



State Of Georgia PY23 WIOA Annual Narrative Report

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Report Overview

This Annual Performance Report Narrative covers the Workforce Innovation & Opportunity Act (WIOA) activities that occurred in Program Year (PY) 2023 and includes Georgia's efforts based on the blueprint laid out in the PY20-24 Unified State Plan. Per USDOL guidance, this report includes a review of work completed in Georgia under WIOA Titles I and III administered by the Technical College System of Georgia, Office of Workforce Development (OWD).

Primary funding for Georgia's workforce system operations is provided by the WIOA core partner programs. Other formula-based and competitive federal, state, and local resources that support the workforce system include, but are not limited to, the Social Security Administration's Ticket-to-Work program, National Dislocated Worker Grant (NDWG), Migrant & Seasonal Farmworker Assistance (MSFW), as well as USDOL and state-funded Apprenticeship grants. Activities under these programs are detailed below.

In January 2023, WIOA Title III and a number of related programs, were moved to TCSG from the Georgia Department of Labor. Consequently, TCSG became Georgia's State Workforce Agency (SWA) holding WIOA Titles I, II and III is now positioned to provide a seamless delivery of services and removal of duplicative efforts in Georgia's public workforce system. This creates better opportunities for data integration, participant tracking across programs, and offers an even fuller suite of services to employers engaging with the system.

In the interest of continuous improvement, planning and implementing the changes from the transition of Title III in PY22, OWD continues to hire and onboard additional team members, examine the needed footprint beyond the existing Comprehensive and Affiliate One-Stops, and work collaboratively with GDOL and USDOL. OWD also continues to build out the WorkSource Georgia Labor Exchange System. The PY24-27 State Plan that was submitted focused heavily on strategies for ongoing alignment of workforce development activities in light of the transition. With that said, the Governor has recently made the decision to create a Combined State plan to include Perkins V and WIOA giving Georgia the opportunity to further align workforce development activities with career and technical education programs.

It is Georgia's intent to integrate and align all TCSG and partner resources to maximize efficiency and effectiveness in meeting customer needs; to implement a 21st century solution for labor exchange needs, and become the go-to, first-choice solution/resource for Georgia employers and job seekers. This will be accomplished through the improved alignment of services along the WIOA spectrum with Titles I, II, and III residing at TCSG; ensuring more streamlined coordination and partnership with LWDA's for outreach to participants and recruitment of employers; as well as providing comprehensive recruitment opportunities on multiple fronts to support employers and cultivate talent pipelines.

Strategic Goals

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

In addition to inclusion in the PY24-27 Unified State Plan, which will be updated to a Combined State Plan, the strategic goals for the workforce system are continuously revisited through frequent partner and SWDB meetings to ensure Georgia maintains its focus on the following priorities:

1. Utilize Sector Partnerships to inform and guide strategic workforce development strategies and enhance coordination.
2. Develop a streamlined and regionally integrated workforce system that delivers efficient services to both businesses and individuals.
3. Capitalize on the workforce system's strengths to create opportunities for all Georgia communities to prosper.
4. Continuously align workforce and education system objectives to current and future occupational and skills requirements.
5. Expand the pool of available employees by increasing the participation of WIOA Strategic Populations (i.e., Veterans, individuals experiencing homelessness, returning citizens, Adult Education students, English Language Learners, and more) in the workforce system.

Effectiveness in Serving Employers

In PY23, the State of Georgia reached an unprecedented milestone by being named the #1 State in the Nation for Business for ten consecutive years by Area Development Magazine, a premier site selection periodical. This recognition underscores Georgia's sustained economic leadership and business-friendly environment. During this program year, the state maintained strong business and employment activity, with nearly 30,000 new jobs created and \$20.3 billion in investment, 83% of which occurred outside the metro Atlanta area. Additionally, Georgia's unemployment rate remained low, and labor force participation held steady, reflecting the state's robust workforce dynamics.

From accessing talent within special populations to leveraging work-based training programs, Georgia's workforce development system continued to play a pivotal role in helping local businesses innovate their hiring, training, and retention strategies. WorkSource Georgia (WSGA), as the state's workforce development umbrella, was instrumental in connecting employers with customized solutions to meet their workforce needs.

In PY23, WorkSource Georgia prioritized modernizing its employer engagement approach across the workforce system, with a focus on enhancing service delivery at the local, regional, and statewide levels. These efforts are designed to support employers in navigating an evolving labor market and to foster sustainable growth.

Key Components of Employer Engagement Strategy:

- **Consultative Approach:** Emphasizing personalized solutions for employers' workforce challenges by tailoring services available through WorkSource Georgia. This approach prioritizes understanding each business's unique needs and delivering targeted support.
- **Convening Partners:** Strengthening collaboration by leveraging workforce development boards and local staff to connect employers with community partners. These partnerships help address critical needs such as childcare, language support, and other wraparound services that enable workforce stability.
- **Expanding Service to Employers:** Broadening the scope of employer engagement by involving all workforce development staff in business service delivery, moving beyond traditional models that relied exclusively on dedicated business service practitioners.

Through these components, WorkSource Georgia aims to provide transformational, not transactional, workforce solutions to Georgia's business community. These efforts will position itself as a trusted partner for businesses across the state and meet the needs of Georgia's dynamic and growing economy.

For PY23, the following data was certified in the Workforce Integrated Performance System (WIPS) as of October 2024.

| EFFECTIVENESS IN SERVING EMPLOYERS | | |
|--|---------------------|-------|
| Employer Services | Establishment Count | |
| Employer Information and Support Services | 2,097 | |
| Workforce Recruitment Assistance | 11,408 | |
| Engaged in Strategic Planning/Economic Development | 128 | |
| Accessing Untapped Labor Pools | 555 | |
| Training Services | 3 | |
| Incumbent Worker Training Services | 0 | |
| Rapid Response/Business Downsizing Assistance | 164 | |
| Planning Layoff Response | 11 | |
| Pilot Approaches | Numerator | Rate |
| Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate | 32,278 | 49.2% |
| | 65,641 | |
| Employer Penetration Rate | | |
| Repeat Business Customers Rate | 3,396 | 20.1% |
| | 16,875 | |
| State Established Measure #1 | | |

Overview of Business Services

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

- **Title I Business Services:**

This team focuses on:

1. Administering grants and programs designed to expand the talent pool for Georgia businesses, such as Dislocated Worker Grants.
2. Developing guidance, policies, and resources for Local Workforce Development Areas (LWDAs) to administer Title I business services programs effectively.
3. Promoting industry sector and community partnerships that enhance access to quality jobs across the state.

- **Business Retention & Rapid Response:**

This team prioritizes:

1. Helping businesses and communities build resiliency to prevent layoffs and closures.
2. Responding to active or imminent mass layoffs and closures statewide.
3. Providing critical support to businesses and dislocated workers during natural disasters and other crises.

- **Apprenticeships (Apprentice Georgia):**

Dedicated to the expansion of registered apprenticeships, this team focuses on:

1. Promoting the creation and growth of apprenticeship programs statewide.
2. Supporting businesses in developing or scaling their apprenticeship initiatives.
3. Administering apprenticeship funding for employers and workforce development organizations to bolster skills training.

- **Title III Business Services:**

This team delivers a wide range of workforce solutions, including:

- o Recruitment and staffing support tailored to business needs.
- o Access to the state's labor exchange system.
- o Labor market information.
- o Veteran services and specialized recruitment assistance.

In January 2024, WorkSource Georgia hosted the state's first-ever Business Services Summit, bringing together practitioners from all the above teams. This interactive training event emphasized unifying the WorkSource Georgia brand and enhancing a consistent, streamlined approach to engaging and supporting employers across the state.

This year, WorkSource Georgia also implemented monthly business services regional game-planning meetings that brings together each of the programs to discuss and plan out the alignment of services being delivered.

Customer Satisfaction

The state sent a Customer Satisfaction Survey to the following groups which consisted of: WIOA training participants that were active and/or exited during PY23, along with Wagner Peyser jobseekers and business employers that received services during PY23. The goal was to obtain feedback on how to improve services to meet the needs of the training participants, jobseekers and employers. The state sent a link of the online survey via direct email with ten questions which consisted of multiple choice and open-ended questions and eight service-related questions were sent to employers. Due to the importance of the customer satisfaction survey results, bi-weekly reminders were sent to encourage a maximum response. The survey went out to 8,400 WIOA participants (25.2% responded), 39,435 Wagner Peyser jobseekers (45.9% responded) and 1,870 employers (36.8% responded). Available answer selections for WIOA participants and Wagner Peyser jobseekers, for questions 3 through 8 were: Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied (Neutral), Somewhat dissatisfied, Very dissatisfied.

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

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

On average, it took the WIOA respondents two minutes and 25 seconds to complete the survey. The majority of respondents felt very favorable regarding their experience, for example:

- 84.6% responded that they were “Very satisfied” or “Somewhat satisfied” with the services they received from the Career Center or One Stop Partner,
- 80.0% responded that they were “Very satisfied” or “Somewhat satisfied” with the additional services or information that was provided/offered beyond what they originally requested or expected,
- 85.6% responded that they were “Very satisfied” or “Somewhat satisfied” with the professional demeanor and treatment of the staff,
- 66.5% responded that they were “Very satisfied” or “Somewhat satisfied” with their experience on the worksourceportal.com website,
- 60.8% responded that they were “Very satisfied” or “Somewhat satisfied” with their virtual job search experience on Worksource Georgia,
- 59.7% responded that they were “Very satisfied” or “Somewhat satisfied” with their résumé building/uploading experience on Worksource Georgia,

On average, it took the Wagner Peyser jobseeker respondents two minutes and 11 seconds to complete the survey. The majority of respondents felt favorable regarding their experience, for example:

- 56.0% responded that they were “Very satisfied” or “Somewhat satisfied” with the services they received from the Career Center or One Stop Partner,
- 56.4% responded that they were “Very satisfied” or “Somewhat satisfied” with the additional services or information that was provided/offered beyond what they originally requested or expected,
- 68.8% responded that they were “Very satisfied” or “Somewhat satisfied” with the professional demeanor and treatment of the staff,
- 46.3% responded that they were “Very satisfied” or “Somewhat satisfied” with their overall experience on the worksourceportal.com website,
- 46.5% responded that they were “Very satisfied” or “Somewhat satisfied” with their virtual job search experience on Worksource Georgia,
- 45.8% responded that they were “Very satisfied” or “Somewhat satisfied” with their résumé building/uploading experience on Worksource Georgia,

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

1. Which Career Center or One Stop Partner did you interact with? Or was everything done virtually on Worksource Georgia?
2. What was the purpose of your contact with the Career Center or One Stop Partner?
3. How satisfied were you with the services you received from the Career Center or One Stop Partner?
4. How satisfied were you with the timeliness of the help you received?
5. How satisfied were you with the knowledge, professional demeanor, and treatment by the staff?

6. How satisfied were you with the business services assistance (i.e., job postings, job fairs/hiring event, labor market information, etc.)?
7. If your experience was only virtual, what features did you use during your visit on Worksource Georgia? Please select all that apply.
8. Your feedback will help us identify where we are doing well, and areas that need improvement to ensure our service delivery experience is positive, inclusive, and effective. If more information or service is requested, please provide us with additional details. Also, would you like to recognize a Staff member that exemplified excellent service that was provided to you?

On average, it took the employer respondents one minute and 20 seconds to complete the survey. The majority of respondents felt very favorable regarding their experience, for example:

- 60.4% responded that they were “Very satisfied” or “Somewhat satisfied” with the services they received from the Career Center or One Stop Partner,
- 60.4% responded that they were “Very satisfied” or “Somewhat satisfied” with timeliness of the help they received,
- 58.3% responded that they were “Very satisfied” or “Somewhat satisfied” with the business services assistance

Evaluation Activities

Georgia ensures the overall effectiveness of the WIOA Title I services primarily through the annual monitoring review of the Local Workforce Development Areas (LWDA). OWD conducts annual monitoring to satisfy its oversight responsibilities under the law, but also utilizes these reviews to inform technical assistance and training offerings throughout the year. As federal, state, and local guidance is released on a rolling basis, annual monitoring ensures that LWDA maintain up-to-date, compliant service delivery structure and practices. The monitoring process typically begins in September and lasts through May and is conducted by a multi-disciplinary team. The evaluation process includes but is not limited to: a desk review of key documents, such as governing policies and procedures, financial documentation, LWDB bylaws and meeting minutes, Memorandums of Understanding, as well as contracts; interviews of LWDA and Fiscal Agent staff, and an inspection of electronic case files and other relevant information for the Program Year in review. This process evaluates the workforce activities both at the structural level to ensure effective systems and policies are in place, as well as at the individual level to ensure programs and services are being appropriately delivered to participants.

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

explain all deficiencies and identify required actions to resolve those. The corrective action follow-up takes place in the weeks and months after the monitoring week, depending on the issues identified and the actions necessary.

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

Evaluation or Research Projects

While Georgia did not have any formal evaluation or research projects ongoing in Program Year 2023, evaluating the current system is a high priority as we further integrate these programs and identify job seeker and employer needs across the state. Georgia will maintain close communication with our Federal Project Officer and Regional Administrator at the USDOL Employment and Training Administration to identify opportunities to implement formal research projects in the future. Any additional technical assistance that can be provided by ETA will be greatly appreciated, particularly sharing funding opportunities in support of these projects.

Performance Accountability System

Specific State Performance Measures

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

Performance Deficiencies

Georgia's WIOA Title I programs did not have performance deficiencies for Program Year 2023 as noted in the statewide performance table below. In fact nearly all performance goals were exceeded for the year despite reduced funding:

| Measure | Actual | Goal | % of Goal |
|------------------------------|----------|---------|-----------|
| Adult Q2 Employment Rate | 83.3% | 81.0% | 102.9% |
| Adult Q4 Employment Rate | 80.3% | 79.0% | 101.7% |
| Adult Median Earnings | \$8,997 | \$7,121 | 126.3% |
| Adult Credential Attainment | 72.2% | 75.6% | 95.5% |
| Adult Measurable Skill Gains | 72.3% | 50.0% | 144.7% |
| DW Q2 Employment Rate | 81.0% | 82.0% | 98.8% |
| DW Q4 Employment Rate | 81.1% | 80.0% | 101.4% |
| DW Median Earnings | \$11,670 | \$9,558 | 122.1% |
| DW Credential Attainment | 71.8% | 76.0% | 94.5% |
| DW Measurable Skill Gains | 73.5% | 50.0% | 147.0% |
| Youth Q2 Employment Rate | 76.7% | 73.0% | 105.0% |
| Youth Q4 Employment Rate | 77.6% | 75.0% | 103.4% |
| Youth Median Earnings | \$4,666 | \$3,100 | 150.5% |
| Youth Credential Attainment | 64.3% | 67.8% | 94.8% |
| Youth Measurable Skill Gains | 59.1% | 50.0% | 118.2% |

Overall

| | |
|-------|--------|
| Adult | 114.2% |
| DW | 112.7% |
| Youth | 114.4% |

See Appendices for Actual (PY23) and Negotiated (PY24) Performance Levels for Local Areas.

Common Exit Policy

With guidance from USDOL-ETA, Georgia has defined Common Exit as processes and policies which ensure an individual remains an active participant in WIOA Title I and/or Employment Services, until 90 days have lapsed since receiving services from EITHER program. At such time, the participant is exited and considered part of the performance

reporting for Entered Employment rates, Median Earnings, and Credential measures. Common Exit will require increased communication between WIOA and Employment Services that will ultimately benefit the individual due to the coordination that will need to take place to ensure positive outcomes. The performance for the WIOA and Employment Services programs should also benefit based upon the fact that if the individual loses contact with WIOA and continues receiving services via Employment Services, the individual will not exit until they no longer are receiving services, albeit with another workforce program. Georgia recognizes that a common exit policy must include:

- WIOA Title I Adult
- WIOA Title I Dislocated Worker
- WIOA Title I Youth, and
- WIOA Title III Employment Services

Data Validation

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

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

The PY23 Data Validation results are as follows:

| Program | Files Validated | Elements Evaluated | Pass | Fail | Error Rate |
|-------------------|-----------------|--------------------|--------|------|------------|
| Adult | 475 | 16,815 | 16,793 | 22 | 0.13% |
| Dislocated Worker | 216 | 8,905 | 8,898 | 7 | .078% |
| Youth | 356 | 6,247 | 6,228 | 19 | 0.30% |
| NDWG | 107 | 4,090 | 4,081 | 9 | 0.22% |

Diversity, Equity, Inclusion & Accessibility

As a large state, both in terms of geography and population, Georgia has a diverse group of stakeholders to serve through the workforce development system and places a high priority on continuous improvement as it relates to diversity, equity, inclusion, and accessibility. Georgia has crafted programs focused on enhancing services to veterans and transitioning service members, opportunity youth, individuals with disabilities, and returning citizens in order to connect those individuals with employers across the state. At the State level these efforts include regular collaboration across departments and agencies. Georgia has also developed joint guidance to local sub-grantees to reduce system barriers where possible and encourage increased participation of strategic population groups. OWD's Strategic Populations Team is specifically designed to prioritize these individuals by increasing their access to services from the state's public workforce system. As we are a little over a year removed from the transition of Title III to TCSG, the Office of Workforce Development continues to align the efforts focusing on strategic populations. Prior to the transition, there were teams focusing on these efforts on both the Title I and III sides of the house. In consolidating these teams under the same leadership of OWD's Director of Grants and Strategic Populations and Director of Operations, TCSG intends to maximize the state-level talent and resources that serve these populations.

In order to successfully complete this task, the Strategic Populations Team focuses on assisting LWDA's with ongoing services and supports to remove programmatic and physical barriers at the state and local level. Also, when additional funds are available outside of formula allocations, OWD targets funding to innovative cohorts, practices, and trainings that focus on building a more diverse and inclusive workforce.

A challenge that Georgia businesses continued to face during this program year was accessing locally available, skilled workers. To help address this challenge, the State worked to continue to integrate DEIA components into the delivery of WIOA Business Services as a strategy to expand the available labor force and increase retention of special populations in Georgia's high-demand industries. Through the WorkSource Sector Partnerships Grant, the State continued to focus on sector partnership priorities, including Diversity, Equity, and Inclusion. This change required Georgia's regional sector partnerships, funded and led by WIOA Programs, to continue to actively encourage businesses and industries to hire a workforce that is more diverse and inclusive and to promote best practices related to fostering equity in the workplace. Additionally, through the QUEST Dislocated Worker Grant, the State continues to focus on expanding Georgia's workforce by engaging individuals who left the workforce during the pandemic and individuals historically left out of the workforce, such as marginalized populations. With this grant, the State launched the Untapped Workforce Initiative focused on expanding Georgia's workforce by engaging individuals who left the workforce during the pandemic and individuals historically left out of the workforce, such as marginalized populations. This initiative includes a variety of programming for employers and communities that is inherently DEIA-focused, such as employing and retaining special populations and mitigating barriers to employment.

Activities under Governor's Reserve Funds

Sector Partnerships and Career Pathways

Sector partnerships remain a cornerstone of Georgia's workforce development strategy, playing a vital role in addressing the current and future needs of job seekers, employers, education partners, and surrounding communities. In PY23, Georgia continued its innovative implementation of the WorkSource Sector Partnerships Grant, which directly invests in regional initiatives led by Local Workforce Development Areas (LWDAs). These initiatives foster strong collaboration among stakeholders to build talent pipelines in high-demand industries across the state.

Since the grant's inception in 2016, Georgia's workforce system has demonstrated adaptability and resilience, leveraging the programs and initiatives born from this grant to respond to an ever-changing labor market. As the U.S. Department of Labor (USDOL) introduces a reimagined sector strategy framework aimed at advancing the workforce system's goals and mission, Georgia has announced that PY2024 will be the final year of the WorkSource Sector Partnerships Grant. The state plans to recalibrate its sector strategy approach, drawing insights from USDOL's guidance and the wealth of successful outcomes achieved through this grant.

Key Achievements of Sector Partnerships in PY23:

- **Aligned Career Pathways:** Sector partnership activities have ensured the development of accessible and cohesive career pathways. These pathways are designed to connect individuals—particularly those from marginalized and underrepresented populations—to sustainable, high-quality careers in industries critical to Georgia's economic growth.
- **Strategic Alignment with State Initiatives:** Efforts under the WorkSource Sector Partnerships Grant were integrated with Georgia's Untapped Workforce Initiative and the QUEST Dislocated Worker Grant to enhance outcomes. This alignment has expanded access to training opportunities, employer engagement, and workforce solutions for populations most impacted by economic shifts.
- **Regional Collaboration and Investment:** Georgia's sector partnership framework has empowered LWDAs to lead region-specific initiatives that address unique industry demands and labor market challenges. These efforts have strengthened local economies and created robust support systems for employers and workers alike.

As Georgia transitions to a new phase in its sector strategy, the state is committed to building on the foundation laid by the WorkSource Sector Partnerships Grant. By incorporating USDOL's enhanced sector framework and applying lessons learned from past initiatives, Georgia aims to further its mission of connecting talent with opportunity while meeting the workforce needs of businesses across the state.

Training Academy

The WorkSource Georgia Academy serves as a training platform on the provisions of WIOA in the State of Georgia. Our goal is to create an effective workforce system to meet job seeker and employer needs. One way that we strive to meet this goal is by hosting an annual conference. This conference aims to provide valuable insights, tools, and strategies to improve workforce development efforts and enhance collaboration among stakeholders. This conference is tailored for workforce development professionals and service providers. Attendees have the opportunity to learn about the latest trends, best practices, and innovations in workforce development, as well as network with subject matter experts and leaders. In PY23, each breakout session fell within a specific “learning track” that individuals could choose from. The learning tracks for the conference included:

- Business Services
- Programs/Service Delivery
- Data and Information
- Grants/Finance
- Partnerships

Something that was also new for the PY23 Academy were “office hours” which gave times that OWD teams were made available to answer any questions that attendees may have had regarding specific topics.

Another way that the State of Georgia strives to create an effective workforce system is to offer virtual training sessions. The Programs Unit, in collaboration with other TCSG staff produced and hosted four statewide virtual training sessions via ZOOM/WEBEX during PY23. The sessions were well attended by LWDA, OWD and partner staff and focused on Adult and Dislocated Worker services. Each session provided interactive testing, question and answer opportunities and training evaluations to assist with process improvement.

All training resources, including Q&A written responses and additional online resources are maintained on the State’s website and are made available to all LWDA staff.

An overall training survey was sent out to all participants requesting information on future training format, topics and preferred delivery. OWD intends to further build out training resources to facilitate onboarding of new staff, as well as improve service delivery while maintaining compliance with federal and state requirements.

Youth Virtual WEX

In PY23, the Office of Workforce Development funded the expansion of the virtual Work Experience program statewide to include all of the Local Workforce Development Areas (LWDAs) that wanted to participate.

Program Description:

Career Compass Academy (CCA) is a 5-week virtual program that equips WIOA-eligible youth with work-ready skills, career exploration opportunities, and job shadowing

activities. It was developed to address the demand for virtual learning environments that combine career exploration and paid work readiness training.

Key Features:

- **Live Format:** Includes 15 live webinars, 36 self-paced online modules, and a personalized career plan.
- **Accessibility:** Expanded statewide for any Local Workforce Development Area (LWDA) interested in participating, ensuring increased access for youth.
- **Technology Platforms:** Utilizes Accenture's Skills to Succeed Academy for online modules, Zoom for webinars, and TCSG's Blackboard for classroom management and progress tracking.

Implementation Partner:

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

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

Local Workforce Partner Contributions:

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

Statewide Expansion:

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

Flexible Delivery Options:

1. **CCA Live!:** Offers structured programming three times a year with live sessions.
2. **CCA On-Demand:** Provides pre-recorded content for flexible implementation.
3. **Guided Implementation:** Offers customizable options for local adaptation.

Budget and Resources:

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

Lastly, during PY23, plans were discussed to implement an On-Demand version of the Career Compass Academy virtual work experience to allow more flexibility to the Local Workforce partners and the participants. The intention is to implement this

new option through a pilot in order to provide more options in addition to the current platform for participants that have limited access to technology, live in rural areas, and those that need face-to-face interaction instead of virtual. Once the pilot is executed, Local Workforce partners will have access to classroom bootcamp options, or a hybrid classroom with fully remote options.

Rapid Response

Georgia's Rapid Response program has been strategically restructured to prioritize business retention, economic resilience, and the development of strong partnerships. These focus areas are critical for increasing layoff aversion and responding effectively to layoff events, ensuring businesses and workers have the support they need during times of economic uncertainty.

The program's structure includes a state-level team consisting of seven regionally based coordinators who facilitate service delivery across Georgia. This team is supported by a system office-based specialist responsible for processing and distributing Worker Adjustment and Retraining Notification (WARN) filings and other resources, as well as a manager who oversees the team's day-to-day operations. Each Local Workforce Development Area (LWDA) receives a base grant to execute Rapid Response activities in alignment with the state team. Additionally, LWDAs have access to supplemental funds for training initiatives, such as incumbent worker training programs, which further support workforce retention.

In PY23, Georgia successfully delivered in-person services to employers and affected workers while maintaining virtual service options to enhance accessibility and flexibility. Services provided to employers included layoff aversion and mitigation strategies, education on WARN Act requirements, and the facilitation of coalitions with partner agencies to provide tailored assistance. For affected workers, services included informational sessions offering access to reemployment resources, educational and occupational training opportunities, and guidance on filing unemployment insurance (UI) claims.

During Program Year 2023, the state-level Rapid Response program directly assisted 113 employers and responded to 73 WARN filings, reflecting Georgia's commitment to proactive and effective workforce support.

National Dislocated Worker Grant

In PY23, Georgia continued its successful administration of the QUEST Dislocated Worker Grant (DWG), a critical resource for enhancing the economic resiliency of individuals affected by the COVID-19 pandemic. This grant focuses on providing training and employment opportunities for those seeking long-term careers in high-demand industries, with a particular emphasis on serving individuals from historically marginalized communities.

In the previous year of the grant, one of the significant challenges was modernizing the approach to engaging affected workers, which led to delays in enrollments. In PY23, Georgia was awarded a no-cost extension to continue providing critical services under the grant, allowing for further progress in meeting the needs of dislocated workers across the state. Later this year, the grant achieved its goal of serving 1,200 individuals, marking a significant milestone in its efforts to support workforce recovery and resilience. This puts Georgia on track to fully expend the grant and greatly exceed its original participant projections.

The QUEST DWG has fostered robust partnerships between Local Workforce Development Areas (LWDAs) and external stakeholders, amplifying its impact through collaboration. A standout component of the grant, the Untapped Workforce Initiative, has strengthened relationships between workforce professionals and employers. This initiative has provided stakeholders with valuable insights into best practices, industry engagement strategies, and innovative recruitment approaches.

To support local implementation, the Office of Workforce Development (OWD) has taken a proactive approach. Regular calls with local workforce staff provide updates, share best practices, and address challenges. OWD also disseminates detailed guidance and hosts webinars and training sessions tailored to the grant's unique focus areas. Additionally, DWG-specific practitioner training has been integrated into statewide workforce development conferences, equipping staff and stakeholders with the tools and knowledge necessary to maximize the grant's potential.

Through these efforts, Georgia continues to position the QUEST DWG as a vital program for empowering individuals and strengthening the state's workforce system, especially for those most in need of support.

Wagner-Peyser

Over Program Year 2023, Wagner-Peyser services were delivered by the Technical College System of Georgia's Office of Workforce Development (TCSG OWD). Services fully transitioned from the Georgia Department of Labor (GDOL) to TCSG OWD in January 2023. TCSG OWD and GDOL continued collaboration in providing services to all UI recipients, providing training specifically to GDOL Reemployment Services and Eligibility Assessment (RESEA) Program staff in the registration process. Per state law, UI customers must register for ES, unless a waiver is granted. Georgia continues to run its federal profiling model through GDOL under RESEA, when job seekers file their UI claim. Wagner-Peyser partnered with GDOL in the provision of services to claimants. Staff worked closely with the RESEA staff in the local offices to serve RESEA participants. TCSG OWD also worked with GDOL coordinating efforts with the vendor for Georgia's Labor Exchange System to automate processes for RESEA, which is set to be implemented in PY24.

Employment Services were delivered through the AJC network in Georgia, consisting of 34 GDOL Career Centers, 9 of which are designated Comprehensive One-Stop locations, in addition to 8 additional Comprehensive One-Stop offices that are managed directly by their LWDA. Services were also provided remotely. Employment Services staff focused on providing a variety of employment-related labor exchange services including

but not limited to:

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

Services were delivered in one of three modes including staff-assisted, self-service, and facilitated self-help service delivery approaches. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training were provided. The services offered to employers, in addition to referral of job seekers to available job openings, included assistance in the development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers with analyzing hard-to-fill job orders, assisting with job restructuring and helping employers transition through layoffs.

Georgia continued to enhance virtual and self-service delivery approaches for job seekers and employers in the WorkSource Georgia Labor Exchange System. Georgia worked with our vendor to add live chat to the Labor Exchange System and was placed in a pilot phase to determine service needs. Georgia also served customers in person through the local offices/one-stops, as well as via the call center. Georgia continues to expand virtual service options and worked to set up processes for utilizing KIOSKS that will be set up in various locations in the state. Locations were identified and MOUs established that will be implemented in PY24.

Georgia also continues to streamline services collaborating with Title I, II, and IV. Wagner-Peyser participated in joint training with Titles I, II, and IV to provide staff with an overview of services available through WIOA. Wagner-Peyser staff provided training to WIOA partners on the WorkSource Georgia Portal Labor Exchange System. The system is integrated with Title I's case management system, providing staff with the ability to determine co-enrollments and follow-up with customers. Wagner-Peyser staff also worked closely with Rapid Response to provide services to those affected by layoffs, providing on-site assistance and workshops for affected workers.

In PY 23, TCSG OWD implemented the Customer Relationship Management Module in the Labor Exchange System to assist with tracking activities and interactions with employers in marketing and providing services. The WorkSource Georgia Portal serves as a resource for employers by simplifying job posts, facilitating connections with qualified candidates, and providing labor market insights to help businesses navigate Georgia's dynamic employment environment. TCSG OWD began working toward additional technical solutions in the portal to increase efficiency for staff, employers, and job seekers, which will be implemented in PY 24.

Agricultural Services

During PY23, Agriculture staff continued to assist agricultural employers and MSFWs with various work-related challenges and provided ongoing technical assistance, to ensure the successful continuity of the State's increasing Agribusiness activities while undergoing the program transition from GDOL to the Office of Workforce Development. Agricultural Outreach staff assisted farm workers by reaching out to them during peak agricultural season, which vary for different crops. Contacts were made at locations where MSFWs live and congregate. Written and oral presentations were provided in the language(s) readily understood by workers. During PY23, the Agricultural services team contacted 16,579 MSFWs.

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

- Referral to training services
- Referral to agricultural and non-agricultural employment
- Referral to supportive services
- Career Counseling
- Job Development
- Information on the Employment Services and employment-related law complaint system; and
- Summaries of farm worker rights (terms and conditions of employment)

The State Monitor Advocate (SMA) also performed a variety of advocacy activities in PY23, including but not limited to: overseeing the operation and performance of the MSFW complaint system; contributing to the state Agricultural Outreach Plan and reviewing the daily reports of outreach workers; participating in public meetings throughout the state; and meeting with farm worker groups and employers to promote the use of employment services. In addition to these activities, the State Monitor Advocate conducted field visits to the working and living areas of MSFWs to offer and verify job services. The SMA also met and worked with other workforce agencies to coordinate necessary services to MSFWs.

Jobs for Georgia Graduates

Georgia's Jobs for Georgia Graduates (JGG) continued its school-to-work transitional activities at select program sites throughout the state. JGG identifies high school students with vocational and personal barriers to employment and provides them with pre-employment training, work skills, motivational activities, and job development, to help increase Georgia's high school graduation rate and encourage students' successful transition from school to work.

There are currently six (6) active JGG schools in Georgia:

- Dawson County High School
- Decatur High School
- Dougherty Comprehensive High School
- Johnson High School
- Newnan High School
- Sol C Johnson High School

The Jobs for Georgia Graduates requires 130 contact hours with students, provides

Project Based Learning (PBL) instruction, and strives to reduce barriers for students by the end of each school year. Students' Individual Development Plans (IDPs) are continuously updated to ensure student needs are met and progress is documented. The program also includes student-led Career Associations that consists of monthly meetings that address activities that will be implemented. Each member serves on one of the following four Career Association Committees: Career Preparation, Leadership Development, Civic Affairs, and Social Affairs.

Collaboration between JGG program administration and Employment Services staff is key to ensure all needs of students can be met. Employment related duties include twelve (12) month of client follow-up services after graduation to increase hours of work, improve hourly wages, facilitate job promotion, and identifying On-the-Job Training (OJT) opportunities for advancement. Employment Services staff also facilitate job development through bi-monthly contact with employers, completing employer verification forms, conducting on-site visits to employers, collection of Job Order forms from employers, and file management of all employer-related documentation.

As an example of the types of activities provided by this program, the JGG Career Association student members at Johnson High School had the opportunity in Fall 2022 to do career exploration. The students researched the advantages of higher education and secondary training programs, attended a Probe College Fair where they networked with over fifty (50) colleges, toured Kennesaw State University, and had the University of North Georgia Admissions and College Assistance Migrant Program (CAMP) representatives walk them through college applications. Even more exciting, two (2) of the students from Johnson High School earned their Adobe Certification as Design Professionals, making them workforce-ready graphic designers even before graduating high school.

Class of 2023 Placement Outcomes - 121 Follow-up Placement Participants

| Performance Outcomes | Georgia | JAG Standard |
|-----------------------------|----------------|---------------------|
| Graduation Rate | 99.18% | 90% |
| Total Employment Rate | 52.89% | 60% |
| Full-time Employment | 81.25% | 60% |
| Full-Time Positive Outcomes | 97.52% | 75% |
| Further Education Rate | 60.33% | 35% |

Georgia's Ticket-to-Work Employment Network

The WorkSource Georgia Employment Network (EN) continues to successfully expand virtual services in Georgia. To ensure the success of the program, new staff members were added to the EN team. During PY23, these staff members completed Social Security Administration (SSA) approved training with Cornell University and obtained the Work Incentive Planner Certification. This certification allows these staff to provide high quality services to ticket holders, to include benefits counseling.

During PY23, Georgia's EN served 117 Social Security ticket holders and received a total of \$37,912.54 in reimbursements from the Social Security Administration (SSA). A portion of these funds were disbursed to the LWDA's in accordance with the Memorandums of Understanding established with each LWDA participating. The added financial resources assisted LWDA's to supplement the cost of supportive services, such as transportation, for ticket holders dually enrolled in Title I services. The impact, in terms of return on investment, is significant. Benefits counseling and referral to employment services are essential services delivered by the Georgia EN. Ongoing collaborative partnerships with community service providers, such as the Georgia Transplant Foundation Jumpstart program and U.S. Veterans Administration continues to strengthen the EN/s ability to reach and enroll ticket holders.

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

- Expanded program capacity - Participants with disabilities will have a certified incentive advisor to clarify Social Security questions and concerns, as well as to assist with employment services.
- Increased program outcomes - Participants will have access to an additional layer of support to clarify concerns, coordinate disability-related services, as well as other supports needed in order for individuals with disabilities to successfully complete necessary services (e.g., occupational training, work-based learning opportunities, etc.); and,
- Access to additional funding - When appropriate, participants could access funding to subsidize supportive services (e.g., transportation, uniforms, testing and licensing fees, etc.), allowing LWDA's to maximize formula funding in other ways if necessary.

In order to maximize the benefits of the EN and to help achieve the Diversity, Equity, Inclusion, and Accessibility priorities of USDOL, OWD has centralized the operations of the Georgia EN program through a dedicated team who provides EN services to all LWDA's. LWDA's are required to refer the individuals served locally that self-disclose receiving Social Security cash benefits to the WorkSource Georgia EN. OWD has provided LWDA's with guidance and technical assistance for making these referrals and will continue to support local efforts to increase services to individuals with disabilities.

Veterans Services

The State of Georgia is a pioneer in serving the large veteran community that lives in the state, with over 610,515 Veterans residing in Georgia. A unique and innovative way in which the state is serving veterans is through The Georgia Veterans Education Career Transition Resource (VECTR) centers in Warner Robins and Marietta, GA. The VECTR centers serve as gateways for veterans' re-entry into Georgia's public educational systems and workforce. The VECTR centers continue to prepare veterans and transitioning service members for suitable employment in a post COVID-19 environment. The centers also assisted employers and HR professionals to be uniquely positioned to create, foster, and sustain a culture inclusive of the veteran community.

Additionally, we continue to serve veterans is through the Unite Georgia partnership. The Office of Workforce Development, the Technical College System of Georgia and the Georgia Department of Veterans Services secured funding through the Georgia State Fiscal Recovery Fund’s Negative Economic Impact grant program. This funding has allowed the implementation of a statewide collaborative strategy called Unite Georgia. Unite Georgia represents a network of organizations that collaborate to provide care for veterans in their local communities. The Unite Georgia Network includes government, healthcare, and nonprofit organizations across the state of Georgia. UniteUs, a software company, provides the network with case management and referral software technology to better identify, deliver, and connect veterans to social services.

As part of the expansion of this project, the Office of Workforce Development conducted several engagement activities at various stakeholder events throughout the state from July 2023 through June 2024. Additionally, in June 2023, the Office of Workforce Development expanded this partnership to include the Jobs for Veterans State Grant (JVSG) Program. This is a significant advancement for the Unite Georgia partnership. This platform empowers the JVSG staff to better serve eligible veterans, resulting in a more comprehensive and effective service delivery.

In PY23, the Unite Georgia Initiative was able to accomplish the following:

| Unite Georgia Activity | Impact |
|------------------------|--------|
| Users | 9236 |
| Organizations | 633 |

Jobs for Veterans State Grant (JVSG)

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

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

Some of the services provided by the JVSG included:

- Employment Assistance: DVOPs assisted veterans in their job search by providing personalized employment counseling, career guidance, and job placement services. This can involve resume building, interview preparation, and matching skills gained in the military to civilian job opportunities.
- Training and Skills Development: JVSG staff delivered various workshops and provided referrals to educational opportunities to enhance veterans’ skills and qualifications for civilian employment.

- Job Referral Services: JVSG staff connected veterans with job openings and employment opportunities within local communities and across different industries. LVERs developed and maintained relationships with employers and businesses to facilitate veteran hiring.

Apprenticeship Grants

State Apprenticeship Expansion Funding (SAEF) Grant

In PY23, WorkSource Georgia was awarded the State Apprenticeship Expansion Funding (SAEF) Grant, a significant milestone in advancing the state’s apprenticeship strategy. This funding has allowed Georgia to expand its state-level capacity to support registered apprenticeship programs by increasing the program development, partnerships and outreach, and pathways to apprenticeships, including pre-apprenticeships.

One of the primary achievements of the SAEF Grant has been the development and adoption of a comprehensive five-year plan to guide the expansion and sustainability of apprenticeship programs statewide. This strategic roadmap outlines key priorities, including increasing employer engagement, fostering partnerships with industry and educational institutions, and addressing barriers to participation for underrepresented populations.

The grant has also enabled WorkSource Georgia to enhance its technical assistance and outreach efforts, providing targeted support to employers and workforce partners in creating and scaling apprenticeship opportunities.

High Demand Career Initiative (HDCI) Program

As Georgia’s first-ever state-funded apprenticeship initiative, the HDCI Program represents a historic investment by the State of Georgia in registered apprenticeships. It is intended to support the workforce development system’s efforts in expanding RAPs. The HDCI Program provides direct funding to Georgia employers to incentivize the creation and expansion of RAPs throughout the state and encourages the braiding of funds with other apprenticeship and workforce funding streams. This program aimed to both upskill incumbent workers and increase skilled talent entering Georgia’s high-demand industries.

In Program Year 2023, the HDCI Program awarded one million dollars to a total of 38 Georgia businesses and created 124 apprentices in 21 in-demand occupations. The majority of businesses were small businesses, and half of the businesses were located in rural parts of the state. Moreover, this also included disabled-owned, veteran-owned, and minority-owned businesses.

Apprenticeships for Economic Recovery Grant

In 2022, Governor Brian P. Kemp awarded TCSG \$4.2 million in federal recovery funds to

support the creation of registered apprenticeships in industries critical to the recovery and growth of Georgia's economy post-COVID. This includes RAPs with companies in advanced manufacturing, supply chain, and healthcare industries. With the AER Grant, Georgia is on track to create an additional 900 apprentices through this grant, which supports the training costs of an apprenticeship, and encourages the braiding of funds with other workforce development funding streams.

Waivers

Youth Waiver

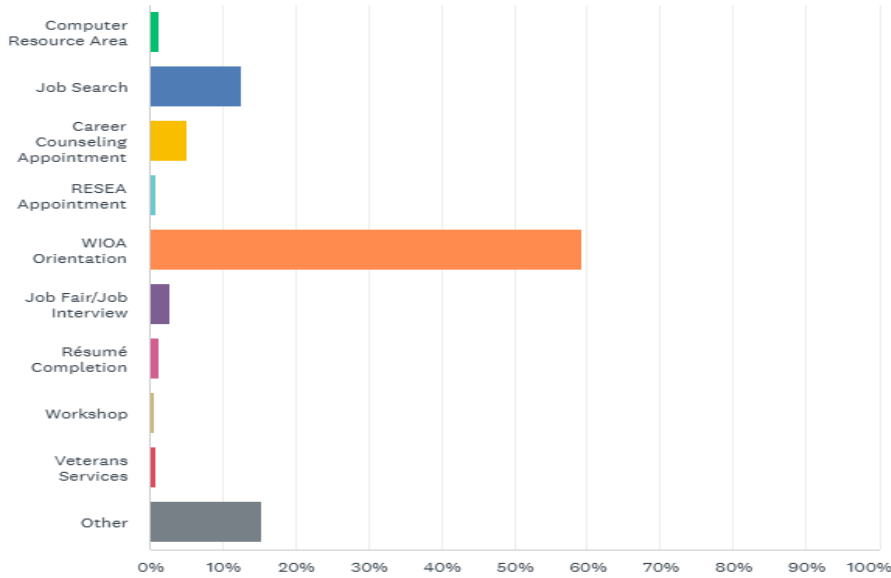
OWD currently has a Youth Expenditure Waiver active until June 30, 2026, which lowers the expenditure requirements established by WIOA of at least 75 percent of funding to be spent for the out-of-school (OSY) population to 50 percent. The flexibility afforded by the waiver continued to allow LWDA's to expand ISY programming within their service area, create valuable partnerships with school districts, technical colleges, and other education and community partners throughout their area. OWB continues to see an increase in total Youth enrollment and will further disaggregate the data to fully evaluate youth services for the upcoming State Plan submission. In the analysis conducted for this Annual Performance Narrative Report, Georgia identified an increase in services to Youth with the following barrier: basic skills deficient, individuals experiencing homelessness, pregnant/parenting, and individuals with disabilities. The largest increases in services were seen in paid Work Experience, Youth Career Services – specifically labor market and employment information, as well as paid internships - and the provision of supportive services (primarily for transportation and childcare).

Attachments

Survey Results (Title I)

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

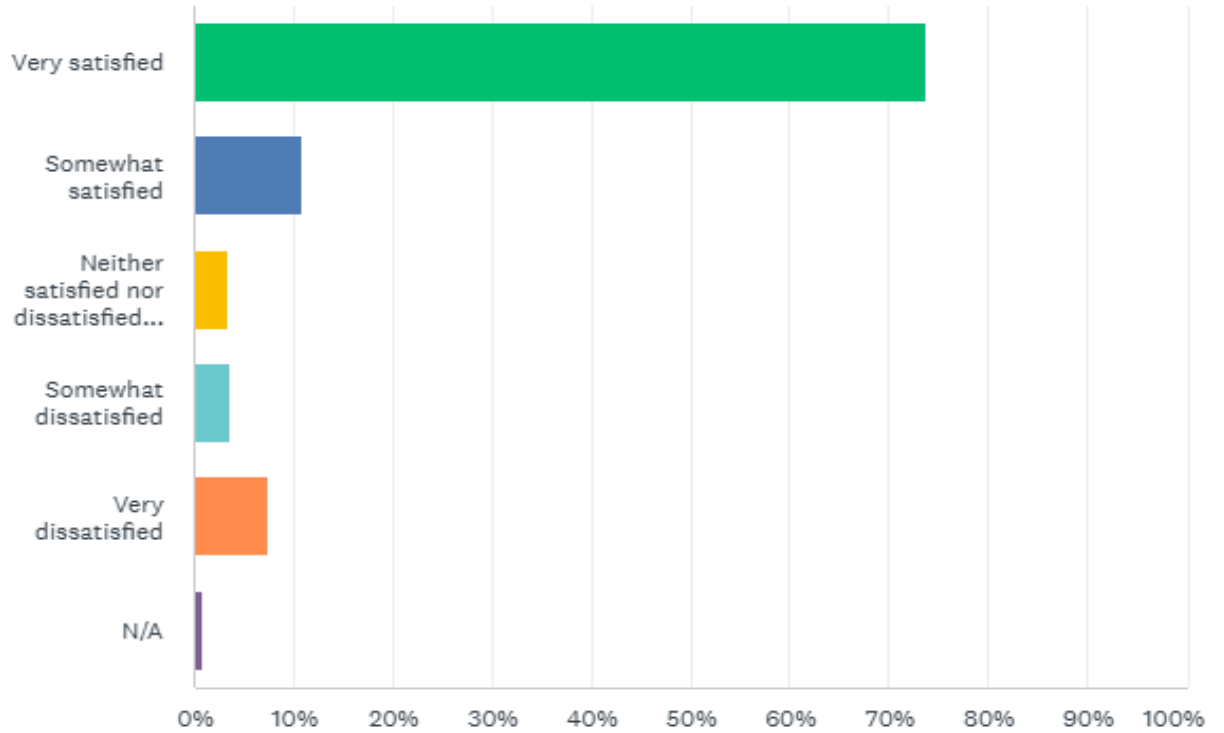
Answered: 332 Skipped: 1



| ANSWER CHOICES | RESPONSES |
|-------------------------------|------------|
| Computer Resource Area | 1.20% 4 |
| Job Search | 12.65% 42 |
| Career Counseling Appointment | 5.12% 17 |
| RESEA Appointment | 0.90% 3 |
| WIOA Orientation | 59.34% 197 |
| Job Fair/Job Interview | 2.71% 9 |
| Résumé Completion | 1.20% 4 |
| Workshop | 0.60% 2 |
| Veterans Services | 0.90% 3 |
| Other | 15.36% 51 |
| TOTAL | 332 |

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

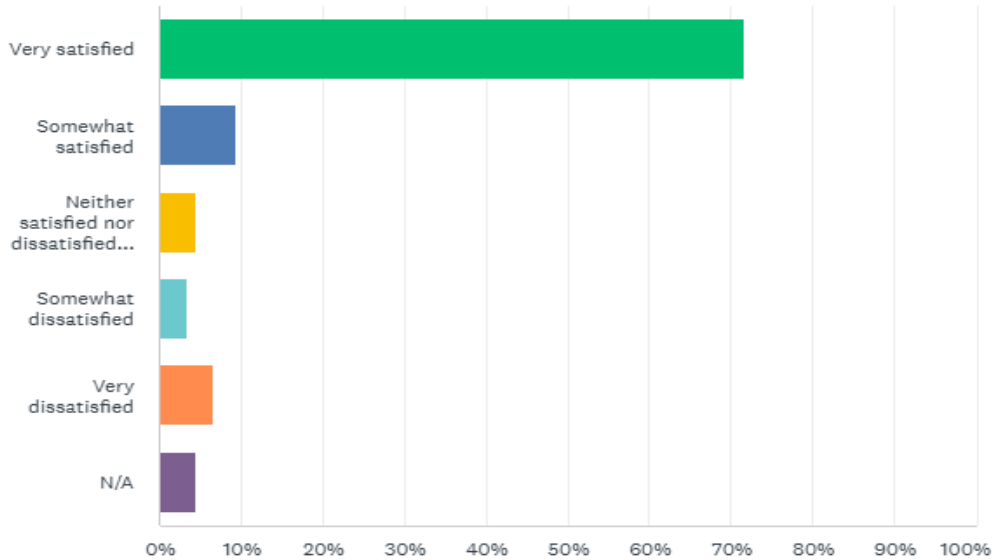
Answered: 332 Skipped: 1



| ANSWER CHOICES | RESPONSES |
|--|------------|
| ▼ Very satisfied | 73.80% 245 |
| ▼ Somewhat satisfied | 10.84% 36 |
| ▼ Neither satisfied nor dissatisfied (Neutral) | 3.31% 11 |
| ▼ Somewhat dissatisfied | 3.61% 12 |
| ▼ Very dissatisfied | 7.53% 25 |
| ▼ N/A | 0.90% 3 |
| TOTAL | 332 |

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

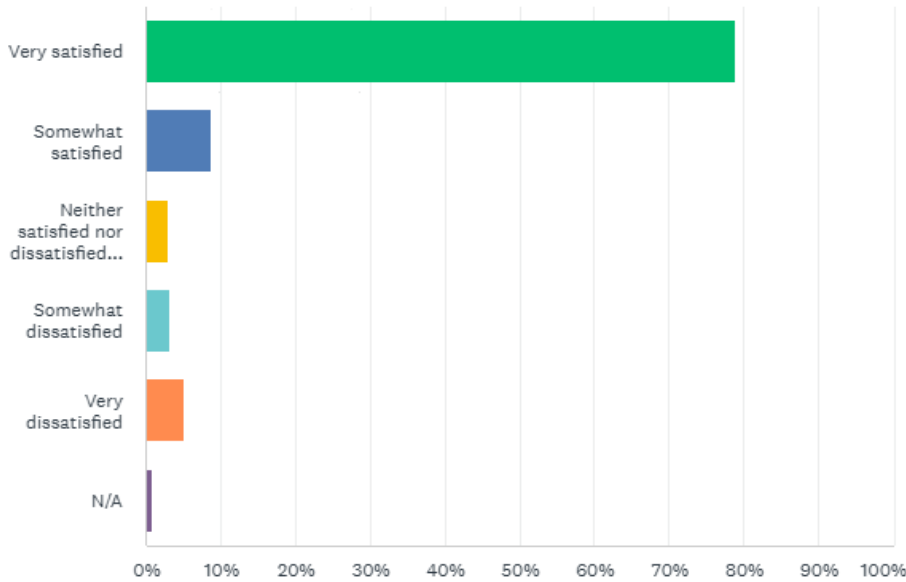
Answered: 332 Skipped: 1



| ANSWER CHOICES | RESPONSES |
|--|------------|
| ▼ Very satisfied | 71.69% 238 |
| ▼ Somewhat satisfied | 9.34% 31 |
| ▼ Neither satisfied nor dissatisfied (Neutral) | 4.52% 15 |
| ▼ Somewhat dissatisfied | 3.31% 11 |
| ▼ Very dissatisfied | 6.63% 22 |
| ▼ N/A | 4.52% 15 |
| TOTAL | 332 |

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

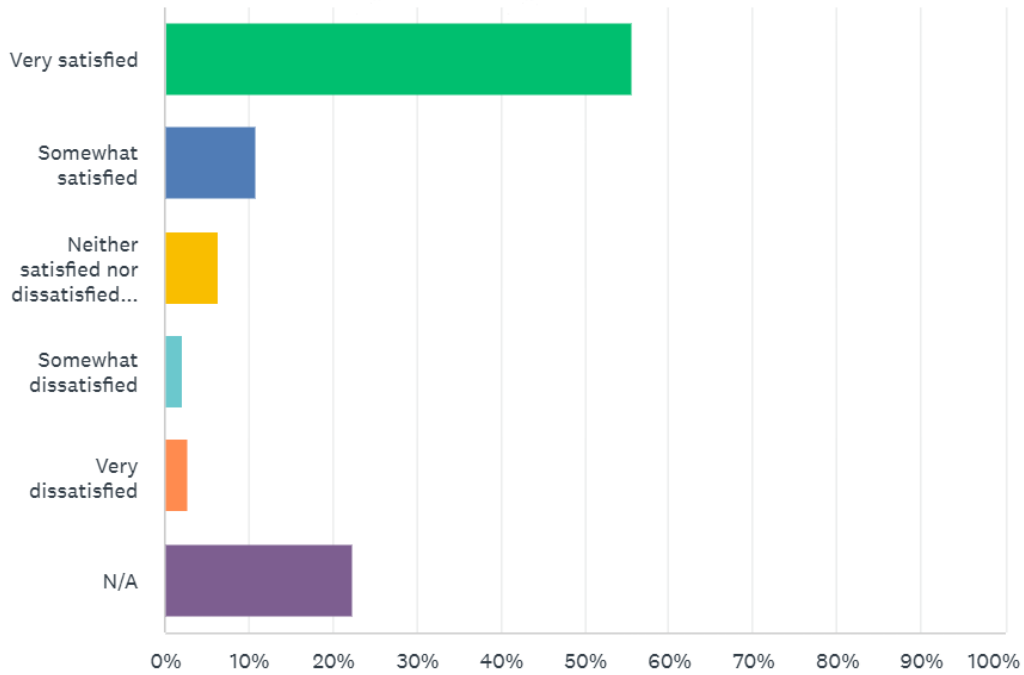
Answered: 333 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|--|------------|
| ▼ Very satisfied | 78.98% 263 |
| ▼ Somewhat satisfied | 8.71% 29 |
| ▼ Neither satisfied nor dissatisfied (Neutral) | 3.00% 10 |
| ▼ Somewhat dissatisfied | 3.30% 11 |
| ▼ Very dissatisfied | 5.11% 17 |
| ▼ N/A | 0.90% 3 |
| TOTAL | 333 |

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

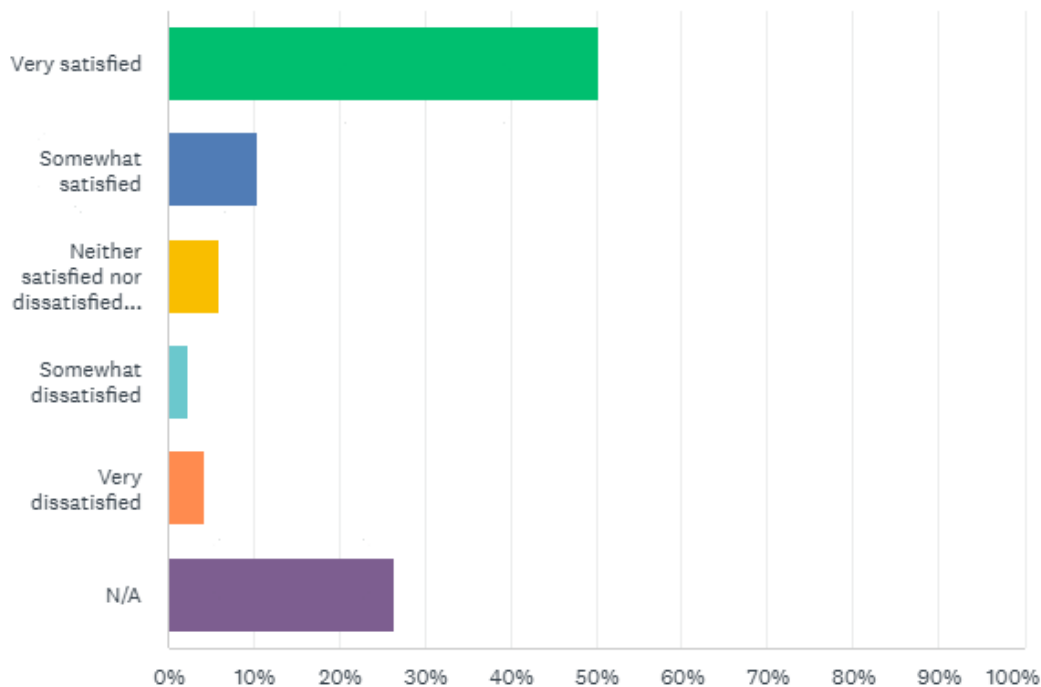
Answered: 332 Skipped: 1



| ANSWER CHOICES | RESPONSES |
|--|------------|
| Very satisfied | 55.72% 185 |
| Somewhat satisfied | 10.84% 36 |
| Neither satisfied nor dissatisfied (Neutral) | 6.33% 21 |
| Somewhat dissatisfied | 2.11% 7 |
| Very dissatisfied | 2.71% 9 |
| N/A | 22.29% 74 |
| TOTAL | 332 |

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

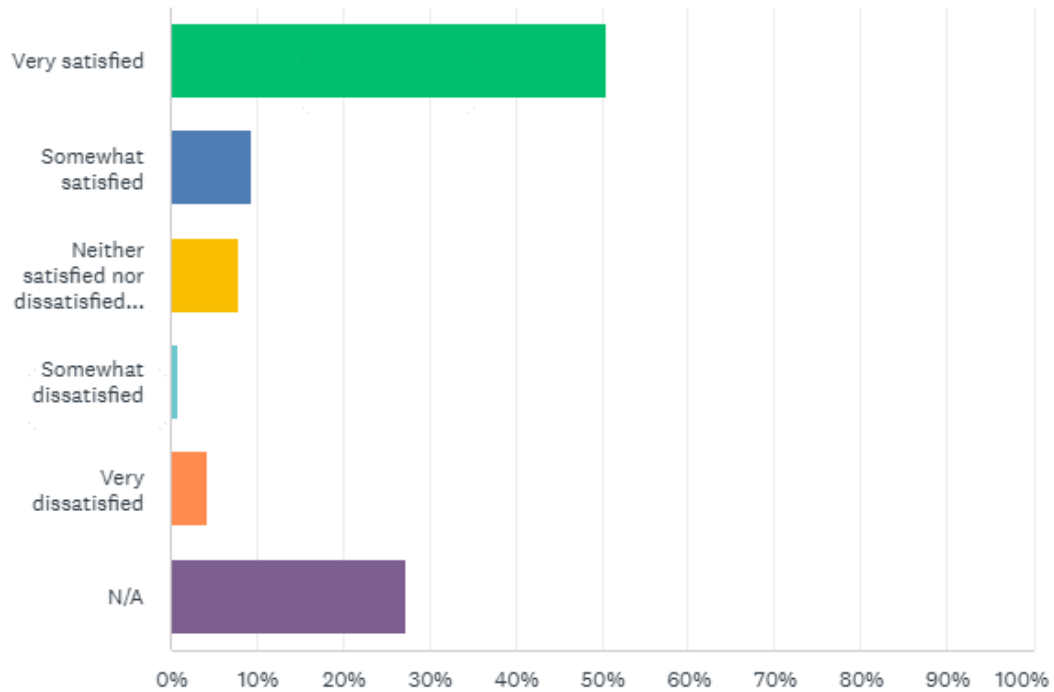
Answered: 332 Skipped: 1



| ANSWER CHOICES | RESPONSES |
|--|------------|
| ▼ Very satisfied | 50.30% 167 |
| ▼ Somewhat satisfied | 10.54% 35 |
| ▼ Neither satisfied nor dissatisfied (Neutral) | 6.02% 20 |
| ▼ Somewhat dissatisfied | 2.41% 8 |
| ▼ Very dissatisfied | 4.22% 14 |
| ▼ N/A | 26.51% 88 |
| TOTAL | 332 |

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

Answered: 333 Skipped: 0



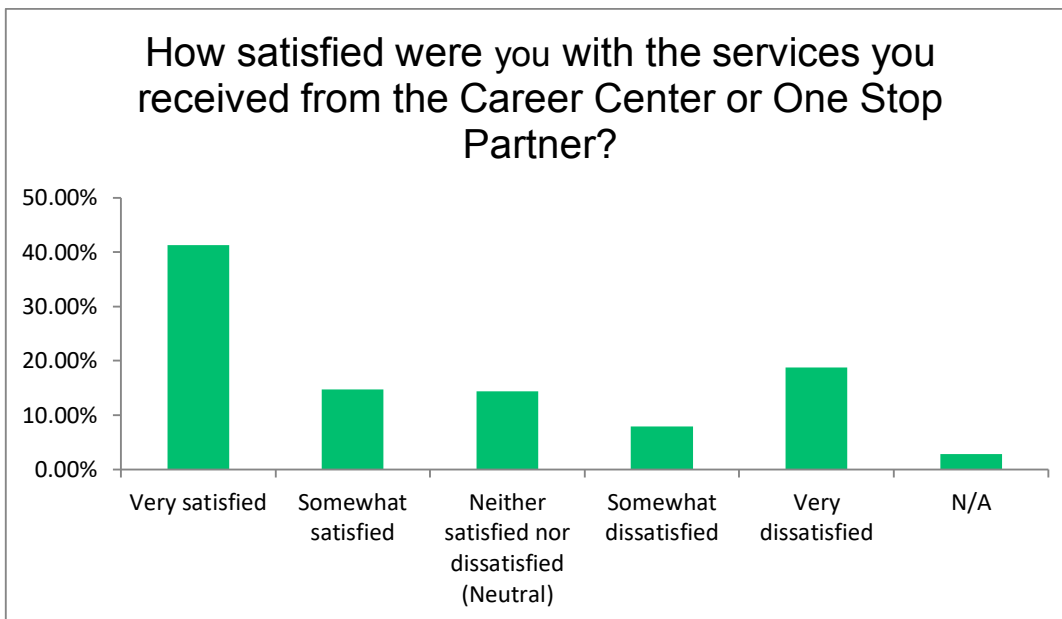
| ANSWER CHOICES | RESPONSES | |
|--|-----------|------------|
| ▼ Very satisfied | 50.45% | 168 |
| ▼ Somewhat satisfied | 9.31% | 31 |
| ▼ Neither satisfied nor dissatisfied (Neutral) | 7.81% | 26 |
| ▼ Somewhat dissatisfied | 0.90% | 3 |
| ▼ Very dissatisfied | 4.20% | 14 |
| ▼ N/A | 27.33% | 91 |
| TOTAL | | 333 |

Survey Results- (Title 3 - Wagner Peyser)

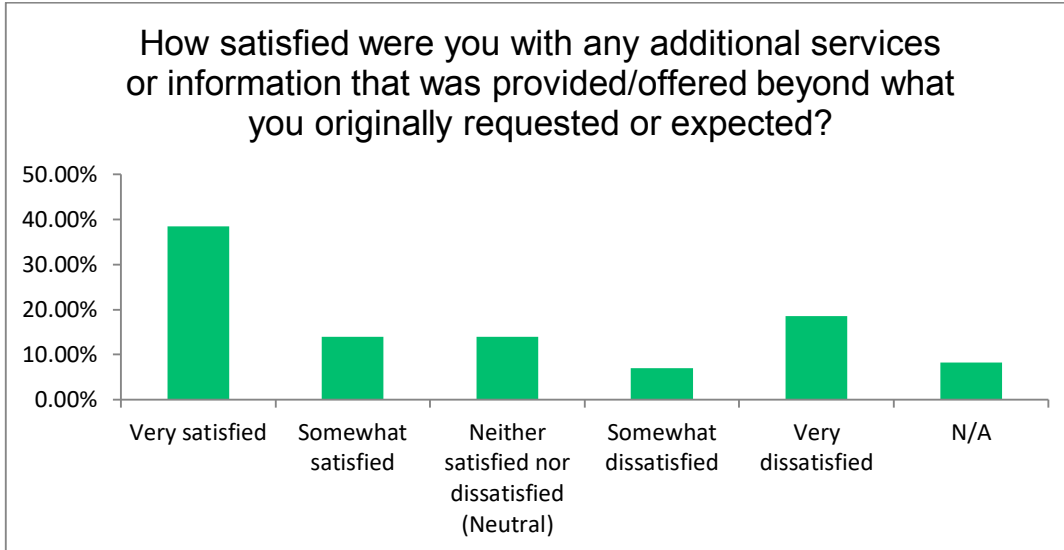
Q2 What was the purpose of your contact with the Career Center or One Stop Partner? Please select all that apply.



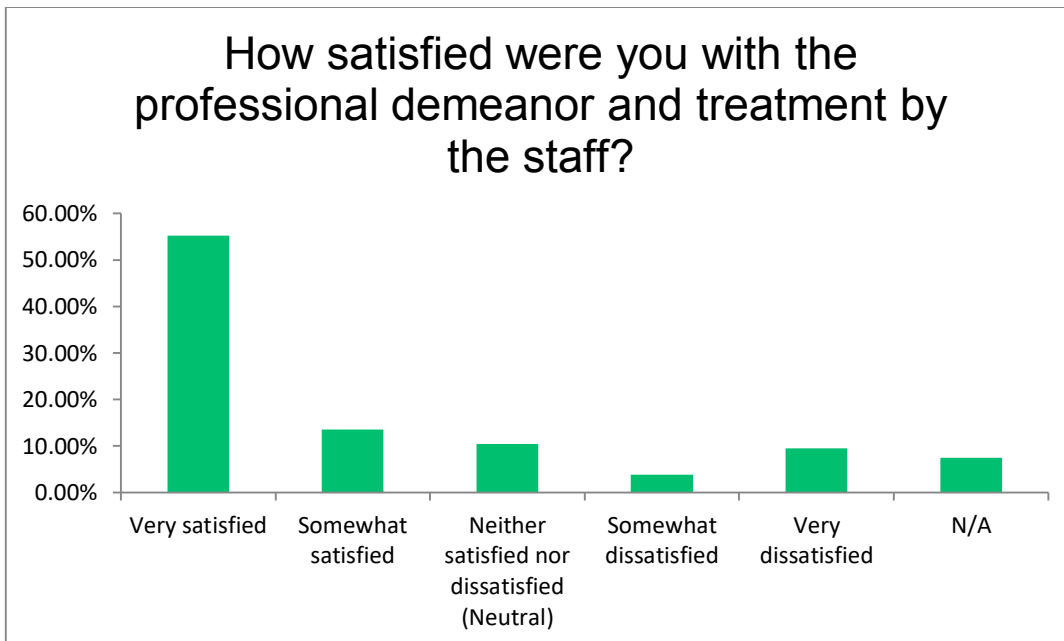
Q3 How satisfied were you with the services you received from the Career Center or One Stop Partner?



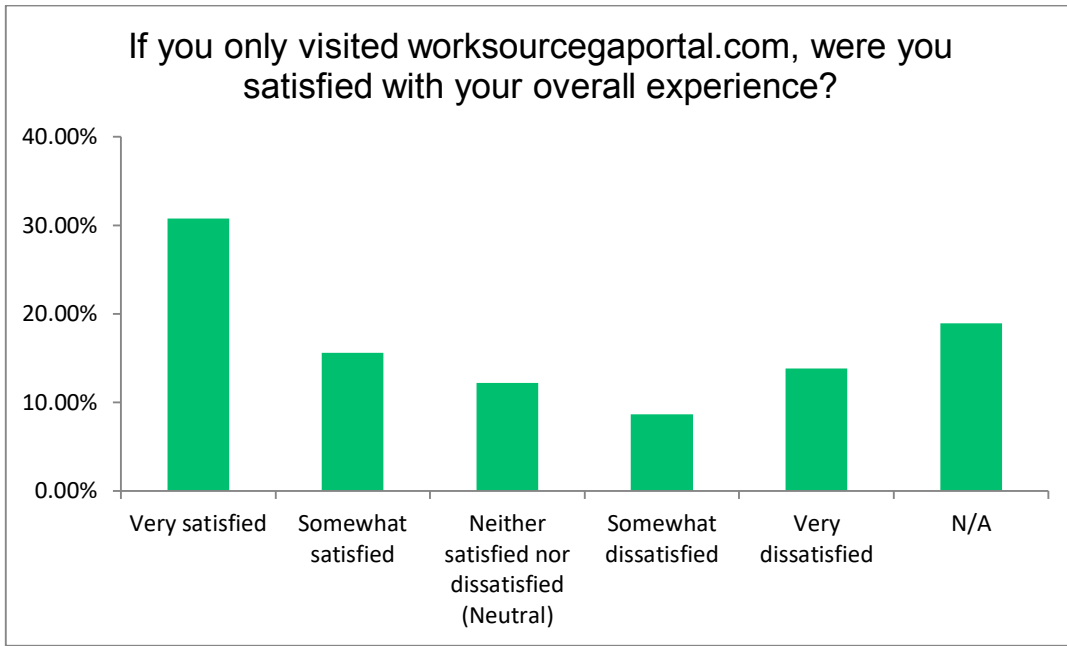
Q4 How satisfied were you with any additional services or information that was provided/offered beyond what you originally requested or expected?



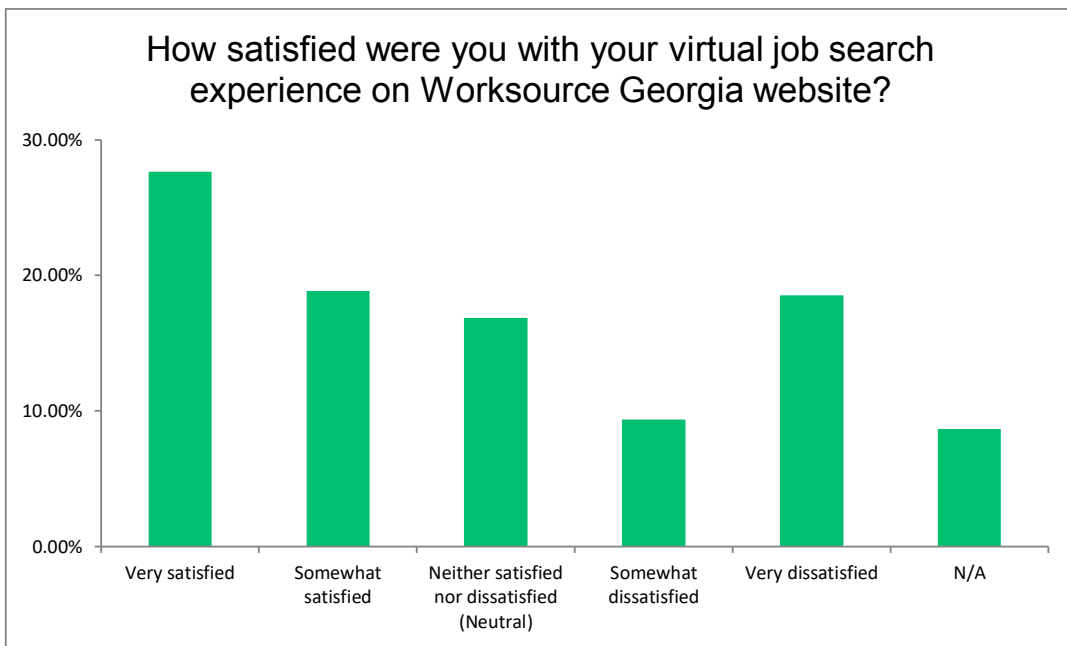
Q5 How satisfied were you with the professional demeanor and treatment by the staff?



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



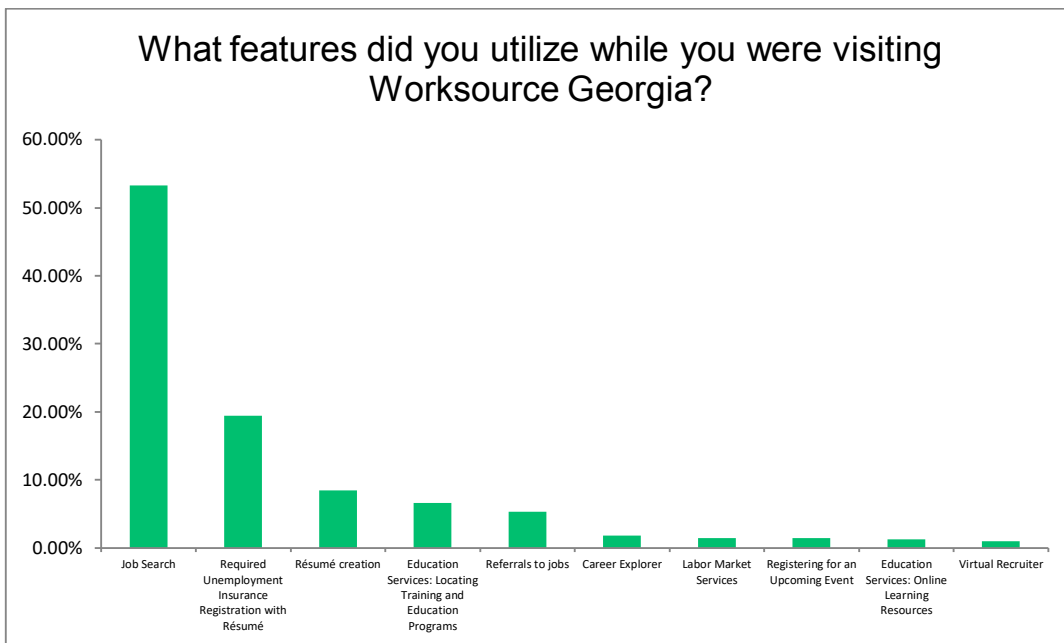
Q7 How satisfied were you with your virtual job search experience on Worksource Georgia website?



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



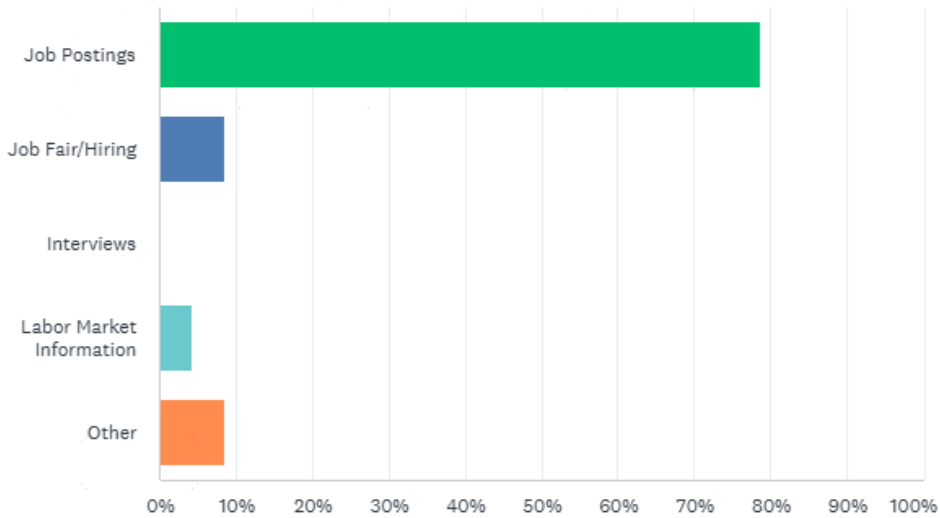
Q9 What features did you utilize while you were visiting Worksource Georgia? Please select all that apply.



Survey Results - Employer Survey

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

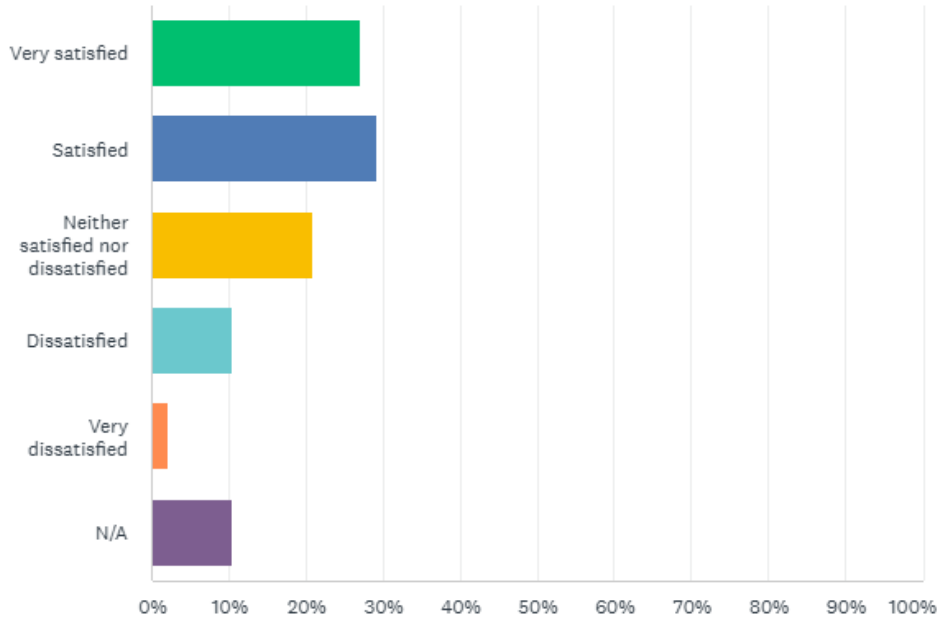
Answered: 47 Skipped: 2



| ANSWER CHOICES | RESPONSES |
|----------------------------|-----------|
| ▼ Job Postings | 78.72% 37 |
| ▼ Job Fair/Hiring | 8.51% 4 |
| ▼ Interviews | 0.00% 0 |
| ▼ Labor Market Information | 4.26% 2 |
| ▼ Other | 8.51% 4 |
| TOTAL | 47 |

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

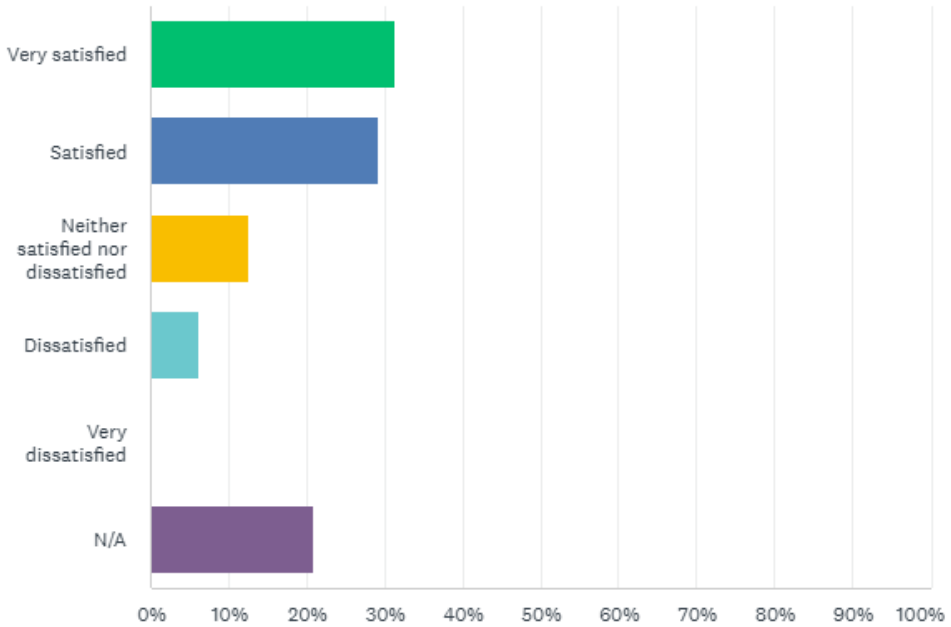
Answered: 48 Skipped: 1



| ANSWER CHOICES | RESPONSES |
|------------------------------------|-----------|
| Very satisfied | 27.08% 13 |
| Satisfied | 29.17% 14 |
| Neither satisfied nor dissatisfied | 20.83% 10 |
| Dissatisfied | 10.42% 5 |
| Very dissatisfied | 2.08% 1 |
| N/A | 10.42% 5 |
| TOTAL | 48 |

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

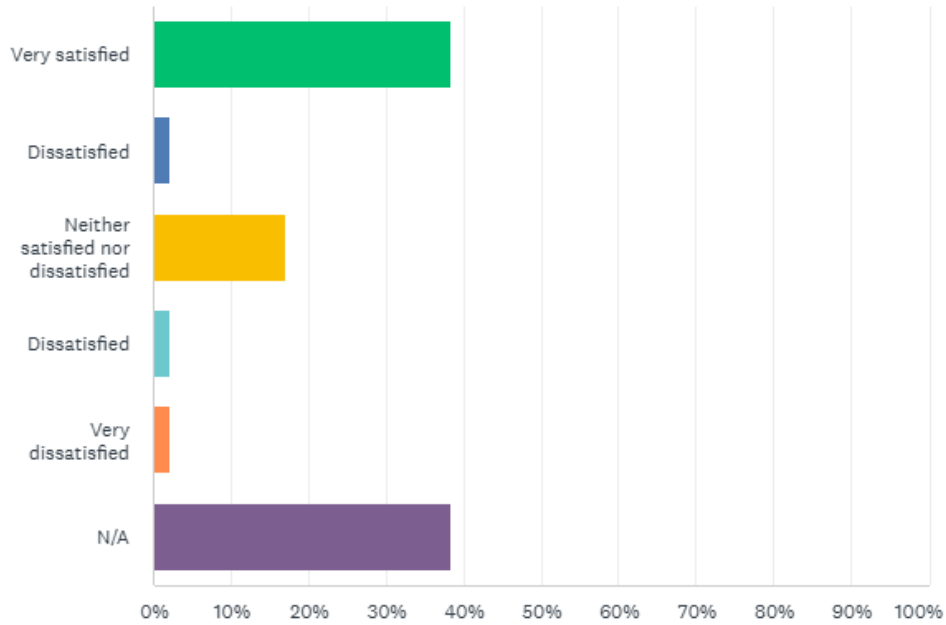
Answered: 48 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------|-----------|-----------|
| ▼ Very satisfied | 31.25% | 15 |
| ▼ Satisfied | 29.17% | 14 |
| ▼ Neither satisfied nor dissatisfied | 12.50% | 6 |
| ▼ Dissatisfied | 6.25% | 3 |
| ▼ Very dissatisfied | 0.00% | 0 |
| ▼ N/A | 20.83% | 10 |
| TOTAL | | 48 |

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

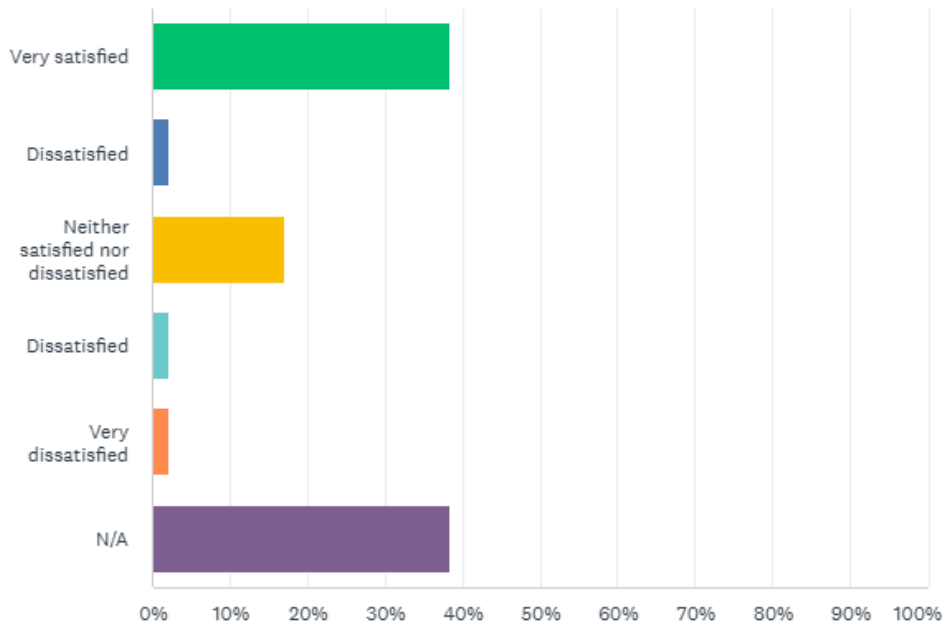
Answered: 47 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------|-----------|-----------|
| ▼ Very satisfied | 38.30% | 18 |
| ▼ Dissatisfied | 2.13% | 1 |
| ▼ Neither satisfied nor dissatisfied | 17.02% | 8 |
| ▼ Dissatisfied | 2.13% | 1 |
| ▼ Very dissatisfied | 2.13% | 1 |
| ▼ N/A | 38.30% | 18 |
| TOTAL | | 47 |

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

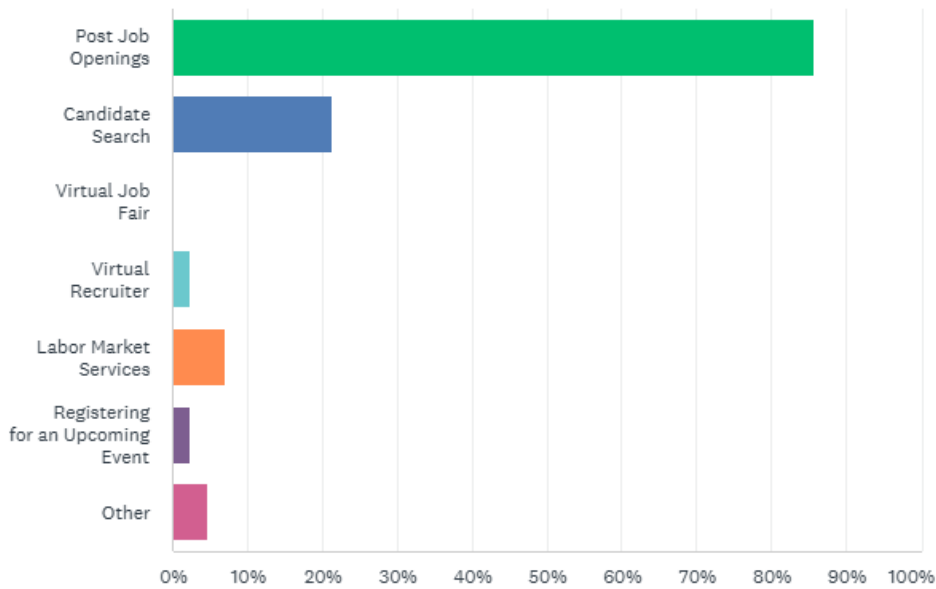
Answered: 47 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------|-----------|-----------|
| ▼ Very satisfied | 38.30% | 18 |
| ▼ Dissatisfied | 2.13% | 1 |
| ▼ Neither satisfied nor dissatisfied | 17.02% | 8 |
| ▼ Dissatisfied | 2.13% | 1 |
| ▼ Very dissatisfied | 2.13% | 1 |
| ▼ N/A | 38.30% | 18 |
| TOTAL | | 47 |

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

Answered: 42 Skipped: 7



| ANSWER CHOICES | RESPONSES |
|-----------------------------------|-----------|
| Post Job Openings | 85.71% 36 |
| Candidate Search | 21.43% 9 |
| Virtual Job Fair | 0.00% 0 |
| Virtual Recruiter | 2.38% 1 |
| Labor Market Services | 7.14% 3 |
| Registering for an Upcoming Event | 2.38% 1 |
| Other | 4.76% 2 |
| Total Respondents: 42 | |

Performance Levels PY23-24

Area 1

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 89.2% | 85.1% |
| Adult Q4 Employment Rate | 88.0% | 82.9% |
| Adult Median Earnings | \$9,360 | \$8,500 |
| Adult Credential Attainment | 69.4% | 70.7% |
| Adult Measurable Skill Gains | 68.2% | 65.0 % |
| DW Q2 Employment Rate | 94.1% | 86.8% |
| DW Q4 Employment Rate | 80.8% | 84.7% |
| DW Median Earnings | \$11,820 | \$9,272 |
| DW Credential Attainment | 69.6% | 77.3% |
| DW Measurable Skill Gains | 72.7% | 61.0% |
| Youth Q2 Employment Rate | 72.7% | 75.5% |
| Youth Q4 Employment Rate | 74.3% | 77.0% |
| Youth Median Earnings | \$3,862 | \$3,534 |
| Youth Credential Attainment | 78.2% | 80.0% |
| Youth Measurable Skill Gains | 68.5% | 62.3% |

Area 2

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 84.2% | 84.4% |
| Adult Q4 Employment Rate | 82.6% | 84.5% |
| Adult Median Earnings | \$9,994 | \$8,800 |
| Adult Credential Attainment | 87.9% | 82.0% |
| Adult Measurable Skill Gains | 89.1% | 71.0% |
| DW Q2 Employment Rate | 100.0% | 89.0% |
| DW Q4 Employment Rate | 100.0% | 86.0% |
| DW Median Earnings | \$13,188 | \$10,250 |
| DW Credential Attainment | 100.0% | 83.3% |
| DW Measurable Skill Gains | 93.3% | 55.0% |
| Youth Q2 Employment Rate | 93.8% | 80.0% |
| Youth Q4 Employment Rate | 85.0% | 82.0% |
| Youth Median Earnings | \$7,020 | \$5,000 |
| Youth Credential Attainment | 84.5% | 71.5% |
| Youth Measurable Skill Gains | 71.4% | 42.0% |

Area 3

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 90.3% | 81.5% |
| Adult Q4 Employment Rate | 72.0% | 67.0% |
| Adult Median Earnings | \$7,537 | \$7,500 |
| Adult Credential Attainment | 70.6% | 60.0% |
| Adult Measurable Skill Gains | 90.6% | 65.0% |
| DW Q2 Employment Rate | 95.2% | 91.7% |
| DW Q4 Employment Rate | 81.8% | 83.7% |
| DW Median Earnings | \$12,289 | \$12,256 |
| DW Credential Attainment | 60.0% | 60.0% |
| DW Measurable Skill Gains | 93.8% | 62.0% |
| Youth Q2 Employment Rate | 65.2% | 69.0% |
| Youth Q4 Employment Rate | 70.8% | 75.0% |
| Youth Median Earnings | \$3,518 | \$3,300 |
| Youth Credential Attainment | 30.0% | 44.0% |
| Youth Measurable Skill Gains | 46.0% | 44.0% |

Area 4

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 70.8% | 79.0% |
| Adult Q4 Employment Rate | 74.1% | 69.5% |
| Adult Median Earnings | \$9,601 | \$8,400 |
| Adult Credential Attainment | 78.0% | 77.1% |
| Adult Measurable Skill Gains | 54.4% | 47.0% |
| DW Q2 Employment Rate | 80.7% | 78.0% |
| DW Q4 Employment Rate | 83.0% | 80.0% |
| DW Median Earnings | \$9,489 | \$9,510 |
| DW Credential Attainment | 72.5% | 68.9% |
| DW Measurable Skill Gains | 59.5% | 50.0% |
| Youth Q2 Employment Rate | 87.6% | 75.0% |
| Youth Q4 Employment Rate | 84.9% | 74.6% |
| Youth Median Earnings | \$6,632 | \$4,421 |
| Youth Credential Attainment | 67.8% | 68.2% |
| Youth Measurable Skill Gains | 62.0% | 52.6% |

Area 5

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 71.7% | 74.0% |
| Adult Q4 Employment Rate | 70.7% | 70.0% |
| Adult Median Earnings | \$8,685 | \$9,000 |
| Adult Credential Attainment | 54.7% | 70.0% |
| Adult Measurable Skill Gains | 59.9% | 45.0% |
| DW Q2 Employment Rate | 67.7% | 78.0% |
| DW Q4 Employment Rate | 69.5% | 76.5% |
| DW Median Earnings | \$11,865 | \$10,132 |
| DW Credential Attainment | 40.2% | 60.0% |
| DW Measurable Skill Gains | 72.6% | 50.0% |
| Youth Q2 Employment Rate | 70.9% | 71.4% |
| Youth Q4 Employment Rate | 83.3% | 77.5% |
| Youth Median Earnings | \$4,959 | \$4,286 |
| Youth Credential Attainment | 75.0% | 65.3% |
| Youth Measurable Skill Gains | 27.6% | 40.0% |

Area 6

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 78.3% | 76.0% |
| Adult Q4 Employment Rate | 79.6% | 74.1% |
| Adult Median Earnings | \$7,677 | \$7,500 |
| Adult Credential Attainment | 63.7% | 63.4% |
| Adult Measurable Skill Gains | 64.9% | 55.0% |
| DW Q2 Employment Rate | 71.4% | 70.0% |
| DW Q4 Employment Rate | 79.4% | 85.7% |
| DW Median Earnings | \$16,539 | \$12,364 |
| DW Credential Attainment | 72.4% | 74.6% |
| DW Measurable Skill Gains | 82.1% | 50.0% |
| Youth Q2 Employment Rate | 76.1% | 73.9% |
| Youth Q4 Employment Rate | 79.5% | 73.9% |
| Youth Median Earnings | \$3,432 | \$3,192 |
| Youth Credential Attainment | 46.8% | 50.0% |
| Youth Measurable Skill Gains | 41.3% | 40.0% |

Area 7

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 87.2% | 86.0% |
| Adult Q4 Employment Rate | 85.4% | 82.1% |
| Adult Median Earnings | \$8,799 | \$8,700 |
| Adult Credential Attainment | 70.8% | 73.0% |
| Adult Measurable Skill Gains | 73.5% | 60.0% |
| DW Q2 Employment Rate | 90.3% | 89.5% |
| DW Q4 Employment Rate | 91.1% | 86.4% |
| DW Median Earnings | \$11,089 | \$11,330 |
| DW Credential Attainment | 70.7% | 68.0% |
| DW Measurable Skill Gains | 76.6% | 52.0% |
| Youth Q2 Employment Rate | 79.0% | 78.3% |
| Youth Q4 Employment Rate | 73.8% | 70.5% |
| Youth Median Earnings | \$4,912 | \$3,768 |
| Youth Credential Attainment | 71.4% | 72.2% |
| Youth Measurable Skill Gains | 51.9% | 50.0% |

Area 8

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 84.6% | 89.0% |
| Adult Q4 Employment Rate | 78.3% | 77.4% |
| Adult Median Earnings | \$9,855 | \$9,300 |
| Adult Credential Attainment | 81.6% | 82.8% |
| Adult Measurable Skill Gains | 82.2% | 63.5% |
| DW Q2 Employment Rate | 91.7% | 80.7% |
| DW Q4 Employment Rate | 68.4% | 79.3% |
| DW Median Earnings | \$9,778 | \$9,272 |
| DW Credential Attainment | 100.0% | 88.5% |
| DW Measurable Skill Gains | 44.4% | 63.0% |
| Youth Q2 Employment Rate | 85.6% | 80.8% |
| Youth Q4 Employment Rate | 76.7% | 80.8% |
| Youth Median Earnings | \$5,570 | \$4,337 |
| Youth Credential Attainment | 59.0% | 59.9% |
| Youth Measurable Skill Gains | 81.0% | 54.0% |

Area 9

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 77.8% | 78.4% |
| Adult Q4 Employment Rate | 74.9% | 76.1% |
| Adult Median Earnings | \$7,757 | \$7,750 |
| Adult Credential Attainment | 78.0% | 80.8% |
| Adult Measurable Skill Gains | 64.7% | 51.0% |
| DW Q2 Employment Rate | 60.0% | 72.0% |
| DW Q4 Employment Rate | 86.7% | 71.0% |
| DW Median Earnings | \$11,042 | \$9,775 |
| DW Credential Attainment | 60.0% | 73.4% |
| DW Measurable Skill Gains | 66.7% | 56.0% |
| Youth Q2 Employment Rate | 86.1% | 83.4% |
| Youth Q4 Employment Rate | 85.9% | 81.6% |
| Youth Median Earnings | \$5,188 | \$4,619 |
| Youth Credential Attainment | 81.5% | 78.9% |
| Youth Measurable Skill Gains | 76.3% | 60.0% |

Area 11

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 92.5% | 81.0% |
| Adult Q4 Employment Rate | 93.8% | 82.0% |
| Adult Median Earnings | \$12,040 | \$10,500 |
| Adult Credential Attainment | 87.5% | 80.0% |
| Adult Measurable Skill Gains | 75.6% | 56.0% |
| DW Q2 Employment Rate | 63.6% | 75.0% |
| DW Q4 Employment Rate | 68.2% | 72.0% |
| DW Median Earnings | \$13,097 | \$11,055 |
| DW Credential Attainment | 90.9% | 75.0% |
| DW Measurable Skill Gains | 100.0% | 56.0% |
| Youth Q2 Employment Rate | 70.9% | 60.0% |
| Youth Q4 Employment Rate | 70.2% | 65.0% |
| Youth Median Earnings | \$3,526 | \$3,559 |
| Youth Credential Attainment | 27.2% | 52.3% |
| Youth Measurable Skill Gains | 70.7% | 50.0% |

Area 12

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 85.1% | 82.0% |
| Adult Q4 Employment Rate | 83.3% | 80.5% |
| Adult Median Earnings | \$10,518 | \$9,000 |
| Adult Credential Attainment | 47.5% | 51.0% |
| Adult Measurable Skill Gains | 81.2% | 50.0% |
| DW Q2 Employment Rate | 70.0% | 85.0% |
| DW Q4 Employment Rate | 84.6% | 74.3% |
| DW Median Earnings | \$12,022 | \$11,803 |
| DW Credential Attainment | 75.0% | 64.3% |
| DW Measurable Skill Gains | 100.0% | 40.9% |
| Youth Q2 Employment Rate | 71.4% | 60.5% |
| Youth Q4 Employment Rate | 73.3% | 75.0% |
| Youth Median Earnings | \$5,499 | \$4,538 |
| Youth Credential Attainment | 27.3% | 54.0% |
| Youth Measurable Skill Gains | 65.4% | 33.9% |

Area 14

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 82.1% | 75.7% |
| Adult Q4 Employment Rate | 92.3% | 75.3% |
| Adult Median Earnings | \$9,360 | \$10,500 |
| Adult Credential Attainment | 90.9% | 78.0% |
| Adult Measurable Skill Gains | 50.0% | 50.0% |
| DW Q2 Employment Rate | 90.0% | 81.0% |
| DW Q4 Employment Rate | 78.6% | 84.1% |
| DW Median Earnings | \$17,034 | \$11,812 |
| DW Credential Attainment | 76.9% | 84.5% |
| DW Measurable Skill Gains | 83.3% | 55.0% |
| Youth Q2 Employment Rate | 58.3% | 61.0% |
| Youth Q4 Employment Rate | 81.8% | 60.6% |
| Youth Median Earnings | \$4,173 | \$2,500 |
| Youth Credential Attainment | 100.0% | 74.6% |
| Youth Measurable Skill Gains | ----- | 40.0% |

Area 15

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 92.5% | 86.7% |
| Adult Q4 Employment Rate | 83.3% | 78.3% |
| Adult Median Earnings | \$10,068 | \$9,250 |
| Adult Credential Attainment | 71.9% | 77.7% |
| Adult Measurable Skill Gains | 75.4% | 68.0% |
| DW Q2 Employment Rate | 100.0% | 80.0% |
| DW Q4 Employment Rate | 100.0% | 83.5% |
| DW Median Earnings | \$16,589 | \$8,500 |
| DW Credential Attainment | 100.0% | 85.0% |
| DW Measurable Skill Gains | ----- | 55.0% |
| Youth Q2 Employment Rate | 93.8% | 75.0% |
| Youth Q4 Employment Rate | 80.0% | 74.7% |
| Youth Median Earnings | \$2,208 | \$2,900 |
| Youth Credential Attainment | 78.9% | 65.0% |
| Youth Measurable Skill Gains | 83.9% | 60.0% |

Area 16

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 100.0% | 89.0% |
| Adult Q4 Employment Rate | 100.0% | 88.0% |
| Adult Median Earnings | \$12,479 | \$11,500 |
| Adult Credential Attainment | 100.0% | 88.0% |
| Adult Measurable Skill Gains | 92.9% | 60.0% |
| DW Q2 Employment Rate | 90.0% | 90.0% |
| DW Q4 Employment Rate | 94.9% | 92.3% |
| DW Median Earnings | \$8,554 | \$9,324 |
| DW Credential Attainment | 100.0% | 87.8% |
| DW Measurable Skill Gains | 72.5% | 58.0% |
| Youth Q2 Employment Rate | 85.0% | 82.4% |
| Youth Q4 Employment Rate | 87.3% | 82.4% |
| Youth Median Earnings | \$5,236 | \$4,275 |
| Youth Credential Attainment | 88.5% | 85.0% |
| Youth Measurable Skill Gains | 77.3% | 60.0% |

Area 17

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 93.5% | 89.3% |
| Adult Q4 Employment Rate | 85.7% | 86.2% |
| Adult Median Earnings | \$7,673 | \$7,250 |
| Adult Credential Attainment | 76.4% | 78.5% |
| Adult Measurable Skill Gains | 70.2% | 65.0% |
| DW Q2 Employment Rate | 100.0% | 88.0% |
| DW Q4 Employment Rate | 80.0% | 81.0% |
| DW Median Earnings | \$7,464 | \$6,828 |
| DW Credential Attainment | 100.0% | 75.0% |
| DW Measurable Skill Gains | 50.0% | 50.0% |
| Youth Q2 Employment Rate | 89.5% | 73.0% |
| Youth Q4 Employment Rate | 91.1% | 77.8% |
| Youth Median Earnings | \$4,453 | \$3,201 |
| Youth Credential Attainment | 67.5% | 64.5% |
| Youth Measurable Skill Gains | 52.8% | 50.0% |

Area 18

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 81.1% | 89.0% |
| Adult Q4 Employment Rate | 80.7% | 86.0% |
| Adult Median Earnings | \$10,054 | \$10,500 |
| Adult Credential Attainment | 81.0% | 83.0% |
| Adult Measurable Skill Gains | 78.7% | 63.0% |
| DW Q2 Employment Rate | 62.5% | 81.8% |
| DW Q4 Employment Rate | 87.5% | 81.0% |
| DW Median Earnings | \$9,076 | \$5,869 |
| DW Credential Attainment | 62.5% | 75.4% |
| DW Measurable Skill Gains | 90.0% | 50.0% |
| Youth Q2 Employment Rate | 71.0% | 70.0% |
| Youth Q4 Employment Rate | 65.7% | 70.0% |
| Youth Median Earnings | \$4,952 | \$4,030 |
| Youth Credential Attainment | 67.1% | 70.0% |
| Youth Measurable Skill Gains | 45.7% | 50.0% |

Area 19

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 91.2% | 86.8% |
| Adult Q4 Employment Rate | 85.1% | 86.8% |
| Adult Median Earnings | \$8,380 | \$9,500 |
| Adult Credential Attainment | 68.9% | 75.4% |
| Adult Measurable Skill Gains | 73.8% | 60.0% |
| DW Q2 Employment Rate | 86.7% | 80.0% |
| DW Q4 Employment Rate | 73.7% | 74.0% |
| DW Median Earnings | \$12,828 | \$13,811 |
| DW Credential Attainment | 91.9% | 88.0% |
| DW Measurable Skill Gains | 50.0% | 50.0% |
| Youth Q2 Employment Rate | 71.2% | 78.0% |
| Youth Q4 Employment Rate | 78.9% | 78.0% |
| Youth Median Earnings | \$3,905 | \$3,716 |
| Youth Credential Attainment | 28.6% | 50.0% |
| Youth Measurable Skill Gains | 22.2% | 40.0% |

Statewide

| Measure | PY23 Actual | PY24 Goal |
|------------------------------|--------------------|------------------|
| Adult Q2 Employment Rate | 83.3% | 82.8% |
| Adult Q4 Employment Rate | 80.3% | 79.5% |
| Adult Median Earnings | \$8,997 | \$8,923 |
| Adult Credential Attainment | 72.2% | 75.6% |
| Adult Measurable Skill Gains | 72.3% | 58.9% |
| DW Q2 Employment Rate | 81.0% | 82.0% |
| DW Q4 Employment Rate | 81.1% | 80.0% |
| DW Median Earnings | \$11,670 | \$10,149 |
| DW Credential Attainment | 71.8% | 76.0% |
| DW Measurable Skill Gains | 73.5% | 56.9% |
| Youth Q2 Employment Rate | 76.7% | 79.8% |
| Youth Q4 Employment Rate | 77.6% | 76.2% |
| Youth Median Earnings | \$4,666 | \$4,302 |
| Youth Credential Attainment | 64.3% | 67.5% |
| Youth Measurable Skill Gains | 59.1% | 52.1% |