



# Frequently Asked Questions, Definitions and Acronyms

for the Workforce Innovation and Opportunity Act,  
Title I Adult Training Programs Workforce Evaluation Report

# Frequently Asked Questions (FAQ)

ARIZONA@WORK Title I Adult Training Programs Evaluation Report

## 1. What is the purpose of this report?

OEO leads efforts to evaluate the Arizona workforce system, per its mandate under A.R.S. 41-5303 as the state's workforce coordinator, in collaboration with the Governor's Workforce Arizona Council and the Arizona Department of Economic Security (DES). The evaluation assesses the effectiveness of ARIZONA@WORK Title I Adult Occupational Training Programs in improving employment and wage outcomes for participants. It provides insights into program performance, identifies areas for improvement, and offers data-driven recommendations to strengthen Arizona's workforce development system.

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## 2. What was the scope of the evaluation analysis?

The report analyzed data from 17,228 participants who exited the Title I Adult Program between Q2 2020 and Q1 2023. Of these:

- 5,130 participants completed at least one training program.
- 12,098 participants either did not enroll in or complete training.

Only programs with five or more completers were evaluated to ensure data reliability and participant confidentiality.

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## 3. Which performance measures were used to evaluate training programs?

The evaluation focused on three WIOA key metrics:

1. **Employment in the second quarter after exit** – Immediate job placement success.
2. **Employment in the fourth quarter after exit** – Sustained employment over time.
3. **Average wages in the second quarter after exit** – Financial impact of the training.

#### 4. How were the evaluated WIOA Title I training programs rated?

Programs were assessed using a predictive model that compared actual participant outcomes to expected benchmarks based on participant demographics, employment barriers, and local economic conditions. Ratings were assigned as follows:

- **Rating 1:** Below lower bound of predictions (below expectations).
- **Rating 2:** Within predicted range (meets expectations).
- **Rating 3:** Above upper bound of predictions (exceeds expectations).

Programs also received an overall rating based on their cumulative scores across the three performance metrics:

- **Exceeded Expectations:** Score of 7–9.
  - **Met Expectations:** Score of 6.
  - **Below Expectations:** Score of 3–5.
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#### 5. What were the key findings of the report?

- **Top-performing fields:**
    - Health Professions and Transportation accounted for 78% of training enrollments.
    - Homeland Security programs achieved the highest wages (\$13,761/quarter) and retention rates (93%).
  - **Performance ratings** that achieved or surpassed expected employment and wages:
    - **43% of programs** exceeded expectations in employment and wages.
    - **20% of programs** met expectations in employment and wages.
    - Health Professions showed strong wage growth and job retention.
  - **Completion success:**
    - Homeland Security and Law Enforcement had the highest completion rate (88%).
    - Transportation programs showed strong participant engagement and retention.
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#### 6. Why were some programs rated below expectations?

Programs rated below expectations may have faced challenges such as:

- Misalignment with labor market demands, leading to lower employment outcomes.
- Insufficient quality or support within the training program.
- Data limitations, such as the exclusion of self-employment outcomes in fields like Culinary Arts and Personal Services.

## **7. What tools and resources are available to training providers?**

To support training providers, OEO offers:

- Individual program evaluation reports with detailed performance insights.
  - [Webinars](#) and training sessions to help interpret findings and apply recommendations.
  - Individual questions or technical assistance requests can be submitted to [Labor.info@o eo .az .gov](mailto:Labor.info@o eo .az .gov) .
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## **8. How is OEO's economic analysis team educating stakeholders on this evaluation report?**

OEO's economic analysis team is providing education and support regarding findings to workforce partners through webinars, workshops, and tools. OEO is also providing support via technical assistance requests submitted to [Labor.info@o eo .az .gov](mailto:Labor.info@o eo .az .gov) .

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## **9. Where can I access the full report?**

The full report is available on the Arizona Office of Economic Opportunity website: [o eo .az .gov](http://o eo .az .gov).

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## **10. What is the goal of this evaluation?**

In collaboration with the Workforce Arizona Council, OEO measures and reports on the performance of Arizona's workforce and education programs to improve their effectiveness in assisting Arizonans gain the skills needed to obtain sustained, high-paying employment. The goal is to help inform the ARIZONA@WORK system by identifying and understanding the effectiveness of training programs by training program subject categories.

## Key Terms and Definitions

**Workforce Innovation and Opportunity Act (WIOA):** A federal law that governs workforce development programs across the United States, aiming to improve access to employment, education, training, and support services for individuals with barriers to employment.

**ARIZONA@WORK Title I Adult Program:** A workforce development program under the WIOA providing employment and training services to adults aged 18 and older, with a focus on individuals facing barriers to employment.

**WIOA Occupational Training:** Skill-building programs aligned with in-demand occupations that prepare participants for specific careers through recognized credentials like certifications, licenses, or degrees.

**Eligible Training Provider List (ETPL):** A statewide list of approved training providers and programs that meet specific performance and accountability criteria, allowing them to receive WIOA funding for participant training.

**WIOA defined barriers to employment:** Challenges such as disability, low income, limited education, or long-term unemployment that hinder an individual's ability to secure or retain employment.

**Training Completers:** Participants who successfully fulfill all requirements of a training program.

**Completion Rate:** The percentage of participants who successfully complete a training program. This is an indicator of program engagement and participant success.

**Retention Rate:** The percentage of participants who remain employed in the fourth quarter after exit.

**Predictive Model:** A statistical tool used to estimate expected participant outcomes (employment and wages) based on characteristics such as demographics, employment barriers, and local economic conditions.

**Predicted Outcomes:** The expected employment and wage outcomes for participants based on demographic, economic, and program-specific factors.

**Upper and Lower Bounds (Predictive Range):** Statistical thresholds used to determine whether actual outcomes fall within, above, or below expected ranges.

**Employment in the Second Quarter After Exit:** The percentage of participants who were employed during the second quarter following their program exit. This metric measures immediate job placement success.

**Employment in the Fourth Quarter After Exit:** The percentage of participants who were employed during the fourth quarter following their program exit. This metric assesses job retention and long-term employment stability.

**Average Wages in the Second Quarter After Exit:** The average wages earned by participants who were employed in the second quarter after program exit.

**Economic Conditions:** Each area's unemployment rates were factored into the evaluation to account for external influences on employment outcomes.

**Program Enrollment:** The number of participants who begin a training program, regardless of whether they complete it.

**Local Workforce Development Boards (LWDBs):** Regional entities responsible for overseeing the implementation of workforce development initiatives, including monitoring the performance of training providers within their jurisdiction.

**Multivariate Model:** A statistical model used to analyze the relationship between multiple independent variables and one or more dependent variables simultaneously. It helps account for the combined effects of various factors to better understand their influence on the outcome(s) being studied.

**Dependent Variable:** The outcome or response variable in a statistical analysis that the model aims to predict or explain. In the context of workforce evaluations, examples include employment rates or wages, which are influenced by participant characteristics, economic conditions, and other factors.

**Independent Variable:** A variable used in a statistical model to explain or predict changes in the dependent variable. Independent variables, such as age, education level, or unemployment rates, represent the factors that may influence the outcome of interest.

## Frequently Used Acronyms

- **OEO:** Arizona Office of Economic Opportunity
- **DES:** Department of Economic Security
- **LWDB:** Local Workforce Development Board
- **ETPL:** Eligible Training Provider List
- **WIOA:** Workforce Innovation and Opportunity Act