

## **LOCAL AREA PERFORMANCE OUTCOME LEVELS**

<b>Performance Measures</b>	<b>PY2007 Target</b>	<b>PY2008 Target</b>
<b><u>Customer Satisfaction Index</u></b>		
Participants – ACSI Score	78.8	79.0
Employers – ACSI Score	79.4	79.5
<b><u>Entered Employment Rate</u></b>		
Adults	80	81
Dislocated Workers	86.8	86.9
Older Youth	68	68
<b><u>Retention Rate</u></b>		
Adults	86.1	86.2
Dislocated Workers	86.1	86.2
Older Youth	78.1	78.2
Younger Youth	69.9	70.0
<b><u>Earnings Increase/Replacement Rate</u></b>		
Adults	\$10,540	\$10,545
Dislocated Workers	\$10,808	\$10,809
Older Youth	\$3825	\$3850
<b><u>Credentials Rate</u></b>		
Adults	70	70
Dislocated Workers	60	60
Older Youth	65.8	65.9
<b><u>Younger Youth Diploma/GED Rate</u></b>		
	71.9	72.0
<b><u>Younger Youth Skills Attainment Rate</u></b>		
	80.1	80.2

The Georgia Mountains WIA office is offering an On-The-Job Training program which does not necessarily result in the attainment of a recognized certificate or credential. This program has proven worthwhile; however, it will affect the local area's ability to attain a high credential rate.