1 weeks through the end of CY19).

Georgia's premiere Labor Exchange System, EmployGeorgia, was the host portal for 341,089 job seeker accounts created by individuals seeking employment opportunities in Georgia. This led to 369,262 resumes developed through the system, which can be displayed for employers to review as they are seeking skilled workers to expand their workforce. EmployGeorgia also hosted 3,738 new employer accounts created by business leaders seeking a skilled labor force. This led to 152,063 direct new job postings displayed for job seekers to review as they sought employment opportunities. The system also contains spider jobs obtained from partner sources which created thousands of additional job opportunities for job seekers to consider during their job search. Over 100,000 job openings are published each day. During PY19, over 376,000 referrals to employer job openings were made through EmployGeorgia, either by staff on behalf of job seekers or by job seekers themselves. GDOL will continue to explore implementing creative ways for customers to access labor exchange services and quicker access to partner services. During PY19, no specific Wagner-Peyser

performance deficiencies were noted.

GDOL has created unique system transactions and related data tables to capture federal evaluation program/project referrals, counseling notes, customer service plans, employments, etc. Related to the USDA Evaluation Grant SNAP Works 2.0 program, the above referenced resources have been reviewed by Federal evaluation staff to better understand the pilot activities and continue their long-term evaluation analysis. On a routine basis, upon request from MDRC and Mathematica throughout PY19 – USDA's contracted evaluators, GDOL has produced reports, provided feedback and other file extracts derived from those project data tables to support the federal evaluations efforts. GDOL also has continued its development of unique system transactions and related data tables to capture unique program referrals, counseling notes, customer service plans, placement, etc., for its emerging Ticket to Work program.

Georgia's EmployGeorgia (EG) and Georgia Workforce Systems (GWS) are designed to meet and exceed all federal reporting requirements, as well as to track each Wagner Peyser, Unemployment Insurance, Trade, Veterans, RESEA, Agricultural (and soon Ticket to Work) participant through all service components. Integration of the systems also provides the ability to combine data with the full array of programs noted above, providing an opportunity to share and analyze data on common participants. EG and GWS have thousands of individual data elements allowing for unique tracking of all participants, including information related to demographics, employment status, customer service plans, barriers to employment, employer searchable résumés, services rendered, etc. These systems provide the ability to track participants from initial assessment through the employment follow-up period.

GDOL has successfully submitted all federally required USDOL-ETA and USDA Wagner Peyser, Veterans, Trade, Agriculture and SNAP Works 2.0 reports over the past two decades. GDOL has also successfully completed all related, federally required data validation and report validation since USDOL began requiring such actions in 2003. The EG and GWS systems allow for immediate validation of all data elements where GDOL's systems serve as a data source, as outlined by USDOL-ETA each year. These systems are frequently reviewed to ensure they meet all compliance standards for data and report validation.

GDOL provided services and outreach to both domestic Migrant and Seasonal Farmworker (MSFW), H2-A MSFW's and agricultural businesses in PY19. Agriculture is a driving force for local economies across Georgia. The States 2019 Agriculture Snapshot on Georgia's agricultural economy based an annual, county-level economic valuation for all food and fiber production in the state represented a value of over \$13.75 billion to the Georgia economy. The Agricultural Services team processed 1,470 Job Orders, completed 1,351 Housing Inspections which included 5,249 sleeping units with the capacity to sleep 30,480 individual workers. The team also provided ongoing technical assistance to Georgia's Agribusiness Employers and workers throughout the program year.

GDOL career center staff collaborated with LWDBs to ensure MSFWs have training

opportunities for jobs in demand in the area. Outreach staff participated in local clinics and fairs targeted to MSFWs and their families and, where possible, assisted local health departments to educate migrant workers on health issues. Staff partnered with other one-stop centers/career centers in their area to provide services at the locations most convenient for the migrant worker, regardless of the counties each office typically serves. Staff conducting outreach referred MSFWs to both seasonal agricultural employment and nonagricultural employment. This provided additional career opportunities and lengthens the period of employment for MSFW workers.

GDOL actively seeks out claimants who are most likely to exhaust their benefits, including transitioning Ex-Service-members (UCX) who are receiving unemployment compensation through the delivery of Re-employment Services and Eligibility Assessments (RESEA) program services. Career development facilitators worked in collaboration with identified claimants to develop job search strategies and assist with job readiness (e.g., résumés, supportive services, counseling, referrals to training, etc.). The participants were provided job referrals throughout the process. As a result of RESEA services, the State was able to quickly identify claimants who are not actively seeking work. In such instances, benefits are denied, and overpayments established. During PY19, 11,392 individuals were served resulting in 91% completing all mandatory RESEA services.

Georgia's Jobs for Georgia Graduates (JGG) continued its school-to-work transitional activities at select program sites throughout the state. JGG provided at risk high school student with pre-employment training, work skills, motivational activities, and job development, to help increase Georgia's high school graduation rate and encourage students' successful transition from school-to-work. The participants were identified as having personal or vocational barriers to employment which may include being behind grade level, high number of absences, economically disadvantaged or just not knowing what they want to do upon graduation. Students received an average of 135 hours of contact time from their Career Coordinator in the delivery of Model Services (whereas the national average is 120 hours of contact time). Model Services consisted of Employability Skills Training, Career Association activities, Field Trips, Work Based Learning and Community Service. While conducting the in-school phase of the JGG Program, Career Coordinators also provided 12 months of placement and follow-up services to 292 graduates from the Class of 2019. The performance outcomes as of May 2020 were as follows:

Class of 2019- 292 Participants

Performance Outcomes	Georgia	JAG Standard
*Graduation Rate	100%	90%
*Positive Outcome Rate	85%	80%
*Total in Full-time Jobs	80%	60%
*Total in Full-time Placement	88%	80%
Further Education	45%	43%

Evaluation or Research Projects

Georgia was one of only ten states awarded a three-year \$15 million grant by the U.S. Department of Agriculture, via a GDFCS grant application co-written by the Georgia Department of Labor (GDOL). Upon award, GDFCS, selected GDOL to administer the ten-county project titled Georgia SNAP Works 2.0, who in turn selected three local WIOA LWDA's to participate as partners: Atlanta Regional Commission, Coastal Workforce Services and DeKalb Workforce Development. Although direct project services to customers concluded in PY18, an analysis of employment and wage outcomes continued through PY19 for all evaluation participants and will so through PY's 2020-21. Initial Unemployment Insurance wage matching indicates not only have an over 50% of participants obtained employment one quarter after their referral, but the same number has maintained employment for up to ten quarters (2.5 years) later.

In PY19, Georgia also began developing plans for its GDOL RESEA Program Evidence-Based Strategies and Evaluation Requirements. The Workforce Statistics and Economic Research Unit will facilitate and gather data to evaluate the State's new strategy of implementing an assessment tool, My Next Move, as our evaluation process. This O*Net based tool assists the participants in learning more about career options through the O*NET Interest Profiler and offers personalized career suggestions based on a person's interests and level of work experience. Georgia will implement this assessment as part of an evaluation process to determine if it will increase re-employment outcomes while reducing the number of weeks for which program participants receive unemployment compensation and the amounts associated. Georgia's evaluation will focus on a treatment group and a control group. Much emphasis will be put on attempting to have an equal cross-section allocated to both groups, in that we will ensure both groups are made up of those that are most likely to exhaust.

Georgia will make the selections for referrals as is currently done, but will allocate 50% of those referrals to the treatment group (those will receive the My Next Move assessment in addition to current RESEA services) and 50% to the control group (those that will only receive the current RESEA services and not the My Next Move assessment). Georgia will implement this by utilizing a scheduling mechanism that will allow staff to identify, prior to the individual's session, if they are in the Treatment or Control group.

The GDOL's Workforce Statistics (LMI) division produced and disseminated industry and occupational employment projections and conducted and published relevant economic analyses and economic studies. The division's Workforce Information Database was populated with statewide 2-year (2019-2021) short-term industry/occupational projections and statewide and sub-state 10-year (2018-2028) long-term industry/occupational projections. Dissemination of various projections data are in the form of: Georgia Jobs –Short-term Employment Projections; Georgia Workforce –Long-term Employment Trends; Georgia Area Workforce Trends (for each of Georgia's 19 Local Workforce Development Areas); Georgia Hot Careers; Georgia STEM Careers; Licensed and Certified Occupations in Georgia.

Economic analyses were conducted in the form of customer defined labor-shed analyses, workforce area and workforce commuting analyses, detailed commuting reports and summary commuting Infographic reports, standardized industry analysis reports, wage studies, trend analysis reports, and other customer requested data research projects in support of the economic development needs of a wide array of workforce system stakeholders, including State Workforce Agencies, State and Local WDBs, economic agencies, workforce development organizations, chambers of commerce, education and training institutions, community colleges, and other state-identified strategic partners and stakeholders.

Labor shed analyses were designed to provide special focus on centralized areas with regard to the supply and demand of employment, skills transferability, basic education requirements, occupational staffing and a wide variety of wage options. Customers could request prospect reports based on a regional commission area (Georgia has 12 designated Regional Commissions), a LWDA area (Georgia has 19 designated local workforce development areas), an MSA area (Georgia has 14 metropolitan statistical areas) or statewide data. A custom report or series of reports were created with employment (skilled labor), entry and average wage data for the requested area(s) and standardized education and training levels.

During PY 2019, staff worked on nearly 350 assorted economic projects to provide support and analysis for a wide variety of economic development projects across the state of Georgia. Reports ranged from comprehensive studies of special target groups across the state and in specific geographical areas, customized reports providing for a comparison of detailed employment and wage data, and occupational wage reports for a specific county and/or Labor Draw Area. Georgia DOL works closely with the Department of Economic Development, Chambers of Commerce, Development Authorities, and other local government agencies regarding new business prospects. Through these collaborations, staff have been often asked to provide more report customization utilizing data from GDOL as well as data from other sources such the U.S. Census Bureau. Close partnerships with GDOL Regional Coordinators, who serve as local community brokers to request and deliver specialized data requests, benefitted local WIBs and partner agencies, local businesses, and prospective businesses by making them aware of the availability of quality workforce information.

Waivers

Data Waiver

The State of Georgia was approved for an extension of the WIOA waiver regarding WIOA performance outcomes and data collection criteria detailed in WIOA sections 116 and 122, and also at 20CFR 677.230 and 20 CFR 680.400 thru 680.530. Subsequently, the requirements of the performance data collection regarding non-WIOA students enrolled in WIOA approved training programs are suspended until PY21. Beginning PY21, the State will be obligated to collect WIOA performance data for all students, both WIOA participants and general students. Consequently, the State has been able to prevent the addition of

undue burden on the training providers approved on the ETPL.

However, under this waiver, ETPs in collaboration with Local Workforce Development Boards, will continue to collect and report performance data for all WIOA-funded participants in accordance with WIOA section 116(d)(4)(A) and as specified at 20 CFR 677.230

The performance data is collected according to the Participant Individual Record Layout (PIRL) data elements, which is determined by the USDOL ETA. This data is collected and submitted annually, according to WIOA Annual Performance Reporting (APR) requirements. The suspension provided by this waiver enables the State to complete the APR process while also minimizing burdensome work for training providers and local workforce areas.

The strategic goals for this waiver, include:

- 1) Additional time to implement methodologies and procedures that support reduced work effort in the execution of the APR process, and
- 2) Time to develop a data integration framework that ensures the protection of Personally Identifiable Information (PII) during the APR process, especially non-WIOA participants in which there is an increased level of liability.
- 3) Reduction of reporting burden of ETPs – Reporting performance data on all individuals engaging in a program of study (or the equivalent) consumes considerable time and expense. Reducing ETPs' reporting requirements to include only WIOA-funded participants would save considerable time and expense to allow ETPs to focus on education and training outcomes.
- 4) Ensure protection of non-WIOA participants' PII – Training providers do not currently have a method to match students with data sources to calculate outcomes, so they are required to submit student data via the Georgia Work Ready Online Participant Portal (GWROPP) to be matched with wage records. This process increases the liability for a potential breach of PII of non-WIOA participants.

The targeted programmatic outcomes include:

- A wider variety of training offerings due to the reduction of reporting burdens;
- Stronger partnerships and relationships between training providers and the public workforce system; and
- Enhanced ability of local boards to respond quickly and efficiently to immediate local job seeker and employer needs.
- Greater utilization of ETP by individuals pursuing training via ITAs in Georgia related to jobs that are in-demand by employers now and in the future.
- A wider variety of training programs can lead to lower cost and more robust demand-driven training options.

As a result, the State completed the PY19 APR process effectively and efficiently. Additionally, this enabled the local boards to thrive regarding performance outcomes, while being highly responsive to the sector strategies and in-demand needs of their respective local areas.

Youth Waiver

OWD requested a waiver of the requirement to expend at least 75 percent of funding on the out-of-school (OSY) population be lowered to 50 percent for both statewide and local activities. WIOA's heightened emphasis on the alignment of programs that serve OSY to ensure they obtain the skills necessary to prepare for educational achievement and workforce preparation created an under burden for our LWDA's. Specifically, ISY work experience programming was limited throughout the state. Many of our local areas were only able to provide summer WEX for ISY. Fewer Georgians were given the opportunity to participate in ISY programming, and the communities who have grown to rely on those resources were disappointed that once very successful programming was no longer made available to ISY.

Further, LWDA's were hesitant to expand pre-apprenticeship offerings due to the lack of ISY funding. Finally, due to constraints in ISY funding, many high poverty counties no longer operated year round in-school programs, or if provided, limit programming to rising seniors with restricted services. The federal requirement was creating a hardship for many LWDA's, resulting in terminated or limited services offered or provided to ISY under WIOA guidelines. For those key reasons, OWD submitted a waiver to lower the OSY expenditure requirement. OWD was granted approval after the beginning of the program year, when LWDA's had already began executing their programming models that were created prior to the approval of the waiver. This late approval made it impossible for some local areas to re-negotiate contracts with their youth service providers. Still, OWD had some local areas begin to switch their programmatic structure to account for the change. OWD saw encouraging data pop up across the state in areas that were the impetus of OWD requesting the waiver initially.

After approval of our OSY waiver, OWD compiled data from LWDA's on their plans for utilization of the waiver. Of our 19 LWDA's, 8 plan to take advantage of the flexibility offered by the waiver. A few of our local areas did not feel comfortable utilizing the waiver, thus they expressed no need for changing their programmatic structure to fit the flexibility of the expenditure requirement afforded by the waiver. With the waiver only being approved for one additional program year, several LWDA's expressed concern about restructuring their youth program models to serve more ISY, as they could potentially be forced to revert to their previous models if the waiver was not extended again in future years. If the OSY waiver is extended further, OWD expects to see even more local areas take part in expanding ISY programming in the future.

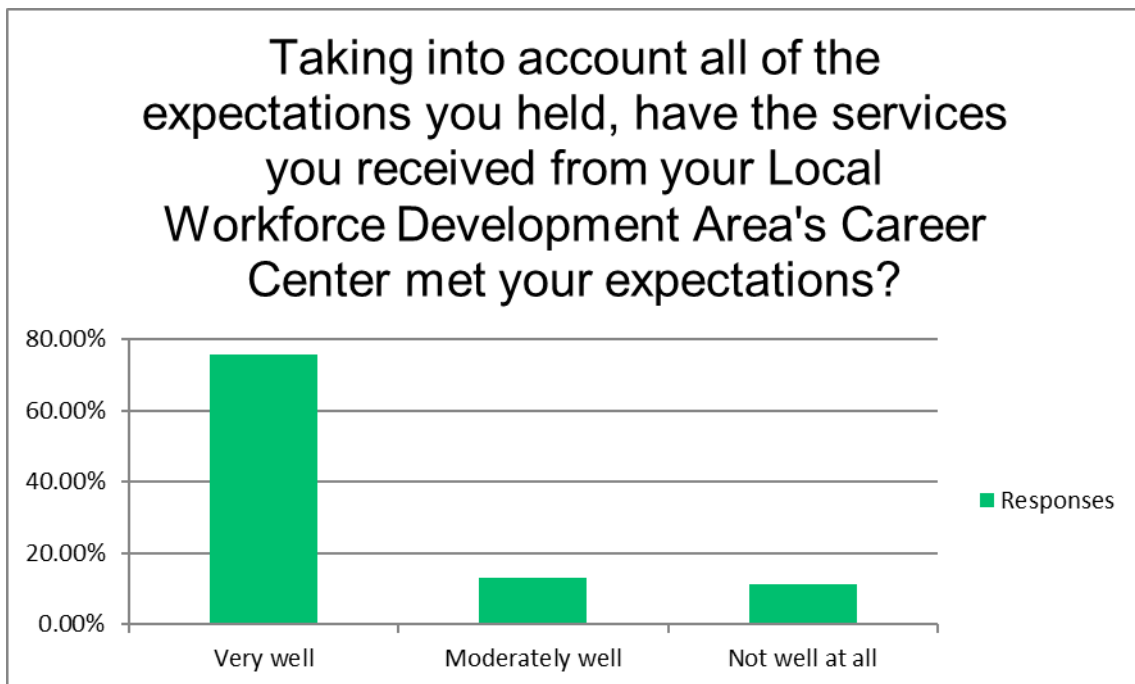
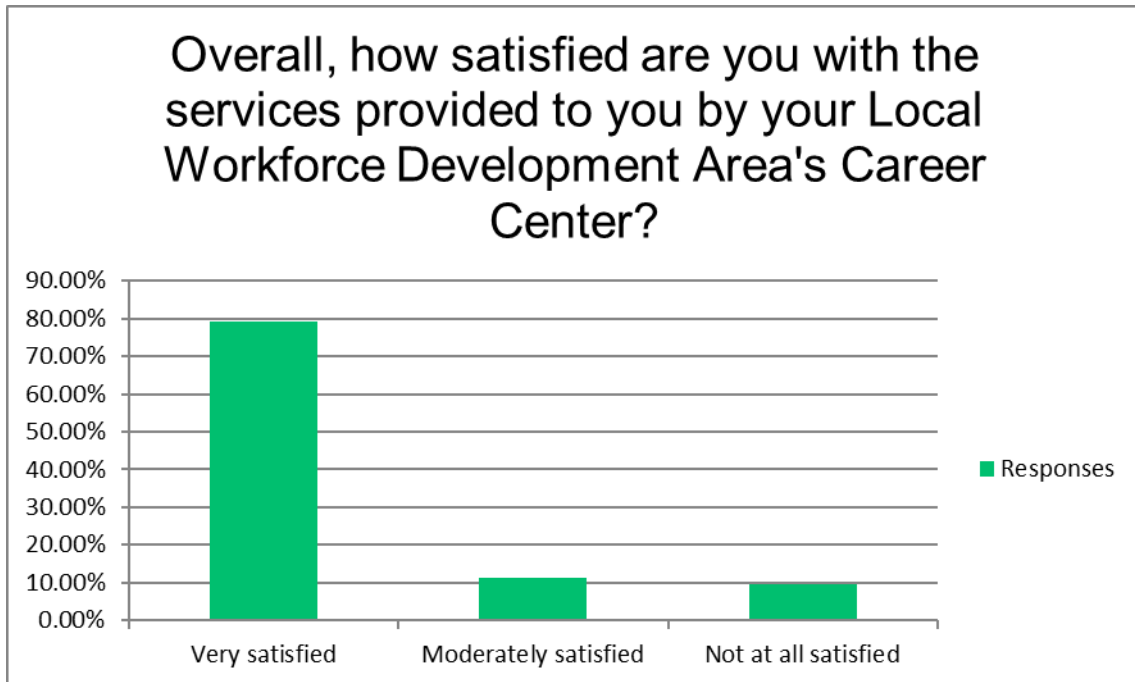
After approval, OWD requested ISY participant data from LWDA's who plan to utilize the waiver. These areas estimated an increase in total ISY participants for PY 20 of 960, up from 539, or a 78% increase in their respective areas for PY19. Statewide, that would account for a total ISY participant increase from 1,115 to 1,536, or a 38% increase. OWD is confident that with the utilization of the OSY waiver, more ISY will be served.

Most of the local areas who wish to take advantage of the waiver indicated a desire to increase pre-apprenticeship offerings to ISY. This aligns well with our state plan to emphasize pre-apprenticeships and apprenticeships offerings throughout the state. Other areas indicated that the current expenditure limitation forces them to offer ISY programming to only a select few counties within their local areas. The flexibility afforded by the waiver would allow them to expand ISY programming to all counties within their regions, creating valuable partnerships with school districts throughout their area. Those local areas expressed a desire to work with available career academies to achieve those pre-apprenticeship goals. Other local areas expressed interest in expanding work-experience opportunities to rural communities while engaging in career planning/college prep with the goal of preparing ISY for self-sufficiency.

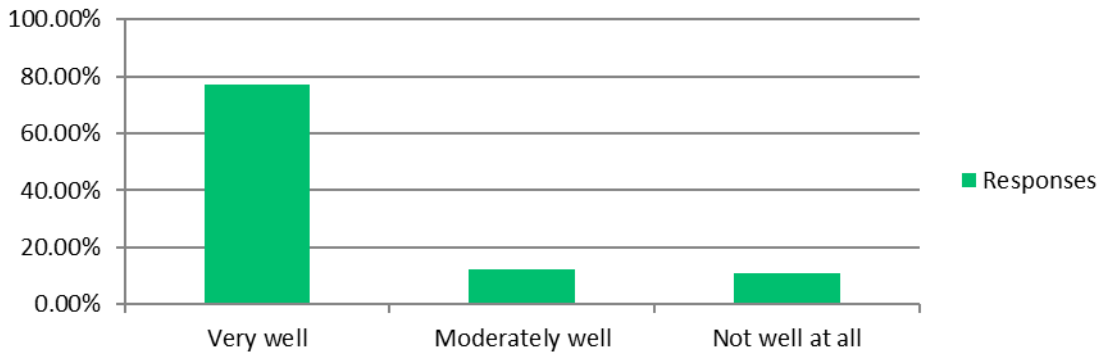
Based on valuable local feedback, OWD feels confident that our local areas would be able to expand ISY programming by utilizing the waiver while simultaneously keeping the emphasis of our youth program on OSY. Our local areas have indicated a desire to utilize the flexibility provided by the 75% OSY waiver in order to expand ISY offerings. Already, local areas are partnering with local school systems and other ISY providers to expand their ISY offerings. OWD has helped facilitate this change from a state level for those local areas who are not as familiar with serving a large number of ISY. OWD will continue to provide high-quality Technical Assistance and training to local areas as they shift their programmatic structure from OSY-focused to include additional ISY offerings as made available by the approval of the waiver.

Attachments

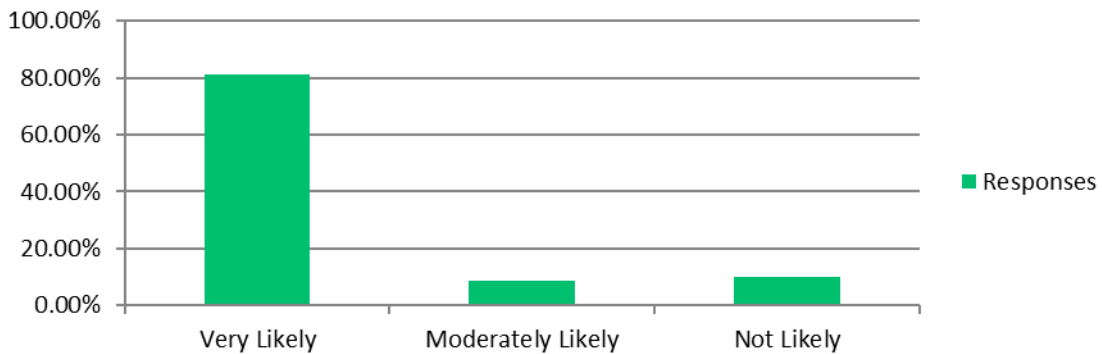
Participant Survey



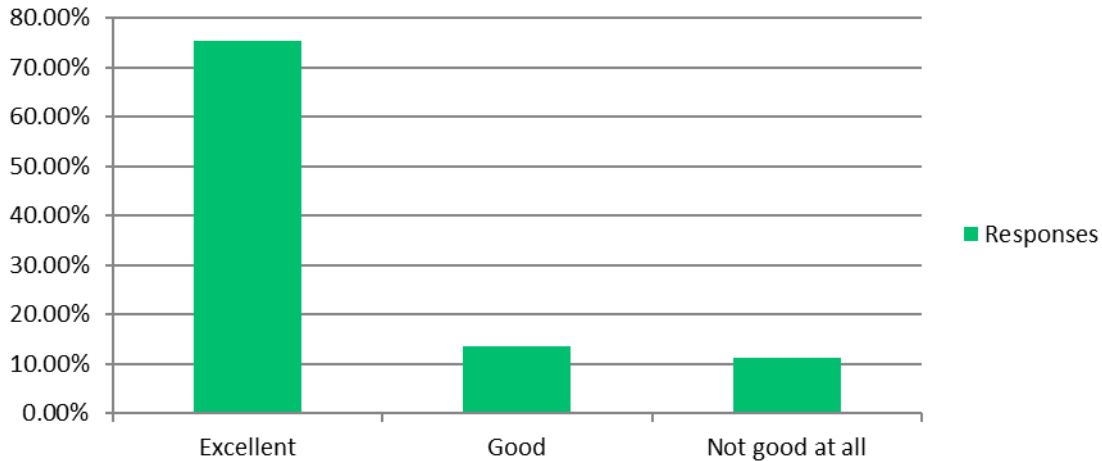
Considering an ideal program for someone in your situation, how well did the services you received from your Local Workforce Development Area's Career Center compare with that ideal?



Based on the level of service you received from your Local Workforce Development Area's Career Center, how likely would you be to recommend others?



Overall, how would you rate your total experience from your Local Workforce Development Area's Career Center?



Negotiated Performance Levels

Negotiated Performance Levels for Local Areas PY20-21

Area 1

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	79.0%	81.0%
Adult Q4 Employment Rate	79.0%	80.0%
Adult Median Earnings	\$6,000	\$6,200
Adult Credential Attainment	77.0%	78.0%
Adult Measurable Skill Gains	45%	50.0%
DW Q2 Employment Rate	78.0%	80.0%
DW Q4 Employment Rate	78.0%	79.0%
DW Median Earnings	\$6,500	\$6,600
DW Credential Attainment	76.0%	79.0%
DW Measurable Skill Gain	46.0%	47.0%
Youth Q2 Employment Rate	74.0%	76.0%
Youth Q4 Employment Rate	75.0%	77.0%

Youth Median Earnings	\$2,000	\$2,200
Youth Credential Attainment	78.0%	79.0%
Youth Measurable Skill Gains	65.0%	66.0%

Area 2

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	82.0%	83.0%
Adult Q4 Employment Rate	84.0%	85.0%
Adult Median Earnings	\$6,800	\$6,800
Adult Credential Attainment	71.0%	71.0%
Adult Measurable Skill Gains	38.0%	40.0%
DW Q2 Employment Rate	84.0%	85.0%
DW Q4 Employment Rate	84.0%	85.0%
DW Median Earnings	\$6,800	\$6,800
DW Credential Attainment	81.0%	82.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	79.5%	80.0%
Youth Q4 Employment Rate	83.0%	83.0%
Youth Median Earnings	\$2,700	\$2,900
Youth Credential Attainment	65.0%	66.0%
Youth Measurable Skill Gains	38.6%	39.6%

Area 3

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	71.0%	72.0%
Adult Q4 Employment Rate	72.0%	71.0%
Adult Median Earnings	\$5,200	\$5,400
Adult Credential Attainment	54.0%	55.0%
Adult Measurable Skill Gains	35.0%	36.0%

DW Q2 Employment Rate	71.0%	73.0%
DW Q4 Employment Rate	72.0%	75.5.0%
DW Median Earnings	\$6,200	\$6,400
DW Credential Attainment	59.0%	60.0%
DW Measurable Skill Gain	29.0%	30.0%
Youth Q2 Employment Rate	68.0%	69.0%
Youth Q4 Employment Rate	68.0%	69.0%
Youth Median Earnings	\$2,300	\$2,400
Youth Credential Attainment	60.5%	61.5%
Youth Measurable Skill Gains	35.5%	36.5%

Area 4

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	77.5%	78.0%
Adult Q4 Employment Rate	75.0%	76.5%
Adult Median Earnings	\$6,000	\$6,200
Adult Credential Attainment	70.0%	65.0%
Adult Measurable Skill Gains	38.6%	39.6%
DW Q2 Employment Rate	78.0%	80.0%
DW Q4 Employment Rate	75.0%	76.5%
DW Median Earnings	\$7,000	\$7,200
DW Credential Attainment	70.0%	66.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	68.0%	70.0%
Youth Q4 Employment Rate	67.0%	69.0%
Youth Median Earnings	\$3,000	\$3,200
Youth Credential Attainment	60.0%	60.0%
Youth Measurable Skill Gains	38.6%	39.6%

Area 5

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	73.0%	74.0%
Adult Q4 Employment Rate	75.0%	76.0%
Adult Median Earnings	\$6,335	\$6,460
Adult Credential Attainment	80.0%	74.0%
Adult Measurable Skill Gains	35.0%	36.0%
DW Q2 Employment Rate	76.0%	76.0%
DW Q4 Employment Rate	75.0%	76.0%
DW Median Earnings	\$7,860	\$8,015
DW Credential Attainment	80.0%	70.0%
DW Measurable Skill Gain	32.0%	33.0%
Youth Q2 Employment Rate	71.0%	71.0%
Youth Q4 Employment Rate	79.0%	80.0%
Youth Median Earnings	\$3,190	\$3,254
Youth Credential Attainment	62.0%	63.0%
Youth Measurable Skill Gains	32.0%	33.0%

Area 6

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	67.0%	68.0%
Adult Q4 Employment Rate	63.0%	64.0%
Adult Median Earnings	\$5,800	\$5,900
Adult Credential Attainment	60.5%	61.0%
Adult Measurable Skill Gains	38.0%	40.0%
DW Q2 Employment Rate	79.0%	81.0%
DW Q4 Employment Rate	78.0%	79.0%
DW Median Earnings	\$7,200	\$7,300

DW Credential Attainment	70.0%	70.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	68.0%	69.0%
Youth Q4 Employment Rate	68.0%	69.0%
Youth Median Earnings	\$2,500	\$2,600
Youth Credential Attainment	56.0%	50.0%
Youth Measurable Skill Gains	38.6%	39.6%

Area 7

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	84.0%	85.0%
Adult Q4 Employment Rate	81.5%	83.0%
Adult Median Earnings	\$6,900	\$7,100
Adult Credential Attainment	72.0%	73.0%
Adult Measurable Skill Gains	39.0%	41.0%
DW Q2 Employment Rate	86.0%	87.0%
DW Q4 Employment Rate	86.0%	87.0%
DW Median Earnings	\$8,000	\$8,200
DW Credential Attainment	71.0%	72.0%
DW Measurable Skill Gain	34.0%	36.0%
Youth Q2 Employment Rate	70.0%	72.0%
Youth Q4 Employment Rate	69.0%	71.0%
Youth Median Earnings	\$3,100	\$3,200
Youth Credential Attainment	63.0%	65.0%
Youth Measurable Skill Gains	30.0%	31.0%

Area 8

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	80.0%	82.0%

Adult Q4 Employment Rate	75.0%	75.5%
Adult Median Earnings	\$5,400	\$5,600
Adult Credential Attainment	80.0%	75.0%
Adult Measurable Skill Gains	37.0%	40.0%
DW Q2 Employment Rate	78.0%	79.0%
DW Q4 Employment Rate	77.0%	78.0%
DW Median Earnings	\$5,900	\$6,100
DW Credential Attainment	82.0%	75.0%
DW Measurable Skill Gain	30.0%	32.0%
Youth Q2 Employment Rate	70.0%	70.0%
Youth Q4 Employment Rate	70.0%	70.0%
Youth Median Earnings	\$2,700	\$2,900
Youth Credential Attainment	80.0%	60.0%
Youth Measurable Skill Gains	38.0%	40.0%

Area 9

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	77.0%	77.5%
Adult Q4 Employment Rate	73.0%	75.0%
Adult Median Earnings	\$5,850	\$5,875
Adult Credential Attainment	75.0%	70.0%
Adult Measurable Skill Gains	45.0%	47.0%
DW Q2 Employment Rate	78.0%	79.0%
DW Q4 Employment Rate	74.0%	75.0%
DW Median Earnings	\$7,000	\$7,500
DW Credential Attainment	75.0%	70.0%
DW Measurable Skill Gain	48.0%	49.0%
Youth Q2 Employment Rate	72.5%	73.5%
Youth Q4 Employment Rate	75.5%	76.6%

Youth Median Earnings	\$2,800	\$2,900
Youth Credential Attainment	66.0%	63.0%
Youth Measurable Skill Gains	50.0%	52.0%

Area 10

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	70.0%	70.0%
Adult Q4 Employment Rate	75.0%	75.0%
Adult Median Earnings	\$6,500	\$6,500
Adult Credential Attainment	70.0%	65.0%
Adult Measurable Skill Gains	38.0%	38.0%
DW Q2 Employment Rate	76.0%	78.0%
DW Q4 Employment Rate	75.0%	75.0%
DW Median Earnings	\$7,600	\$7,800
DW Credential Attainment	65.0%	62.0%
DW Measurable Skill Gain	29.0%	29.0%
Youth Q2 Employment Rate	68.0%	68.0%
Youth Q4 Employment Rate	70.0%	70.0%
Youth Median Earnings	\$2,700	\$2,700
Youth Credential Attainment	58.0%	53.0%
Youth Measurable Skill Gains	25.0%	30.0%

Area 11

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	75.0%	75.5%
Adult Q4 Employment Rate	72.5%	73.0%
Adult Median Earnings	\$6,300	\$6,400
Adult Credential Attainment	70.0%	70.0%
Adult Measurable Skill Gains	38.0%	40.0%

DW Q2 Employment Rate	76.0%	77.0%
DW Q4 Employment Rate	73.0%	73.5%
DW Median Earnings	\$6,800	\$7,050
DW Credential Attainment	71.0%	72.0%
DW Measurable Skill Gain	30.0%	32.0%
Youth Q2 Employment Rate	60.0%	62.0%
Youth Q4 Employment Rate	58.0%	60.0%
Youth Median Earnings	\$2,100	\$2,200
Youth Credential Attainment	55.0%	55.0%
Youth Measurable Skill Gains	30.0%	32.0%

Area 12

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	83.0%	83.0%
Adult Q4 Employment Rate	80.0%	80.0%
Adult Median Earnings	\$5,500	\$5,600
Adult Credential Attainment	60.0%	61.0%
Adult Measurable Skill Gains	25.0%	27.0%
DW Q2 Employment Rate	83.0%	83.0%
DW Q4 Employment Rate	79.0%	79.0%
DW Median Earnings	\$7,600	\$7,600
DW Credential Attainment	61.0%	61.0%
DW Measurable Skill Gain	25.0%	27.0%
Youth Q2 Employment Rate	63.0%	64.0%
Youth Q4 Employment Rate	64.0%	65.0%
Youth Median Earnings	\$3,000	\$3,300
Youth Credential Attainment	59.0%	61.0%
Youth Measurable Skill Gains	25.0%	27.0%

Area 13

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	85.0%	86.0%
Adult Q4 Employment Rate	85.0%	86.0%
Adult Median Earnings	\$6,500	\$6,600
Adult Credential Attainment	82.0%	78.0%
Adult Measurable Skill Gains	38.0%	40.0%
DW Q2 Employment Rate	85.0%	86.0%
DW Q4 Employment Rate	85.0%	86.0%
DW Median Earnings	\$7,500	\$7,650
DW Credential Attainment	84.0%	78.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	72.0%	74.0%
Youth Q4 Employment Rate	79.0%	80.0%
Youth Median Earnings	\$2,800	\$3,000
Youth Credential Attainment	61.0%	62.0%
Youth Measurable Skill Gains	40.0%	41.0%

Area 14

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	75.0%	77.0%
Adult Q4 Employment Rate	75.0%	77.0%
Adult Median Earnings	\$5,600	\$5,700
Adult Credential Attainment	74.0%	70.0%
Adult Measurable Skill Gains	31.0%	32.0%
DW Q2 Employment Rate	70.0%	71.0%
DW Q4 Employment Rate	74.0%	75.0%
DW Median Earnings	\$6,000	\$6,200
DW Credential Attainment	75.0%	70.0%

DW Measurable Skill Gain	30.0%	31.0%
Youth Q2 Employment Rate	70.0%	71.0%
Youth Q4 Employment Rate	66.0%	67.0%
Youth Median Earnings	\$3,400	\$3,500
Youth Credential Attainment	66.0%	67.0%
Youth Measurable Skill Gains	37.0%	38.0%

Area 15

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	78.0%	82.0%
Adult Q4 Employment Rate	76.0%	78.0%
Adult Median Earnings	\$6,200	\$6,300
Adult Credential Attainment	76.0%	72.0%
Adult Measurable Skill Gains	39.0%	41.0%
DW Q2 Employment Rate	79.0%	80.5%
DW Q4 Employment Rate	78.0%	80.0%
DW Median Earnings	\$6,300	\$6,400
DW Credential Attainment	78.0%	79.0%
DW Measurable Skill Gain	32.0%	34.0%
Youth Q2 Employment Rate	66.0%	67.5%
Youth Q4 Employment Rate	66.0%	67.5%
Youth Median Earnings	\$2,500	\$2,600
Youth Credential Attainment	60.0%	62.0%
Youth Measurable Skill Gains	38.5%	40.0%

Area 16

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	83.0%	85.0%
Adult Q4 Employment Rate	84.0%	85.0%

Adult Median Earnings	\$6,500	\$6,500
Adult Credential Attainment	82.0%	80.0%
Adult Measurable Skill Gains	40.0%	40.0%
DW Q2 Employment Rate	79.0%	80.5%
DW Q4 Employment Rate	78.0%	80.0%
DW Median Earnings	\$6,300	\$6,400
DW Credential Attainment	78.0%	79.0%
DW Measurable Skill Gain	32.0%	34.0%
Youth Q2 Employment Rate	66.0%	67.5%
Youth Q4 Employment Rate	66.0%	67.5%
Youth Median Earnings	\$2,500	\$2,600
Youth Credential Attainment	60.0%	62.0%
Youth Measurable Skill Gains	38.5%	40.0%

Area 17

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	82.0%	84.5%
Adult Q4 Employment Rate	82.0%	83.0%
Adult Median Earnings	\$5,500	\$5,600
Adult Credential Attainment	73.0%	73.5%
Adult Measurable Skill Gains	48.0%	49.0%
DW Q2 Employment Rate	80.0%	82.5%
DW Q4 Employment Rate	82.0%	84.5%
DW Median Earnings	\$6,300	\$6,350
DW Credential Attainment	68.0%	69.0%
DW Measurable Skill Gain	38.0%	39.0%
Youth Q2 Employment Rate	62.0%	63.0%
Youth Q4 Employment Rate	63.0%	63.5%
Youth Median Earnings	\$2,500	\$2,600

Youth Credential Attainment	72.0%	70.0%
Youth Measurable Skill Gains	36.0%	37.0%

Area 18

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	87.0%	88.0%
Adult Q4 Employment Rate	85.0%	86.0%
Adult Median Earnings	\$6,700	\$6,900
Adult Credential Attainment	78.0%	79.0%
Adult Measurable Skill Gains	30.0%	31.0%
DW Q2 Employment Rate	81.0%	82.0%
DW Q4 Employment Rate	81.0%	82.0%
DW Median Earnings	\$4,000	\$4,200
DW Credential Attainment	70.0%	65.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	81.0%	82.0%
Youth Q4 Employment Rate	78.0%	79.0%
Youth Median Earnings	\$2,700	\$2,900
Youth Credential Attainment	70.0%	70.0%
Youth Measurable Skill Gains	30.0%	35.0%

Area 19

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	80.0%	82.0%
Adult Q4 Employment Rate	77.0%	77.0%
Adult Median Earnings	\$5,900	\$6,200
Adult Credential Attainment	75.0%	70.0%
Adult Measurable Skill Gains	25.0%	30.0%
DW Q2 Employment Rate	80.0%	80.0%

DW Q4 Employment Rate	75.0%	78.0%
DW Median Earnings	\$7,200	\$7,400
DW Credential Attainment	89.0%	75.0%
DW Measurable Skill Gain	26.0%	30.0%
Youth Q2 Employment Rate	65.0%	75.0%
Youth Q4 Employment Rate	60.0%	70.0%
Youth Median Earnings	\$2,500	\$2,800
Youth Credential Attainment	55.0%	57.0%
Youth Measurable Skill Gains	30.0%	31.0%

Statewide

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	77.5%	78.0%
Adult Q4 Employment Rate	75.0%	76.5%
Adult Median Earnings	\$6,000	\$6,200
Adult Credential Attainment	60.5%	62.0%
Adult Measurable Skill Gains	38.0%	40.0%
DW Q2 Employment Rate	78.0%	80.0%
DW Q4 Employment Rate	75.0%	76.5%
DW Median Earnings	\$6,800	\$7,050
DW Credential Attainment	65.0%	66.0%
DW Measurable Skill Gains	29%	31%
Youth Q2 Employment Rate	68.0%	70.0%
Youth Q4 Employment Rate	67.0%	69.0%
Youth Median Earnings	\$2,700	\$2,900
Youth Credential Attainment	60.0%	62.0%
Youth Measurable Skill Gains	38.6%	39.6%