



Program Year  
2009



# ARIZONA

Workforce Investment Act Title IB Annual Report

Sherman Jennings - Chairman  
Boeing

Dennis Anthony  
Central Arizona Project

Henry Atha  
Pima County

Elaine Babcock  
Southwest Gas

Joseph Beers  
HR Betty

Margaret Belknap  
Northland Pioneer Community College

William Bull  
Raytheon Missile Systems

Alan Bunnell  
Pinnacle West Capital Corporation

Don Cardon  
Arizona Department of Commerce

Ron Curtis  
National Bank of Arizona

Donna Davis  
Expect More Arizona

Mark Dobbins  
SUMCO Phoenix Corporation

Rebekah Friend  
AFL-CIO

Mary Hernandez Kaffer  
Hunt Law Firm, LTD

Tom Horne  
State Superintendent of Public Instruction

Frederick Lockhart  
Arizona Private School Association

Gary Marks  
Prescott Valley Economic Development Foundation

David Martin  
Arizona Chapter, Associated General Contractors

Martin Murphy  
Ironworkers

Leon Quan  
Quan Presentations

Tim Rango  
Seafab Metals Company

Tony Sissons  
Research Advisory Services, Inc.

Dr. Mary Vanis  
Maricopa Community College

Dick White  
Arizona Interfaith Network

Neal Young  
Arizona Department of Economic Security

Mr. Stephan Zajac  
Prescio Consulting LLC



## Governor's Council on Workforce Policy

October 1, 2010

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

Dear Secretary Solis:

On behalf of the Governor's Council on Workforce Policy (GCWP), I am pleased to present Arizona's Workforce Investment Act (WIA) Report for Program Year (PY) 2009. This report highlights our achievements over the past year, which has been another highly successful one for workforce programs in Arizona.

Arizona is heading in a new strategic direction. The Council is focusing on business clients and is implementing a Sector Strategy. Devoting resources to support that endeavor will improve the service delivery system ensuring that our state has a vibrant and viable workforce.

Arizona has successfully integrated employment, education, training, and support services in its continuing goal to provide employers with a demand-driven, skilled workforce and Arizonans with good paying jobs and opportunities for career choice. The results of these efforts are evident as we anticipate meeting or exceeding all negotiated WIA performance levels for the coming year.

This is an excellent opportunity to appreciate all of the training and employment efforts within a multitude of state and local level partnerships that work together to ensure that Arizona's workforce system is competitive in today's global economy.

Sincerely,

  
Sherman Jennings, Chairman  
Governor's Council on Workforce Policy

# TABLE OF CONTENTS

SECTION	PAGE
Arizona Workforce Connection	1
Arizona Economic Environment	2
Arizona Waivers	6
Arizona Highlights	8
Cost Effectiveness	11
Workforce Investment Activities	12
State Performance Tables	13
Local Workforce Investment Areas Performance Tables	17
Map of Designated Local Areas	32
Local Workforce Investment Area Contact Information	33

# ARIZONA WORKFORCE CONNECTION

The Arizona Workforce Connection (AWC) is a statewide system committed to coordinating a comprehensive approach to workforce development. AWC incorporates the state's economic development goals and strategies using federal, state, and local resources. AWC consists of the Governor's Council on Workforce Policy (GCWP), 14 Local Workforce Investment Areas (LWIAs) along with their respective Local Workforce Investment Boards (LWIBs), 23 comprehensive One-Stop centers, 38 satellite offices, and an array of workforce partners.

This annual report focuses on Program Year (PY) 2009, which covers the timeframe of July 1, 2009 through June 30, 2010. This is the tenth year of Workforce Investment Act (WIA) implementation in Arizona. This report describes how WIA Title IB services are provided in Arizona, highlights local and state accomplishments, and concludes with performance results.

The website at <http://www.arizonaworkforceconnection.com/> is a gateway that allows businesses, job seeking customers and employment counselors the ability to obtain information related to workforce development. This portal maintains links to the Arizona Virtual OneStop (VOS) system, Arizona's Workforce Development and Labor Exchange internet based system. Since VOS is a web-based application, it can be accessed from anywhere there is an internet connection. VOS provides access to job seekers and business customers wherever and whenever access is needed providing a comprehensive statewide management information system for WIA Title IB and Wagner-Peyser programs. The system tracks service delivery of WIA participants and allows job seekers the ability to job search, explore career/training opportunities, and receive information on labor market information, as well as community services. In order to meet the needs of the business community, employers have the ability to utilize VOS for recruiting, posting job orders, and accessing labor market information.

AWC's goal is to support the economic success of individuals, businesses, and communities by improving opportunities for growth. Arizona's performance substantiates the state's continuous improvement efforts by successfully meeting or exceeding its negotiated performance standards for PY 2009 under WIA Title IB in spite of the struggling economy in Arizona.

Arizona is prepared to meet the workforce challenges by building a comprehensive, seamless system of educational, training, and employment services throughout the state. AWC has created an innovative workforce system that is responsive, cohesive, and accountable; this allows local areas to meet business and job seekers needs efficiently.

# ARIZONA ECONOMIC ENVIRONMENT

Arizona's employment was one of the fastest growing in the nation in recent years, consistently rated among the top 10; however the pattern ended in 2007. The structure of the Arizona economy, highly tied to the construction industry, made Arizona one of the hardest hit states by the economic crisis that started in late 2007. A lofty 5.0 percent non-farm employment growth in Calendar Year (CY) 2006 was followed up with a 1.5 percent increase in nonfarm employment for CY 2007. As Arizona's employment growth declined, so did its ranking; from second fastest in CY 2006 to next to last in CY 2009 with a decline of 7.3 percent. Only Nevada, which also had been ranked as one of the fastest growing states, experienced slower growth in CY 2009.

Taking a closer look at non-farm payroll employment growth (or loss) in Arizona provides a glimpse at the economic woes facing the state in the last few years. Program Year (PY) 2006 was the last year that Arizona saw an increase in over-the-year job growth, as shown in Table 1 below.

**Table 1: Job Gains and Losses by Industry by Program Year - Arizona**

*Source: Arizona Department of Commerce, Research Administration, BLS Current Employment Statistics*

Industry	PY 2006	PY 2007	PY 2008	PY 2009
Total Nonfarm	82,500	(9,100)	(123,700)	(104,900)
Goods Producing	4,000	(31,600)	(62,600)	(47,100)
Service Producing	78,500	22,500	(61,100)	(57,900)
Manufacturing	(300)	(6,300)	(14,300)	(11,800)
Natural Resources and Mining	1,400	1,800	(200)	(1,300)
Construction	2,800	(27,100)	(48,100)	(34,000)
Trade, Transportation, and Utilities	19,600	2,300	(23,900)	(18,800)
Information	(1,400)	(1,100)	(1,600)	(2,000)
Financial Activities	4,800	(3,700)	(8,700)	(6,000)
Professional and Business Services	18,700	(4,200)	(28,700)	(21,900)
Educational & Health Services	14,700	14,600	12,200	6,200
Leisure & Hospitality	9,300	1,700	(8,400)	(5,900)
Other Services	3,900	1,100	(2,700)	(4,000)
Government	9,100	11,900	800	(5,600)

*Note: Totals may not add due to rounding*

While housing woes and construction declines led the way in the economic downturn in Arizona, it is evident in the data that the general economic malaise has spread to all major employment sectors of the economy. For PY 2009, all the major employment sectors other than Education and Health Services, which growth has moderated relative to its prior three years, posted employment losses, indicating that the situation continued to deteriorate into 2010. The one ray of hope is that the rate of loss slowed in PY 2009 relative to PY 2008. The only major sectors to show higher losses were Natural Resources and Mining, Information and Other Services.

The Arizona economy is projected to continue a slow pattern of recovery over the near term as the rate of employment losses over the year has continued to improve. Forecasts indicate that positive employment growth is expected to occur by the latter half of calendar 2010, with positive over-the-year growth projected for CY 2011. The Research Administration (RA) of the Arizona Department of Commerce released a forecast of Arizona's nonfarm employment on April 29, 2010 as depicted in Table 2 below.

**Table 2: Forecasted Total Nonfarm Employment, Growth Rate**

*Source: Arizona Department of Commerce, Research Administration*

	2009 <sup>(a)</sup>	2010 <sup>(b)</sup>	2011 <sup>(b)</sup>
Arizona	-7.3%	-2.1%	1.0%
Phoenix MSA ( <i>Maricopa and Pinal Counties</i> )	-7.9%	-2.3%	1.1%
Tucson MSA ( <i>Pima County</i> )	-5.1%	-1.6%	0.9%
Balance of State ( <i>Arizona less Maricopa, Pinal and Pima Counties</i> )	-6.4%	-1.5%	0.7%

*Notes: (a) Historical; (b) Forecast*

RA expects to see 50,400 over-the-year job losses in 2010 and 23,100 job gains in 2011, amounting to a 2.1 percent decline and a 1.0 percent increase for the state. The Phoenix metro area is expected to bear the largest share of 2010 job losses, followed by the Tucson area, with the rest distributed throughout the balance of state. The same pattern is projected with the 2011 job gains, with the fastest gains in the Phoenix area, followed by the Tucson area and the rest distributed throughout the balance of state.

The seasonally adjusted unemployment rates for Arizona and its metropolitan areas is another indicator of the general downturn in the Arizona economy. The rate jumped 3.6 percentage points from June 2008 to June 2009 and has remained stubbornly high into 2010. As can be seen in Table 3 below, all Arizona metropolitan areas saw similar increases in their unemployment rate.

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

*Source: Arizona Department of Commerce, Research Administration*

	June 2008	June 2009	June 2010
United States	5.5%	9.5%	9.5%
Arizona	5.7%	9.3%	9.6%
Phoenix – Mesa – Glendale	5.1%	8.7%	8.7%
Tucson Metro	5.4%	8.5%	8.6%
Flagstaff Metro	5.2%	7.5%	8.6%
Lake Havasu City – Kingman – Metro	7.4%	10.9%	10.9%
Prescott Metro	5.6%	9.6%	9.9%
Yuma Metro	17.4%	20.6%	23.3%

The number of claimants receiving unemployment benefits in Arizona steadily increased in tandem with the negative trajectory of the employment environment, but has moderated somewhat in 2010. Historical highs were reached in the latter half of 2009, but the general downward trend in claims has been at a slower pace than the dramatic rise in claims that occurred, giving more evidence of the slow return of growth that is occurring in Arizona.

When turning to employment and wage estimates by occupation, even further evidence of the widespread employment losses can be seen. When comparing the 2009 estimates, posted on the U.S. Department of Labor, Bureau of Labor Statistics website in May 2010, with the 2008 estimates released a year ago, the pattern of a broad based decline in the Arizona economy becomes evident. As seen in Table 4 below, employment estimates in 16 of the 22 major occupational groups experience employment declines over-the-year. Employment declines in construction and extraction occupations and office and administrative support occupations led the way. Even health care was not immune from the declines with health care support occupations showing a slight loss. While employment losses were widespread, the mean wage in all but one major occupational group saw increases, with the largest wage jump in the architecture and engineering occupations group.

**Table 4: Arizona Occupational Employment and Wage Estimates, 2009 vs. 2008**

*Source: BLS, Occupational Employment Statistics, May 2009 and May 2008*

Code	Occupational Title	Total Employment			Mean Wage		
		2009	2008	Change	2009	2008	Change
00-0000	All Occupations	2,479,120	2,637,830	-158,710	19.67	18.88	\$0.79
11-0000	Management occupations	120,040	126,450	-6,410	\$43.40	\$42.62	\$0.78
13-0000	Business and financial operations occupations	118,480	123,590	-5,110	\$28.28	\$27.54	\$0.74
15-0000	Computer and mathematical science occupations	57,820	57,490	330	\$34.23	\$33.35	\$0.88
17-0000	Architecture and engineering occupations	53,620	59,860	-6,240	\$34.06	\$32.11	\$1.95
19-0000	Life, physical, and social science occupations	20,930	19,400	1,530	\$27.80	\$27.56	\$0.24
21-0000	Community and social services occupations	31,510	28,470	3,040	\$18.96	\$19.11	-\$0.15
23-0000	Legal occupations	17,170	17,550	-380	\$39.53	\$38.76	\$0.77
25-0000	Education, training, and library occupations	145,880	138,380	7,500	\$20.30	\$19.55	\$0.75
27-0000	Arts, design, entertainment, sports, and media occupations	25,500	26,910	-1,410	\$21.68	\$21.14	\$0.54
29-0000	Healthcare practitioner and technical occupations	123,660	121,710	1,950	\$33.60	\$32.50	\$1.10
31-0000	Healthcare support occupations	67,170	67,400	-230	\$13.05	\$12.71	\$0.34
33-0000	Protective service occupations	77,590	73,800	3,790	\$19.87	\$18.66	\$1.21
35-0000	Food preparation and serving related occupations	226,420	236,570	-10,150	\$10.21	\$9.75	\$0.46
37-0000	Building and grounds cleaning and maintenance occupations	91,880	98,660	-6,780	\$11.31	\$10.84	\$0.47
39-0000	Personal care and service occupations	68,860	70,550	-1,690	\$12.77	\$12.52	\$0.25
41-0000	Sales and related occupations	262,130	283,980	-21,850	\$16.95	\$16.69	\$0.26
43-0000	Office and administrative support occupations	472,420	511,290	-38,870	\$15.49	\$14.70	\$0.79
45-0000	Farming, fishing, and forestry occupations	11,330	13,170	-1,840	\$9.60	\$9.55	\$0.05
47-0000	Construction and extraction occupations	133,690	182,730	-49,040	\$18.41	\$17.57	\$0.84
49-0000	Installation, maintenance, and repair occupations	96,290	103,000	-6,710	\$19.78	\$19.25	\$0.53
51-0000	Production occupations	113,530	124,750	-11,220	\$15.74	\$14.86	\$0.88
53-0000	Transportation and material moving occupations	143,210	152,120	-8,910	\$15.65	\$15.27	\$0.38

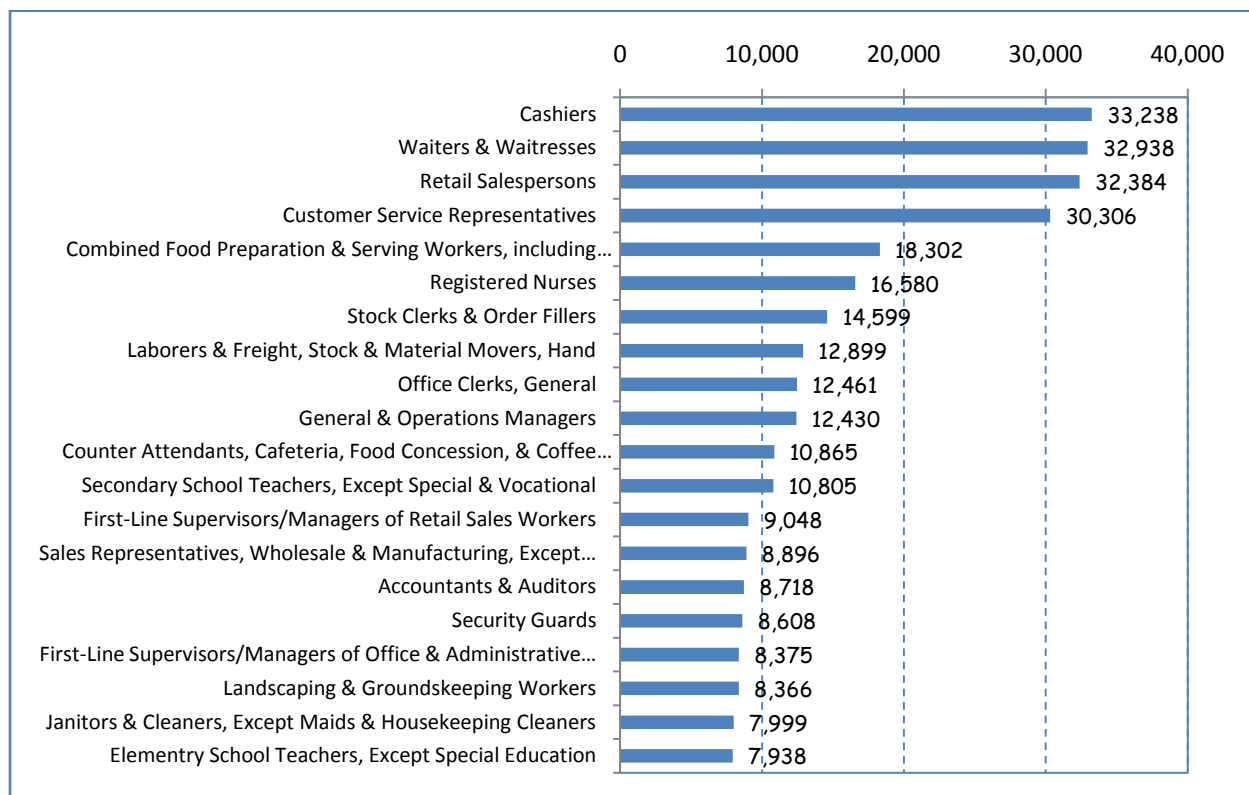
Even with growth in mean wages, employment losses in the state has helped drive personal income growth lower in Arizona. Personal income growth, which enjoyed double digit growth over the year as late as the second quarter of 2006 (up to 10.3 percent) was negative by the first quarter of 2009 (down 2.1 percent) and stayed that way for the remainder of 2009. Personal income had returned to positive territory by the first quarter of 2010 with growth of just over 1.0 percent.

On a brighter note, the 2009 occupational employment estimates do show a few major categories enjoying employment growth over the year. Education, protective service; life, physical, and social science; community and social service; healthcare; and computer and mathematical science occupations all experienced some employment growth from the 2008 to 2009 estimates.

What the future holds for growth in the Arizona economy is somewhat cloudy given the continued indications of a muted economic recovery. It does seem that slow growth will become the norm for the next several years. RA recently published occupational employment projections covering the 2008 to 2018 timeframe that provides information on what occupations should experience the most job openings in the next decade (see Graph 1 below). As they state, “Some of these occupations with most job openings are also the jobs with high turnover, lower pay, and lower education requirements.”

**Graph 1: Occupations with High Numbers of Job Openings in Arizona 2008 - 2018**

*Source: Arizona Department of Commerce, Research Administration, August 2010*



Projections based on historical information can be useful tools to provide indications of trends in job growth, but must be used with caution. Innovation and technological change often lead to new and exciting career choices. Green jobs are only now starting to be identified and quantified. It may take some time to be able to fully measure what effects green job initiatives will have on occupational growth. It is possible that new and exciting career choices are just over the horizon.



## ARIZONA WAIVERS

The U.S. Department of Labor (DOL) granted Arizona the following waivers during PY 2009. Unless otherwise indicated, all waiver approvals applied to both WIA formula funds and American Recovery and Reinvestment Act (ARRA) funds. The following waivers were granted with the intent of allowing Arizona the flexibility in implementing a more effective workforce system.

**1) Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers.**

This waiver has allowed training providers to offer continuous, uninterrupted service to WIA customers who continue to have the ability to choose their training providers and access training services in their local areas with the highest degree of informed customer choice possible. The primary goal of this waiver is to ensure that the increasing numbers of adults and dislocated workers have a system that can offer training options ensuring maximum customer choice. Arizona currently has 212 active providers and 2,781 active training programs. This is an increase from 99 active providers and 537 training programs prior to the implementation of the waiver.

**2) Waiver of WIA Section 136(h) and 20 CFR 666.420 to apply applicable sanctioning to the Gila County Reemployment and Pre-Layoff Assistance Center (REPAC) with regard to those performance measures that were negotiated collectively.**

This waiver applies to the sanctions for local areas that fail to meet local performance measures and instead apply sanctioning to the Gila County REPAC consortium. In addition, Gila County REPAC assumes all liability for the WIA Title I dislocated worker, rapid response, and incentive funds that it receives on behalf of the five LWIAs that are members of the consortium.

**3) Waiver to permit the Gila County REPAC to negotiate a uniform set of measures and represent the five local areas in preparation of the State annual report as described in Section 136(c); 20 CFR 666.300 and 666.310.**

This waiver has granted Gila County REPAC the ability to negotiate one set of dislocated worker performance measures that would be applicable to all five of the LWIAs in the consortium collectively. This waiver applies to the negotiations and agreements reached regarding the annual levels of performance for the dislocated worker program only.

**4) Waiver of Section 133(b)(4) to increase the allowable transfer amount between Adult and Dislocated Worker funding streams allocated to a local area.**

This waiver has permitted the transfer of funds between the Adult and Dislocated Worker funding stream, with the transfer authority limited to 50 percent. The limitation provides flexibility while ensuring consistency with Congressional intent regarding the level of funding appropriated for the WIA Adult and Dislocated Worker programs. This waiver has allowed LWIAs to successfully serve the program most in need of services during the program year while providing the LWIBs the ability to better respond to changes in the economic environment and the local labor market. *This waiver does not apply to funds made available through ARRA.* However, the state was permitted to transfer up to 30 percent of ARRA funds between programs under WIA's DOL Appropriations Act of 2009.

**5) Waiver of the required 50 percent employer contribution for customized training at WIA Section 101(8)(C).**

This waiver eliminated the required 50 percent employer contribution requirement for customized training and substitutes a sliding-scale contribution based on the size of the employer. The waiver has afforded more customized training opportunities for smaller businesses or businesses with smaller training budgets, while also allowing greater flexibility in designing and implementing improved programs in larger metro areas.

**6) Waiver of WIA Section 123 requires that providers of Youth Program elements be selected on a competitive basis.**

This waiver permitted the state to allow its One-Stop Career Centers or partner agencies to directly provide the following youth program elements: supportive services, follow-up services, and paid/unpaid work experience. By including these elements in the design framework of the WIA Youth Program, One-Stop Career Centers have been able to provide greater continuity of service for youth and enhance their case management process.

**7) Waiver of the requirements under WIA Section 123 and 20 CFR 664.610 regarding competitive selection of providers of youth activities under ARRA and pertaining to summer youth employment opportunities.**

This waiver allowed the state to select the service providers necessary to develop and implement the summer youth employment opportunities for the summer of 2009 as quickly as possible. This was accomplished by expanding existing competitively procured contracts. Several local areas took advantage of this waiver to implement successful summer youth employment programs. *This waiver expired on September 30, 2009.*

**8) Waiver of performance measures for youth who participate in work experience only beyond the summer months under ARRA.**

This waiver permitted the state to use the workforce readiness indicator as the only indicator of performance for out-of-school youth, ages 18-24, who received supportive services in addition to participating in work experience that occurred outside the summer months (October 1, 2009 through March 31, 2010). This waiver allowed 4,355 youth to participate in work experiences and receive services beyond the summer months because of the flexibility of the waiver. The waiver only applied to youth served through ARRA WIA Youth Program funds. *This waiver expired on March 31, 2010.*

# ARIZONA HIGHLIGHTS

## American Recovery and Reinvestment Act (ARRA)

On February 17, 2009, President Obama signed the American Recovery and Reinvestment Act (ARRA) into law to address the bleak economic outlook. This unprecedented effort to jumpstart the nation's economy was intended to preserve and create jobs and address the challenges the country is facing in order to thrive in the 21<sup>st</sup> century.

ARRA funds received through WIA were used to make available workforce training, whether to upgrade skills or for a change in career, as well as to provide training and entry level employment in various fields. With increased workforce funding, new and innovative employment and training services allowed numerous jobs to be created or retained, thus allowing Arizona to play a vital role in America's economic recovery.

In PY 2009, approximately 4,500 youth between the ages of 14-24 were served using ARRA funds. Approximately 75 percent of youth participants were placed in summer employment opportunities, of which 92 percent were enrolled in services beyond summer employment. With Arizona's waiver of performance measures for youth who participate in work experience only beyond the summer months under ARRA, Arizona was able to attain an 87.37 percent attainment rate for the work readiness performance goal. The summer employment completion rate stood at 88.73 percent as of June 30, 2010.

## Elevate America

The Arizona Department of Economic Security (DES) launched Arizona's Elevate America program, a partnership between Arizona and the Microsoft® Corporation, on May 10, 2010. DES received 20,500 free e-Learning vouchers to offer Arizonans the opportunity to participate in computer technology training offered by Microsoft®. Arizona's One-Stop partners were instrumental in issuing these vouchers to Arizona state residents with a special focus on low-income job seekers, dislocated workers, and those most likely to successfully use the vouchers. The partnership between Arizona and Microsoft® provided a valuable resource for Arizonans who desired to increase their technological proficiencies to obtain employment in the competitive and evolving workforce.

## Green Projects - City of Phoenix

In collaboration between City of Phoenix and Goodwill, involvement in becoming green occurred by ensuring the employability of clients in the new workforce. Goodwill brought nine youth participants ranging from age 18-24 years to the Greenbuild Conference in November 2009. Since then, those nine youth participants, along with several Goodwill staff members, became certified as Green Specialists. Certification was made possible via a relationship with Becoming Green Inc., which provided training and testing in conjunction with the Greenbuild Conference. These certified Green Specialists were positioned to be consultants, advisors, officers, and/or technicians in high-growth areas where jobs will be abundant due to the training and certification received from Becoming Green Inc.

## Innovation Frontier Arizona

Innovation Frontier Arizona (IFA) is a regional initiative to align workforce development, education, and economic development assets in Cochise, Pima, Santa Cruz, and Yuma counties around a unified vision for southern Arizona's prosperity. The Arizona Department of Commerce was the grantee and Pima County One-Stop was the fiscal agent and project lead for the U.S. Department of Labor's (DOL) Workforce Innovation in Regional Economic Development (WIRED) grant to establish IFA. The initiative also won a \$2 million Community Based Job Training Grant from DOL and a \$350,000 Capacity-Building Grant from the Arizona Governor's Council of Workforce Policy (GCWP). IFA, which is in its third year, capitalizes on the border proximity to Mexico and one of the nation's premier aerospace/defense clusters. The investments are focused on three goals: talent, entrepreneurship, and collaboration. Through IFA, the following results have been achieved in PY 09:

- Mapped degrees and certificates relevant to aerospace/defense and border security across the region's three community college districts and the University of Arizona with a new engineering pathway created for Yuma students.
- Trained 1,063 dislocated and incumbent workers in engineering, manufacturing, and information technology.
- Developed new programs in border security and logistics, including a Border Careers Pre-Academy, an AAS degree in Logistics and Supply-Chain Management and new certificates in Hazardous Materials, Forklift, and Commercial Truck Driving.
- Served 297 individuals in work-based literacy and digital literacy classes and 214 in Border pre-Academies.
- Implemented national model pre-engineering program in six southern Arizona high schools and provided biotechnology teacher training for eight schools for an estimated total of 2,500 students exposed to Science Technology, Engineering, and Math (STEM) education.
- Created 31 online professional development courses for elementary and middle school science teachers in order to increase the number of students pursuing studies in Science, Technology, Engineering, and Math. Initial offerings engaged 120 teachers.
- Created regional entrepreneurship initiative featuring online resource exchange, teacher training and resources for entrepreneurship educators. Engaged 1,350 emergent entrepreneurs in workshops and 1,022 K-12 students in IdeaFair competitions.
- Created online industry workforce needs survey tool.
- Developed inter-county participant tracking system.
- Established partner collaboration work groups and online platform.
- Established Science, Technology, Engineering, and Math (STEM) Education resource matching system.

## State Energy Sector Partnership and Training Grant

Arizona received a State Energy Sector Partnership and Training Grant (SESP) in January 2010. Yavapai County serves as lead of the northern region of the state, with Mohave/La Paz County as co-lead and Maricopa County serves as lead for the Greater Phoenix region. Grant activities provide individuals with training and job placement for careers in energy efficiency and renewable energy industries. Recruitment and development of job opportunities with green employers have been developed and contacts were made with Kitchell Contractors to complete green upgrades for the town of Camp Verde and with Love Electric to provide labor for a lighting contract with APS, as well as with BoTech, a new business dealing with communications. Job development at the Prescott Valley Home Show provided 29 employer contacts for green jobs. The curriculum for classes at Yavapai College is still being developed.

## WIA Technical Assistance Conference

A WIA Technical Assistance Conference was held November 18-19, 2009 at the Desert Willow Conference Center in Phoenix, Arizona. More than 200 One-Stop staff attended the conference. Breakout sessions focusing on programmatic and fiscal issues were conducted by state and LWIA staff, as well as speakers from the DOL. The conference received extraordinary feedback from its attendees.

## Fast-Track Training – Mohave/La Paz Counties

Mohave/La Paz counties developed a Fast-Track Training program, enabling participants to participate in fast-track classes at Mohave Community College (MCC) that provides certification for in-demand jobs. The goal is to train the workforce, give them an industry-recognized certification for jobs that are currently available, or are expected to increase as part of the recovery. Over 500 prospective students attended an orientation at MCC campuses in August 2009. Of those 500 people, 21 percent enrolled in one of nine available certificate programs. A big part of the training involved health and renewable energy sectors, which not only reflect ARRA's goals, but also entails a large number of local jobs. The program offers training toward Certified Nursing Assistant, Medical Assistant, Medical Billing/Coding, and Heating, Ventilation, and Air Conditioning (HVAC). Classes are designed to significantly reduce the amount of time needed to get certification. The first set of classes began in late September 2009, with over 100 students receiving credentials as of May 2010.

## Lean Six Sigma Green Belt and Black Belt – ARRA

The Lean Six Sigma Green Belt and Black Belt certification customized training program is a partnership between the Phoenix Workforce Connection and Arizona State University. This customized training program supported degreed professionals in their quest to upgrade their skills and marketability after being laid off. These highly valuable certifications were not only recognized by the manufacturing industry, but crossed into other high growth industries such as health care and advanced business services.

## Mohave County Energy Careers Alliance

Approximately 700 people attended the Renewable Energy Information Fair hosted by the Mohave County Energy Careers Alliance and co-hosted by the Arizona State Building and Construction Trades Council on March 17, 2010 at Kingman High School. Their goals were to inform the public of potential incoming solar and wind energy projects and to identify the job seekers who were interested in working in the renewable energy industry. Mohave County has used the career placement inventories handed out at the fair to build a database of their local workforce that they were able to share with the alliance. The database documented skills and barriers regarding employment. Representatives from three major renewable energy businesses: BP Wind Energy, Albiasa Corporation, and Hualapai Valley Solar, spoke to the public regarding their respective projects that, if permitting goes as planned, will break ground in the next few years.

## COST EFFECTIVENESS

Program	PY 2009 Participants	Cost per Participant
*Overall for all programs	16,608	\$3,605.29
Adult Program	6,056	\$2,352.30
Dislocated Worker Program	6,202	\$2,947.59
Youth Program	4,350	\$4,842.34

*\*Overall includes Administration Expenses*

Arizona expended WIA Title IB funds of \$59,876,622 (\$24,817,551 of American Recovery and Reinvestment Act (ARRA) funds and \$35,059,071 of regular allotment funds) to provide services and activities through the Arizona Workforce Connection One-Stop system for Program Year (PY) 2009 (July 1, 2009 through June 30, 2010). A total of 16,608 participants were served through formula funding provided to the 14 Local Workforce Investment Areas (LWIAs). LWIAs also provided services to Arizona's business communities and affected workers through Rapid Response funded activities by providing assistance with lay-offs and closures.

Based upon program performance, the expenditures per client appear adequate to meet the training needs of the WIA client population. Due to the severe economic downturn in 2008, the average cost per participant for the Adult Program has decreased from the PY 2008 levels as more clients are served in the One-Stop locations. The LWIAs have developed creative training arrangements with community organizations to provide opportunities for participants in order to address the extremely high increases in clients seeking services.

Arizona continues to meet or exceed performance measures for WIA as negotiated. Monitoring activities conducted on both the programmatic and fiscal operations of the LWIAs indicate that the costs are reasonable and that clients are receiving the services needed to re-enter or progress in the workforce.

WIA will continue to see significant increases in clients served and expenditures based upon recent economic trend data. Arizona will continue to utilize ARRA funding in some local areas to assist in addressing the continued high client service needs of WIA. The Summer Youth Employment Program (SYEP), which was implemented in PY 2008, has been sustained by many local areas. SYEP continues to be an excellent opportunity for the LWIAs to engage youth during the economic downturn and provide them with valuable work experience that will assist them in being competitive in the workforce as the economy begins to recover.

## WORKFORCE INVESTMENT ACTIVITIES

Arizona continues to maintain an ongoing process for evaluating workforce investment activities. For example, data is analyzed and evaluated for current and projected performance outcomes. This allows state and local staff to not only evaluate the impact of services on participants, but also allows for an evaluation of progress toward meeting negotiated performance goals. WIA Field Operation Liaisons provide feedback regarding performance to LWIAs, which gives personnel the ability to focus on any performance issues within a particular region; from performance issues for entire population segments to performance issues for individual participants. Arizona utilizes several different reports to monitor the LWIAs performance outcomes on a regular basis. The reports are reviewed by the Field Operation Liaisons in order to identify areas that require additional technical assistance and/or training to correct any deficiencies. The outcome of this effort both enhances service to participants and performance reporting for the WIA program.

State staff also performs annual on-site monitoring of each of the LWIAs. Monitoring includes a comprehensive review of local programmatic, fiscal, and management information systems, provider agreements, the eligible training provider application process, and Equal Opportunity Monitoring of WIA Title I financially assisted programs. Activities in the adult, dislocated worker and youth programs are observed and evaluated. The results of the monitoring activities are tracked, reviewed, and reported.

In addition to annual monitoring, Arizona also conducts annual data element validation to measure the accuracy of data used in WIA performance reports. The process compares source documentation in participant files, such as eligibility documentation, to selected information pulled from a sample of exited participant records in the VOS system.

Arizona also conducts telephone surveys to participants and employers to evaluate their level of satisfaction with the services they received.

Arizona uses these and other appropriate methods to conduct ongoing evaluation of workforce investment activities across the state. Arizona persists in taking the steps necessary to ensure collaboration and continuous improvement by strengthening delivery systems, integrating the workforce development system, and establishing system wide performance measures to improve the effectiveness of the AWC.

Arizona contracted with Social Policy Research Associates (SPRA) in September 2010 to conduct an evaluation study of the designation of LWIAs within the state. The study will be used to determine if the currently designated LWIA framework is the most efficient structure for the program and whether it's able to meet all WIA requirements. The evaluation, which is scheduled to be completed in January 2011, shall contain recommendations pertaining to changes to Arizona's current LWIA designations that may improve program effectiveness, efficiency, and performance.

# STATE PERFORMANCE TABLES

**Table A – Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	# of Surveys Completed	# of Customers Eligible for the Survey	# of Customers included in the Sample	Response Rate
Participants	71.0%	79.0%	571	1,629	618	92.4%
Employers	71.0%	71.0%	600	1,565	704	85.2%

**Table B – Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator
			Denominator
Entered Employment Rate	70.5%	69.6%	1,494
			2,147
Employment Retention Rate	84.0%	83.2%	2,481
			2,981
Average Earnings	\$11,200.00	\$12,246.10	\$28,092,606.00
			2,294
Employment and Credential Rate	66.0%	66.1%	770
			1,165

**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	66.3%	65.4%	51.0%	58.1%
Employment Retention Rate	74.5%	79.7%	76.8%	86.3%
Average Earnings Rate	\$10,970.50	\$14,134.60	\$9,192.40	\$10,848.00
Employment and Credential Rate	57.4%	64.9%	45.0%	59.1%
	numerator denominator	numerator denominator	numerator denominator	numerator denominator

**Table D – Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services
Entered Employment Rate	73.8%	67.6%
Employment Retention Rate	85.6%	82.0%
Average Earnings Rate	\$13,776.70	\$11,437.50
	numerator denominator	numerator denominator



**Table E – Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator
			Denominator
Entered Employment Rate	75.0%	76.6%	1,316
			1,719
Employment Retention Rate	87.5%	85.7%	1,105
			1,290
Average Earning	\$14,000.00	\$14,347.10	\$14,476,251.00
			1,009
Employment and Credential Rate	72.0%	72.1%	403
			559

**Table F – Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	74.4%	93	54.5%	6	71.5%	256	70.7%	29
		125		11		358		41
Employment Retention Rate	83.3%	75	90.9%	10	84.8%	207	84.4%	27
		90		11		244		32
Average Earnings	\$15,783.50	\$1,041,709.00	\$12,403.30	\$124,033.00	\$14,222.90	\$2,673,905.00	\$9,353.00	\$215,118.00
		66		10		188		23
Employment and Credential Rate	84.4%	38	33.3%	1	74.5%	76	75.0%	15
		45		3		102		20
		numerator		numerator		numerator		numerator
		denominator		denominator		denominator		denominator

**Table G – Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	85.0%	472	72.5%	844
		555		1,164
Employment Retention Rate	86.0%	339	85.5%	766
		394		896
Average Earnings	\$13,299.30	\$3,989,778.00	\$14,790.50	\$10,486,473.00
		300		709
		numerator		numerator
		denominator		denominator

**Table H.1 – Youth (14-21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator
			Denominator
Placement in Employment or Education	N/A	58.0%	568
			980
Attainment of Degree or Certificate	N/A	65.5%	708
			1,081
Literacy and Numeracy Gains	N/A	40.8%	189
			463

**Table H.2 – Older Youth (19-21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator
			Denominator
Entered Employment Rate	73.0%	69.2%	166
			240
Employment Retention Rate	80.0%	80.6%	187
			232
Six Months Earnings Increase	\$3,400.00	\$3,521.50	\$753,609.00
			214
Credential Rate	50.0%	47.6%	156
			328

**Table I – Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	63.3%	69	0%	0	54.5%	6	69.0%	147
		109		0		11		213
Employment Retention Rate	79.8%	75	0%	0	75.0%	6	81.2%	168
		94		0		8		207
Six Months Earnings Increase	\$3,459.40	\$311,349.00	0%	0	\$7,014.30	\$49,100.00	\$3,077.80	\$590,947.00
		90		0		7		192
Credential Rate	40.7%	55	0%	0	23.1%	3	45.5%	130
		135		0		13		286
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

**Table J – Younger Youth (14-18) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Skill Attainment Rate	83.0%	86.3%	2,228 2,583
Youth Diploma or Equivalent Rate	58.0%	78.6%	440 560
Retention Rate	65.0%	66.4%	463 697

**Table K – Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	87.0%	1,023	84.9%	169	80.0%	662
		1,176		199		827
Youth Diploma or Equivalent Rate	77.1%	178	88.0%	44	67.9%	133
		231		50		196
Retention Rate	66.4%	180	69.7%	62	64.1%	200
		271		89		312
		numerator denominator		numerator denominator		numerator denominator

**Table L – Other Reported Information**

Reported Information	12 Month Employment Retention Rate	12 Month Earning Increase (Adults & Older Youth) or 12 Month Earning Replacement (Dislocated Workers)		Placements for Participants in Non-traditional Employment	Wages at Entry into Employment for those who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services			
Adults	81.4%	2,806	\$2,176.00	\$6,893,515.00	4.2%	63	\$4,649.90	\$6,495,922.00	12.8%	65
		3,449		3,168		1,494		1,397		508
Dislocated Workers	83.8%	1,209	80.8%	\$16,108,120.00	5.4%	71	\$6,573.90	\$8,053,031.00	12.9%	61
		1,442		\$19,933,456.00		1,316		1,225		472
Older Youth	72.2%	169	\$3,223.00	\$686,490.00	1.2%	2	\$3,005.00	\$447,750.00		numerator
		234		213		166		149		denominator
		numerator denominator		numerator denominator		numerator denominator		numerator denominator		

Table M – Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	55,134	49,417
Total Adult Self-Service	42,940	44,197
WIA Adult	48,996	47,153
WIA Dislocated Worker	6,202	2,287
Total Youth (14-21)	4,350	1,379
Younger Youth (14-18)	2,872	911
Older Youth (19-21)	1,478	468
Out-of-School Youth	2,150	786
In-School Youth	2,200	593

Table N – Cost of Program Activities

Program Activity	Total Federal Spending	
Local Adults	\$14,245,515	
Local Dislocated Workers	\$18,280,980	
Local Youth	\$21,064,169	
Rapid Response (up to 25%) §134 9a) (2)(A)	\$1,407,502	
Statewide Required Activities (up to 15%) §134(a)(2)(B)	\$838,570	
Statewide Allowable Activities §134(a)(3)	<b>Program Activity Description</b>	
	State Administration	\$2,610,394
	Demonstration Projects	\$1,299,492
	Apprenticeship	\$130,000
<b>Total of All Federal Spending Listed Above</b>		<b>\$59,876,622</b>

## LOCAL WORKFORCE INVESTMENT AREAS PERFORMANCE TABLES

Table O – Local Performance

Cochise County	Total Participants Served	Adults	1,019
		Dislocated Workers	94
		Older Youth	49
		Younger Youth	88
ETA Assigned #04005	Total Exiters	Adults	776
		Dislocated Workers	21
		Older Youth	10
		Younger Youth	22

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	72.0%	84.6%		
	Dislocated Workers	77.0%	93.8%		
	Older Youth	73.0%	77.8%		
Retention Rates	Adults	85.0%	93.1%		
	Dislocated Workers	88.0%	100.0%		
	Older Youth	82.0%	57.1%		
	Younger Youth	65.0%	88.9%		
Average Earnings (Adults/DWs)	Adults	\$11,200.00	\$17,263.20		
	Dislocated Workers	\$14,000.00	\$0.00		
Six Month Earnings Increase (Older Youth)	Older Youth	\$4,000.00	\$-48.60		
Credential/Diploma Rates	Adults	67.0%	78.4%		
	Dislocated Workers	70.0%	100.0%		
	Older Youth	51.0%	38.5%		
	Younger Youth	60.0%	100.0%		
Skill Attainment Rate	Younger Youth	86.0%	100.0%		
Placement in Employment or Education	Youth (14-21)	N/A	71.4%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	76.0%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%		
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>	
		<b>4</b>	<b>0</b>	<b>11</b>	

Table O – Local Performance

Coconino County	Total Participants Served	Adults	733
		Dislocated Workers	36
		Older Youth	16
		Younger Youth	55
ETA Assigned #04065	Total Exiters	Adults	731
		Dislocated Workers	19
		Older Youth	4
		Younger Youth	21

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	71.0%	100.0%	
	Dislocated Workers	75.0%	100.0%	
	Older Youth	73.0%	100.0%	
Retention Rates	Adults	84.0%	90.9%	
	Dislocated Workers	87.5%	100.0%	
	Older Youth	81.0%	100.0%	
	Younger Youth	67.0%	100.0%	
Average Earnings (Adults/DWs)	Adults	\$11,200.00	\$17,607.90	
	Dislocated Workers	\$12,000.00	\$10,654.30	
Six Month Earnings Increase (Older Youth)	Older Youth	\$3,500.00	\$24,633.00	
Credential/Diploma Rates	Adults	66.0%	62.5%	
	Dislocated Workers	70.0%	100.0%	
	Older Youth	51.0%	100.0%	
	Younger Youth	59.0%	100.0%	
Skill Attainment Rate	Younger Youth	83.0%	92.0%	
Placement in Employment or Education	Youth (14-21)	N/A	53.8%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	100.0%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	13

Table O – Local Performance

Gila/Pinal Counties	Total Participants Served	Adults	4,089
		Dislocated Workers	*
		Older Youth	56
		Younger Youth	85
ETA Assigned #04010	Total Exiters	Adults	4,585
		Dislocated Workers	*
		Older Youth	12
		Younger Youth	23

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	75.0%	70.6%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	74.0%	62.5%	
Retention Rates	Adults	83.0%	91.4%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	84.0%	85.7%	
	Younger Youth	66.0%	69.6%	
Average Earnings (Adults/DWs)	Adults	\$12,500.00	\$11,992.70	
	Dislocated Workers*	See REPAC - Table O		
Six months Earnings Increase (Older Youth)	Older Youth	\$5,000.00	\$5,779.90	
Credential/Diploma Rates	Adults	64.5%	63.6%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	50.0%	50.0%	
	Younger Youth	63.5%	90.9%	
Skill Attainment Rate	Younger Youth	85.0%	97.7%	
Placement in Employment or Education	Youth (14-21)	N/A	60.9%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	73.5%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	11.8%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		<b>0</b>	<b>5</b>	<b>6</b>

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

Table O – Local Performance

<b>Graham County</b>	Total Participants Served	Adults	235
		Dislocated Workers	*
		Older Youth	20
		Younger Youth	32
ETA Assigned #04015	Total Exiters	Adults	203
		Dislocated Workers	*
		Older Youth	4
		Younger Youth	8

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	69.5%	100.0%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	66.0%	0.0%		
Retention Rates	Adults	83.0%	100.0%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	75.0%	100.0%		
	Younger Youth	65.0%	80.0%		
Average Earnings (Adults/DWs)	Adults	\$11,500.00	\$20,826.30		
	Dislocated Workers*	See REPAC - Table O			
Six Month Earnings Increase (Older Youth)	Older Youth	\$3,500.00	\$17,580.50		
Credential/Diploma Rates	Adults	64.0%	84.6%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	50.0%	0.0%		
	Younger Youth	58.0%	100.0%		
Skill Attainment Rate	Younger Youth	81.0%	86.2%		
Placement in Employment or Education	Youth (14-21)	N/A	71.4%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	50.0%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	42.9%		
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>	
		<b>2</b>	<b>0</b>	<b>9</b>	

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

Table O – Local Performance

Greenlee County	Total Participants Served	Adults	7
		Dislocated Workers	*
		Older Youth	4
		Younger Youth	8
ETA Assigned #04020	Total Exiters	Adults	1
		Dislocated Workers	*
		Older Youth	0
		Younger Youth	5

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	69.5%	0.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	66.0%	0.0%	
Retention Rates	Adults	83.0%	50.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	75.0%	0.0%	
	Younger Youth	64.0%	25.0%	
Average Earnings (Adults/DWs)	Adults	\$11,200.00	\$14,183.00	
	Dislocated Workers*	See REPAC - Table O		
Six Month Earnings Increase (Older Youth)	Older Youth	\$3,400.00	\$0.0	
Credential/Diploma Rates	Adults	64.0%	0.0%	
	Dislocated Workers*	See REPAC - Table O		
	Older Youth	50.0%	0.0%	
	Younger Youth	58.0%	100.0%	
Skill Attainment Rate	Younger Youth	81.0%	100.0%	
Placement in Employment or Education	Youth (14-21)	N/A	40.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	60.0%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		<b>8</b>	<b>0</b>	<b>3</b>

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



Table O – Local Performance

<b>Maricopa County</b>	Total Participants Served	Adults	11,962
		Dislocated Workers	1,263
		Older Youth	199
		Younger Youth	384
ETA Assigned #04035	Total Exiters	Adults	12,158
		Dislocated Workers	860
		Older Youth	51
		Younger Youth	138

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	75.3%	69.1%	
	Dislocated Workers	77.4%	69.4%	
	Older Youth	73.0%	72.4%	
Retention Rates	Adults	84.0%	82.4%	
	Dislocated Workers	87.5%	84.7%	
	Older Youth	80.0%	74.2%	
	Younger Youth	65.0%	60.7%	
Average Earnings (Adults/DWs)	Adults	\$12,420.00	\$12,385.40	
	Dislocated Workers	\$14,000.00	\$14,681.80	
Six Month Earnings Increase (Older Youth)	Older Youth	\$4,000.00	\$4,049.30	
Credential/Diploma Rates	Adults	66.0%	70.2%	
	Dislocated Workers	72.0%	73.3%	
	Older Youth	50.0%	45.5%	
	Younger Youth	70.0%	83.0%	
Skill Attainment Rate	Younger Youth	83.0%	86.0%	
Placement in Employment or Education	Youth (14-21)	N/A	60.1%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	65.0%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	48.6%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		<b>0</b>	<b>9</b>	<b>6</b>

Table O – Local Performance

Mohave/La Paz Counties	Total Participants Served	Adults	2,273
		Dislocated Workers	*
		Older Youth	42
		Younger Youth	134
ETA Assigned #04070	Total Exiters	Adults	1,972
		Dislocated Workers	*
		Older Youth	10
		Younger Youth	37

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	72.0%	75.0%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	65.0%	88.9%		
Retention Rates	Adults	84.0%	97.8%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	80.0%	87.5%		
	Younger Youth	65.0%	86.2%		
Average Earnings (Adults/DWs)	Adults	\$10,000.00	\$9,293.60		
	Dislocated Workers*	See REPAC - Table O			
Six Month Earnings Increase (Older Youth)	Older Youth	\$3,700.00	\$3,412.20		
Credential/Diploma Rates	Adults	57.0%	72.7%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	40.0%	50.0%		
	Younger Youth	58.0%	76.5%		
Skill Attainment Rate	Younger Youth	83.0%	88.1%		
Placement in Employment or Education	Youth (14-21)	N/A	80.5%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	65.0%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	30.0%		
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>	
		<b>0</b>	<b>2</b>	<b>9</b>	

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

Table O – Local Performance

Navajo/Apache Counties	Total Participants Served	Adults	976
		Dislocated Workers	33
		Older Youth	12
		Younger Youth	26
ETA Assigned #04095	Total Exiters	Adults	992
		Dislocated Workers	14
		Older Youth	4
		Younger Youth	10

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	72.0%	80.0%		
	Dislocated Workers*	77.0%	87.5%		
	Older Youth	73.0%	75.0%		
Retention Rates	Adults	84.5%	88.4%		
	Dislocated Workers	88.0%	87.5%		
	Older Youth	81.0%	100.0%		
	Younger Youth	65.0%	100.0%		
Average Earnings (Adults/DWs)	Adults	\$10,500.00	\$10,335.20		
	Dislocated Workers	\$12,000.00	\$15,588.90		
Six Month Earnings Increase (Older Youth)	Older Youth	\$3,000.00	\$2,561.80		
Credential/Diploma Rates	Adults	64.5%	55.1%		
	Dislocated Workers	72.0%	62.5%		
	Older Youth	50.0%	40.0%		
	Younger Youth	58.0%	100.0%		
Skill Attainment Rate	Younger Youth	83.0%	100.0%		
Placement in Employment or Education	Youth (14-21)	N/A	86.7%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	85.7%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	25.0%		
Overall Status of Local Performance		Not Met	Met	Exceeded	
		0	6	9	

Table O – Local Performance

Nineteen Tribal Nations	Total Participants Served	Adults	454
		Dislocated Workers	*
		Older Youth	140
		Younger Youth	314
ETA Assigned #04090	Total Exiters	Adults	216
		Dislocated Workers	*
		Older Youth	55
		Younger Youth	107

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	71.0%	62.0%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	70.0%	63.3%		
Retention Rates	Adults	82.0%	87.6%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	82.0%	85.0%		
	Younger Youth	58.0%	54.9%		
Average Earnings (Adults/DWs)	Adults	\$10,000.00	\$11,048.20		
	Dislocated Workers*	See REPAC - Table O			
Six Month Earnings Increase (Older Youth)	Older Youth	\$3,500.00	\$4,066.10		
Credential/Diploma Rates	Adults	62.5%	44.2%		
	Dislocated Workers*	See REPAC - Table O			
	Older Youth	45.0%	37.5%		
	Younger Youth	61.0%	77.0%		
Skill Attainment Rate	Younger Youth	83.0%	81.6%		
Placement in Employment or Education	Youth (14-21)	N/A	48.3%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	62.3%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	12.5%		
Overall Status of Local Performance		Not Met	Met	Exceeded	
		1	5	5	

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

Table O – Local Performance

Phoenix (City of)	Total Participants Served	Adults	14,409
		Dislocated Workers	1,443
		Older Youth	340
		Younger Youth	466
ETA Assigned #04025	Total Exiters	Adults	14,070
		Dislocated Workers	402
		Older Youth	134
		Younger Youth	192

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	78.0%	67.2%		
	Dislocated Workers	85.0%	81.0%		
	Older Youth	74.0%	61.3%		
Retention Rates	Adults	85.0%	86.1%		
	Dislocated Workers	90.0%	86.0%		
	Older Youth	81.5%	85.5%		
	Younger Youth	65.0%	70.1%		
Average Earnings (Adults/DWs)	Adults	\$12,500.00	\$12,751.20		
	Dislocated Workers	\$15,500.00	\$13,429.60		
Six Month Earnings Increase (Older Youth)	Older Youth	\$3,700.00	\$3,087.90		
Credential/Diploma Rates	Adults	70.0%	65.9%		
	Dislocated Workers	72.0%	69.6%		
	Older Youth	50.0%	54.1%		
	Younger Youth	66.0%	86.5%		
Skill Attainment Rate	Younger Youth	83.0%	84.3%		
Placement in Employment or Education	Youth (14-21)	N/A	57.3%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	59.5%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	38.5%		
Overall Status of Local Performance		Not Met	Met	Exceeded	
		0	8	7	

Table O – Local Performance

<b>Pima County</b>	Total Participants Served	Adults	8,166
		Dislocated Workers	2,244
		Older Youth	362
		Younger Youth	777
ETA Assigned #04030	Total Exiters	Adults	7,434
		Dislocated Workers	740
		Older Youth	105
		Younger Youth	208

Reported Information		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A			
	Employers				
Entered Employment Rates	Adults	70.6%	69.9%		
	Dislocated Workers	75.5%	82.1%		
	Older Youth	73.1%	73.6%		
Retention Rates	Adults	84.5%	77.8%		
	Dislocated Workers	87.6%	84.9%		
	Older Youth	80.1%	73.3%		
	Younger Youth	65.1%	60.5%		
Average Earnings (Adults/DWs) Six Month Earnings Increase (Older Youth)	Adults	\$11,300.00	\$11,778.00		
	Dislocated Workers	\$14,100.00	\$15,410.10		
	Older Youth	\$3,500.00	\$2,894.00		
Credential/Diploma Rates	Adults	66.5%	65.4%		
	Dislocated Workers	71.0%	74.0%		
	Older Youth	45.0%	39.5%		
	Younger Youth	58.5%	70.1%		
Skill Attainment Rate	Younger Youth	83.1%	80.1%		
Placement in Employment or Education	Youth (14-21)	N/A	49.2%		
Attainment of Degree or Certificate	Youth (14-21)	N/A	61.5%		
Literacy or Numeracy Gains	Youth (14-21)	N/A	23.8%		
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>	
		<b>0</b>	<b>9</b>	<b>6</b>	

Table O – Local Performance

<b>REPAC Dislocated Worker Consortium</b>	Total Participants Served	Dislocated Workers	604	
ETA Assigned #04010	Total Exiters	Dislocated Workers	81	
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Dislocated Workers	83.0%	97.7%	
Retention Rates	Dislocated Workers	86.5%	93.3%	
Average Earnings (Adults/DWs)	Dislocated Workers	\$14,000.00	\$13,988.70	
Credential/Diploma Rates	Dislocated Workers	69.0%	69.2%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		<b>0</b>	<b>1</b>	<b>3</b>

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

Table O – Local Performance

Santa Cruz County	Total Participants Served	Adults	253
		Dislocated Workers	17
		Older Youth	20
		Younger Youth	155
ETA Assigned #04040	Total Exiters	Adults	197
		Dislocated Workers	7
		Older Youth	6
		Younger Youth	33

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	70.5%	72.7%	
	Dislocated Workers	73.5%	100.0%	
	Older Youth	66.0%	66.7%	
Retention Rates	Adults	84.0%	90.0%	
	Dislocated Workers	82.0%	100.0%	
	Older Youth	75.5%	100.0%	
	Younger Youth	65.0%	75.0%	
Average Earnings (Adults/DWs)	Adults	\$11,200.00	\$10,615.30	
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$11,500.00	\$8,225.00	
	Older Youth	\$3,400.00	\$6,221.00	
Credential/Diploma Rates	Adults	66.0%	77.8%	
	Dislocated Workers	72.0%	100.0%	
	Older Youth	50.0%	66.7%	
	Younger Youth	58.0%	87.5%	
Skill Attainment Rate	Younger Youth	83.0%	93.1%	
Placement in Employment or Education	Youth (14-21)	N/A	35.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	36.8%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	13



Table O – Local Performance

Yavapai County	Total Participants Served	Adults	1,736
		Dislocated Workers	192
		Older Youth	45
		Younger Youth	58
ETA Assigned #04080	Total Exiters	Adults	1,762
		Dislocated Workers	76
		Older Youth	15
		Younger Youth	29

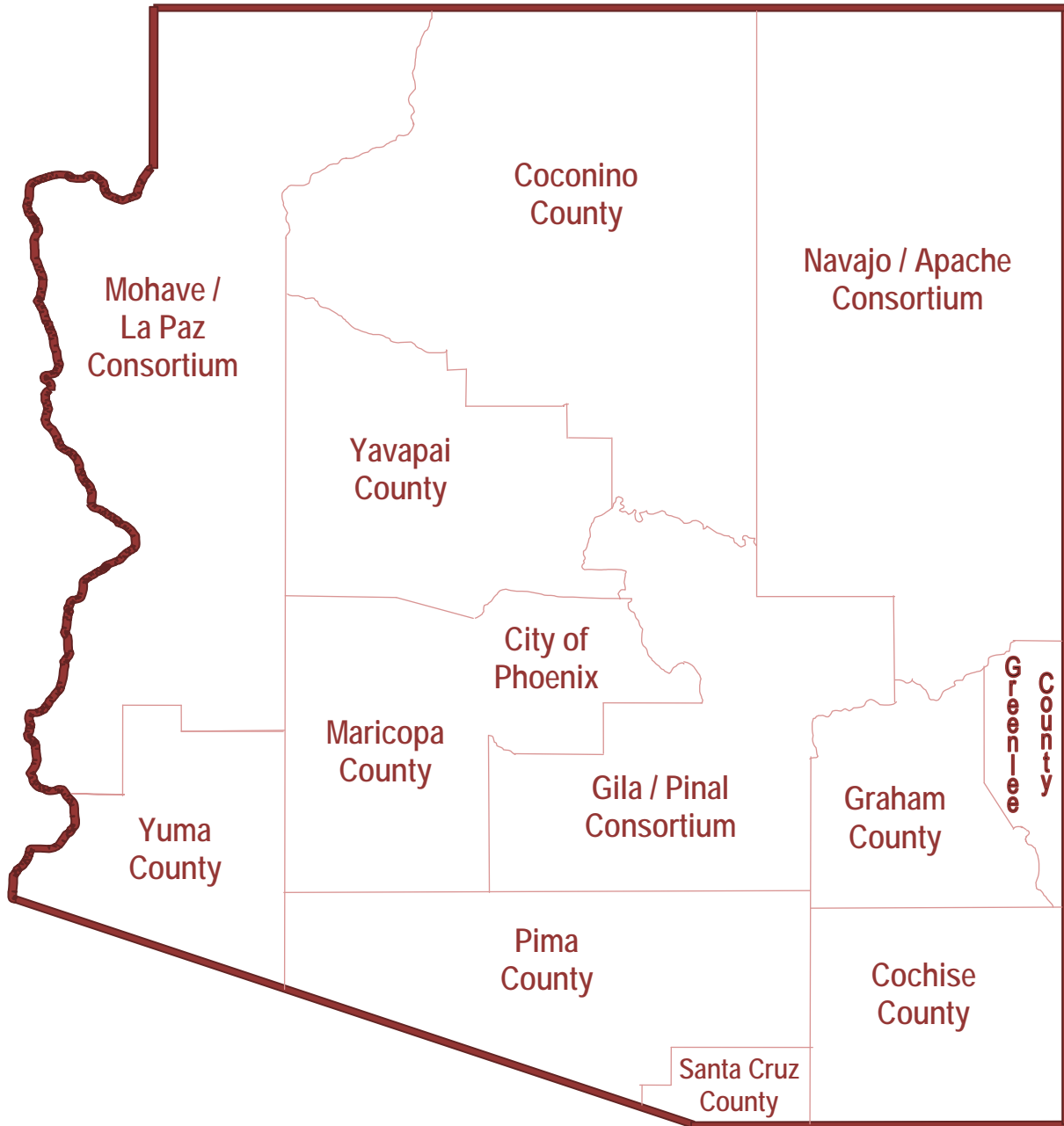
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	74.0%	85.1%	
	Dislocated Workers	84.5%	87.0%	
	Older Youth	70.0%	100.0%	
Retention Rates	Adults	84.0%	93.5%	
	Dislocated Workers	90.0%	90.3%	
	Older Youth	80.0%	75.0%	
	Younger Youth	63.0%	100.0%	
Average Earnings (Adults/DWs)	Adults	\$10,500.00	\$12,116.90	
	Dislocated Workers	\$14,000.00	\$11,039.40	
Six Month Earnings Increase (Older Youth)	Older Youth	\$3,400.00	-\$1,560.50	
Credential/Diploma Rates	Adults	70.0%	68.4%	
	Dislocated Workers	68.5%	59.4%	
	Older Youth	48.0%	71.4%	
	Younger Youth	58.0%	63.2%	
Skill Attainment Rate	Younger Youth	82.0%	87.0%	
Placement in Employment or Education	Youth (14-21)	N/A	85.0%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	63.2%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	0.0%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		<b>2</b>	<b>3</b>	<b>10</b>

Table O – Local Performance

Yuma County	Total Participants Served	Adults	2,684
		Dislocated Workers	284
		Older Youth	174
		Younger Youth	291
ETA Assigned #04045	Total Exiters	Adults	2,056
		Dislocated Workers	67
		Older Youth	58
		Younger Youth	78

Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	See Table A		
	Employers			
Entered Employment Rates	Adults	75.0%	68.8%	
	Dislocated Workers	75.0%	82.9%	
	Older Youth	73.0%	68.0%	
Retention Rates	Adults	83.0%	82.4%	
	Dislocated Workers	87.5%	89.5%	
	Older Youth	82.0%	88.0%	
	Younger Youth	65.0%	71.4%	
Average Earnings (Adults/DWs)	Adults	\$10,000.00	\$8,738.90	
	Dislocated Workers	\$10,100.00	\$10,645.00	
Six months Earnings Increase (Older Youth)	Older Youth	\$3,400.00	\$3,182.40	
Credential/Diploma Rates	Adults	66.0%	65.7%	
	Dislocated Workers	72.0%	75.0%	
	Older Youth	50.0%	61.3%	
	Younger Youth	56.0%	63.5%	
Skill Attainment Rate	Younger Youth	83.0%	96.5%	
Placement in Employment or Education	Youth (14-21)	N/A	72.8%	
Attainment of Degree or Certificate	Youth (14-21)	N/A	89.9%	
Literacy or Numeracy Gains	Youth (14-21)	N/A	95.9%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	9

# MAP OF DESIGNATED LOCAL AREAS



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

## LOCAL WORKFORCE INVESTMENT AREA CONTACT INFORMATION

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

<b>Cochise County</b>	<b>Navajo/Apache Counties</b>
Vada Phelps, Director 900 Carmelita Drive Sierra Vista, Arizona 85635 Phone: (520) 439-3542	Judy Bratcher, Director 100 East Carter Road Holbrook, Arizona 86025 Phone: (928) 524-4167
<b>Coconino County</b>	<b>City of Phoenix</b>
Carol Curtis, Director 110 East Cherry Avenue Flagstaff, Arizona 86001 Phone: (928) 679-7400	Cynthia Spell Tweh, Deputy Director 200 West Washington, 19 <sup>th</sup> Floor Phoenix, Arizona 85003 Phone: (602) 262-6776
<b>Gila/Pinal Counties</b>	<b>Pima County</b>
Barbara Valencia, Program Manager 5515 South Apache Avenue, Suite 200 Globe, Arizona 85501 Phone: (928) 425-9468	Arthur Eckstrom, Director 2797 East Ajo Way Tucson, Arizona 85713 Phone: (520) 243-6700
<b>Graham County</b>	<b>Santa Cruz County</b>
Neil Karnes, Director 826 West Main Street Safford, Arizona 85546 Phone: (928) 428-7386	Patricia Wallace, Director 610 North Morley Avenue Nogales, Arizona 85621 Phone: (520) 375-7670
<b>Greenlee County</b>	<b>Yavapai County</b>
Deborah Brinkley, Program Manager Highway 191 & Ward Canyon Road Clifton, Arizona 85533 Phone: (928) 865-4151	Teri Drew, Regional Director 221 North Marina, Suite 201 Prescott, Arizona 86302 Phone: (928) 778-1422
<b>Maricopa County</b>	<b>Yuma County</b>
Patrick Burkhart, Assistant Director 234 North Central Avenue, Suite 3201 Phoenix, Arizona 85004 Phone: (602) 506-4146	John Morales, Director 3834 West 16th Street Yuma, Arizona 85364 Phone: (928) 329-0990
<b>Mohave/La Paz Counties</b>	<b>Nineteen Tribal Nations</b>
Susie Parel-Duranceau, Director 700 West Beale Street Kingman, Arizona 86402 Phone: (928) 753-0723 ext. 4780	Patrick Andrews, Chairman P.O. Box 837 Sells, Arizona 85634 Phone: (520) 383-8650



Published October 2010

For additional copies of this report contact:

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

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