

**PY 18-19 Annual Performance Evaluation
Adult STAR Tally**

| A | B | C | D | E | F | G |
|-------------------------|---|------------------------------|-----------------------|---------------|---------------------------|--------------------|
| WorkSource Center | Operator Name | Federal Performance Outcomes | Local Measures | | | TOTAL STARS EARNED |
| | | | Customer Satisfaction | Customer Flow | Administrative Capability | |
| Boyle Heights/East L.A. | Arbor/Rescare | STAR | STAR | NO | QUALIFIED | 2 |
| Canoga Park/S. Valley | Arbor/Rescare | NO | STAR | NO | STAR | 2 |
| West Adams | Asian American Drug Abuse Program, Inc. | NO | STAR | STAR | STAR | 3 |
| West Valley | Build Rehabilitation Industries | STAR | STAR | NO | STAR | 3 |
| Harbor Gateway | City of Long Beach/Pacific Gateway WIN | STAR | STAR | NO | NO | 2 |
| Vernon Central/LATTC | Coalition for Responsible Community Development | NO | STAR | NO | NO | 1 |
| Wilshire-Metro | Community Career Development, Inc. | STAR | STAR | NO | STAR | 3 |
| Sun Valley | El Proyecto del Barrio, Inc. | STAR | STAR | NO | NO | 2 |
| Northeast Los Angeles | Goodwill Industries of Southern California | STAR | STAR | NO | STAR | 3 |
| Watts/Los Angeles | Housing Authority of the City of Los Angeles | NO | STAR | NO | STAR | 2 |
| West Los Angeles | JVS SoCal | STAR | STAR | NO | QUALIFIED | 2 |
| Hollywood | Managed Career Solutions, Inc. | STAR | STAR | STAR | STAR | 4 |
| Downtown/Pico Union | Pacific Asian Consortium in Employment | STAR | STAR | NO | NO | 2 |
| South Los Angeles | UAW-Labor Employment Training Corporation | NO | STAR | NO | QUALIFIED | 1 |
| Southeast Los Angeles | Watts Labor Community Action Committee | NO | STAR | NO | NO | 1 |
| Pacoima/North Valley | Youth Policy Institute, Inc. | NO | STAR | NO | STAR | 2 |
| TOTAL STARS | | 9 | 16 | 2 | 8 | |

NO = One or more outcomes < 80% of goal
QUALIFIED = All outcomes ≥ 80% but overall not STAR level

**PY 18-19 Annual Performance Evaluation
Adult Performance Outcomes**

| WorkSource Center | Operator Name | EMPLOYMENT 2nd QUARTER RATE Based on Exiters 7/1/17 - 6/30/18 | | | | | | | | | | | | EMPLOYMENT 4th QUARTER RATE Based on Exiters 1/1/17 - 12/31/17 | | | | | | | | | | | | MEDIAN EARNINGS (2nd Quarter) Based on Exiters 7/1/17 - 6/30/18 | | | | | | | | | | | | CREDENTIAL ATTAINMENT RATE Based on Exiters 1/1/17 - 12/31/17 | | | | | | | | | | | | Eligible? | Success Rate Average | STAR |
|--|---------------|---|--------|-----------|-------|-------------------|-----------|-------|--------|-----------|-------|--------|-----------|--|---------|-----------|---------|---------|-----------|-------|--------|-------------------|-------|--------|-----------|---|--------|-----------|------|-------------------|-----------|--|--|--|--|--|--|---|--|--|--|--|--|--|--|--|--|--|--|-----------|----------------------|------|
| | | Adult | | | | Dislocated Worker | | | | Adult | | | | Dislocated Worker | | | | Adult | | | | Dislocated Worker | | | | Adult | | | | Dislocated Worker | | | | | | | | | | | | | | | | | | | | | | |
| | | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | | | | | | | | | | | | | | | | | | | | | |
| | | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | | | | | | | | | | | | | | | | | | | | | |
| Boyle | 100% | 62% | 66.9% | 108% | 66.0% | 53.9% | 82% | 60.0% | 62.7% | 105% | 65.0% | 75.3% | 116% | \$5,100 | \$6,097 | 120% | \$6,800 | \$7,585 | 112% | 54.0% | 88.5% | 164% | 63.0% | 77.8% | 123% | 111% | 77.8% | 123% | YES | 111% | STAR | | | | | | | | | | | | | | | | | | | | | |
| Haight/East L.A. Canoga Park/S Valley | | 62% | 66.9% | 108% | 66.0% | 78.4% | 119% | 60.0% | 57.6% | 96% | 65.0% | 64.3% | 99% | \$5,100 | \$7,092 | 140% | \$6,800 | \$9,065 | 134% | 54.0% | 72.5% | 134% | 63.0% | 49.3% | 78% | N/A | 49.3% | 78% | NO | N/A | NO | | | | | | | | | | | | | | | | | | | | | |
| West Adams | | 62% | 71.8% | 116% | 66.0% | 72.5% | 110% | 60.0% | 71.4% | 119% | 65.0% | 71.2% | 110% | \$5,100 | \$5,047 | 99% | \$6,800 | \$7,243 | 107% | 54.0% | 30.4% | 56% | 63.0% | 26.3% | 42% | N/A | 26.3% | 42% | NO | N/A | NO | | | | | | | | | | | | | | | | | | | | | |
| West Valley | | 62% | 57.0% | 92% | 66.0% | 68.2% | 103% | 60.0% | 60.0% | 100% | 65.0% | 66.3% | 102% | \$5,100 | \$5,924 | 117% | \$6,800 | \$7,685 | 114% | 54.0% | 62.5% | 116% | 63.0% | 90.9% | 144% | 109% | 90.9% | 144% | YES | 109% | STAR | | | | | | | | | | | | | | | | | | | | | |
| Harbor Gateway | | 62% | 68.2% | 110% | 66.0% | 75.2% | 114% | 60.0% | 69.7% | 116% | 65.0% | 73.1% | 112% | \$5,100 | \$8,084 | 159% | \$6,800 | \$8,775 | 130% | 54.0% | 96.6% | 179% | 63.0% | 89.5% | 142% | 119% | 89.5% | 142% | YES | 119% | STAR | | | | | | | | | | | | | | | | | | | | | |
| Vernon Central/LITC | | 62% | 61.8% | 100% | 66.0% | 72.0% | 109% | 60.0% | 57.1% | 95% | 65.0% | 77.9% | 120% | \$5,100 | \$5,358 | 106% | \$6,800 | \$7,236 | 107% | 54.0% | 36.0% | 67% | 63.0% | 26.9% | 43% | N/A | 26.9% | 43% | NO | N/A | NO | | | | | | | | | | | | | | | | | | | | | |
| Wilshire-Metro | | 62% | 67.4% | 109% | 66.0% | 76.3% | 116% | 60.0% | 64.5% | 108% | 65.0% | 74.1% | 114% | \$5,100 | \$4,874 | 96% | \$6,800 | \$7,064 | 104% | 54.0% | 87.6% | 162% | 63.0% | 86.7% | 138% | 112% | 86.7% | 138% | YES | 112% | STAR | | | | | | | | | | | | | | | | | | | | | |
| Sun Valley | | 62% | 67.1% | 108% | 66.0% | 63.3% | 95% | 60.0% | 60.9% | 102% | 65.0% | 64.8% | 100% | \$5,100 | \$6,661 | 131% | \$6,800 | \$8,690 | 128% | 54.0% | 87.8% | 163% | 63.0% | 87.7% | 139% | 113% | 87.7% | 139% | YES | 113% | STAR | | | | | | | | | | | | | | | | | | | | | |
| Northeast Los Angeles | | 62% | 62.4% | 101% | 66.0% | 64.1% | 97% | 60.0% | 60.0% | 100% | 65.0% | 68.5% | 105% | \$5,100 | \$4,880 | 96% | \$6,800 | \$8,106 | 120% | 54.0% | 72.9% | 135% | 63.0% | 88.2% | 140% | 109% | 88.2% | 140% | YES | 109% | STAR | | | | | | | | | | | | | | | | | | | | | |
| Watts/Los Angeles | | 62% | 64.5% | 104% | 66.0% | 77.5% | 117% | 60.0% | 67.4% | 112% | 65.0% | 73.0% | 112% | \$5,100 | \$4,706 | 93% | \$6,800 | \$6,363 | 94% | 54.0% | 12.3% | 23% | 63.0% | 32.7% | 52% | N/A | 32.7% | 52% | NO | N/A | NO | | | | | | | | | | | | | | | | | | | | | |
| West Los Angeles | | 62% | 64.7% | 104% | 66.0% | 67.4% | 102% | 60.0% | 75.4% | 126% | 65.0% | 73.5% | 113% | \$5,100 | \$6,403 | 126% | \$6,800 | \$8,939 | 132% | 54.0% | 52.9% | 98% | 63.0% | 52.7% | 84% | 110% | 52.7% | 84% | YES | 110% | STAR | | | | | | | | | | | | | | | | | | | | | |
| Hollywood | | 62% | 63.5% | 102% | 66.0% | 70.8% | 107% | 60.0% | 64.7% | 108% | 65.0% | 72.8% | 112% | \$5,100 | \$6,076 | 120% | \$6,800 | \$8,318 | 123% | 54.0% | 54.8% | 102% | 63.0% | 71.9% | 114% | 111% | 71.9% | 114% | YES | 111% | STAR | | | | | | | | | | | | | | | | | | | | | |
| Downtown/Pico Union | | 62% | 59.7% | 96% | 66.0% | 64.8% | 98% | 60.0% | 54.5% | 91% | 65.0% | 55.1% | 85% | \$5,100 | \$5,976 | 118% | \$6,800 | \$7,191 | 106% | 54.0% | 73.3% | 136% | 63.0% | 76.5% | 121% | 105% | 76.5% | 121% | YES | 105% | STAR | | | | | | | | | | | | | | | | | | | | | |
| South Los Angeles | | 62% | 68.2% | 110% | 66.0% | 66.7% | 101% | 60.0% | 61.8% | 103% | 65.0% | 67.9% | 104% | \$5,100 | \$6,516 | 128% | \$6,800 | \$7,411 | 109% | 54.0% | 18.1% | 34% | 63.0% | 27.2% | 44% | N/A | 27.2% | 44% | NO | N/A | NO | | | | | | | | | | | | | | | | | | | | | |
| Southeast Los Angeles/Facinal/North Valley | | 62% | 68.8% | 111% | 66.0% | 69.4% | 105% | 60.0% | 59.8% | 100% | 65.0% | 65.7% | 101% | \$5,100 | \$5,127 | 101% | \$6,800 | \$5,941 | 88% | 54.0% | 14.3% | 26% | 63.0% | 26.2% | 42% | N/A | 26.2% | 42% | NO | N/A | NO | | | | | | | | | | | | | | | | | | | | | |
| WSC TOTAL | | 62% | 65.4% | 105% | 66.0% | 71.3% | 108% | 60.0% | 68.8% | 105% | 65.0% | 68.1% | 102% | \$5,100 | \$5,321 | 105% | \$6,800 | \$8,306 | 123% | 54.0% | 32.9% | 61% | 63.0% | 28.1% | 45% | N/A | 28.1% | 45% | NO | N/A | NO | | | | | | | | | | | | | | | | | | | | | |
| | | 62% | 65.0% | 105% | 66.0% | 68.9% | 105% | 60.0% | 62.7% | 105% | 65.0% | 68.6% | 106% | \$5,100 | \$5,768 | 113% | \$6,800 | \$7,762 | 114% | 54.0% | 57.0% | 106% | 63.0% | 57.1% | 91% | | | | | | | | | | | | | | | | | | | | | | | | | | | |

=Meets or exceeds goal
 =Below Minimum Benchmark

MINIMUM BENCHMARKS 80% 80% 80% 80% 80% 80%

For purpose of averaging, Rate must meet or exceed 125%
 Average Success Rate must meet or exceed 100%

PY 18-19 Annual Performance Evaluation
Adult Customer Flow

| WorkSource Center | Operator Name | LOCAL MEASURES | | | | | | | | | | | | PERFORMANCE | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|--|-------------------|--------|-----------|------------|------|------------|-------------------------------|-----------|------|------------|-----------|------|--|-----------|------|------------|-----------|------|---------------------|-----------|------|------------|-----------|------|-------------------------|-----------|------|------------|-----------|------|-----------------------------|------|------|----|--|--|-----------|----------------------|------|
| | | Total Enrollments | | | | | | New Enrollments By 12/31/2017 | | | | | | Enrollments of Individuals w/ Disabilities | | | | | | REENTRY ENROLLMENTS | | | | | | Enrollments of Veterans | | | | | | NUMBER OF BUSINESSES SERVED | | | | | | Eligible? | Success Rate Average | STAR |
| | | ADULT | | | DISLOCATED | | | ADULT | | | DISLOCATED | | | ADULT | | | DISLOCATED | | | ADULT | | | DISLOCATED | | | ADULT | | | DISLOCATED | | | | | | | | | | | |
| Plan | New | Carry Over | Actual | % of Goal | Plan | New | Carry Over | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | Plan | Actual | % of Goal | | | | | | | | | | |
| Boyle Heights/East | Ador/Rescare | 910 | 639 | 566 | 228 | 867 | 98% | 544 | 76 | 120 | 120 | 106 | 37% | 227 | 304 | 134% | 136 | 36 | 28% | 126 | 131 | 104% | 122 | 66 | 54% | 100 | 54 | 54% | 70 | 45 | 64% | NO | N/A | NO | | | | | | |
| Group Park S | Ador/Rescare | 910 | 493 | 481 | 228 | 721 | 80% | 544 | 257 | 309 | 136 | 393 | 73% | 227 | 319 | 141% | 136 | 167 | 123% | 126 | 79 | 63% | 122 | 29 | 24% | 100 | 56 | 56% | 70 | 39 | 56% | NO | N/A | NO | | | | | | |
| West Adams | Asian American Drug Abuse Program, Inc. | 910 | 1034 | 217 | 217 | 1251 | 138% | 544 | 318 | 127 | 127 | 445 | 82% | 227 | 512 | 226% | 136 | 164 | 121% | 126 | 235 | 187% | 122 | 122 | 100% | 100 | 186 | 166% | 70 | 73 | 104% | YES | 113% | STAR | | | | | | |
| West Valley | Built Rehabilitation Industries City of Long Beach/Pacific Gateway VNA | 910 | 811 | 329 | 228 | 1039 | 115% | 544 | 116 | 132 | 132 | 248 | 46% | 227 | 450 | 198% | 136 | 55 | 40% | 126 | 287 | 228% | 122 | 119 | 98% | 100 | 55 | 55% | 70 | 125 | 179% | NO | N/A | NO | | | | | | |
| Harbor Gateway | Coalition for Responsible Education | 910 | 277 | 117 | 117 | 394 | 44% | 544 | 110 | 110 | 110 | 220 | 41% | 227 | 106 | 47% | 136 | 69 | 51% | 126 | 61 | 48% | 122 | 70 | 57% | 100 | 54 | 54% | 70 | 143 | 204% | NO | N/A | NO | | | | | | |
| Central/LATC | Community Career Development, Inc. | 910 | 649 | 258 | 228 | 877 | 97% | 544 | 92 | 173 | 136 | 228 | 42% | 227 | 314 | 139% | 136 | 54 | 40% | 126 | 173 | 137% | 122 | 274 | 225% | 100 | 112 | 112% | 70 | 76 | 109% | NO | N/A | NO | | | | | | |
| Wilshire/Metro | El Proyecto del Barrio, Inc. | 910 | 514 | 86 | 86 | 600 | 66% | 544 | 135 | 55 | 55 | 190 | 35% | 227 | 289 | 127% | 136 | 75 | 55% | 126 | 197 | 156% | 122 | 148 | 121% | 100 | 147 | 147% | 70 | 75 | 107% | NO | N/A | NO | | | | | | |
| Sun Valley | Goodwill Industries of Southern California | 910 | 761 | 781 | 228 | 989 | 109% | 544 | 232 | 169 | 136 | 368 | 68% | 227 | 480 | 211% | 136 | 126 | 93% | 126 | 137 | 109% | 122 | 173 | 142% | 100 | 87 | 87% | 70 | 86 | 123% | NO | N/A | NO | | | | | | |
| Northeast Los Angeles | Housing Authority of the City of Los Angeles | 910 | 1145 | 124 | 124 | 1269 | 140% | 544 | 246 | 203 | 136 | 382 | 71% | 227 | 794 | 350% | 136 | 144 | 106% | 126 | 186 | 148% | 122 | 376 | 309% | 100 | 40 | 40% | 70 | 32 | 46% | NO | N/A | NO | | | | | | |
| West Los Angeles | JUS Social | 910 | 537 | 276 | 228 | 765 | 85% | 544 | 100 | 131 | 131 | 231 | 43% | 227 | 292 | 129% | 136 | 49 | 36% | 126 | 36 | 29% | 122 | 178 | 146% | 100 | 18 | 18% | 70 | 70 | 100% | NO | N/A | NO | | | | | | |
| Hollywood | Managed Career Solutions, Inc | 910 | 902 | 474 | 228 | 1130 | 125% | 544 | 384 | 164 | 136 | 500 | 92% | 227 | 507 | 225% | 136 | 161 | 118% | 126 | 137 | 109% | 122 | 25 | 20% | 100 | 65 | 65% | 70 | 73 | 104% | NO | N/A | NO | | | | | | |
| Downtown/Trico | Patric Asian Consortium in Employment | 910 | 762 | 338 | 228 | 990 | 109% | 544 | 672 | 196 | 136 | 708 | 131% | 227 | 367 | 162% | 136 | 315 | 232% | 126 | 287 | 212% | 122 | 182 | 149% | 100 | 148 | 148% | 70 | 77 | 110% | YES | 121% | STAR | | | | | | |
| Union | UAW/Labor Employment Training Corporation | 910 | 1062 | 132 | 132 | 1194 | 132% | 544 | 54 | 83 | 83 | 137 | 26% | 227 | 514 | 226% | 136 | 28 | 21% | 126 | 174 | 138% | 122 | 57 | 47% | 100 | 38 | 38% | 70 | 72 | 103% | NO | N/A | NO | | | | | | |
| Southeast Los Angeles | Watts Labor Community Action Committee | 910 | 816 | 73 | 73 | 889 | 98% | 544 | 82 | 51 | 51 | 133 | 25% | 227 | 465 | 205% | 136 | 55 | 40% | 126 | 142 | 113% | 122 | 30 | 25% | 100 | 53 | 53% | 70 | 71 | 101% | NO | N/A | NO | | | | | | |
| Palmdale/North Valley | Youth Policy Institute, Inc. | 910 | 683 | 129 | 129 | 812 | 90% | 544 | 106 | 107 | 107 | 213 | 40% | 227 | 278 | 122% | 136 | 32 | 24% | 126 | 126 | 100% | 122 | 38 | 31% | 100 | 64 | 64% | 70 | 77 | 110% | NO | N/A | NO | | | | | | |
| WSPC TOTAL | | 14,560 | 910 | 709 | 175 | 884 | 98% | 544 | 46 | 127 | 127 | 173 | 32% | 3,632 | 6,344 | 176% | 2,176 | 1,552 | 71% | 2,016 | 2,480 | 123% | 1,952 | 1,933 | 100% | 1,600 | 1,349 | 85% | 1,120 | 1,219 | 85 | 121% | NO | N/A | NO | | | | | |

80% = Meets or exceeds goal
= Below Minimum Benchmark

80% = Meets or exceeds goal
= Below Minimum Benchmark

80% = Meets or exceeds goal
= Below Minimum Benchmark

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= Below Minimum Benchmark

**PY 18-19 Annual Performance Evaluation
Adult Administrative Capability**

| WorkSource Center | Operator Name | C D E | | | | Set-aside / Leveraged Resources (32%) | | | | | | | | | | PERFORMANCE | |
|---|---|---------------------|--------|-----------|------------------------|--|----------------------------|-------------------------------|----------------------------------|--|----------------------------------|---|--|-----------|----------------------|-------------|--|
| | | MONITORING MEASURES | | % of Goal | TOTAL WIA EXPENDITURES | TOTAL MINIMUM WIA SET-ASIDE GOAL (29%) | WIOA TRAINING EXPENDITURES | PERCENT OF Min.WIA GOAL (H/G) | LEVERAGED RESOURCES EXPENDITURES | MAXIMUM LEVERAGE RESOURCES Limit (14.5%) | TOTAL TRAINING (WIA + LEVERAGED) | TOTAL TRAINING (WIA + LEVERAGED) GOAL (43.5%) | PERCENT OF TOTAL TRAINING EXPENDITURE GOAL (L/M) | Eligible? | Success Rate Average | STAR | |
| | | Plan | Actual | | | | | | | | | | | | | | |
| Boyle Heights/East L.A. Caroga Park/S. Valley | Arbor/Rescare | 90% | 88% | 98% | \$636,882 | \$242,696 | \$266,229 | 106% | \$32,503 | \$121,348 | \$288,732 | \$364,044 | 80% | YES | 95% | QUALIFIED | |
| West Adams | Arbor/Rescare | 90% | 94% | 105% | \$665,136 | \$250,889 | \$245,822 | 98% | \$134,420 | \$125,445 | \$371,267 | \$376,334 | 99% | YES | 101% | STAR | |
| West Valley | Asian American Drug Abuse Program, Inc. Build Rehabilitation Industries | 90% | 94% | 105% | \$880,725 | \$255,410 | \$258,391 | 102% | \$319,402 | \$127,705 | \$386,096 | \$383,115 | 101% | YES | 103% | STAR | |
| Harbor Gateway | City of Long Beach/Pacific Gateway WIN | 90% | 97% | 108% | \$689,185 | \$257,864 | \$255,390 | 100% | \$484,062 | \$128,932 | \$384,322 | \$386,796 | 100% | YES | 103% | STAR | |
| Vernon Central/LATTC | Coalition for Responsible Community Development | 90% | 88% | 98% | \$692,686 | \$258,879 | \$235,141 | 91% | \$10,630 | \$129,439 | \$245,771 | \$388,318 | 64% | NO | N/A | NO | |
| Wilshire-Metro | Community Career Development, Inc. El Proyecto del Barrio, Inc. | 90% | 79% | 88% | \$656,741 | \$248,455 | \$247,204 | 100% | \$5,186 | \$124,227 | \$252,390 | \$372,682 | 68% | NO | N/A | NO | |
| Sun Valley | Goodwill Industries of Southern California | 90% | 91% | 102% | \$692,686 | \$258,879 | \$272,739 | 106% | \$210,905 | \$129,439 | \$402,178 | \$388,318 | 104% | YES | 104% | STAR | |
| Northeast Los Angeles | Housing Authority of the City of Los Angeles | 90% | 84% | 94% | \$692,685 | \$258,879 | \$254,631 | 99% | \$0 | \$129,439 | \$254,631 | \$388,318 | 66% | NO | N/A | NO | |
| West Los Angeles | JVS SoCal | 90% | 94% | 105% | \$733,713 | \$212,777 | \$263,108 | 154% | \$162,391 | \$113,375 | \$462,299 | \$340,124 | 136% | YES | 118% | STAR | |
| Hollywood | Managed Career Solutions, Inc. | 90% | 82% | 92% | \$686,588 | \$257,111 | \$245,535 | 96% | \$137,950 | \$106,388 | \$369,497 | \$319,165 | 116% | YES | 115% | STAR | |
| Downtown/Pico Union | Pacific Asian Consortium in Employment | 90% | 91% | 102% | \$692,686 | \$258,879 | \$262,608 | 102% | \$522,851 | \$128,555 | \$374,090 | \$385,666 | 97% | YES | 95% | QUALIFIED | |
| South Los Angeles | UAW-Labor Employment Training Corporation | 90% | 91% | 102% | \$669,452 | \$252,141 | \$183,789 | 73% | \$128,297 | \$129,439 | \$392,047 | \$388,318 | 101% | YES | 102% | STAR | |
| Southeast Los Angeles | Watts Labor Community Action Committee | 90% | 91% | 102% | \$666,591 | \$251,311 | \$211,711 | 85% | \$324,414 | \$125,656 | \$337,367 | \$376,967 | 90% | YES | 92% | QUALIFIED | |
| Pacoima/North Valley | Youth Policy Institute, Inc. | 90% | 73% | 82% | \$680,978 | \$197,484 | \$358,756 | 182% | \$0 | \$122,492 | \$268,091 | \$367,476 | 73% | NO | N/A | NO | |

MINIMUM BENCHMARKS

80%

80%

80%

★ = STAR Level
★★ = < 80% of Goal

Must meet ALL Minimum Benchmarks in this category

For purpose of averaging success rates limited to 125%

Average Success Rate must meet or exceed 100%

**PY 18-19 Annual Performance Evaluation
Adult Customer Satisfaction**

| WorkSource Center | Operator Name | MEASURE | | | MEASURE | | | PERFORMANCE LEVEL | |
|---------------------------|---|------------|-----------------------------------|------------------|------------|----------------------------------|------------------|---|---|
| | | Goal | Customer Satisfaction (Intercept) | Percent Achieved | Goal | Exitier Satisfaction (Telephone) | Percent Achieved | | |
| | | | | | | | | | |
| Boyle Heights/East L.A. | Arbor/Rescare | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Canoga Parks/S. Valley | Arbor/Rescare | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| West Adams | Asian American Drug Abuse Program, Inc. | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| West Valley | Build Rehabilitation Industries | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Harbor Gateway | City of Long Beach/Pacific Gateway W/IN | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Vernon Central/LATTC | Coalition for Responsible Community Development | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Wilshire-Metro | Community Career Development, Inc. | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Sun Valley | El Proyecto del Barrio, Inc. | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Northeast Los Angeles | Goodwill Industries of Southern California | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Watts/Los Angeles | Housing Authority of the City of Los Angeles | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| West Los Angeles | JVS SoCal | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Hollywood | Managed Career Solutions, Inc. | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Downtown/Pico Union | Pacific Asian Consortium in Employment | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| South Los Angeles | UAW-Labor Employment Training Corporation | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Southeast Los Angeles | Watts Labor Community Action Committee | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| Pacoima/North Valley | Youth Policy Institute, Inc. | 9 | N/A | N/A | 8.6 | N/A | N/A | YES | STAR |
| MINIMUM BENCHMARKS | | 80% | | | 80% | | | Must meet Minimum Benchmarks in this category | Success Rate Average must meet or exceed 100% |

Meets or exceeds goal
=< 80% of Goal

**PY 18-19 Annual Performance Evaluation
Youth STAR Tally**

| A Planning Area | B Service Provider | C Federal Requirements | | | | D Local Measures | | | | G TOTAL STARS EARNED |
|---------------------|--|---------------------------|-----------------------|---------------|---------------------------|---------------------|------|---|--|-------------------------|
| | | Performance Outcomes | Customer Satisfaction | Customer Flow | Administrative Capability | | | | | |
| South Valley | Goodwill Industries of Southern California | STAR | STAR | STAR | STAR | STAR | STAR | 4 | | |
| | | STAR | STAR | STAR | STAR | STAR | STAR | 4 | | |
| | | STAR | STAR | QUALIFIED | STAR | STAR | STAR | 3 | | |
| | | STAR | STAR | STAR | STAR | STAR | STAR | 4 | | |
| East Los Angeles | Youth Opportunity Movement (YOM)-BH | STAR | STAR | STAR | NO | NO | 3 | | | |
| | | STAR | STAR | STAR | STAR | STAR | STAR | 4 | | |
| Central Los Angeles | Para Los Ninos Youth Policy Institute | STAR | STAR | QUALIFIED | NO | NO | 2 | | | |
| | | STAR | STAR | STAR | STAR | STAR | STAR | 4 | | |
| South Los Angeles | Archdiocesan Youth Employment Services Catholic Charities of Los Angeles Brotherhood Crusade Coalition for Responsible Community Development Watts Labor Community Action Center Youth Opportunity Movement (YOM) | STAR | STAR | STAR | STAR | STAR | 4 | | | |
| | | STAR | STAR | NO | STAR | STAR | STAR | 3 | | |
| | | NO | STAR | STAR | STAR | STAR | STAR | 3 | | |
| | | STAR | STAR | NO | STAR | STAR | STAR | 3 | | |
| | | STAR | STAR | STAR | STAR | STAR | STAR | 3 | | |
| | | NO | STAR | STAR | STAR | NO | STAR | 2 | | |
| Harbor | City of Long Beach/Pacific Gateway WIN Regents of the University of CA (UCLA) | STAR | STAR | STAR | STAR | STAR | 4 | | | |
| | | NO | STAR | STAR | STAR | STAR | 3 | | | |
| West Los Angeles | Regents of the University of CA (UCLA) | NO | STAR | STAR | STAR | STAR | 3 | | | |
| TOTAL STARS | | 11 | 14 | 10 | 11 | 3 | | | | |

NO

QUALIFIED

= One or more outcomes < 80% of goal

=All outcomes ≥ 80% but overall not STAR level

**PY 18-19 Annual Performance Evaluation
Youth Performance Outcomes**

| A Planning Area | B Service Provider | C EMPLOYMENT OR EDUCATION 2nd Quarter Post Exit Based on Exitors 7/1/17 to 6/30/18 | | D EMPLOYMENT OR EDUCATION 4th Quarter Post Exit Based on Exitors 1/1/17to 12/31/17 | | E Credential Attainment Based on Exitors 1/1/17 to 12/31/17 | | F Eligible? | G PERFORMANCE | H Success Rate Average | I Average Success Rate must meet or exceed 100% |
|---------------------------|---|---|-------------|---|-----------|---|-------------------|----------------|------------------|---------------------------|---|
| | | J Plan | K Actual | L % of Goal | M Plan | N Actual | O % of Goal | | | | |
| South Valley | Goodwill Industries of Southern California | 65.4% | 66.7% | 102% | 64.0% | N/A | 55.0% | N/A | N/A | 101% | STAR |
| North Valley | El Proyecto del Barrio | 65.4% | 78.3% | 120% | 64.0% | 89.2% | 55.0% | 94.0% | YES | 123% | STAR |
| | Youth Policy Institute | 65.4% | 74.7% | 115% | 64.0% | 72.8% | 55.0% | 73.7% | YES | 118% | STAR |
| East Los Angeles | Para Los Ninos | 65.4% | 80.8% | 124% | 64.0% | 80.8% | 55.0% | 90.2% | YES | 125% | STAR |
| | Youth Opportunity Movement (YOM)-BH | 65.4% | 72.9% | 112% | 64.0% | 83.7% | 55.0% | 57.7% | YES | 114% | STAR |
| Central Los Angeles | Para Los Ninos | 65.4% | 74.4% | 114% | 64.0% | 62.9% | 55.0% | 74.7% | YES | 113% | STAR |
| | Youth Policy Institute | 65.4% | 66.2% | 102% | 64.0% | 64.4% | 55.0% | 71.1% | YES | 109% | STAR |
| South Los Angeles | Archdiocesan Youth Employment Services | 65.4% | 63.1% | 97% | 64.0% | 61.8% | 55.0% | 90.5% | YES | 106% | STAR |
| | Catholic Charities of Los Angeles | 65.4% | 58.8% | 90% | 64.0% | 70.8% | 55.0% | 68.3% | YES | 109% | STAR |
| | Brotherhood Crusade | 65.4% | 80.2% | 123% | 64.0% | 47.7% | 55.0% | 59.5% | NO | N/A | NO |
| | Coalition for Responsible Community Development | 65.4% | 69.4% | 107% | 64.0% | 64.5% | 55.0% | 55.0% | YES | 103% | STAR |
| Harbor | Watts Labor Community Action Center | 65.4% | 84.8% | 130% | 64.0% | 77.9% | 55.0% | 40.5% | NO | N/A | NO |
| | Youth Opportunity Movement (YOM) | 65.4% | 75.0% | 115% | 64.0% | 64.6% | 55.0% | 67.4% | YES | 113% | STAR |
| West Los Angeles | City of Long Beach/Pacific Gateway WIN | 65.4% | 60.7% | 93% | 64.0% | 67.5% | 55.0% | 0.0% | NO | N/A | NO |
| | Regents of the University of CA (UCLA) | 65.4% | 72.6% | 111% | 64.0% | 73.8% | 55.0% | 72.5% | NO | N/A | NO |
| YOUTHSOURCE TOTAL | | | | | | | | | | | |
| MINIMUM BENCHMARKS | | | | 80% | | | 80% | | | | 80% |
| | | <p align="center">Must Meet ALL minimum Benchmarks in this category</p> <p align="center">For purpose of averaging, success rates limited to 125%</p> <p align="center">Average Success Rate must meet or exceed 100%</p> | | | | | | | | | |

=Meets or exceeds goal
=Below Minimum Benchmark

**PY 18-19 Annual Performance Evaluation
Youth Administrative Capability**

| A Planning Area | B Service Provider | C MONITORING MEASURES | | | | D MEASURES | | | | E Eligible? | F Success Rate Average | G STAR |
|---|---|--------------------------|--------|-----------|--------------------|------------------------------|-----------|-----------|-----|---|---|-----------|
| | | Plan | Actual | % of Goal | Total Expenditures | Work Experience Expenditures | | % of Goal | | | | |
| | | | | | | Plan (23%) | Actual | | | | | |
| South Valley | Goodwill Industries of Southern California | 90% | 100% | 111% | \$605,261 | \$139,209 | \$200,585 | 144% | YES | 118% | STAR | |
| | | 90% | 88% | 98% | \$638,515 | \$146,858 | \$156,043 | 106% | YES | 102% | STAR | |
| North Valley | El Proyecto del Barrio Youth Policy Institute | 90% | 88% | 98% | \$612,456 | \$140,864 | \$148,241 | 105% | YES | 102% | STAR | |
| | | 90% | 94% | 104% | \$603,159 | \$138,726 | \$153,462 | 111% | YES | 108% | STAR | |
| East Los Angeles | Youth Opportunity Movement (YOM)-BH Para Los Ninos | 90% | 94% | 104% | \$644,673 | \$148,274 | \$73,849 | 50% | NO | N/A | NO | |
| | | 90% | 94% | 104% | \$644,371 | \$148,205 | \$172,350 | 116% | YES | 110% | STAR | |
| Central Los Angeles | Youth Policy Institute Archdiocesan Youth Employment Services | 90% | 91% | 101% | \$599,682 | \$137,926 | \$103,899 | 75% | NO | N/A | NO | |
| | | 90% | 81% | 90% | \$639,739 | \$147,139 | \$181,604 | 123% | YES | 107% | STAR | |
| South Los Angeles | Catholic Charities of Los Angeles Brotherhood Crusade Coalition for Responsible Community Development | 90% | 91% | 101% | \$600,715 | \$138,164 | \$167,464 | 121% | YES | 111% | STAR | |
| | | 90% | 88% | 98% | \$639,399 | \$147,061 | \$327,561 | 223% | YES | 111% | STAR | |
| | | 90% | 94% | 104% | \$580,708 | \$133,562 | \$205,960 | 154% | YES | 115% | STAR | |
| | | 90% | 94% | 104% | \$625,290 | \$143,816 | \$68,584 | 48% | NO | N/A | NO | |
| Harbor | City of Long Beach/Pacific Gateway WIN Regents of the University of CA (UCLA) | 90% | 94% | 104% | \$623,666 | \$143,443 | \$139,811 | 97% | YES | 101% | STAR | |
| | | 90% | 80% | 89% | \$638,365 | \$146,823 | \$395,401 | 269% | YES | 107% | STAR | |
| MINIMUM BENCHMARKS 80% 80% | | | | | | | | | | | | |
| Must meet Minimum Benchmarks in this category | | | | | | | | | | For purpose of averaging, success rates limited to 125% | Average Success Rate must meet or exceed 100% | |

=Meets or exceeds goal
Below Minimum Benchmark

**PY 18-19 Annual Performance Evaluation
Youth Customer Satisfaction**

| A Planning Area | B Service Provider | C MEASURE | | | F Eligible | G STAR |
|--------------------------|---|--------------|-------------------------------------|-------------------|--|---|
| | | D Goal | D Youth Satisfaction (Intercept) | E Success Rate | | |
| South Valley | Goodwill Industries of Southern California | 8.5 | 9.7 | 114% | YES | STAR |
| | El Proyecto del Barrio | 8.5 | 9.0 | 106% | YES | STAR |
| North Valley | Youth Policy Institute | 8.5 | 9.7 | 114% | YES | STAR |
| | Para Los Ninos | 8.5 | 9.8 | 115% | YES | STAR |
| East Los Angeles | Youth Opportunity Movement (YOM)-BH | 8.5 | 9.0 | 106% | YES | STAR |
| | Para Los Ninos | 8.5 | 9.8 | 115% | YES | STAR |
| Central Los Angeles | Youth Policy Institute | 8.5 | 9.4 | 111% | YES | STAR |
| | Archdiocesan Youth Employment Services | 8.5 | 9.1 | 107% | YES | STAR |
| South Los Angeles | Catholic Charities of Los Angeles | 8.5 | 9.8 | 115% | YES | STAR |
| | Brotherhood Crusade | 8.5 | 9.8 | 115% | YES | STAR |
| | Coalition for Responsible Community Development | 8.5 | 9.5 | 112% | YES | STAR |
| | Watts Labor Community Action Center | 8.5 | 9.8 | 115% | YES | STAR |
| | Youth Opportunity Movement (YOM) | 8.5 | 8.6 | 101% | YES | STAR |
| Harbor | City of Long Beach/Pacific Gateway WIN | 8.5 | 9.5 | 112% | YES | STAR |
| West Los Angeles | Regents of the University of CA (UCLA) | 8.5 | 10.0 | 118% | YES | STAR |
| MINIMUM BENCHMARK | | | | | | |
| 80% | | | | | Must meet Minimum Benchmark in this category | Success Rate must meet or exceed 100% Benchmark |

Meets or exceeds goal
Below Minimum Benchmark