

Program Year 2008

Arizona

Workforce Investment Act
Title IB
Annual Report

Governor's Council on Workforce Policy

Lisa Lovallo - Chair
Cox Communications

Henry Atha
Management Assistance Services

Dennis Anthony
Central Arizona Project

Elaine Babcock
Southwest Gas

Joseph Beers
HR Betty

Margaret Belknap
Rural Community College District

William Bull
Raytheon Missile Systems

Alan Bunnell
Pinnacle West Capital Corporation

Don Cardon
Arizona Department of Commerce

Ron Curtis
National Bank of Arizona

Donna Davis
Literacy Volunteers of Maricopa County

Mark Dobbins
SUMCO Phoenix Corporation

Milt Ericksen
Arizona Department of Education

Rebekah Friend
AFL-CIO

Sherman Jennings
Boeing

Mary Hernandez Kaffer
Hunt Law Firm, LTD

Gary Marks
Prescott Valley Economic Development
Foundation

David Martin
Arizona Chapter, Associated General
Contractors

Stephanie McKinney
Greater Flagstaff Economic Council

Martin Murphy
Ironworkers

Leon Quan
Quan Presentations

Tim Rango
Seafab Metals Company

Keith Rodgers
New Member Solutions

Pam Ross
Honeywell

Tony Sissons
Research Advisory Services, Inc.

Dr. Mary Vanis
Pima Community College

Dick White
Arizona Interfairth Network

Neal Young
Arizona Department of Economic Security

Stephan Zajac
Prescio Consulting LLC

October 1, 2009

The Honorable Hilda Solis
Secretary of Labor
U S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

Dear Secretary Solis:

On behalf of Governor Janice K. Brewer, I am pleased to submit Arizona's Workforce Investment Act (WIA) Annual Report for Program Year (PY) 2008. In addition to the enclosed narrative, the report is supported with the requisite performance data.

This report highlights the success of Arizona's workforce development system in spite of the challenges Arizona faced during PY 2008. This year, the number of employers and job-seekers that sought out our services through the Arizona Workforce Connection One-Stop Centers increased substantially. With the implementation of the American Recovery and Reinvestment Act (ARRA) of 2009, Arizona was able to meet the increased demand through collaborative ventures that utilized innovative service strategies that expanded access to services.

Arizona is continually working with the Workforce Innovation in Regional Economic Development (WIRED) grant. The Governor's Council on Workforce Policy (GCWP), along with public and private partnerships, continued to strive to advance the principles found in programs like WIRED to further improve the service delivery system, ensuring that Arizona has a vibrant and viable workforce.

We appreciate your consideration of this report and the resolute support provided to Arizona in our endeavor to become a leader in workforce innovation.

Sincerely,



Lisa Lovallo, Chair
Governor's Council on Workforce Policy

Table of Contents

Section	Page
Arizona Workforce Connection	1
Arizona Economic Environment	2
Arizona Waivers	4
Arizona Highlights	6
Cost Effectiveness	10
Workforce Investment Activities	11
State Performance Tables	12
Local Workforce Investment Areas Performance Tables	16
Map of Designated Local Areas	31
Local Workforce Investment Areas	32

ARIZONA WORKFORCE CONNECTION

The Governor's vision calls for a statewide workforce system working across areas where there are similar cultures and resources. The state's workforce system, Arizona Workforce Connection (AWC), is supported by fully integrated local One-Stop Career Centers, focused on maximizing access to programs for individuals and businesses. This system is built on shared resources not limited by political boundaries, which allows for Arizona's workforce system to effectively and efficiently deliver a talent development system which will contribute to the competitiveness of the state. Further, state and local plans included utilizing stimulus funds received from the American Recovery and Reinvestment Act of 2009 (ARRA) to create jobs, to protect our most vulnerable, and grow Arizona's future.

The foundation for the AWC is a network of partners consisting of the Governor's Council on Workforce Policy (GCWP), 14 Local Workforce Investment Areas (LWIAs) along with their respective Local Workforce Investment Boards (LWIBs), 23 comprehensive One-Stop Career Centers, 40 affiliate sites, and an array of workforce partners working collaboratively to meet the needs of job seekers and employers in Arizona.

The State of Arizona, along with local workforce boards, are continuously working to improve the One-Stop system by providing access to a comprehensive menu of workforce development, education, economic and community development information and services. Local boards work to ensure access to employment and training services for diverse population groups by identifying and eliminating barriers to participation. Communication and outreach activities are developed to improve workforce information to guide education, business, and career decisions.

AWC is designed to offer comprehensive career, employment, and labor market information, help individuals receive education and training to expand their job skills, assist job seekers in connecting with employers, provide specialized assistance to individuals with barriers to career success, help businesses address workforce issues, and ensure safe workplaces. AWC offers all of these services in the most integrated and customer-friendly way possible.

Job seeking customers, businesses, and employment counselors can obtain information related to workforce development at www.arizonaworkforceconnection.com. This website has links to the Arizona Virtual OneStop (VOS) system, Arizona's Workforce Development and Labor Exchange internet based system. VOS, being a web-based application, can be accessed from anywhere that offers an internet connection.

This annual report focuses on Program Year (PY) 2008, which covers July 1, 2008 through June 30, 2009. This is the ninth year of the Workforce Investment Act (WIA) implementation in Arizona. The report describes how WIA Title IB services are provided in Arizona, through its network of One-Stop Career Centers, greatly expediting statewide delivery of comprehensive, yet seamless, workforce development services to employers and job seekers eligible for and in need of these services.

ARIZONA ECONOMIC ENVIRONMENT

In terms of employment, Arizona had been one of the fastest growing states in the nation in recent years, consistently rated among the top ten; however the pattern ended in 2007. The structure of the Arizona economy, highly tied to the construction industry, made Arizona one of the hardest hit states by the economic crisis. The state's rank in national rankings was 49th at the close of Program Year (PY) 2008. From Calendar Year (CY) 2004 to CY 2006, the annual average rating for the state was second only to Nevada. For CY 2007, Arizona's average ranking dropped to 22. The state's ranking for CY 2008 averaged 47th and has been consistently in the bottom two for each month since January 2009. Notably, the lower rankings for Arizona are mirrored in the same states that also showed strong employment growth during the same time periods. Employment growth has declined for the last two program years. Nonfarm payroll employment declined by -5.2 percent in PY 2008 compared to .2 percent in PY 2007 and 3.1 percent in PY 2006 (see Table 1).

Table 1: Percentage change in Program Year Average Employment - Arizona

Source: AZ Dept of Commerce, Research Administration, BLS Current Employment Statistics

Industry	PY 2006	PY 2007	PY 2008
Total Nonfarm	3.1%	0.2%	-5.2%
Manufacturing	-1.0%	-2.8%	-5.1%
Natural Resources and Mining	19.5%	19.5%	0.1%
Construction	0.3%	-10.9%	-22.8%
Trade, Transportation and Utilities	4.1%	1.2%	-6.1%
Leisure and Hospitality	3.6%	1.0%	-4.3%
Education and Health Services	5.2%	4.8%	2.2%
Professional and Business Services	5.5%	-0.6%	-9.0%
Financial Activities	3.2%	-3.1%	-4.0%
Other	1.7%	2.7%	-3.2%
Government	2.0%	-5.0%	1.0%
Information	-5.0%	-0.9%	-4.2%

By the end of PY 2008 (June 2009), nonfarm payroll employment in Arizona had over-the-month employment losses in five of the first six months of CY 2009. In June 2009, the over-the-year jobs losses were down to 7.6 percent.

The Research Administration (RA) of the Arizona Department of Commerce employment forecast released in April 2009 projected an increasing pace of job losses in nonfarm employment in 2009 (146,200, or 5.6 percent), with job losses decreasing in 2010 (21,600, or 0.9 percent) because of gradually improving economic conditions. Employment reductions are forecast for almost all major industries with the exception of educational and health services. Sectors with forecasted job gains despite projected employment losses in overall major industry include: aerospace (manufacturing), heavy and civil engineering (construction), insurance (financial activities), and federal government (government).

Total nonfarm employment decreased by an average of approximately 137,000 jobs over the program year. Overall, two of the major industries had annual PY 2008 average increases; educational and health services (+6,800) and government (+4,400). Annual average PY losses occurred in construction (-47,600), trade, transportation and utilities (-32,100), financial activities (-7,300), information (-1,800), manufacturing (-9,100), professional and business services (-35,800), other services (-3,300), and leisure and hospitality (-11,700). Mining was flat.

Table 2: Forecasted Total Nonfarm Employment, Growth Rate

Source: AZ Dept of Commerce, Research Administration

	CY 2008	CY 2009	CY 2010
Arizona	-2.1%	-5.6%	-0.9%
Phoenix – Mesa – Scottsdale Metro	-2.4%	-5.9%	-1.0%
Tucson Metro	-1.1%	-4.0%	-0.5%
Balance of State	-1.8%	-5.6%	-0.6%

Arizona's seasonally adjusted unemployment rate was 8.7 percent at the end of June 2009, compared to a 5.5 percent rate at the end of June 2008 (see Table 3). Nationally, the seasonally adjusted unemployment rate increased substantially to 9.5 percent as of June 2009. Expectations are that the unemployment rate will continue its upward trend into the next program year, perhaps reaching levels in the range of 10 percent.

Table 3: Unemployment Rate (Seasonally Adjusted) – End of Program Year(s)

Source: U.S. Bureau of Labor Statistics

	June 2007	June 2008	June 2009
United States	4.6%	5.6%	9.5%
Arizona	3.6%	5.5%	8.7%
Phoenix – Mesa – Scottsdale Metro	3.1%	4.8%	8.0%
Tucson Metro	3.4%	5.4%	7.9%
Flagstaff Metro	3.5%	5.0%	7.4%
Lake Havasu City – Kingman – Metro	4.4%	6.4%	9.7%
Prescott Metro	3.4%	5.4%	9.2%
Yuma Metro	13.7%	16.8%	19.8%

Average quarterly personal income growth in Arizona in CY 2008 (0.2 percent) was below the national average of 0.6 percent. As the Arizona economy has weakened, so has personal income growth. In the first quarter of CY 2009, quarterly personal income growth had decreased to -0.7 percent in Arizona, ranked 36th, compared to -0.5 percent for the nation.

The number of claimants receiving unemployment benefits in Arizona has been steadily increasing. From PY 2007 to PY 2008, the number of claimants rose by nearly 115 percent. Average duration also increased and was 16.3 weeks at the end of PY 2008. Initial claims, an indicator that tends to fluctuate, were 38,758 in June 2009 compared to 19,634 in June 2008, (97 percent increase).

ARIZONA WAIVERS

Waivers

The U.S. Department of Labor granted Arizona the following waivers in order to increase the state's flexibility in implementing an effective workforce system.

1. Waiver of the time limit on the period of initial eligibility of training providers, under 20 CFR 663.530, in order to facilitate continued expansion of the state's Eligible Training Provider List (ETPL) and support Arizona's progress toward a process that broadens customer choice and provides an opportunity for training providers to re-enroll and be considered enrolled as initially eligible providers.

Outcome: This waiver has allowed Arizona to expand the ETPL seamlessly for use by the local workforce areas and increased the availability of providers for training needs. Because of the waiver the Arizona ETPL currently has 299 active providers and 2033 active training programs. This is an increase from 99 active providers and 537 training programs prior to the implementation of the waiver.

2. Waiver to allow pooling of Dislocated Worker formula funds for five rural Local Workforce Investment Areas (LWIAs) under a single administrative agency, the Gila County Re-employment and Pre-layoff Assistance Center (REPAC), allowing improved services to dislocated workers and creation of new opportunities to leverage funding and resources.

Outcome: This waiver allows the Gila County REPAC to form a consortium of five local areas that include the rural counties of: Gila/Pinal; Graham; Greenlee; Mohave/La Paz and the Nineteen Tribal Nations. The waiver has benefited these rural areas by allowing one entity to assist with dislocated worker activities. Gila County REPAC has been successful in that they have successfully met or exceeded the negotiated WIA Dislocated Worker performance measures each year since approval of the waiver.

3. Waiver to permit the Gila County REPAC to negotiate a uniform set of measures and represent the five LWIAs in preparation of the state annual report in order to dramatically increase performance.

Outcome: See Waiver 2.

4. Waiver to re-direct payment to Gila County REPAC of any incentive funds earned by local area members of REPAC based on exemplary performance on the Dislocated Worker core indicators, providing further flexibility to Gila County REPAC.

Outcome: See Waiver 2.

5. Waiver to apply any applicable sanctioning to the Gila County REPAC with regard to those performance measures that were negotiated collectively, providing further flexibility to Gila County REPAC.

Outcome: See Waiver 2.

6. Waiver to permit 100 percent transfer between Adult and Dislocated Worker programs at WIA Section 133(b)(4), allowing the state to approve local area requests to transfer up to 100 percent of local area allocations between WIA Adult and Dislocated Worker programs.

Outcome: This waiver has allowed local areas to successfully serve the program most in need of services during the program year. By having the option to transfer up to 100 percent of Adult and Dislocated Worker funds, the Local Workforce Investment Boards (LWIBs) met the demand of their customers. This positioned the LWIBs to have resources available to respond to national directions, priorities, and challenges within their region.

7. Waiver of the required 50 percent employer match for customized training at WIA Section 101(8)(C) and 20 CFR 663.715.

Outcome: The ability to utilize customized training as an option to employers has allowed the state to improve the ability to respond to employer and industry changes. The waiver also provided greater flexibility in designing and implementing improved programs in the larger metro areas.

Due to the implementation of the American Recovery and Reinvestment Act (ARRA) 2009, the State of Arizona requested and received approval of the following waiver in connection with ARRA funding:

8. Waiver of the requirement under WIA Section 123 and 20 CFR 664.610 regarding competitive selection of providers of youth activities intended to allow local areas to select, as quickly as possible, the service providers necessary to develop and implement summer youth employment opportunities for the summer of 2009. The waiver was granted through September 30, 2009 to expand existing competitively procured contracts and is only applicable to WIA Youth program funds made available through the Recovery Act, and only applies to the summer employment program element.

Outcome: This waiver allowed for quick implementation of Arizona's Summer Youth Program and saw local area ramp-up efforts proceed quickly and efficiently. The majority of the youth served, beginning May 2009, were able to begin summer activities in a timely manner due to the effectiveness of this waiver.

ARIZONA HIGHLIGHTS

American Recovery and Reinvestment Act (ARRA)

In the face of an economic crisis, ARRA, signed by President Barack Obama on February 17, 2009, represented a strategic and significant investment in the country's future. The intent of ARRA was to save and create jobs, many of them in the private sector. It provided billions of dollars to low-income and vulnerable households, spurring increased economic activity that is intended to save and create more than a million jobs.

Under the leadership of Governor Janice K. Brewer, the Arizona One-Stop system committed to an expedient implementation of ARRA. The Governor understood how ARRA funds could be integrated into transformational efforts to achieve an invigorated, more innovative public workforce system capable of helping to enable future economic growth and advancing a shared prosperity for all Arizonans. The additional funding provided to support the workforce system increased employment and training services and played a vital role in Arizona's recovery by assisting workers who were facing unprecedented challenges. With a stronger, more comprehensive One-Stop system, the low-income, displaced, and under-skilled adults and disconnected youth found increased services and training opportunities in a more invigorated, more innovative public workforce system capable of meeting their needs. To this end, the Governor directed the workforce development system to focus the use of ARRA funds on the areas of energy, "green jobs", weatherization, and healthcare. To achieve this vision of a strong and vital workforce system, stakeholders at every level continued to develop and refine innovative service delivery strategies in the context of regional economies with comprehensive approaches to workforce development and regional growth.

The State WIA Strategic Plan, as well as the LWIA Strategic Plans, were required to be modified to include the recent changes brought about by ARRA. The GCWP, in cooperation with the Department of Economic Security (DES), Department of Education (DOE) and the Department of Commerce, required local strategic plan modifications for PY 2009 that would allow the AWC to move into PY 2009 with continued dedication to both business and job seeker customers through individual training accounts, on-the-job training, or customized training to individuals or services specific to business for workforce needs through regular WIA formula funding, as well the additional ARRA funding received from the U.S. Department of Labor (DOL).

Innovation Frontier Arizona (IFA)

PY 2008 was the second year for the Innovation Frontier Arizona (IFA) Project, an Arizona WIRED initiative. IFA is a collaboration of partners in the southern Arizona region, which includes Pima, Cochise, Santa Cruz, and Yuma counties, intended to align workforce development, education, and economic development assets around a unified vision for southern Arizona's prosperity. In PY 2008, IFA began training dislocated and incumbent workers for technology jobs in the aerospace-defense industry, with approximately 100 individuals enrolled to date and 50 companies engaged. A regional pre-academy for border security careers was also launched. IFA has helped train teachers to deliver engineering curriculum in four public high schools in Cochise and Pima counties.

IFA has a new website being developed by Corporation for Skills Workforce with University of Arizona Department of Management Information Systems, which will be a collaboration platform using social networking and media tools, capable of linking partners, projects, needs and resources, and engaging the public in discussion about talent, innovation, and regional development.

WIA Technical Assistance Conference

A WIA Technical Assistance Conference was held April 6-8, 2009 at the Black Canyon Conference Center in Phoenix, Arizona. More than 200 One-Stop staff attended the conference. Breakout sessions focusing on programmatic, fiscal, and equal opportunity issues were conducted by state and LWIA staff, as well as speakers from the DOL. The conference received outstanding feedback from its attendees.

Arizona Workforce Apprenticeship Keys to Employment (AWAKE) Action Clinic

On June 17, 2009, over 100 professionals representing apprenticeship programs, workforce development, and education met in Phoenix for the AWAKE Action Clinic. The event was sponsored by a grant through the DOL, Office of Apprenticeship Program in partnership with the Arizona Department of Commerce – Apprenticeship Office and Energy Office, Phoenix Workforce Connections (PWC), Maricopa Workforce Connections (MWC), DOE, Maricopa Community College District, Gateway Community College, and Pima County One-Stop Center.

The goals of the AWAKE Action Clinic were to unite peers and colleagues by dispelling misconceptions surrounding each program, creating awareness, and developing partnerships by providing background information and tools to collaborate between programs.

New Gila/Pinal Comprehensive One-Stop Center

The Gila/Pinal Comprehensive One-Stop Center in Casa Grande opened for business in April 2009, following the culmination of two years of planning and collaboration. Central Arizona College, which has played a key role on the LWIB, understood the importance of collaboration and partnership between the One-Stop partners, renovated a 1,200 square-foot building to serve as the Comprehensive One-Stop Center. Other major partners included Abbott Industries, which donated computers for the computer lab and DES, which provided office equipment. All WIA One-Stop partners are now co-located, as well as the Central Arizona College Skill Center. This Skill Center provides healthcare, construction, soft-skills training, General Equivalency Diploma classes, Adult Basic Education classes and English as a Second Language classes. This Comprehensive One-Stop Center is the only site in Arizona located in a community college facility with a co-located skill center.

Phoenix Workforce Connection Assisting Refugee and New Immigrant Communities

The PWC partnered with Phoenix Children's Hospital to support the Maricopa County Medical Interpreter Project. PWC provided WIA funds to the partnership, allowing them to serve a larger number of students and increase the impact of their interpreting program in the community. WIA funding was also contributed to launch a new leg of the program to train refugees and immigrants in medical interpreting in languages of lesser diffusion. The Phoenix area has experienced a growth in refugee populations over the last several years, creating a demand for such services. Many of these refugees have healthcare or interpreting experience, without formal training, or in some cases, with credentials not recognized in the United States. Additional funding for the project was contributed by Greater Valley Area Health Education Center and Phoenix Children's Hospital. Six hospital systems in the region and several refugee-serving organizations comprise the advisory group for the project and provide professional direction, candidates, training, resources, and financial contributions when possible.

As a result of the partnership and the WIA funds received from PWC, the Maricopa County Medical Interpreter Project trained an additional 28 students in the Spanish Bilingual Assistance and Community Interpreter (languages of lesser diffusion). These interpreters now have credentials and have obtained interpreting employment with hospitals or other organizations serving the refugee community in the Maricopa County area. Over the last two years, the program trained over 150 interpreters and more than 40 trainers that are replicating the training in hospitals in Arizona and in other states.

Shared Network Access Points

PWC and MWC developed a Shared Network Access Point program throughout their local areas. These non-financial partnerships with faith and community based organizations are designed to help individuals obtain economic stability by providing access to educational and employment opportunities. Participating organizations provide a point of connectivity and expand the reach of services provided by the One-Stop Career Centers. Tools are provided to aid job seekers in a successful self-directed job search. Currently, the City of Phoenix has 12 designated Access Points and Maricopa County has six designated Access Points. Maricopa County Community College District has also agreed to provide Access Point services at each of its community college sites.

The program has already seen tremendous success as noted in a July 9, 2009 article in *The Arizona Republic* titled "For job seekers, churches offering HEAVENLY HELP". Phoenix First Assembly Church, a City of Phoenix Access Point location, was interviewed for the article and described how they help restore hope to job seekers. This Access Point has reported that in the first 13 weeks of operating as an Access Point, they assisted 210 customers and helped 73 find job placements.

Green Collar Career Fair and Expo 2009

On January 6, 2009, a total of 26 "green" companies came together at the PWC South Center to showcase an exciting and diverse variety of expertise in order to advance society towards a more sustainable world. The Green Collar Career Fair and Expo 2009, sponsored by DES, Arizona Women Education & Employment, Inc. (AWEE), and Aspire, saw 480 registered job seekers who came seeking employment or to find out what "green" technology entails.

Local community colleges and universities, offering training and degree programs in environmental and green technology fields, also attended the event to offer assistance during the Green Collar Career one-hour Education Information Session to accommodate youth and young adults interested in learning about alternative energy and environmental products, and how sustainability affects people.

The Green Collar Career Fair was an opportunity to bring together key stakeholders in the region, including Green Tree Servicing, Arizona Department of Corrections, Go Concessions, Wells Fargo Bank, University of Phoenix, Job Tree, Arizona Employer's Advisory Council, FNF Construction, Maricopa County Human Resources, ABC Scapes, Phoenix Fire Department, and AT&T Mobility; all related to the latest solutions to make cities more sustainable.

Green Teams and Entrepreneurship Tour

The Mohave/La Paz Local Workforce Investment Area (LWIA) expanded its Coalition Youth Team (COYOTE) Youth Summer Program to include “Green Teams” throughout the region, as well as a performing arts/entrepreneurial project. Working with local Parks Departments, Arizona Game and Fish, and Bureau of Land Management (BLM), “Green Team” fisheries and avian conservation projects came to life. Green Team tours of solar, wind, and water energy production facilities, as well as automobile recycling and new car companies resulted in a report to the community about renewable energy and recycling industries in the Mohave/La Paz area.

COST EFFECTIVENESS

Program	PY 2008 Participants	Cost per Participant
*Overall for all programs	15,291	\$2,687.68
Adult Program	5,562	\$2,137.46
Dislocated Worker Program	4,022	\$2,469.04
Youth Program	5,707	\$2,339.53

*Overall includes Administration Expenses

Arizona received a WIA Title IB allotment of \$39,427,621 in regular WIA formula funding, as well as \$42,850,012 in ARRA funding that provided services and activities through the Arizona Workforce Connection One-Stop system for PY 2008 (July 1, 2008 through June 30, 2009). A total of 15,291 participants were served through formula funding provided to the 14 Local Workforce Investment Areas. LWIAs also provided services to Arizona’s business communities and affected workers through Rapid Response funded activities by providing assistance with lay-offs and closures.

Based upon program performance, the expenditures per client appear adequate to meet the training needs of the WIA client population. Arizona has met or exceeded WIA performance standards for four consecutive years. Monitoring activities conducted on both the program and fiscal operations of the LWIAs indicate that the costs are reasonable and that clients are receiving the services needed to re-enter or progress in the workforce.

The program will see significant increases in clients served and expenditures based upon receipt of the America Recovery and Reinvestment Act (ARRA) funding received during PY 2008. Arizona received \$42,850,012 in ARRA funding, and is utilizing these funds to increase services to clients and to increase the number of clients who are able to receive services to assist them in returning to the workforce or furthering their current skills to retain employment or progress in the workforce. The Summer Youth Employment program has proven to be an excellent opportunity for the LWIAs to engage youth during the economic downturn and provide them with valuable work experience that will assist them in being competitive in the workforce as the economy begins to recover.

WORKFORCE INVESTMENT ACTIVITIES

Evaluation

The DES evaluates each LWIAs outcome by utilizing the 15 core indicators of performance for Adults, Dislocated Workers, and Youth programs. Arizona uses several methods to evaluate workforce investment activities.

- **Annual monitoring** of WIA Title IB is conducted by the DES, the state's WIA oversight agency. Monitoring includes a comprehensive review of local programmatic, fiscal and management information systems, provider agreements, the eligible training provider application process and Equal Opportunity Monitoring of WIA Title I financially assisted programs. Activities in the Adult, Dislocated Worker, and Youth programs are observed and evaluated. Results are tracked, reviewed, and reported.
- **Data element validation** is used to measure the accuracy of data used in WIA performance reports. The process compares source documentation in participant files, such as eligibility documentation, to selected information pulled from a sample of exited participant records in the VOS system.
- **Customer Satisfaction Surveys** continue to evaluate both participants and employers levels of satisfaction by conducting telephone surveys.

In conjunction with monitoring and evaluation of LWIA performance, Arizona provides technical assistance needed to improve performance in a given measure. Technical assistance included training sessions, assistance in the development of a performance improvement plan, and peer-to-peer technical assistance.

Arizona utilizes several different reports to monitor the LWIAs performance outcomes on a regular basis. The reports are reviewed by the Field Operation Liaisons in order to identify areas that may require additional technical assistance and/or training to rectify any deficiencies.

The State of Arizona is committed to continuous improvement in the efficiency and effectiveness of the statewide workforce investment system. Arizona continues to take the steps necessary to ensure collaboration and continuous improvement by strengthening delivery systems, integrating the workforce development system, and establishing system wide performance measures to improve the effectiveness of the AWC.

STATE PERFORMANCE TABLES

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	# of Surveys Completed	# of Customers Eligible for the Survey	# of Customers include in the Sample	Response Rate
	American Customer Satisfaction Index					
Participants	74.0%	73.0%	548	2,467	602	91.0%
Employers	72.0%	67.0%	509	1,626	565	90.1%

Table B – Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator	Denominator
Entered Employment Rate	78.5%	79.4%	2,434	3,066
Employment Retention Rate	84.5%	84.4%	3,445	4,084
Average Earnings Rate	\$11,200.00	\$12,830.90	\$41,148,664	3,207
Employment and Credential Rate	64.5%	73.1%	1,075	1,470

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans	Individuals with Disabilities	Older Individuals	
Entered Employment Rate	74.3%	84.4%	67.4%	77.2%	
	365 491				135 160
Employment Retention Rate	86.1%	82.8%	76.2%	80.6%	
					463 538
Average Earnings Rate	\$11,001.30	\$16,085.60	\$10,088.80	\$13,306.70	
					\$4,609,540 419
Employment and Credential Rate	65.5%	75.3%	73.3%	79.1%	
					216 330
	numerator denominator		numerator denominator		numerator denominator

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services
Entered Employment Rate	83.6%	77.8%
	697 834	1,737 2,232
Employment Retention Rate	90.2%	81.1%
	1,321 1,464	2,124 2,620
Average Earnings Rate	\$14,680.20	\$11,695.40
	numerator denominator	numerator denominator

Table E – Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	86.0%	85.0%	1,541 / 1,814
Employment Retention Rate	90.0%	87.8%	1,590 / 1,810
Average Earning Rate	\$15,000.00	\$14,878.60	\$21,841,773 / 1,468
Employment and Credential Rate	72.0%	76.5%	406 / 531

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	85.4%	111	71.4%	20	78.3%	289	82.9%	34
		130		28		369		41
Employment Retention Rate	87.0%	114	100.0%	25	84.8%	280	81.4%	35
		131		25		330		43
Average Earnings Rate	\$16,536.40	\$1,637,108	\$12,271.00	\$269,963	\$14,054.20	\$3,513,548	\$9,892.00	\$276,977
		99		22		250		28
Employment and Credential Rate	66.7%	30	77.8%	7	65.3%	64	65.4%	17
		45		9		98		26
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	90.0%	468	82.9%	1,073
		520		1,294
Employment Retention Rate	90.3%	500	86.8%	1,090
		554		1,256
Average Earnings Rate	\$14,781.50	\$6,622,121	\$14,921.20	\$15,219,652
		448		1,020
		numerator denominator		numerator denominator

Table H1 – Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Placement in Employment or Education	N/A	66.0%	665 / 1,007
Attainment of Degree or Certificate	N/A	62.1%	687 / 1,106
Literacy and Numeracy Gains	N/A	50.1%	205 / 409

Table H2 – Older Youth (19-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	73.0%	76.7%	171 / 223
Employment Retention Rate	83.0%	86.2%	219 / 254
Six Months Earnings Increase	\$4,050.00	\$4,118.60	\$939,046 / 228
Credential Rate	50.0%	49.8%	150 / 301

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
	Entered Employment Rate	77.1%	74 96	0.0%	0 0	42.9%	9 21	79.3%
Employment Retention Rate	81.0%	81 100	0.0%	0 0	84.6%	22 26	85.1%	171 201
Earnings Change in Six Months	\$4,414.40	\$401,709 91	0.0%	0 0	\$3,518.50	\$87,963 25	\$3,987.50	\$717,752 180
Credential Rate	49.5%	55 111	0.0%	0 0	32.0%	8 25	50.4%	128 254
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

Table J – Younger Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Skill Attainment Rate	83.0%	83.7%	1,891 2,259
Diploma or Equivalent Rate	58.0%	71.5%	402 562
Retention Rate	64.0%	69.3%	450 649

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
	Skill Attainment Rate	82.9%	821 990	87.9%	233 265	77.7%
Diploma or Equivalent Rate	66.5%	159 239	84.7%	61 72	58.5%	114 195
Retention Rate	62.4%	161 258	68.5%	50 73	66.4%	198 298

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Months Earnings Change (Adults & Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for those who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services	
	Adults	83.6%	3,273 3,914	\$3,897.20	\$13,850,807 3,554	4.5%	110 2,434	\$5,093.30	\$11,577,095 2,273	13.6%
Dislocated Workers	88.4%	1,566 1,772	92.2%	\$21,903,941 \$23,764,220	4.4%	67 1,540	\$6,572.40	\$9,569,404 1,456	14.5%	68 468
Older Youth	79.7%	196 246	\$4,418.00	\$971,957.00 220	2.3%	4 171	\$3,059.20	\$468,054 153		numerator denominator
		numerator denominator		numerator denominator		numerator denominator		numerator denominator		

Table M – Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	48,205	34,968
Total Adult Self-Service	38,681	29,525
WIA Adult	44,243	33,367
WIA Dislocated Worker	4,022	1,622
Total Youth (14-21)	5,707	1,200
Younger Youth (14-18)	4,360	877
Older Youth (19-21)	1,347	323
Out-of-School Youth	2,101	627
In-School Youth	3,606	573

Table N: - Cost of Program Activities

Program Activity	Total Federal Spending	
Local Adults	\$11,888,530	
Local Dislocated Workers	\$8,918,150	
Local Youth	\$13,351,716	
Rapid Response (up to 25%) §134 9a) (2) (A)	\$1,012,322	
Statewide Required Activities (up to 15%) §134 (a) (2) (B)	\$1,723,774	
	Program Activity Description	
Statewide Allowable Activities §134 (a) (3)	Statewide Administration	\$2,072,772
	Demonstration Projects	\$2,000,000
	Apprenticeship	\$130,000
Total of All Federal Spending Listed Above	\$41,097,264	

LOCAL WORKFORCE INVESTMENT AREAS PERFORMANCE TABLES

Table O – Local Performance

Local Area Name Cochise County	Total Participants Served	Adults	672	
		Dislocated Workers	63	
		Older Youth	62	
		Younger Youth	128	
ETA Assigned #04005	Total Exiters	Adults	518	
		Dislocated Workers	2	
		Older Youth	4	
		Younger Youth	20	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	77.0%	86.7%	
	Dislocated Workers	86.0%	100.0%	
	Older Youth	73.0%	100.0%	
Retention Rates	Adults	90.0%	97.0%	
	Dislocated Workers	88.0%	100.0%	
	Older Youth	84.0%	100.0%	
	Younger Youth	64.0%	72.7%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$11,200.00	\$16,525.20	
	Dislocated Workers	\$13,000.00	\$27,997.30	
	Older Youth	\$4,000.00	\$7028.00	
Credential/Diploma Rates	Adults	70.0%	75.9%	
	Dislocated Workers	70.0%	100.0%	
	Older Youth	51.0%	100.0%	
	Younger Youth	61.0%	84.6%	
Skill Attainment Rate	Younger Youth	90.0%	98.2%	
Placement in Employment or Education	Youth (14-21)	N/A	50.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	76.0%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	15

Table O – Local Performance

Local Area Name Coconino County	Total Participants Served	Adults	684	
		Dislocated Workers	23	
		Older Youth	18	
		Younger Youth	92	
ETA Assigned #04065	Total Exiters	Adults	546	
		Dislocated Workers	4	
		Older Youth	2	
		Younger Youth	16	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	78.5%	88.9%	
	Dislocated Workers	80.0%	75.0%	
	Older Youth	69.5%	100.0%	
Retention Rates	Adults	88.0%	82.4%	
	Dislocated Workers	90.0%	100.0%	
	Older Youth	83.0%	100.0%	
	Younger Youth	67.0%	46.2%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$11,200.00	\$15,099.60	
	Dislocated Workers	\$11,100.00	\$13,030.40	
	Older Youth	\$4,050.00	\$10,870.60	
Credential/Diploma Rates	Adults	64.5%	85.7%	
	Dislocated Workers	66.0%	66.7%	
	Older Youth	51.0%	33.3%	
	Younger Youth	72.0%	100.0%	
Skill Attainment Rate	Younger Youth	79.0%	96.9%	
Placement in Employment or Education	Youth (14-21)	N/A	75.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	86.7%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	2	11

Table O – Local Performance

Local Area Name Gila/Pinal Counties	Total Participants Served	Adults	4,020	
		Dislocated Workers	*	
		Older Youth	74	
		Younger Youth	160	
ETA Assigned #04010	Total Exiters	Adults	2,383	
		Dislocated Workers	*	
		Older Youth	17	
		Younger Youth	23	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	78.5%	87.5%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	73.0%	87.5%	
Retention Rates	Adults	86.5%	80.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	84.0%	87.5%	
	Younger Youth	65.0%	76.2%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$11,200.00	\$13,352.20	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	\$4,100.00	\$11,416.30	
Credential/Diploma Rates	Adults	64.5%	64.7%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	53.0%	50.0%	
	Younger Youth	62.0%	68.8%	
Skill Attainment Rate	Younger Youth	85.0%	88.7%	
Placement in Employment or Education	Youth (14-21)	N/A	83.3%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	66.7%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	20.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	9

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O – Local Performance

Local Area Name Graham County	Total Participants Served	Adults	262	
		Dislocated Workers	*	
		Older Youth	15	
		Younger Youth	45	
ETA Assigned #04015	Total Exiters	Adults	196	
		Dislocated Workers	*	
		Older Youth	2	
		Younger Youth	10	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	68.0%	100.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	63.0%	100.0%	
Retention Rates	Adults	81.0%	100.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	83.0%	0.0%	
	Younger Youth	64.0%	81.8%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$11,200.00	\$25,380.90	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	\$4,050.00	\$0.00	
Credential/Diploma Rates	Adults	62.0%	88.9%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	52.0%	100.0%	
	Younger Youth	58.0%	85.7%	
Skill Attainment Rate	Younger Youth	81.0%	93.8%	
Placement in Employment or Education	Youth (14-21)	N/A	80.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	61.5%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	9

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O – Local Performance

Local Area Name Greenlee County	Total Participants Served	Adults	2	
		Dislocated Workers	*	
		Older Youth	0	
		Younger Youth	6	
ETA Assigned #04020	Total Exiters	Adults	3	
		Dislocated Workers	*	
		Older Youth	0	
		Younger Youth	4	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	78.5%	100.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	68.0%	0.0%	
Retention Rates	Adults	84.5%	80.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	77.0%	0.0%	
	Younger Youth	64.0%	90.0%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$11,200.00	\$22,932.50	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	\$3,000.00	\$0.00	
Credential/Diploma Rates	Adults	50.0%	100.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	40.0%	0.0%	
	Younger Youth	58.0%	100.0%	
Skill Attainment Rate	Younger Youth	83.0%	100.0%	
Placement in Employment or Education	Youth (14-21)	N/A	75.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	88.9%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	1	6

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O - Local Performance

Local Area Name Maricopa County	Total Participants Served	Adults	12,024	
		Dislocated Workers	1,461	
		Older Youth	170	
		Younger Youth	610	
ETA Assigned #04035	Total Exiters	Adults	9,556	
		Dislocated Workers	886	
		Older Youth	46	
		Younger Youth	132	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	83.6%	78.8%	
	Dislocated Workers	86.0%	81.8%	
	Older Youth	73.0%	71.4%	
Retention Rates	Adults	86.0%	82.7%	
	Dislocated Workers	90.0%	84.2%	
	Older Youth	84.0%	88.9%	
	Younger Youth	64.0%	69.1%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$13,800.00	\$13,537.60	
	Dislocated Workers	\$15,000.00	\$15,058.80	
	Older Youth	\$4,050.00	\$4,197.60	
Credential/Diploma Rates	Adults	69.0%	70.2%	
	Dislocated Workers	72.0%	75.7%	
	Older Youth	50.0%	54.2%	
	Younger Youth	58.0%	71.3%	
Skill Attainment Rate	Younger Youth	83.0%	72.7%	
Placement in Employment or Education	Youth (14-21)	N/A	63.9%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	63.7%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	41.1%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	7	8

Table O – Local Performance

Local Area Name Mohave/La Paz Counties	Total Participants Served	Adults	1,663	
		Dislocated Workers	*	
		Older Youth	52	
		Younger Youth	235	
ETA Assigned #04070	Total Exiters	Adults	1,339	
		Dislocated Workers	*	
		Older Youth	11	
		Younger Youth	30	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	80.0%	89.8%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	71.0%	57.1%	
Retention Rates	Adults	80.0%	91.4%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	80.0%	100.0%	
	Younger Youth	61.0%	79.3%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$9,000.00	\$11,141.90	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	\$4,050.00	\$5,123.70	
Credential/Diploma Rates	Adults	57.0%	50.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	40.0%	33.3%	
	Younger Youth	54.0%	76.0%	
Skill Attainment Rate	Younger Youth	83.0%	84.8%	
Placement in Employment or Education	Youth (14-21)	N/A	81.8%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	67.4%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	58.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	8

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O - Local Performance

Local Area Name Navajo and Apache Counties	Total Participants Served	Adults	1,116	
		Dislocated Workers	30	
		Older Youth	14	
		Younger Youth	57	
ETA Assigned #04095	Total Exiters	Adults	922	
		Dislocated Workers	9	
		Older Youth	3	
		Younger Youth	9	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	78.5%	88.9%	
	Dislocated Workers*	86.0%	100.0%	
	Older Youth	73.0%	100.0%	
Retention Rates	Adults	84.5%	94.9%	
	Dislocated Workers*	90.0%	100.0%	
	Older Youth	83.0%	71.4%	
	Younger Youth	64.0%	75.0%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$10,000.00	\$11,462.40	
	Dislocated Workers*	\$12,000.00	\$16,508.30	
	Older Youth	\$3,500.00	(\$523.30)	
Credential/Diploma Rates	Adults	64.5%	71.1%	
	Dislocated Workers*	72.0%	60.0%	
	Older Youth	57.0%	40.0%	
	Younger Youth	58.0%	85.7%	
Skill Attainment Rate	Younger Youth	83.0%	89.7%	
Placement in Employment or Education	Youth (14-21)	N/A	78.6%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	60.0%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	33.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	2	11

Table O – Local Performance

Local Area Name Nineteen Tribal Nations	Total Participants Served	Adults	350	
		Dislocated Workers	*	
		Older Youth	74	
		Younger Youth	266	
ETA Assigned #04090	Total Exiters	Adults	161	
		Dislocated Workers	*	
		Older Youth	17	
		Younger Youth	122	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	76.0%	76.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	70.0%	56.3%	
Retention Rates	Adults	81.0%	84.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	82.0%	83.3%	
	Younger Youth	61.0%	40.4%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$9,000.00	\$10,765.80	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	\$4,000.00	\$5567.20	
Credential/Diploma Rates	Adults	61.6%	67.4%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	40.0%	18.8%	
	Younger Youth	60.0%	75.8%	
Skill Attainment Rate	Younger Youth	82.5%	70.6%	
Placement in Employment or Education	Youth (14-21)	N/A	44.4%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	62.1%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	11.8%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	3	6

* The Re-Employment and Pre-Layoff Assistance Center (REPAC), is the entity that administers the Dislocated Worker Program on behalf of five local area consortiums that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations. (Also see Table-O – REPAC Dislocated Worker Consortium.)

Table O - Local Performance

Local Area Name Phoenix (City of)	Total Participants Served	Adults	13,127	
		Dislocated Workers	743	
		Older Youth	332	
		Younger Youth	800	
ETA Assigned #04025	Total Exiters	Adults	9,889	
		Dislocated Workers	321	
		Older Youth	92	
		Younger Youth	196	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	80.0%	79.5%	
	Dislocated Workers	89.0%	87.4%	
	Older Youth	74.0%	78.4%	
Retention Rates	Adults	87.0%	87.0%	
	Dislocated Workers	92.0%	92.9%	
	Older Youth	81.5%	88.1%	
	Younger Youth	64.0%	69.6%	
Average Earnings (Adults/DWs)	Adults	\$12,500.00	\$11,988.80	
	Dislocated Workers	\$15,500.00	\$14,777.00	
Six months Earnings Increase (Older Youth)	Older Youth	\$3,900.00	\$3,300.40	
Credential/Diploma Rates	Adults	70.9%	73.4%	
	Dislocated Workers	71.5%	79.7%	
	Older Youth	49.0%	55.3%	
	Younger Youth	66.0%	86.0%	
Skill Attainment Rate	Younger Youth	78.0%	83.7%	
Placement in Employment or Education	Youth (14-21)	N/A	65.2%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	50.6%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	62.1%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	9

Table O – Local Performance

Local Area Name Pima County	Total Participants Served	Adults	6,663	
		Dislocated Workers	1,153	
		Older Youth	289	
		Younger Youth	1,166	
ETA Assigned #04030	Total Exiters	Adults	5,114	
		Dislocated Workers	281	
		Older Youth	87	
		Younger Youth	216	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	78.5%	78.5%	
	Dislocated Workers	86.4%	90.9%	
	Older Youth	73.0%	76.9%	
Retention Rates	Adults	84.5%	82.9%	
	Dislocated Workers	89.0%	88.8%	
	Older Youth	82.0%	83.5%	
	Younger Youth	61.0%	75.3%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$11,200.00	\$12,007.80	
	Dislocated Workers	\$15,000.00	\$14,957.00	
	Older Youth	\$3,900.00	\$3,762.50	
Credential/Diploma Rates	Adults	61.5%	74.4%	
	Dislocated Workers	63.5%	73.0%	
	Older Youth	41.0%	35.6%	
	Younger Youth	57.0%	61.7%	
Skill Attainment Rate	Younger Youth	83.0%	85.8%	
Placement in Employment or Education	Youth (14-21)	N/A	66.4%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	58.0%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	29.2%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	9

Table O – Local Performance

Local Area Name REPAC Dislocated Worker Consortium	Total Participants Served	Dislocated Workers	310
ETA Assigned #04010	Total Exiters	Dislocated Workers	54
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	See Table A	
	Employers		
Entered Employment Rates	Dislocated Workers	86.0%	88.3%
Retention Rates	Dislocated Workers	88.5%	90.9%
Average Earnings (Adults/DWs)	Dislocated Workers	\$13,000.00	\$14,223.30
Credential/Diploma Rates	Dislocated Workers	72.0%	65.9%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	3

* The Dislocated Worker statistics reflected in this chart are those of the Re-Employment and Pre-Layoff Assistance Center (REPAC). This entity administers the Dislocated Worker program on behalf of five local areas that includes Gila/Pinal, Graham, Greenlee, Mohave/La Paz and Nineteen Tribal Nations.

Table O – Local Performance

Local Area Name Santa Cruz County	Total Participants Served	Adults	177	
		Dislocated Workers	9	
		Older Youth	17	
		Younger Youth	179	
ETA Assigned #04040	Total Exiters	Adults	117	
		Dislocated Workers	3	
		Older Youth	1	
		Younger Youth	24	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	78.0%	100.0%	
	Dislocated Workers	86.0%	100.0%	
	Older Youth	73.0%	0.0%	
Retention Rates	Adults	87.5%	100.0%	
	Dislocated Workers	90.0%	66.7%	
	Older Youth	83.0%	100.0%	
	Younger Youth	64.0%	60.0%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$10,200.00	\$10,468.80	
	Dislocated Workers	\$12,000.00	\$16,293.00	
	Older Youth	\$3,000.00	\$6,180.00	
Credential/Diploma Rates	Adults	73.0%	66.7%	
	Dislocated Workers	72.5%	100.0%	
	Older Youth	56.0%	0.0%	
	Younger Youth	62.0%	75.0%	
Skill Attainment Rate	Younger Youth	83.5%	92.8%	
Placement in Employment or Education	Youth (14-21)	N/A	65.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	68.4%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	50.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	2	10

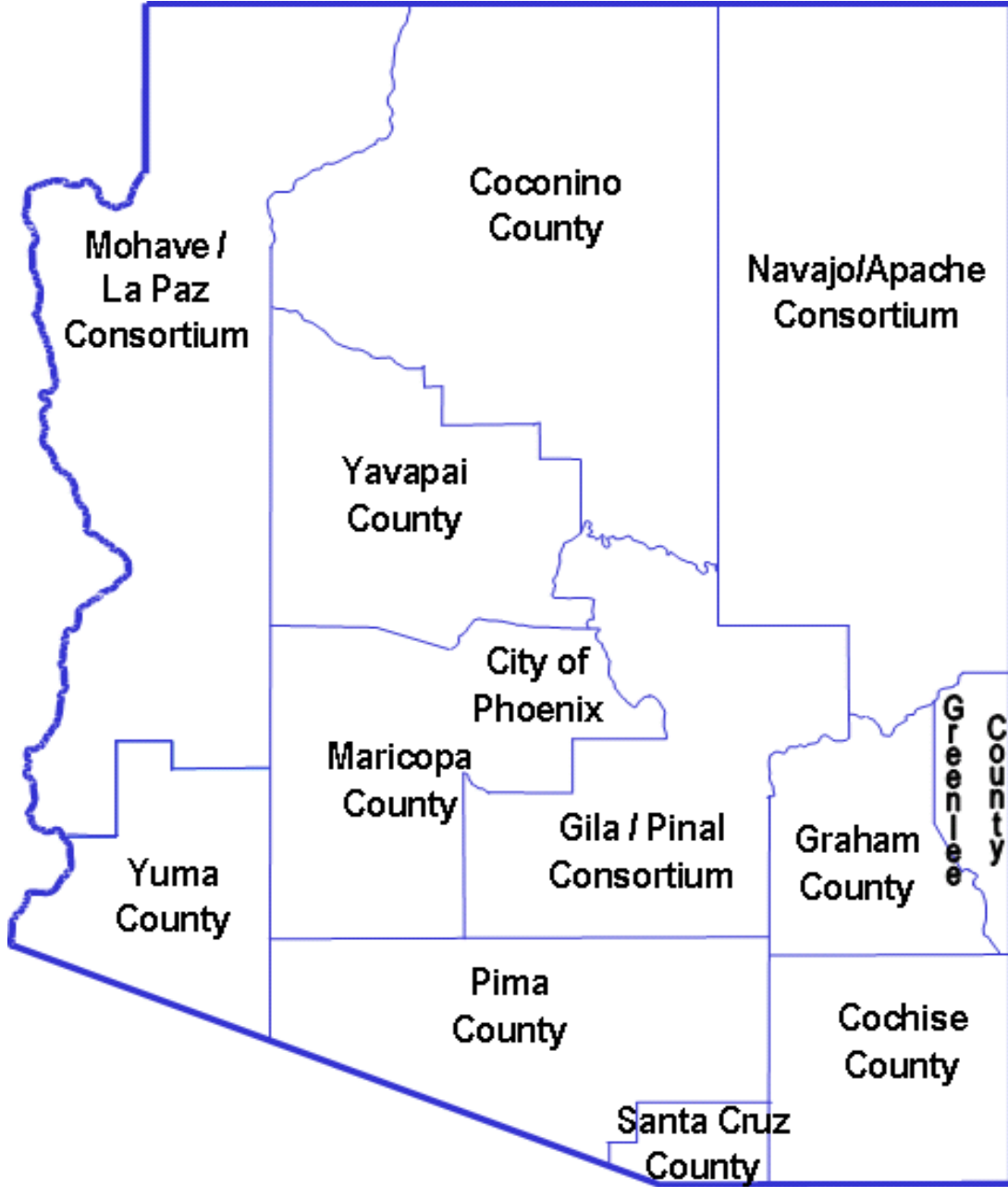
Table O – Local Performance

Local Area Name Yavapai County	Total Participants Served	Adults	1,616	
		Dislocated Workers	117	
		Older Youth	27	
		Younger Youth	77	
ETA Assigned #04080	Total Exiters	Adults	1,100	
		Dislocated Workers	37	
		Older Youth	5	
		Younger Youth	10	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	78.0%	84.4%	
	Dislocated Workers	89.0%	100.0%	
	Older Youth	72.0%	100.0%	
Retention Rates	Adults	85.0%	93.9%	
	Dislocated Workers	90.0%	95.2%	
	Older Youth	83.0%	100.0%	
	Younger Youth	63.0%	75.0%	
Average Earnings (Adults/DWs)	Adults	\$10,500.00	\$12,329.90	
	Dislocated Workers	\$14,500.00	\$14,171.60	
Six months Earnings Increase (Older Youth)	Older Youth	\$3,300.00	\$9,846.00	
Credential/Diploma Rates	Adults	71.0%	77.8%	
	Dislocated Workers	72.0%	81.8%	
	Older Youth	50.0%	33.3%	
	Younger Youth	58.0%	75.0%	
Skill Attainment Rate	Younger Youth	84.0%	73.7%	
Placement in Employment or Education	Youth (14-21)	N/A	83.3%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	81.3%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	25.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	2	12

Table O - Local Performance

Local Area Name Yuma County	Total Participants Served	Adults	1,867	
		Dislocated Workers	112	
		Older Youth	203	
		Younger Youth	539	
ETA Assigned #04045	Total Exiters	Adults	1,523	
		Dislocated Workers	24	
		Older Youth	36	
		Younger Youth	65	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	78.5%	78.3%	
	Dislocated Workers	85.0%	75.0%	
	Older Youth	73.0%	83.3%	
Retention Rates	Adults	85.0%	82.8%	
	Dislocated Workers	90.0%	95.8%	
	Older Youth	83.0%	84.2%	
	Younger Youth	64.0%	83.8%	
Average Earnings (Adults/DWs) Six months Earnings Increase (Older Youth)	Adults	\$9,000.00	\$8,815.60	
	Dislocated Workers	\$10,000.00	\$8,702.10	
	Older Youth	\$4,050.00	\$3,482.60	
Credential/Diploma Rates	Adults	64.5%	78.2%	
	Dislocated Workers	72.0%	86.7%	
	Older Youth	50.0%	81.1%	
	Younger Youth	58.0%	52.9%	
Skill Attainment Rate	Younger Youth	83.0%	96.9%	
Placement in Employment or Education	Youth (14-21)	N/A	85.2%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	86.0%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	94.4%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	7	8

MAP OF DESIGNATED LOCAL AREAS



Consortium representing Arizona's Tribal Nations is also a designated LWIA.

LOCAL WORKFORCE INVESTMENT AREAS

The 14 designated LWIAs provide services both directly and indirectly. LWIAs offer an array of services, as specified in their local plans. LWIAs are held accountable to the LWIBs, which are responsible for strategic planning, program oversight and coordination of resources.

Cochise County	Vada Phelps, Executive Director 900 Carmelita Drive Sierra Vista, Arizona 85635 (520) 439-3542
Coconino County	Carol Curtis, Director 2625 North King Flagstaff, Arizona 86004 (928) 679-7400
Gila/Pinal Counties	Barbara Valencia, Program Manager 5515 South Apache Avenue, Suite 200 Globe, Arizona 85501 (928) 425-7631
Graham County	Neil Karnes, Director 826 West Main Street Safford, Arizona 85546 (928) 428-7386
Greenlee County	Deborah Brinkley, Program Manager Highway 191 & Ward Canyon Road P.O. Box 1537 Clifton, Arizona 85533 (928) 865-4151
Maricopa County	Patrick Burkhart, Assistant Director 234 North Central Avenue, Suite 3201 Phoenix, Arizona 85004 (602) 506-4146
Mohave/La Paz Counties	Susie Parel-Duranceau, Director 700 West Beale Street P.O. Box 7000 Kingman, Arizona 86401 (928) 753-0723 ext. 4780
Navajo/Apache Counties	Judy Bratcher, Executive Director 100 East Carter Road P.O. Box 668 Holbrook, Arizona 86025 (928) 524-4167

LOCAL WORKFORCE INVESTMENT AREAS

<p>Phoenix, City of</p>	<p>Cynthia Spell, Deputy Director Community & Economic Development City of Phoenix Workforce Connection Division 200 West Washington, 19th Floor Phoenix, Arizona 85003 (602) 262-6776</p>
<p>Pima County</p>	<p>Arthur Eckstrom, Director Community Services 2797 East Ajo Way Tucson, Arizona 85713 (520) 243-6741</p>
<p>Santa Cruz County</p>	<p>Patricia Wallace, Director 610 North Morley Avenue Nogales, Arizona 85621 (520) 375-7670</p>
<p>Yavapai County</p>	<p>Teri Drew, Regional Director 221 North Marina, Suite 201 P.O. Box 2451 Prescott, Arizona 86302 (928) 778-1422</p>
<p>Yuma County</p>	<p>John Morales, Executive Director 3826 West 16th Street Yuma, Arizona 85364 (928) 329-0990</p>
<p>Nineteen Tribal Nations</p>	<p>Patrick Andrews, Chairman P.O. Box 837 Sells, Arizona 85634 (520) 383-8650</p>



Published October 2009

For additional copies of this report contact:

Arizona Department of Economic Security
Employment Administration
Workforce Investment Act Section
1789 West Jefferson Street
Phoenix, Arizona 85007
(602) 542-3957
www.azdes.gov/wia/

Equal Opportunity Employer/Program Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individual with disabilities. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact your local office manager; TTY/TDD Services: 7-1-1.