

# **Workforce Investment Act Annual Report**



## **State of Georgia Program Year 2000**

**Roy E. Barnes**  
**Governor of Georgia**

**Michael L. Thurmond**  
**Commissioner of Labor**



STATE OF GEORGIA  
OFFICE OF THE GOVERNOR  
ATLANTA 30334-0900

Roy E. Barnes  
GOVERNOR

December 1, 2001

The Honorable Elaine L. Chao  
Secretary of Labor  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210-0001

Dear Madam Secretary:

Enclosed you will find Georgia's Program Year 2000 Workforce Investment Act Annual Report. The information in the report describes our efforts in the first year of implementation of this important legislation and was developed in accordance with instructions provided by the United States Department of Labor. Georgia has taken significant steps to enhance the workforce development system and we will continue our efforts to provide quality services to individuals and employers.

I am pleased to submit this report and hope that it provides all the information needed by your office. Please direct any questions you may have to Michael Thurmond, Commissioner of the Georgia Department of Labor. The contact person is Sylvia Elam, Assistant Commissioner for Workforce Development, who can be reached at 404-656-7392 or via e-mail at [sylvia.elam@dol.state.ga.us](mailto:sylvia.elam@dol.state.ga.us).

Sincerely,

A handwritten signature in blue ink that reads "Roy E. Barnes".

Roy E. Barnes

REB:MT:sd

Enclosure

cc: Anna Goddard, Regional Administrator

**WIA Annual Report  
State of Georgia  
July 1,2000 - June 30, 2001**

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## **Introductory Remarks**

### **Michael L. Thurmond**

### **Commissioner of Labor**

We are very proud of Georgia's progress in implementing the Workforce Investment Act. While we are still in the early stages of fully integrating the many services of partners associated with the Act, Georgia has had many significant achievements to date. You will read about local success stories throughout the report. Some of our statewide accomplishments during Program Year 2000 include:

- Appointment of the state Workforce Investment Board
- Establishment of 20 local Workforce Investment Boards and service delivery systems
- Redesign of local Department of Labor offices into career centers, with state-of-the-art technology and customer resources. Some of these enhancements have resulted from funding provided by local boards.
- Innovative and timely state and local service delivery strategies to assist dislocated workers impacted by the recent declines in Georgia's economy
- Development of G1, Georgia's One-Stop Career Network - a web-based electronic menu of workforce information for job seekers and employers
- Establishment of GoodWorks! - an interagency service strategy targeted to individuals on public assistance and others at economic risk
- Transition of Vocational Rehabilitation programs to the Department of Labor, which will enhance workforce services to individuals with disabilities and strengthen the integrated service delivery process
- Redesign of the workforce data collection and reporting system, to facilitate service coordination and streamline data gathering for staff and customers

In these times of economic uncertainty, structural changes in employers' workforce needs and the changing nature of the workforce itself, the workforce investment system will be vital to maintaining the state's prosperity. We have adopted the mission, "Keep Georgia Working," and we will continue efforts to keep Georgia's economy strong as we build a world-class workforce to meet the needs of the 21<sup>st</sup> century job market.

**Introductory Remarks**  
**James Hardegree**  
**Chair, State Workforce Investment Board**

Program Year 2000 has been filled with many changes, challenges and opportunities for Georgia's workforce system. Governor Roy Barnes has asked the state Workforce Investment Board to oversee development of a quality workforce system that prepares Georgia citizens for employment opportunities. We have had a good start on this goal, by issuing guidelines for the creation of local areas and boards, and establishing and certifying these local systems. State and local Workforce Investment Act plans have been developed and local boards are finalizing resource-sharing agreements for their One-Stop systems.

Working closely with the Georgia Department of Labor, we are achieving success in building local systems that benefit Georgia's workforce and employer communities. This process has involved strong local private sector leadership, as well as the dedicated efforts of agencies and organizations that provide a variety of employment, education, training, income support and supportive services. The Workforce Investment Act has been a stimulus that has helped to strengthen community alliances.

However, the needs of Georgia's employers and workforce vary in different parts of the state. The flexibility afforded by the Workforce Investment Act is also providing the opportunity for various areas and regions to align resources and services in ways that make sense for their communities. For example, school-to-work activities in Northeast Georgia have been enhanced through the Workforce Investment Act emphasis on youth services that take into account the full range of youth services available in the community. The Richmond-Burke area has built on its history of strong partner collaboration to develop a new service model that helps long-term public assistance recipients. The GoodWorks! model, which has since been adopted statewide, assists these customers in preparing for work and beginning the process to achieve self-sufficiency. The Southeast area has established strong linkages with local elected officials. Mayors and County Commissioners routinely attend board meetings and have provided input on board decisions. This partnership has enhanced the area's success with economic development ventures. The Lower Chattahoochee area has achieved stronger collaboration of partner agencies as a result of the board's focus on streamlining services.

You will read about the successes of these and other areas in the report. I am proud to be a part of this effort to build a system to enhance Georgia's economic future, as well as preparing a competitive and self-sufficient workforce for the 21<sup>st</sup> century.

## **Georgia's Vision for Workforce Development**

The vision for Georgia's system is to build a world-class workforce. The system strives to do this by enabling individuals to achieve their highest potential, while ensuring that employers have the workers they need to compete effectively in the global economy.

Georgia, along with many other states, is experiencing a skills shortage, especially in technical and highly skilled occupations. For the state's employers to continue to be competitive in the global economy, all current and future workers will have to acquire the skills to meet employers' needs. Thus, the system involves a broad network of partners, working together to achieve economic, education, training and workforce development goals.

Georgia's leaders are also committed to tapping the work potential of underemployed and discouraged workers, youth, individuals with disabilities, ex-offenders and mature workers to ensure that all segments of the workforce are fully engaged in jobs leading to self-sufficiency. Through the unique and collective contributions of the many state and local workforce partners, including employers, Chambers of Commerce, economic development organizations, labor representatives, school systems, post-secondary educational institutions, literacy providers, housing authorities, transportation networks, community- and faith-based organizations and workforce agencies, the system will ensure that there is a "job for every Georgian and a Georgian for every job."

Even as our state, like many others, experiences job loss in the manufacturing, textile and other declining industries, workforce partners are developing strategies to assist employees to return to work quickly or, as needed, to update their skills to enhance their value in the 21<sup>st</sup> century job market. Georgia's system is designed to meet the real-world needs of job seekers and employers through customer-friendly job seeking resources, streamlined processes for obtaining funds for training or retraining, and enhanced access to a broad range of information and services. Additionally, local partnerships are developing strategies that bring together their formidable resources to advance the community's economic strength and workforce potential. The work toward Georgia's customer-focused, integrated workforce service delivery system is well underway, as you will see on the following pages.

### **Georgia's Interagency Workforce Development Partners' Group**

This group, comprised of staff-level individuals that represent partner agencies, was formed to promote interagency workforce efforts. During Program Year 2000, the Partners' Group worked extensively on a state-level Memorandum of Understanding, which will be used to assist and guide local partners in working together to serve customers in ways that make sense within local communities. The group's ongoing mission is to facilitate workforce problem-solving and to promote integrated service delivery strategies. Partners also work together to ensure that the agencies provide consistent messages to their local staff.

## **Overview and History of Georgia's Workforce Investment Board**

The Georgia Workforce Investment Board was established on July 6, 1999 by Executive Order of the Governor. Members were appointed by Governor Barnes during the summer and fall, and officially assumed their duties on December 15, 1999.

The Board is comprised of 77 members, with greater than 51% of the members representing private business. In the broadest sense, the board is responsible for overseeing the development of a 21<sup>st</sup> century workforce system that prepares Georgia residents for the employment opportunities of the future.

The board's initial meeting was held on February 11 and 12, 2000 and it has met routinely since that time. By-laws were established and approved on March 23, 2000 and the Board Chair appointed standing committees on September 6, 2000.

To assist in accomplishing the activities of the large board, an effective committee structure has been established. The standing committees of the board and their functions are as follows:

- Executive Committee - coordinates and oversees the activities of the board and its other committees, as well as monitoring and guiding the administrative management of the board
- Youth Services and School-to-Work - promotes opportunities for Georgia's youth to learn and earn
- Performance and Accountability - establishes standards and evaluation systems that ensure the effectiveness of Georgia's workforce development system
- Business Issues and Economic Development - encourages local workforce investment boards to meet the needs of Georgia's employers and to enhance economic development within the state
- Board Development - provides relevant information and educational resources to benefit state and local workforce investment board members

### **Dedication in Action**

State Board Chair James Hardegree also chairs the Northeast Georgia Workforce Investment Board. Mr. Hardegree brings many years' experience in employment and training programs to this dual role. The Northeast Georgia board has begun a strategic planning process, to guide them in addressing the future needs of the area's workforce system. The local Youth Council has completed a regional resource inventory, using the 10 WIA youth program elements as a framework.

## **The Workforce Development System**

Workforce partners in Georgia have a long history of working together for the good of citizens and employers in their communities. The Workforce Investment Act reinforces many of these ongoing affiliations and introduces new organizations and agencies to the partnership.

The foundation of Georgia's system consists of the network of the Department of Labor's 53 career centers, 20 workforce area agencies, 51 technical colleges and satellite locations, and 50 Vocational Rehabilitation service sites throughout the state. The Georgia Department of Labor was designated by the Governor as the lead agency to implement WIA. The department is responsible for the Unemployment Insurance and Employment Services programs and labor market information services, in addition to administering WIA and welfare-to-work funds. At the state level, department staff carry out Rapid Response activities and develop policy and provide technical assistance to local systems. Agency staff also coordinate the activities of the state Workforce Investment Board.

Program Year 2000 was a transition year for the Division of Rehabilitation Services joining the Department of Labor. The division had formerly been part of the state Department of Human Resources. Since Vocational Rehabilitation and Labor share the same focus on employment, the Governor and State Legislature approved this strategic move, with an implementation date of July 1, 2001. This new alignment provides individuals with disabilities with greater workforce opportunities, provides greater access for Vocational Rehabilitation staff and customers to the employer community, and provides Labor with additional access to professional, in-depth assessment resources for workforce customers. Where feasible, Vocational Rehabilitation and Labor staff are co-locating, enabling both partners to leverage their resources and services to enhance service delivery to customers.

When Governor Roy Barnes asked local elected officials to request designation of areas for WIA services, he asked that they consider existing service delivery structures. Area designation requests were reviewed by the state Workforce Investment Board. Twenty areas were recommended to and approved by the Governor in the spring of 2000. These areas conform to the boundaries of Georgia's 12 state service delivery regions. The listing and map of areas can be found in the Appendix. While many are the same as the geographic areas under the Job Training Partnership Act, some areas are reconfigured county groupings. Additionally, new areas were formed in metropolitan Atlanta. These new and reconfigured areas and their boards are still putting their systems in place. As a result, WIA implementation has been a little slower in these areas.

Each local area has a Workforce Investment Board with strong private sector leadership, and Youth Councils have been established in all areas. Each area has at least one comprehensive service delivery location, and most areas are using a consortium of workforce partners as the One-Stop operator. A listing of the current One-Stop locations is included in the Appendix.

Area geographic configurations range from a single county to fifteen, with an eclectic mix of predominantly urban, suburban and rural economic centers. The primary focus and service



priorities vary among the 20 local boards, depending on their local economic conditions and workforce needs. For example, DeKalb County, in metropolitan Atlanta, is providing services to the large local population of individuals with limited English proficiency, while its neighbor area, City of Atlanta, is working closely with its large and diverse business community on skills development initiatives. In the eastern part of the state, the Richmond-Burke area is strengthening its substantial partner coalition to build a seamless service delivery system. The new Cobb County area in northern metropolitan Atlanta is incorporating WIA services into its existing collaborative framework that delivers workforce, education and low-income services. The rural Southeast area has migrant and seasonal farm workers as one of its target groups, and local elected officials in the area are active contributors to the workforce board's goals and activities.

The five local areas in metropolitan Atlanta have developed a regional strategy for Individual Training Accounts (ITAs). This means that training customers in this mobile region have consistent policies for training and support funds, as well as a broad range of training opportunities. The regional approach also provides a uniform structure for eligible training providers under WIA.

### **The Historic Westside Village**

Partnering with the local Workforce Investment Board and Labor's career center, the Atlanta Development Authority has undertaken a major community redevelopment project. The Historic Westside Village is one of southwest Atlanta's oldest historic communities. This initiative will result in a model mixed-use development site, encompassing retail shops, entertainment venues, professional offices and condominium and loft housing. A variety of work and training opportunities in the building trades has resulted from this partnership (e.g., general laborers, mechanics, brick masons, drywall workers and others), with the workforce board and career center providing application screening, job readiness training and interviews for job candidates.

## **Georgia Workforce System (GWS)**

The use of automated systems and new technologies are critical to the success of WIA. In Georgia, a number of approaches were considered to meet the needs of staff in delivering workforce services. Vendor products and other states' systems were evaluated, and it was determined that staff, job seekers and employers would be best served by developing new computer applications that would support Georgia's approach to delivering workforce services. The goals of the new system included:

- Building and strengthening automated linkages across programs to ensure easy customer access to services
- Increasing service flexibility and removing barriers to service responsiveness
- Reducing duplicative data collection efforts for customers and staff, using a phased approach. Thus, data is collected as it is needed at various points in the service continuum.

The new system, known as Georgia Workforce System, or GWS, was developed in a web-enabled, browser-based environment. Data are housed in a relational database with the capability of interfacing with external systems. System components include:

- An intake system to facilitate collecting customer information, assessing customer needs and tracking services and outcomes. These applications are used to register individuals for Employment Services, WIA, Welfare-to-Work and the new service strategy for low-income individuals, GoodWorks! Basic demographic data, including work history, are captured. Individual assessment, employment plans and other services are documented, and case management is supported through a services history module.
- An employer information system enables staff from all participating partners to document employer services, coordinate employer visits and provide relevant employer information.
- The Eligible Provider list and consumer report card system required by WIA to provide information about and access to service providers. The actual Individual Training Account (ITA) system is currently a stand-alone client-server application, but will migrate to GWS over the next program year.
- Management and reporting modules are being developed that will enable local areas to meet WIA requirements for performance accountability as well as producing federally required quarterly and annual report information. Local areas will also have the capability to produce routine and ad hoc reports to assist them with ongoing performance management and program oversight.

## **G1 - The Georgia One-Stop Network**

Another component of Georgia's new automated system is the G1 network. G1 consists of Internet-based tools that provide the self-help and informational core services specified in WIA, tailored to the needs of students, job seekers and employers. These on-line resources are designed to help equip workers and new entrants into the job market with the tools and information they need to evaluate career options, prepare for work and find the right jobs. The system also has an abundance of workforce-related information for employers as well as labor market information valuable to the economic development community. G1 provides a quality self-service option for all types of customers to access local, regional, statewide and national employment and training resources and services. To visit G1, point your Internet browser to [www.g1careernet.com](http://www.g1careernet.com).

## **Statewide Rapid Response Activities**

Georgia has experienced a significant increase in layoffs and business closings during PY 2000. The Georgia Department of Labor received 143 official WARN notices from companies during the year, affecting some 25,952 workers. In addition to the job losses from structural economic shifts and a general downturn in the economy, some parts of the state have experienced weather-related emergencies that resulted in layoffs. The WIA principles of service integration and close working relationships among partners have resulted in more options for dislocated workers and other individuals who are laid off.

The state/local partnership for Rapid Response efforts has been a strong one for many years. The Georgia Department of Labor has built an early warning system that involves the staff of state and regional economic development agencies. This partnership increases opportunities to avert layoffs, to bring in new or expanding employers and to develop a seamless service strategy for workers about to lose their jobs. Local WIA staff and the staff of career centers, technical colleges, adult literacy programs, chambers of commerce and various community-based organizations have had the opportunity to refine their coordinated approach to serving dislocated workers.

Recent enhancements to on-line resources such as G1 provide easy access to information and services for workers who have lost their jobs. One-Stop sites and career centers also provide services in groups so that customers can receive staff-assisted core services in an efficient manner with minimal wait times. Intensive services focus on strategies to help workers find new employment quickly. Those customers without saleable skills or who are not successful in finding new jobs can explore retraining options with the assistance of trained staff. Services such as on-the-job training, remedial education and GED preparation are also available to increase a dislocated worker's prospects for employability.

### **Innovative Services to Dislocated Workers**

The closing of the Levi-Strauss plant in the South Georgia area left more than 800 people unemployed. Many of these employees had spent their entire careers in one job with this employer. The company collaborated with local partners (including WIA staff, the career center and the local technical college) to develop a special retraining center, at which former employees had the opportunity to attain their GED or receive entrepreneurial training. These services were in addition to the services typically provided to workforce customers of large business closings - job fairs, career counseling, job development and retraining opportunities.

The textile industry has long been declining in Georgia. When a Northwest Georgia yarn mill closed, many workers were displaced and left with few opportunities. Mr. C was employed for 20 years in the yarn mill and, when it closed, his limited reading and math skills made it difficult for him to complete job applications. He participated in several workshops sponsored by workforce partners and received intensive career counseling. He was also referred to the area's adult literacy program. As a result of his participation in the WIA on-the-job training program, Mr. C is now working for the Streets and Sanitation Department of his local city government. His employer is very pleased with his progress.

### **Training Resources**

The Individual Training Account (ITA) system is the primary method for adults and dislocated workers to access WIA-funded training. However, WIA is merely one funding option for training customers. Georgians have the added advantage of state lottery funds that are earmarked solely for educational purposes. HOPE (Helping Outstanding Pupils Educationally) grants are available to all Georgia students in good academic standing enrolled in a certificate or degree program in the state's technical college system. HOPE grants pay for tuition, fees and a \$100 per quarter book allowance. HOPE scholarships are available to Georgia residents attending one of the state's public colleges or universities, and they cover similar expenses. This fund source was established in 1993, and as of October 1, 2000, the HOPE grant and scholarship program had awarded slightly over \$1 billion in aid to more than 500,000 students. The National Association of State Student Grant and Aid Programs in 1998 ranked Georgia first in academic-based student financial aid as a result of the HOPE program. Georgia has retained this distinction for the past two years, as well.

Federal Pell grants are also available to pay for training costs. Eligible students may receive funds for fees, books or other educational expenses not covered by HOPE. Pell funds also assist eligible students with room and board while in school. Local workforce board policies on ITAs and other sources of training funds vary. However, local areas are able to leverage WIA and non-WIA funding sources to provide a comprehensive, non-duplicative financial aid package for customers enrolled in training.

## **Innovative Service Strategies for Targeted Populations**

A key target group for WIA services is economically disadvantaged individuals. The Georgia Department of Labor has formed a strategic alliance with the Division of Family and Children Services, the statewide agency for welfare, Food Stamps and supportive services to economically disadvantaged families. The success of Georgia's welfare reform efforts has significantly decreased the number of individuals on Temporary Assistance to Needy Families (TANF), yet those still supported on public assistance typically need help from multiple partner agencies to successfully transition to the workforce.

The GoodWorks! service strategy evolved from a pilot program in one of Georgia's counties to a statewide initiative designed to assist TANF applicants, recipients and non-custodial parents to become employed and move toward self-sufficiency. The GoodWorks! strategy includes services of several workforce partners in a sequence that eliminates duplication and meets the needs of individual customers. Customers receiving GoodWorks! services are assessed to determine their work readiness and to identify any barriers to employment. Based on assessment results, the Division of Family and Children Services refers the individual to the appropriate workforce partner for services. Typically, the customer and workforce partners meet to develop an employability plan. This plan identifies the responsibilities of the partners and the customer and specifies the desired outcomes of the service strategy.

For job-ready individuals, the local Georgia Department of Labor career center provides job search workshops and referral to jobs. For individuals with disabilities, Vocational Rehabilitation or a community-based organization assists the customers in becoming employable. Customers who have little or no work history may be provided the opportunity for subsidized employment or work experience. They may also receive occupational training where work skill development is needed. Finally, those customers with multiple barriers to employment may be provided intensive case management, work adjustment activities and/or individualized job coaching prior to entering the workforce. Throughout the process, staff of the Division of Family and Children Services assist the individual with child care, transportation and other supportive service needs. This new service strategy is already achieving successful outcomes, thereby breaking the cycle of dependency on public assistance and helping Georgians to achieve their highest potential.

### **On the Road to Self Sufficiency**

Several WIA partners in metropolitan Atlanta teamed up to assist Ms. S. Through the coordinated efforts of WIA and Welfare-to-Work staff, the local Adult Education program, the county Housing Resource partnership, Wheels-to-Work, the Georgia Department of Labor and the Division of Family and Children Services, Ms. S returned to school and completed her GED. Following job search assistance she was able to secure employment as a sales representative. Thanks to partner efforts, her housing situation was stabilized, her children were placed in quality day care and she was able to buy a car through a Wheels-to-Work loan.

Ms. W, living in a North Georgia homeless shelter in the summer of 2000, sought assistance from the county Division of Family and Children Services. At that time, she had a poor work history, never having held a job for longer than six months. Her counselor contacted the New Connections to Work program at Dalton State College, where Ms. W was enrolled in customer service and computer training programs. New Connections staff also helped her find subsidized housing, partnering with WIA and career center staff to obtain furnishings for the apartment. Following successful completion of the occupational training programs, she joined the Dalton Career Center as a work experience worker. This gave Ms. W the opportunity to develop job retention skills as well as strengthening her self-confidence about the world of work. Ms. W ultimately obtained a job at an area day care center, working as a bilingual receptionist. The welfare-to-work/WIA system also assisted Ms. W to overcome her final barrier - transportation - through a low-cost loan provided by the Wheels-to-Work program.

### **New Entrants in the Medical Field**

In the Georgia Mountains area, Tracy C was a single parent of three who was a high school graduate but lacked occupational skills. Workforce partners assisted her in identifying a potential career that is in demand as well as providing good wages and benefits. Ms. C enrolled in the Surgical Technology Program at Lanier Technical College and completed the training program. She then participated in an internship at an area hospital. She has since accepted a full-time permanent position in Surgical Technology at the Northeast Georgia Medical Center.

Ms. S, a customer in the Middle Georgia Consortium area, was awarded the Georgia Occupational Award of Leadership (GOAL) while enrolled in the Radiologic Technology Program at Middle Georgia Technical College. This award recognizes and rewards excellence among students enrolled in the state's technical colleges. Upon graduation, Ms. S was hired as a Radiologic Technician at the Houston County Medical Center - a good job, with great benefits!

## **Transition Back to the World of Work**

Ex-offenders are another group receiving quality workforce services in Georgia. The TOPPSTEP Program - a collaborative effort of the Departments of Labor and Corrections and the State Board of Pardons and Paroles - assists ex-offenders statewide in their reentry into the workforce. The Department of Corrections coordinates academic instruction and vocational training for offenders during their period of incarceration. The Department of Labor helps inmates sharpen job readiness and job retention skills, assists them in finding suitable jobs, sponsors job fairs and provides Federal Bonding services to eligible individuals. The Board of Pardons and Paroles assists former inmates with community-based services, treatment and supervision once they have returned to the workforce. In its first two years, the TOPPSTEP Program has assisted 5,500 ex-offenders, more than half of whom have returned to full-time employment.

The Metro Atlanta Workforce Development Board has had a long and successful history of working with incarcerated individuals, helping them to achieve skilled, high-wage jobs upon their return to the workforce. Through the local area's partnership with the Gwinnett County Correctional Facility and the Center of Industry and Technology, dozens of individuals have successfully completed welding training and have found quality jobs in this field. With the close coordination of the partners involved, the curriculum is completed just prior to the individual's release. In addition to gaining hands-on welding experience, the curriculum includes classes such as Job Search Development, Motivation/Retention and Personal Skills. This partnership has been fruitful for Atlanta employers needing qualified welders, as well as for the ex-offenders served through the program.

## **Youth Services**

Youth employment-related services under the Job Training Partnership Act focused on short-term efforts to train and place youth quickly in jobs. While the provision of training continues as an essential objective, especially for older youth that are out of school, Georgia's focus with WIA is on youth developmental activities. WIA has provided the incentive to develop comprehensive service strategies for all young people in Georgia through partnerships at the community level. All 20 local areas have established Youth Councils. These groups are actively involved in mapping the community's youth resources so that gaps in needed services can be identified. WIA funds are used to procure the additional services that will provide each area with a comprehensive strategy to meet the needs of their youth.

Partners such as school systems, school-to-work providers, alternative schools, WIA staff, career centers, juvenile justice, remedial education staff, the Division of Family and Children Services and community-based organizations are working together to assist youth to attain the leadership skills, academic instruction, work values and other tools they will need to be successful in the workforce of the future.

### **Boards Develop Comprehensive Youth Service Strategies**

The Richmond-Burke Youth Council is a 24-member board that has several standing committees. A survey committee has identified 58 organizations serving youth in the two-county area. Results of the survey will assist the Youth Council in identifying service gaps that will help determine additional activities that WIA can fund to fully meet the needs of this area's youth.

The City of Atlanta Youth Council had several accomplishments during Program Year 2000. The Council includes many innovative partners in Atlanta's workforce development system, including representatives from two colleges, the Police Athletic League, the Georgia Campaign for Adolescent Pregnancy Prevention and large employers in the community. The group has established its own vision, mission and logo and is developing a comprehensive Youth Action Approach.

The Fulton County (metropolitan Atlanta) Youth Council has been conducting focus groups with area youth, to help the Council develop strategies that meet the needs and wants of local young people. This Council has also developed a Youth Plan to direct its future strategic efforts.



## **Strategies for the Future**

During the first year of WIA implementation, Georgia's state and local partnership established the framework for a quality workforce development system. Local areas, boards and youth councils were established, comprehensive service sites were put in place, new partner working relationships were undertaken, a new automation system was developed and implemented, and many enhancements to Georgia's One-Stop system were developed for the benefit of workforce customers.

While evaluations of workforce investment activities were not conducted during PY 2000, training and technical assistance were provided as needed to local areas. Georgia's future evaluations will be developed in consultation with the state board, will promote continuous improvement and will be designed to complement U.S. DOL's efforts and initiatives.

Several strategies have been identified to promote the continuous improvement of the workforce development system over the next few years. Some of these include:

- continuing state board development activities
- growing and refining local workforce systems, by continuing to bring in additional community partners; developing ways to fully reflect the contributions of various partners to the overall success of the system; and by continuing state-level interagency efforts to enhance local service delivery
- facilitating local board strategic planning efforts for WIA and related initiatives
- developing successful strategies to maintain local economic viability as communities continue their challenges with layoffs and business closings
- providing technical assistance to local systems, especially in the areas of service strategies for targeted groups and practical methods to blend the resources of WIA, Wagner-Peyser, Vocational Rehabilitation, School-to-Work and GoodWorks!
- expanding the use of the automated Georgia Workforce Systems to facilitate partner service coordination, and enhancing automated products and services for individual and employer customers
- developing successful youth service strategies through joint School-to-Work and Youth Council planning and development activities

State and local partners in Georgia look forward to building on accomplishments to date, so that the goals of the Workforce Investment Act will be fulfilled and the vision of a world-class workforce system will be realized.

## **Performance Information**

### **Introduction to the Data**

Program Year 2000 was Georgia's first year of WIA implementation. While the state has not yet undertaken a formal analysis of return on investment, Georgia served a total of 13,358 customers, including both new registrants and continuing Job Training Partnership Act (JTPA) participants. A total of \$36,235,757 in WIA funds was spent during the program year. In addition to supporting intensive and training services to WIA registrants, Rapid Response, and required statewide activities, WIA funds were also used to enhance informational and self-service products and systems throughout Georgia's One-Stop system.

Several factors had an effect on Georgia's data. These include the following:

- Customer satisfaction data were not collected at the local level during PY2000, so results for these measures are available at the statewide level only.
- Some of the local WIA areas were new while others had new geographic boundaries. These new areas had fewer customers registered and exiting the system than the areas with more experience. For measures on which local area results include fewer than 10 customers, rates were calculated and actual numbers are also shown.
- On Tables F and I, for subgroups with fewer than 10 customers, actual values are provided but rates were not calculated as they could be misleading with such small numbers.
- Performance on the Adult, Dislocated Worker and Older Youth measures is based on the outcomes of customers leaving both JTPA and WIA. However, data needed for calculation of the credential measures were not collected under JTPA. Thus, while data are provided for the full reporting period, Georgia believes the WIA customer outcomes are most meaningful.
- The transition to a youth service delivery model that excludes a stand-alone summer program component has been slow. Additionally, the PY 2000 performance data reflect the fact that local areas were not yet attuned to the need to determine and document "return to secondary school" for younger youth exiting the program following summer activities. Local areas have worked diligently in recent months to develop year-round youth service strategies using the 10 WIA youth elements.

Statewide, Georgia exceeded nine of the seventeen WIA performance measures and met three additional measures. These measures included customer satisfaction for both individual and employer customers and measures of employment, retention and earnings for Adults, Dislocated Workers and Older Youth. State staff will provide training and technical assistance to local areas on program design and data entry issues to improve future performance.

Any questions about the performance data that follow should be directed to Ken Hamrick, Director of Management Information and Customer Support, at (404) 656-3157, or via e-mail at [ken.hamrick@dol.state.ga.us](mailto:ken.hamrick@dol.state.ga.us).

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	66.0	78.9	505	1700	890	56.7%
Employers	70.0	73.5	539	9487	757	71.2%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67.0%	72.9%	1781 2444
Employment Retention Rate	80.0%	80.4%	1918 2385
Earnings Change in Six Months	\$3,425	\$3,324	\$7,922,141 2383
Employment and Credential Rate*	60.0%	15.0%	436 2902

\* Data for this measure not collected in JTPA; WIA performance was 33.3%

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	68.9%	729 1058	74.5%	111 149	63.9%	108 169	57.1%	164 287
Employment Retention Rate	81.0%	827 1021	76.4%	107 140	80.1%	109 136	81.1%	176 217
Earnings Change in Six Months	\$2,709	\$2,763,488 1,020	\$3,860	\$540,354 140	\$4,201	\$571,313 136	\$2,501	\$542,766 217
Employment and Credential Rate *	19.5%	249 1276	13.9%	23 165	16.7%	31 186	2.2%	8 360

\* Data for this measure not collected in JTPA; WIA performance was: Public Assistance - 37.4%; Veterans - 37.0%; Disabilities - 40.0%; Older Individuals - small population

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	72.7%	1616 ----- 2222	74.3%	165 ----- 222
Employment Retention Rate	82.5%	1800 ----- 2183	58.4%	118 ----- 202
Earnings Change in Six Months	\$3,451	\$7,525,866 ----- 2181	\$1,962	\$396,274 ----- 202

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74.0%	76.4%	3516 ----- 4605
Employment Retention Rate	89.0%	89.6%	3149 ----- 3516
Earnings Replacement in Six Months	94.0%	98.9%	\$35,481,623 ----- \$35,888,718
Employment and Credential Rate*	60.0%	19.8%	353 ----- 1786

\* Data for this measure not collected in JTPA; WIA performance was 53.0%

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	74.1%	363 ----- 490	70.0%	42 ----- 60	61.9%	227 ----- 367	small pop.	9 ----- 9
Employment Retention Rate	86.0%	312 ----- 363	92.9%	39 ----- 42	86.3%	196 ----- 227	small pop.	5 ----- 9
Earnings Replacement Rate	98.8%	\$4,060,863 ----- \$4,108,987	87.5%	\$399,434 ----- \$456,371	75.6%	\$2,024,423 ----- \$2,679,487	small pop.	\$62,056 ----- \$23,792
Employment and Credential Rate*	11.4%	23 ----- 202	15.9%	7 ----- 44	14.7%	15 ----- 102	small pop.	4 ----- 9

\* Data for this measure not collected in JTPA; WIA performance: Veterans - 46.7%; Disabilities - 50.0%; Older Individuals - 40.0%

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	82.4%	1471 ----- 1786	72.5%	2045 ----- 2819
Employment Retention Rate	88.9%	1307 ----- 1471	90.1%	1842 ----- 2045
Earnings Replacement Rate	104.3%	\$14,953,474 ----- \$14,335,027	95.2%	\$20,528,149 ----- \$21,553,691

Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68.0%	67.1%	285 ----- 425
Employment Retention Rate	81.0%	82.0%	355 ----- 433
Earnings Change in Six Months	\$2,750	\$2,653	\$1,140,916 ----- 430
Credential Rate*	50.0%	16.7%	108 ----- 647

\* Data for this measure not collected in JTPA; WIA performance was 18.8%

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	66.8%	135 ----- 202	small pop.	1 ----- 2	40.0%	14 ----- 35	71.9%	240 ----- 334
Employment Retention Rate	80.3%	159 ----- 198	small pop.	1 ----- 1	69.6%	16 ----- 23	83.4%	267 ----- 320
Earnings Change in Six Months	\$2,592	\$510,697 ----- 197	small pop.	\$8,098 ----- 1	\$2,969	\$68,287 ----- 23	\$2,499	\$794,574 ----- 318
Credential Rate*	15.2%	42 ----- 276	small pop.	0 ----- 2	19.6%	9 ----- 46	16.0%	69 ----- 430

\* Data for this measure not collected in JTPA; WIA performance was: Public Assistance - 21.1%; Disabilities - 16.7%; Out-of-school Youth - 17.0%; Veterans - small population

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Levels	Actual Performance Levels	
Skill Attainment Rate	72.0%	76.7%	5671 7398
Diploma or Equivalent Attainment Rate	55.0%	18.1%	170 938
Retention Rate *	58.0%	12.0%	57 474

\* This is an incomplete calculation; wage data not yet available for WIA exiters

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	71.8%	1662 2316	69.9%	237 339	58.5%	209 357
Diploma or Equivalent Attainment Rate	27.0%	50 185	12.1%	4 33	9.6%	5 52
Retention Rate *	11.5%	6 52	4.7%	2 43	6.5%	4 62

\* This is an incomplete calculation; wage data not yet available for WIA exiters

Table L - Other Reported Information

12 Month Employment Retention Rate			12 Month Earnings Change (Adults & Older Youth) OR 12 Month Earning Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	NA		NA		5.9%	141 2385	\$3,024	\$5,385,820 1781	58.4%	1275 2183
Dislocated Workers	NA		NA		14.9%	524 3516	\$5,138	\$18,066,235 3516	70.6%	1039 1471
Older Youth	NA		NA		2.5%	11 433	\$2,395	\$773,525 323		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	3219	1254
Dislocated Workers	3135*	979*
Older Youth	791	298
Younger Youth	6263	2441

\* Excludes customers served with National Emergency Grants

Table N - Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			\$10,118,587
Local Dislocated Workers			9,054,426
Local Youth			12,630,921
Rapid Response			2,196,582
Statewide Required Activities			2,235,241
Statewide Allowable Activities	Program Activity Description		
Total of All Federal Spending Listed Above			\$36,235,757

Table O - Local Performance

Local Area Name  Northwest Georgia (Area 1)	Total Participants Served	Adults	138
		Dislocated Workers	475
		Older Youth	25
		Younger Youth	209
ETA Assigned #  13210	Total Exiters	Adults	35
		Dislocated Workers	103
		Older Youth	3
		Younger Youth	68
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	67.0	NA
	Employers	71.0	NA
Entered Employment Rate	Adults	64.8%	74.4%
	Dislocated Workers	67.2%	79.3%
	Older Youth	83.0%	78.9
Retention Rate	Adults	75.0%	80.0%
	Dislocated Workers	86.4%	86.9%
	Older Youth	64.0%	87.1%
	Younger Youth	58.0%	80% ( 4/5)
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,462	\$3,205
	Dislocated Workers	88.1%	93.3%
	Older Youth	\$1,435	\$3,661
Credential/ Diploma Rate	Adults	60.0%	17.6%
	Dislocated Workers	60.0%	41.0%
	Older Youth	50.0%	36.7%
	Younger Youth	55.0%	50.0%
Skill Attainment Rate	Younger Youth	72.0%	72.3%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			



Table O - Local Performance

Local Area Name  Georgia Mountains (Area 2)	Total Participants Served	Adults	37
		Dislocated Workers	8
		Older Youth	14
		Younger Youth	183
ETA Assigned #  13050	Total Exiters	Adults	12
		Dislocated Workers	0
		Older Youth	5
		Younger Youth	114
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	73.0	NA
Entered Employment Rate	Adults	70.0%	81.0%
	Dislocated Workers	72.0%	100% (3/3)
	Older Youth	74.0%	81.8%
Retention Rate	Adults	81.0%	88.5%
	Dislocated Workers	89.0%	100% (3/3)
	Older Youth	81.0%	78.6%
	Younger Youth	54.0%	0.0% (0/3)
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$3,682
	Dislocated Workers	94.0%	98.3% (3 customers)
	Older Youth	\$2,869	\$1,662
Credential/ Diploma Rate	Adults	60.0%	31.3%
	Dislocated Workers	60.0%	0.0% (0/2)
	Older Youth	50.0%	31.6%
	Younger Youth	55.0%	0.0% (0/3)
Skill Attainment Rate	Younger Youth	72.0%	65.4%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

Local Area Name  City of Atlanta (Area 3)	Total Participants Served	Adults	159
		Dislocated Workers	19
		Older Youth	46
		Younger Youth	677
ETA Assigned #  13235	Total Exiters	Adults	106
		Dislocated Workers	1
		Older Youth	12
		Younger Youth	557
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60.0	NA
	Employers	58.0	NA
Entered Employment Rate	Adults	62.2%	66.3%
	Dislocated Workers	73.0%	76.4%
	Older Youth	63.0%	80.3%
Retention Rate	Adults	76.5%	86.9%
	Dislocated Workers	80.6%	92.1%
	Older Youth	76.0%	87.7
	Younger Youth	58.0%	0.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,276	\$3,561
	Dislocated Workers	87.5%	107.1%
	Older Youth	\$2,750	\$3,001
Credential/ Diploma Rate	Adults	60.0%	2.6%
	Dislocated Workers	60.0%	1.3%
	Older Youth	50.0%	8.5%
	Younger Youth	55.0%	0.0%
Skill Attainment Rate	Younger Youth	72.0%	92.2%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

Local Area Name  Cobb County (Area 4)	Total Participants Served	Adults	6
		Dislocated Workers	38
		Older Youth	2
		Younger Youth	36
ETA Assigned #  13245	Total Exiters	Adults	0
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	67.0	NA
	Employers	72.0	NA
Entered Employment Rate	Adults	70.0%	69.8%
	Dislocated Workers	73.0%	78.9%
	Older Youth	75.0%	100.0% (1/1)
Retention Rate	Adults	80.4%	82.1%
	Dislocated Workers	88.2%	93.0%
	Older Youth	80.0%	100.0% (1/1)
	Younger Youth	58.0%	0.0% (0/0)
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,100	\$5,794
	Dislocated Workers	84.0%	100.0%
	Older Youth	\$2,800	\$2,545 (1 customer)
Credential/ Diploma Rate	Adults	60.0%	1.7%
	Dislocated Workers	60.0%	0.8%
	Older Youth	50.0%	0.0% (0/3)
	Younger Youth	55.0%	0.0% (0/0)
Skill Attainment Rate	Younger Youth	72.0%	0.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

<b>Local Area Name</b>  DeKalb County (Area 5)	Total Participants Served	Adults	40
		Dislocated Workers	36
		Older Youth	46
		Younger Youth	1246
ETA Assigned #  13240	Total Exiters	Adults	27
		Dislocated Workers	2
		Older Youth	21
		Younger Youth	548
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68.0	NA
	Employers	72.0	NA
Entered Employment Rate	Adults	69.4%	71.3%
	Dislocated Workers	73.9%	72.5%
	Older Youth	70.0%	42.3%
Retention Rate	Adults	80.2%	90.8%
	Dislocated Workers	88.5%	93.1%
	Older Youth	80.8%	78.6%
	Younger Youth	58.0%	0.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,451	\$4,705
	Dislocated Workers	72.9%	109.1%
	Older Youth	\$2,800	\$2,769
Credential/ Diploma Rate	Adults	48.0%	9.1%
	Dislocated Workers	48.0%	0.9%
	Older Youth	50.0%	0.0%
	Younger Youth	55.0%	0.0%
Skill Attainment Rate	Younger Youth	72.0%	99.4%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

Local Area Name  Fulton County (Area 6)	Total Participants Served	Adults	7
		Dislocated Workers	22
		Older Youth	0
		Younger Youth	0
ETA Assigned #  13250	Total Exiters	Adults	0
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	NA
	Employers	75.0	NA
Entered Employment Rate	Adults	70.0%	70.8%
	Dislocated Workers	72.0%	77.2%
	Older Youth	75.0%	100.0% (3/3)
Retention Rate	Adults	80.0%	91.3%
	Dislocated Workers	88.0%	97.4%
	Older Youth	75.0%	100.0% (4/4)
	Younger Youth	55.0%	0.0% (0/0)
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,000	\$4,575
	Dislocated Workers	90.0%	104.9%
	Older Youth	\$3,400	\$1,454 (4 customers)
Credential/ Diploma Rate	Adults	60.0%	3.1%
	Dislocated Workers	60.0%	0.0%
	Older Youth	70.0%	25.0% (1/4)
	Younger Youth	60.0%	0.0% (0/0)
Skill Attainment Rate	Younger Youth	80.0%	0.0% (0/0)
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

Local Area Name  Atlanta Regional (Area 7)	Total Participants Served	Adults	187
		Dislocated Workers	465
		Older Youth	17
		Younger Youth	13
ETA Assigned #  13255	Total Exiters	Adults	68
		Dislocated Workers	124
		Older Youth	5
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	73.0	NA
Entered Employment Rate	Adults	69.4%	65.5%
	Dislocated Workers	76.3%	80.2%
	Older Youth	74.0%	60.0%
Retention Rate	Adults	81.0%	81.0%
	Dislocated Workers	91.0%	91.4%
	Older Youth	81.0%	92.3%
	Younger Youth	58.0%	0.0% (0/0)
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$4,736
	Dislocated Workers	95.0%	100.4%
	Older Youth	\$2,869	\$4,651
Credential/ Diploma Rate	Adults	50.0%	20.0%
	Dislocated Workers	60.0%	18.8%
	Older Youth	50.0%	11.1%
	Younger Youth	55.0%	0.0% (0/0)
Skill Attainment Rate	Younger Youth	72.0%	9.3%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

Local Area Name  West Central Georgia (Area 8)	Total Participants Served	Adults	33
		Dislocated Workers	236
		Older Youth	9
		Younger Youth	246
ETA Assigned #  13225	Total Exiters	Adults	13
		Dislocated Workers	57
		Older Youth	1
		Younger Youth	227
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	69.0%	70.8%
	Dislocated Workers	69.0%	80.6%
	Older Youth	66.0%	100.0% (1/1)
Retention Rate	Adults	79.0%	90.9%
	Dislocated Workers	87.0%	89.9%
	Older Youth	50.0%	100.0% (3/3)
	Younger Youth	58.0%	0.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,450	\$2,329
	Dislocated Workers	90.0%	85.1%
	Older Youth	\$2,750	\$3,196 (3 customers)
Credential/ Diploma Rate	Adults	60.0%	9.4%
	Dislocated Workers	60.0%	4.0%
	Older Youth	33.0%	0.0% (0/3)
	Younger Youth	55.0%	0.0%
Skill Attainment Rate	Younger Youth	72.0%	99.5%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

Local Area Name  Northeast Georgia (Area 9)	Total Participants Served	Adults	136
		Dislocated Workers	342
		Older Youth	23
		Younger Youth	278
ETA Assigned #  13275	Total Exiters	Adults	51
		Dislocated Workers	169
		Older Youth	18
		Younger Youth	152
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	65.3%	75.6%
	Dislocated Workers	79.0%	74.7%
	Older Youth	65.0%	38.5%
Retention Rate	Adults	75.0%	86.4%
	Dislocated Workers	88.7%	88.4%
	Older Youth	65.0%	72.7%
	Younger Youth	55.0%	0.0% (0/5)
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,230	\$3,023
	Dislocated Workers	96.0%	101.5%
	Older Youth	\$2,700	\$1,321
Credential/ Diploma Rate	Adults	50.0%	24.5%
	Dislocated Workers	50.0%	33.3%
	Older Youth	50.0%	9.5%
	Younger Youth	55.0%	40.0% (2/5)
Skill Attainment Rate	Younger Youth	72.0%	100.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			



Table O - Local Performance

Local Area Name  Macon-Bibb (Area 10)	Total Participants Served	Adults	90
		Dislocated Workers	19
		Older Youth	28
		Younger Youth	201
ETA Assigned #  13295	Total Exiters	Adults	44
		Dislocated Workers	11
		Older Youth	19
		Younger Youth	50
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	65.0%	76.9%
	Dislocated Workers	66.0%	73.6%
	Older Youth	74.0%	87.1
Retention Rate	Adults	79.0%	94.7%
	Dislocated Workers	86.0%	87.2%
	Older Youth	79.0%	80.6%
	Younger Youth	58.0%	0.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,900	\$4,711
	Dislocated Workers	86.0%	102.4%
	Older Youth	\$2,800	\$820
Credential/ Diploma Rate	Adults	60.0%	5.6%
	Dislocated Workers	60.0%	50.0% (3/6)
	Older Youth	50.0%	0.0%
	Younger Youth	55.0%	21.7%
Skill Attainment Rate	Younger Youth	72.0%	89.1%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

Local Area Name  Middle Georgia (Area 11)	Total Participants Served	Adults	165
		Dislocated Workers	83
		Older Youth	29
		Younger Youth	177
ETA Assigned #  13265	Total Exiters	Adults	66
		Dislocated Workers	22
		Older Youth	17
		Younger Youth	67
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	67.0%	71.6%
	Dislocated Workers	76.7%	64.0%
	Older Youth	68.0%	88.9%
Retention Rate	Adults	80.0%	83.3%
	Dislocated Workers	88.6%	97.3%
	Older Youth	80.0%	90.0%
	Younger Youth	58.0%	100.0% (2/2)
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,629	\$3,811
	Dislocated Workers	93.6%	105.8%
	Older Youth	\$2,300	\$2,921
Credential/ Diploma Rate	Adults	60.0%	29.1%
	Dislocated Workers	60.0%	8.1%
	Older Youth	50.0%	13.3%
	Younger Youth	30.0%	3.6%
Skill Attainment Rate	Younger Youth	72.0%	98.5%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

<b>Local Area Name</b>  Richmond-Burke (Area 12)	Total Participants Served	Adults	109
		Dislocated Workers	53
		Older Youth	39
		Younger Youth	317
ETA Assigned #  13195	Total Exiters	Adults	51
		Dislocated Workers	12
		Older Youth	16
		Younger Youth	71
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	67.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	69.0%	61.1%
	Dislocated Workers	70.0%	67.1%
	Older Youth	70.0%	50.0%
Retention Rate	Adults	81.0%	76.1%
	Dislocated Workers	89.0%	84.2%
	Older Youth	76.0%	95.2%
	Younger Youth	59.0%	50.0% (1/2)
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,700	\$2,724
	Dislocated Workers	97.0%	120.5%
	Older Youth	\$2,300	\$714
Credential/ Diploma Rate	Adults	60.0%	16.2%
	Dislocated Workers	55.0%	22.4%
	Older Youth	50.0%	31.3%
	Younger Youth	55.0%	80.0%
Skill Attainment Rate	Younger Youth	70.0%	92.2%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

<b>Local Area Name</b>  East Central Georgia (Area 13)	Total Participants Served	Adults	331
		Dislocated Workers	151
		Older Youth	68
		Younger Youth	385
ETA Assigned #  13260	Total Exiters	Adults	6
		Dislocated Workers	55
		Older Youth	11
		Younger Youth	177
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	66.5%	71.9%
	Dislocated Workers	68.6%	82.3%
	Older Youth	67.0%	62.5%
Retention Rate	Adults	79.2%	88.9%
	Dislocated Workers	88.7%	88.8%
	Older Youth	73.0%	93.8%
	Younger Youth	58.0%	20.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,610	\$1,812
	Dislocated Workers	93.5%	103.1%
	Older Youth	\$1,736	\$3,277
Credential/ Diploma Rate	Adults	50.0%	18.4%
	Dislocated Workers	55.0%	48.4%
	Older Youth	50.0%	29.2%
	Younger Youth	55.0%	0.0% (0/2)
Skill Attainment Rate	Younger Youth	72.0%	81.4%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

<b>Local Area Name</b>  Lower Chattahoochee (Area 14)	Total Participants Served	Adults	100
		Dislocated Workers	29
		Older Youth	76
		Younger Youth	401
ETA Assigned #  13110	Total Exiters	Adults	31
		Dislocated Workers	4
		Older Youth	13
		Younger Youth	6
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	68.7%	71.7%
	Dislocated Workers	72.2%	82.9%
	Older Youth	71.0%	61.9%
Retention Rate	Adults	80.6%	75.4%
	Dislocated Workers	84.0%	91.2%
	Older Youth	80.0%	87.5%
	Younger Youth	58.0%	0.0% (0/3)
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,264	\$2,353
	Dislocated Workers	92.5%	108.7%
	Older Youth	\$2,681	\$2,284
Credential/ Diploma Rate	Adults	50.0%	8.7%
	Dislocated Workers	60.0%	1.4%
	Older Youth	50.0%	12.5%
	Younger Youth	55.0%	0.0% (0/4)
Skill Attainment Rate	Younger Youth	72.0%	48.5%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

Local Area Name  Middle Flint (Area 15)	Total Participants Served	Adults	90
		Dislocated Workers	28
		Older Youth	25
		Younger Youth	2
ETA Assigned #  13285	Total Exiters	Adults	19
		Dislocated Workers	5
		Older Youth	6
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	67.0%	85.7%
	Dislocated Workers	74.3%	78.2%
	Older Youth	68.0%	69.0%
Retention Rate	Adults	80.0%	87.7%
	Dislocated Workers	89.0%	88.5%
	Older Youth	81.0%	80.8%
	Younger Youth	58.0%	0.0% (0/0)
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,972	\$3,246
	Dislocated Workers	94.0%	90.2%
	Older Youth	\$2,750	\$1,626
Credential/ Diploma Rate	Adults	60.0%	10.6%
	Dislocated Workers	60.0%	17.4%
	Older Youth	50.0%	8.3%
	Younger Youth	55.0%	0.0% (0/0)
Skill Attainment Rate	Younger Youth	72.0%	0.0% (0/6)
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

<b>Local Area Name</b>  Heart of Georgia (Area 16)	Total Participants Served	Adults	347
		Dislocated Workers	509
		Older Youth	47
		Younger Youth	345
ETA Assigned #  13280	Total Exiters	Adults	153
		Dislocated Workers	144
		Older Youth	3
		Younger Youth	1
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	65.0%	77.2%
	Dislocated Workers	74.0%	78.6%
	Older Youth	62.4%	55.6%
Retention Rate	Adults	75.0%	81.0%
	Dislocated Workers	86.0%	88.2%
	Older Youth	73.6%	82.4%
	Younger Youth	36.0%	0.0% (0/2)
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,450	\$1,958
	Dislocated Workers	100.0%	104.1%
	Older Youth	\$3,157	\$734
Credential/ Diploma Rate	Adults	41.0%	23.6%
	Dislocated Workers	45.0%	24.1%
	Older Youth	25.0%	11.5%
	Younger Youth	49.0%	0.0% (0/0)
Skill Attainment Rate	Younger Youth	53.0%	58.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

<b>Local Area Name</b>  Southwest Georgia (Area 17)	Total Participants Served	Adults	803
		Dislocated Workers	371
		Older Youth	172
		Younger Youth	885
ETA Assigned #  13075	Total Exiters	Adults	461
		Dislocated Workers	175
		Older Youth	110
		Younger Youth	303
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	65.5%	78.0%
	Dislocated Workers	70.5%	74.0%
	Older Youth	80.0%	56.8%
Retention Rate	Adults	76.4%	70.0%
	Dislocated Workers	88.8%	85.8%
	Older Youth	85.0%	59.2%
	Younger Youth	60.0%	43.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,045	\$3,662
	Dislocated Workers	92.1%	91.1%
	Older Youth	\$3,200	\$1,552
Credential/ Diploma Rate	Adults	50.0%	16.5%
	Dislocated Workers	50.0%	21.0%
	Older Youth	50.0%	33.1%
	Younger Youth	50.0%	72.4%
Skill Attainment Rate	Younger Youth	70.0%	70.5%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			



Table O - Local Performance

Local Area Name  South Georgia (Area 18)	Total Participants Served	Adults	258
		Dislocated Workers	94*
		Older Youth	15
		Younger Youth	54
ETA Assigned #  13290	Total Exiters	Adults	58
		Dislocated Workers	37*
		Older Youth	7
		Younger Youth	3
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	NA
	Employers	72.0	NA
Entered Employment Rate	Adults	69.8%	75.4%
	Dislocated Workers	71.5%	70.3%
	Older Youth	70.0%	55.6% (5/9)
Retention Rate	Adults	81.0%	70.8%
	Dislocated Workers	89.8%	85.1%
	Older Youth	82.0%	88.9% (8/9)
	Younger Youth	60.0%	0.0% (0/1)
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,435	\$1,989
	Dislocated Workers	94.6%	103.3%
	Older Youth	\$2,760	\$5,114 ( 9 customers)
Credential/ Diploma Rate	Adults	60.0%	24.1%
	Dislocated Workers	60.0%	31.6%
	Older Youth	52.0%	35.7%
	Younger Youth	57.0%	100.0% (1/1)
Skill Attainment Rate	Younger Youth	73.0%	50.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

\* Excludes customers served by National Emergency Grants

Table O - Local Performance

Local Area Name  Southeast Georgia (Area 19)	Total Participants Served	Adults	53
		Dislocated Workers	65
		Older Youth	37
		Younger Youth	29
ETA Assigned #  13095	Total Exiters	Adults	12
		Dislocated Workers	23
		Older Youth	13
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	69.0%	68.3%
	Dislocated Workers	76.0%	79.1%
	Older Youth	68.0%	83.3% (5/6)
Retention Rate	Adults	80.0%	84.3%
	Dislocated Workers	89.0%	90.6%
	Older Youth	75.0%	83.3% (5/6)
	Younger Youth	58.0%	0.0% (0/0)
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,240	\$1,917
	Dislocated Workers	94.0%	87.7%
	Older Youth	\$2,477	\$2,075 (6 customers)
Credential/ Diploma Rate	Adults	50.0%	35.6%
	Dislocated Workers	50.0%	22.7%
	Older Youth	50.0%	42.9% (3/7)
	Younger Youth	55.0%	0.0% (0/0)
Skill Attainment Rate	Younger Youth	72.0%	43.1%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

Table O - Local Performance

Local Area Name  Coastal (Area 20)	Total Participants Served	Adults	130
		Dislocated Workers	92
		Older Youth	73
		Younger Youth	579
ETA Assigned #  13270	Total Exiters	Adults	41
		Dislocated Workers	35
		Older Youth	18
		Younger Youth	97
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66.0	NA
	Employers	70.0	NA
Entered Employment Rate	Adults	70.0%	76.4%
	Dislocated Workers	69.0%	72.5%
	Older Youth	75.0%	58.8%
Retention Rate	Adults	80.0%	86.8%
	Dislocated Workers	87.0%	84.0%
	Older Youth	80.0%	100.0%
	Younger Youth	58.0%	0.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$2,777
	Dislocated Workers	88.0%	88.9%
	Older Youth	\$2,800	\$2,961
Credential/ Diploma Rate	Adults	60.0%	5.7%
	Dislocated Workers	60.0%	5.1%
	Older Youth	50.0%	4.2%
	Younger Youth	55.0%	0.0%
Skill Attainment Rate	Younger Youth	72.0%	53.7%
Description of Other State Indicators of Performance			
Overall Status of Local Performance: Met			

**STATE OF GEORGIA  
WORKFORCE AREA DESIGNATIONS**

**Region 1**

Northwest GA Workforce Investment Area

**Region 2**

GA Mountains Workforce Investment Area

**Region 3**

City of Atlanta Workforce Investment Area  
DeKalb County Workforce Investment Area  
Fulton County Workforce Investment Area  
Atlanta Regional Workforce Investment Area  
Cobb County Workforce Investment Area

**Region 4**

West Central GA Workforce Investment Area

**Region 5**

Northeast Georgia Workforce Investment Area

**Region 6**

Macon-Bibb Workforce Investment Area  
Middle GA Workforce Investment Area

**Region 7**

Richmond/Burke Workforce Investment Area  
East Central GA Workforce Investment Area

**Region 8**

Lower Chattahoochee Workforce Investment Area  
Middle Flint Workforce Investment Area

**Region 9**

Heart of GA Workforce Investment Area

**Region 10**

Southwest GA Workforce Investment Area

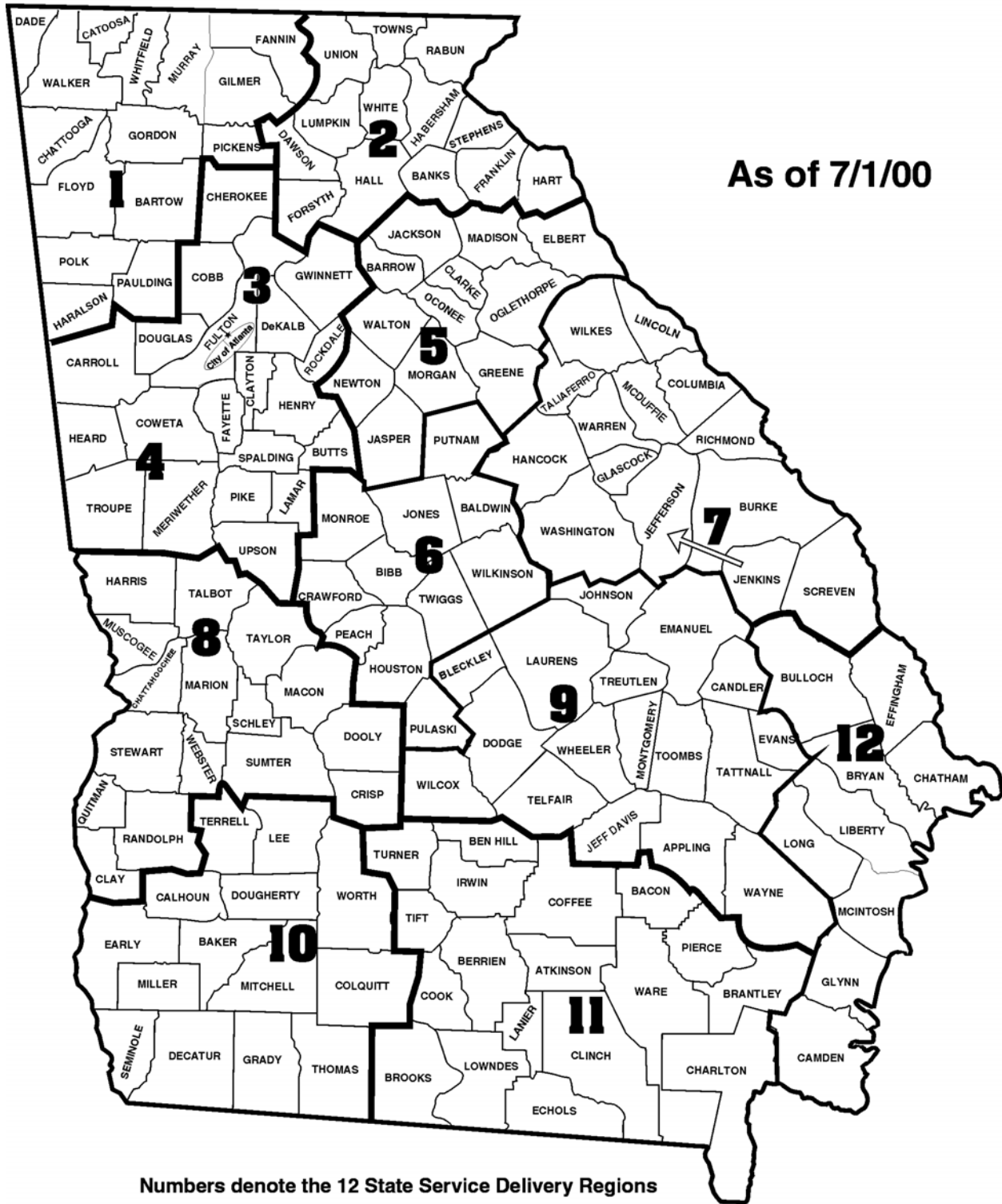
**Region 11**

South GA Workforce Investment Area  
Southeast GA Workforce Investment Area

**Region 12**

Coastal Workforce Investment Area

# Workforce Investment Areas



## GEORGIA COMPREHENSIVE ONE-STOP LOCATIONS BY AREA

Comprehensive workforce services are offered at these and many other locations statewide. Contact the center(s) listed for information on additional access locations that may be available locally.

LOCAL AREA	COMPREHENSIVE ONE-STOP LOCATION
<b>Northwest Georgia</b> Counties: Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, Whitfield	Dalton Career Center Georgia Department of Labor 1406 Chattanooga Avenue Dalton, Georgia 30720-2630 (706) 272-2301
<b>Georgia Mountains</b> Counties: Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White	Gainesville Career Center Georgia Department of Labor 2419 Corporate Drive, S.W. Gainesville, Georgia 30504-6056 (770) 535-5484
<b>City of Atlanta</b>	Atlanta Center for Employment and Training 818 Pollard Boulevard, S.W. Atlanta, Georgia 30315 (404) 658-WORK (9675)
<b>Cobb County</b>	Cobb Workforce Development Center 590 Commerce Park Drive, Suite 175 Marietta, Georgia 30060 (770) 528-4300
<b>DeKalb County</b>	DeKalb Workforce Center 320 Church Street Decatur, Georgia (404) 687-3400
<b>Fulton County</b> County: Fulton outside of the City of Atlanta	Fulton County Comprehensive Career Center - South Branch 5710 Stonewall Tell Road College Park, Georgia 30349 (770) 774-7820
<b>Atlanta Regional</b> Counties: Cherokee, Clayton, Douglas, Fayette, Gwinnett, Henry, Rockdale	Career Resource Center - Clayton Branch 409 Arrowhead Boulevard, Suite C-5 Jonesboro, Georgia 30326 (770) 473-2121  Career Resource Center - Cherokee Branch MUST Ministries 141-B W. Marietta Street Canton, Georgia 30143 (770) 479-7875

LOCAL AREA	COMPREHENSIVE ONE-STOP LOCATION
<b>West Central Georgia</b> Counties: Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson	Griffin Career Center Georgia Department of Labor 1514 Highway 16 West Griffin, Georgia 30224-0736 (770) 228-7226
<b>Northeast Georgia</b> Counties: Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, Walton	Athens Career Center Georgia Department of Labor 472 North Avenue Athens, Georgia 30601 (706) 583-2550
<b>Macon/Bibb</b> County: Bibb	Macon Career Center Georgia Department of Labor 3090 Mercer University Drive Macon, Georgia 31204-5966 (478) 751-6164
<b>Middle Georgia</b> Counties: Baldwin, Crawford, Houston, Jones, Monroe, Peach, Pulaski, Putnam, Twiggs, Wilkinson	Milledgeville Career Center Georgia Department of Labor 156 Roberson Mill Road Milledgeville, Georgia 31061-4901 (478) 445-5465  Houston County Career Center Georgia Department of Labor 96 Cohen Walker Drive Warner Robins, Georgia 31088 (478) 988-7130  Middle Georgia Consortium 124 Osigian Boulevard, Suite A Warner Robins, Georgia 31088 (478) 953-4774
<b>Richmond-Burke</b> Counties: Richmond, Burke	Augusta Career Center Georgia Department of Labor 601 Greene Street Augusta, Georgia 30901-1427 (706) 721-3131
<b>East Central Georgia</b> Counties: Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Screven, Taliaferro, Washington, Warren, Wilkes	East Central Georgia Workforce Center Washington Plaza Shopping Center 1464 Washington Road, Suite A Thomson, Georgia 30824 (706) 595-0791, (706) 595-6573

LOCAL AREA	COMPREHENSIVE ONE-STOP LOCATION
<b>Lower Chattahoochee</b> Counties: Chattahoochee, Clay, Harris, Muscogee, Quitman, Randolph, Stewart, Talbot	Columbus Career Center Georgia Department of Labor 700 Veterans Parkway Columbus, Georgia 31901-2933 (706) 649-7423
<b>Middle Flint</b> Counties: Crisp, Dooley, Macon, Marion, Schley, Sumter, Taylor, Webster	Americus Career Center Georgia Department of Labor 120 W. Church Street Americus, Georgia 31709-3508 (229) 931-2520  Cordele Career Center Georgia Department of Labor 206 South Seventh Street Cordele, Georgia 31015-3882 (229) 276-2355
<b>Heart of Georgia Altamaha</b> Counties: Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Tattnall, Telfair, Toombs, Treutlen, Wayne, Wheeler, Wilcox	Dublin Career Center Georgia Department of Labor 910 North Jefferson Street Dublin, Georgia 31021-6308 (478) 275-6525  Altamaha Technical College/Baxley Campus 1334 Golden Isles West Baxley, Georgia 31513 (912) 367-1736, 1-888-755-2832
<b>Southwest Georgia</b> Counties: Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth	Albany Career Center Georgia Department of Labor 1608 South Slappey Boulevard Albany, Georgia 31701-2632 (229) 430-5010
<b>Southeast Georgia</b> Counties: Atkinson, Bacon, Brantley, Charlton, Clinch, Coffee, Pierce, Ware	Waycross Career Center Georgia Department of Labor 600 Plant Avenue Waycross, Georgia 31501-3511 (912) 285-6105



LOCAL AREA	COMPREHENSIVE ONE-STOP LOCATION
<b>South Georgia</b> Counties: Ben Hill, Berrien, Brooks, Cook, Echols, Irwin, Lanier, Lowndes, Tift, Turner	South Georgia CareerNet 901 North Toombs Street Valdosta, Georgia 31601 (229) 245-2487
<b>Coastal</b> Counties: Bulloch, Bryan, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh	Brunswick Career Center Georgia Department of Labor 2517 Tara Lane Brunswick, Georgia 31520-2758 (912) 264-7244  Savannah Career Center Georgia Department of Labor 5520 White Bluff Road Savannah, Georgia 31405-6908 (912) 356-2773  Statesboro Career Center Georgia Department of Labor 62 Packinghouse Road Statesboro, Georgia 30458-4116 (912) 681-5156

## **Contact Information**

For more information about Georgia's workforce development system, please contact:

Ms. Sylvia Elam  
Assistant Commissioner, Workforce Development  
Georgia Department of Labor  
Suite 650  
148 Andrew Young International Boulevard, NE  
Atlanta, Georgia 30303  
(404) 656-7392  
[sylvia.elam@dol.state.ga.us](mailto:sylvia.elam@dol.state.ga.us)