

Characteristics of Customers at the Pacific Gateway Job Center in Long Beach City

Neeta Fogg, Paul Harrington,
and Ishwar Khatiwada
Center for Labor Markets and Policy
Drexel University

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Introduction

This paper presents the characteristics of customers who sought services at the Pacific Gateway Job Center in Long Beach City. We have presented a snapshot of two groups of customers: those who had enrolled for services in the first quarter of 2018 and those who had exited in the first quarter of 2017. For the 2018 Q1 enrollees, we examine their demographic and socioeconomic characteristics as well as their labor force and UI claimant status at the time that they sought services at the Center. We have also presented the number and types of services that they utilized at the Center. The second group of clients that we examine in this paper includes those who had exited the Job Center at any time during the first quarter of 2017. Among these exiters we have examined the duration of their enrollment at the Center and the kinds of services that they utilized.

Characteristics of 2018-I Enrollees at the Pacific Gateway Job Center

In the following section of the report, we examine characteristics of adults who sought services at the Pacific Gateway Job Center in Long Beach city in the first quarter of 2018. There were a total of 609 adult applicants who sought services in Pacific Gateway Job Center during the quarter.¹ A majority of these adult enrollees at the Pacific Gateway Job Center were women: 57.3 percent were women and 42.5 percent were men. Women comprised a much larger share of Job Center clients than their share of the City's workforce; the adult labor force comprised of 47 percent females and 53 percent males.

Table 1:
Gender of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018

Gender	Numbers of Enrollees	Percentage Distribution
Female	349	57.3
Male	259	42.5
Not Self-identified	1	0.2
Total	609	100.0

¹ We have excluded 49 persons in Youth Services.

The age distribution of 2018-Q1 enrollees who sought services at Pacific Gateway Job Center is displayed in Table 2. The mean and median age of enrollees at the Job Center was 38 and 39, respectively. Only 14 percent of enrollees at the Job Center were under 25 years of age. Persons 25-to-34 year old accounted for 28 percent of total enrollees. Persons in age group 35-to-44 and 45-to-54 accounted for 20 percent and 21 percent of total enrollees, respectively. Only 14 percent of enrollees at the Center were aged 55-to-64 years old. Elderly clients (65 years and older) accounted for just 2.3 percent of 2018-Q1 enrollees at the Job Center.

Table 2:
Age Distribution of Enrollees Who Sought Services at the Pacific Gateway Job Center in Long Beach City in the First Quarter of 2018

Age Group	Numbers of Enrollees	Percentage Distribution
< 25	85	14.0
25-34	171	28.1
35-44	125	20.5
45-54	127	20.9
55-64	87	14.3
65+	14	2.3
Total	609	100.0
Mean Age	39	
Median Age	38	

Table 3 compares the age distribution of enrollees at Pacific Gateway Job Center with age distribution of the adult labor force of Long Beach City. Enrollees under 25 years of age and those 55-to-64 years of age were slightly over represented among Job Center clients compared to the city’s workforce. In contrast, older enrollees (65+) were slightly under represented at the Job Center compared to the city’s labor force.

Table 3:
Age Distribution of Enrollees Who Sought Services at the Pacific Gateway Job Center in Long Beach City in the First Quarter of 2018 Compared to the City’s Adult Labor Force

Age Group	Job Center Enrollees	Long Beach City Labor Force	Difference
< 25	14.0	12.4	+1.5
25-34	28.1	27.7	0.3
35-44	20.5	21.2	-0.7
45-54	20.9	21.5	-0.7
55-64	14.3	13.0	+1.3
65+	2.3	4.0	-1.7
Mean Age	39	40	+1
Median Age	38	39	+1

Note: Age distribution of the Long Beach labor force is based on 2015 and 2016 American Community Surveys (ACS) public use micro sample (PUMS) from the U.S. Census Bureau.

Educational attainment levels of enrollees who sought services at the Center in the first quarter of 2018 are displayed in Table 4. The largest group of enrollees consisted of high school graduates. Nearly 7 out of 10 enrollees had only high school diploma or equivalent. And about 8 of enrollees did not have a high school diploma. Thus, 77 percent of enrollees did not have any post-secondary education. About 8 percent of enrollees had some college, including an Associate’s degree. Enrollees with a Bachelor’s or higher degree accounted for about 15 percent of total enrollees at the Job Center in the first quarter of 2018.

Table 4:
Educational Attainment of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018

Educational Attainment	Numbers of Enrollees	Percentage Distribution
< 12 or 12, No HS Diploma	50	8.2
HS Diploma/Equivalent	422	69.3
Some College, incl. Associates degree	46	7.6
Bachelor's or higher degree	91	14.9
Total	609	100.0

The educational attainment of enrollees at the Job Center was considerably different from that of the adult labor force in the Long Beach city (Table 5). Job Center clients were half as likely as the City’s labor force to be high school dropouts; 8 percent of Job Center enrollees versus 16 percent of the City’s adult labor force had completed less than a high school level of education. About 7 out of 10 Job Center enrollees had just a high school diploma or equivalent,

and only 19 percent of the City’s labor force had a high school diploma or equivalent. A large College educated members of the City’s labor force were less likely to visit the Job Center for services. A little over 7 percent of Job Center clients had completed some college or an associate’s degree while one-third of the city’s labor force had completed this level of education. Similarly, while 15 percent of Job Center clients had a bachelor’s or higher level of education; the share of 4-year college graduates in the City’s adult labor force was twice as high: 31 percent.

Table 5:
Educational Attainment of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018
Compared to the City’s Adult Labor Force*

Educational Attainment	Job Center Enrollees	Long Beach	
		City Labor Force	Difference
< 12 or 12, No HS Diploma	8.2	16.5	-8.3
HS Diploma/Equivalent	69.3	19.0	+50.3
Some College, incl. Associates degree	7.6	33.5	-25.9
Bachelor's or higher degree	14.9	31.1	-16.2

Note: Educational attainment of the Long Beach labor force is based on 2015 and 2016 American Community Surveys (ACS) public use micro sample (PUMS) from the U.S. Census Bureau.

Enrollees at the Job Center also reported their school enrollment status. Only 7.4 percent of enrollees reported that they were enrolled in school with most stating that they were enrolled in post-secondary school (Table 6). In comparison to the City’s adult labor force, Job Center clients were only half as likely to be enrolled in school; about 14 percent of adults in the City’s labor force were enrolled in school.

Table 6:
School Enrollment Status of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018

School Enrollment Status	Numbers of	
	Job Center Clients	Percentage Distribution
Enrolled	45	7.4
In-school, Alternative school	4	0.7
In-school; post-secondary school	41	6.7
Not Enrolled	565	92.7
Total	609	100.0

A large majority of enrollees at the Pacific Gateway Job Center were low-income. Of the total 609 enrollees during the first quarter of 2018, 406 or two-thirds were from low income households (Table 7). Female enrollees were more likely to be low income than male enrollees. Seventy-one percent of female enrollees reported that they were low-income while 61 percent of male enrollees at the Job Center were low income.

Table 7:
Percent of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018
Who Were from Low Income Households, by Gender

	Numbers of Enrollees	Number Low-Income	Percent Low-Income
All	609	406	66.7
Male	259	158	61.0
Female	349	248	71.1

Single parents accounted for slightly more than one-quarter of all enrollees at the Pacific Gateway Job Center in the first quarter of 2018. A look at the low income status and gender of these single parents revealed that nearly 9 out of 10 were low-income and about 70 percent were women.

Table 8:
Single Parent Status of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018

Single Parent	Numbers of Enrollees	Percentage Distribution
No	450	73.9
Yes	159	26.1
Total	609	100.0

Homeless adults accounted for a large share of enrollees at the Pacific Gateway Job Center. Homeless enrollees accounted for 13 percent of all enrollees with nearly identical shares among men and women (12.7 percent among men and 13.5 percent among women). (Table 9).

Table 9:
Percent of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018 Who Homeless, by Gender

	Numbers of Enrollees	Number Homeless	Percent Homeless
All	609	80	13.1
Male	259	33	12.7
Female	349	47	13.5

Enrollees also are required to provide information on their disability status during intake. Table 10 presents self-reported and Job Center identified disability status of enrollees in the first quarter of 2018.² About 11 percent of enrollees were identified as persons with disabilities (6.6 percent self-reported and 4.3 percent Job Center identified). (Table 10).

Table 10:
Disability Status of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018

Disability Status	Numbers of Enrollees	Percentage Distribution
No	543	89.2
Not self-identified (identified by Career Center)	26	4.3
Yes	40	6.6
Total	609	100.0

Fairly large numbers of enrollees who were ex-offenders were enrolled in Pacific Gateway Job Center during the first quarter of 2018. About 16 percent of all enrollees were ex-offenders. Among men enrollees, nearly 1 in 4 were ex-offenders. Among female clients of the Job Center nearly 10 percent were ex-offenders. (Table 11).

Table 11:
Ex-Offender Status of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018

	Numbers of Enrollees	Number Ex-Offenders	Percent Ex-Offenders
All	609	95	15.6
Male	259	61	23.6
Female	349	34	9.7

² Disability status was self-reported. If the disability status was not identified by enrollees, staff at Job Center identified their disability status.

An examination of the employment status of Job Center clients at the time of intake found that a large majority were not employed. Eighty two percent of enrollees were not employed when they sought services at the Job Center. Seventeen percent of enrollees were employed. One enrollee reported to have received notice of termination but was still employed. (Table 12).

Table 12:
Employment Status of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018

Employment Status at Intake	Numbers of Enrollees	Percentage Distribution
Employed	106	17.4
Employed, but received notice of termination	1	0.2
Not employed	502	82.4
Total	609	100.0

About 18 percent of enrollees reported at the Job Center that they were long-term unemployed (27 weeks or more). (Table 13). Our analysis of the enrollee data revealed that the incidence of long-term unemployment was higher among low-income and female clients.

Table 13:
Long-Term Unemployment Status of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018

Long Term Unemployed	Numbers of Enrollees	Percentage Distribution
No	501	82.3
Yes	108	17.7
Total	609	100.0

Enrollees were also required to report their UI Claimant status at the Job Center during intake. About 37 percent of enrollees reported that they were UI benefits claimants while 7 percent had exhausted their benefits. (Table 14). The remaining 56.5 percent were neither UI claimant nor exhaustees.

Table 14:
UI Claimant Status of Enrollees Who Sought Services at the Pacific Gateway
Job Center in Long Beach City in the First Quarter of 2018

UI Claimant Status	Numbers of Enrollees	Percentage Distribution
Claimant	223	36.6
Exhaustee	42	6.9
Neither claimant nor exhaustee	344	56.5
Total	609	100.0

Service Utilization 2018-I Enrollees at the Pacific Gateway Job Center

The Pacific Gateway Job Center reporting system collects information on the specific services received by its enrollees. The services provided to 609 enrollees in adult programs in 2018-Q1 are classified into the following six broad categories: self-service basic career service, staff assisted basic career service, individualized career service, training, supportive services, and staff-assisted basic career training. Table 15 presents frequency of services received by 609 enrollees in adult programs. It should be noted that an enrollee can receive multiple services at the Job Center. The 609 enrollees in the first quarter of 2018 used the Job Center services 1,912 times, yielding an average usage of about 3 services per enrollee. The two services that enrollees received more frequently in the Job Center was self-service basic career service (62.1 percent) and staff assisted basic career service (19.7 percent).³ The third most frequently used service was individualized career service (13.2 percent). Training and supportive services accounted 4.1 percent of the total count of services provided. Staff assisted training accounted for less than 1 percent of the 1,912 services provided.⁴

³ Self-service basic career service includes job fair, orientation, use of AJCC resource room, provision of labor market research, community resource referral etc. Staff provided basic career service include initial assessment, resume preparation assistance, job referral, job search placement and assistance, resume writing workshop, job development contact, follow-up service after employment etc. Individualized career service include career guidance/planning, individual counselling, development of IEP/ISS/EDP, reading and/or Math testing, group counselling, financial literacy education etc. (See Appendix Table A1)

⁴ Training includes occupational skills training, on-the-job training, skills upgrading and retraining, customized training etc.

Table 15:
Services Utilization by Enrollees at the Pacific Gateway Job Center
in Long Beach City in the First Quarter of 2018

Type of Service	Numbers of Services Utilized	Percentage Distribution
Self Service - Basic Career Service	1,188	62.1
Staff Assisted - Basic Career Service	376	19.7
Individualized Career Service	253	13.2
Training	40	2.1
Supportive Service	39	2.0
Training* (Staff Assisted - Basic Career Service)	16	0.8
Total	1,912	100.0

Women enrollees were somewhat more likely than men to utilize staff assisted basic career and supportive services at the Job Center. (Table 16). In contrast, men enrollees were slightly more likely than women enrollees to engage in basic career service (self-service). The proportion of men and women enrollees who utilized the remaining three categories of services (individualized career service, training, and staff assisted basic career training) was about the same. (Table 16).

Table 16:
Services Utilization by Enrollees at the Pacific Gateway Job Center
in Long Beach City in the First Quarter of 2018, by Gender

Service Type	Numbers of Services Utilized		Percentage Distribution	
	Male	Female	Male	Female
Individualized Career Service	120	133	13.2	13.2
Self Service - Basic Career Service	582	605	64.2	60.2
Staff Assisted - Basic Career Service	167	209	18.4	20.8
Supportive Service	14	25	1.5	2.5
Training	18	22	2.0	2.2
Training* (Staff Assisted - Basic Career Service)	5	11	0.6	1.1
Total	906	1005	100.0	100.0

Type of services utilized by enrollees was quite different between low income and not low-income groups. Compared to their non-low income counterparts, low-income enrollees were more likely to utilize self-service basic career service and supportive service and less likely to utilize staff-assisted basic career services, individualized career service, and training. (Table 17).

Table 17:
Services Utilization by Enrollees at the Pacific Gateway Job Center
in Long Beach City in the First Quarter of 2018, by Low Income Status

Service Type	Numbers of Services Utilized		Percentage Distribution	
	Not Low-Income	Low-Income	Not Low-Income	Low-Income
Individualized Career Service	144	158	16.8	14.3
Self Service - Basic Career Service	483	705	56.4	63.8
Staff Assisted - Basic Career Service	197	179	23.0	16.2
Supportive Service	8	32	0.9	2.9
Training	24	16	2.8	1.4
Training* (Staff Assisted - Basic Career Service)	1	15	0.1	1.4
Total	857	1,105	100.0	100.0

Table 18 presents counts of the numbers of services used by adult program enrollees in the first quarter of 2018 at the Pacific Gateway Job Center. About 44 percent of enrollees used only one service while 30 percent used 2 services and remaining 25 percent used 3 or more services at the Job Center. Female enrollees were more likely than males to use just one service at the Job Center (Table 18). Forty-eight percent of female enrollees used only one service compared to 38 percent of males. Use of two services was more likely among males than females (36% versus 26%) and one-quarter of males and females used 3 or more Job Center services.

Table 18:
Distribution of Enrollees at the Pacific Gateway Job Center in Long Beach City in the First
Quarter of 2018, by the Number of Services Utilized, by Gender

Total Services Received	Numbers of Services Utilized			Percentage Distribution		
	All	Male	Female	All	Male	Female
1	267	99	167	43.8	38.2	47.9
2	186	94	92	30.5	36.3	26.4

3 or more services	156	66	90	25.6	25.5	25.8
Total	609	259	349	100.0	100.0	100.0

There were differences in frequency of services utilized by low-income and non-low-income enrollees in Pacific Gateway Job Center. Low income enrollees were more likely than their non-low-income peers to utilize just one service (47% versus 37%). Only 21 percent of low-income enrollees utilized services at the Job Center 3 or more times in comparison to 34 percent of non-low-income enrollees. (Table 19).

Table 19:
Distributions of Adults Program Enrollees in Pacific Gateway Job Center in Long Beach city in the First Quarter of 2018 by Their Service Use Frequency, by Low Income Status

Number of Services Utilized	Numbers of Enrollees		Percentage Distribution	
	Not Low Income	Low Income	Not Low Income	Low Income
1	75	192	36.9	47.3
2	59	127	29.1	31.3
3	69	87	34.0	21.4
Total Services	203	406	100.0	100.0

Service Utilization by 2017-I Exiters from the Pacific Gateway Job Center

A total of 477 clients at the Pacific Gateway Job Center in Long Beach City exited the Center in the first quarter of 2017. We have analyzed the types of services that they received and their duration at the Job Center. The following analysis is based on all 477 enrollees who had exited in the first quarter of 2017. These 477 exiters in 2017-Q1 utilized a total of 2,322 services at the Job Center, yielding an average of nearly 5 services per exiter. (Table 20). Similar to

Table 20:
Distribution of Services Utilized by 2017 First Quarter Exiters at the Pacific Gateway Job Center in Long Beach City, by Type of Service

Type of Services Utilized	Numbers of Services Utilized- 2017-Q1 Exiters	Percentage Distribution
Follow-up	23	1.0

Type of Services Utilized	Numbers of Services Utilized- 2017-Q1 Exiters	Percentage Distribution
Follow-up – Supportive Services	10	0.4
Individualized Career Service	285	12.3
No longer Active (Basic Career Service)	8	0.3
No longer Active (Individualized Career Service)	120	5.2
Self Service - Basic Career Service	900	38.8
Staff Assisted - Basic Career Service	886	38.2
Supportive Services	43	1.9
Training	47	2.0
Total	2,322	100.0

enrollees in 2018-Q1, the most frequently utilized service among 2017-Q1 exiters was self-service basic career service (39 percent) and staff assisted basic career services (38 percent). The third most utilized service by 2017-Q1 exiters was individualized career service (13 percent). Only 2 percent of the 2,322 services utilized consisted of training services (Table 20).

Table 21 presents the distribution of the 477 exiters in the first quarter of 2017 by their duration at the Pacific Gateway Job Center. Dates of initial participation in various services for these exiters ranged from April 2014 to March 2017. Over a third (34%) of 2017-Q1 exiters used services just for a day, i.e., their participation date and exit date was in the same day. More than one-quarter of exiters utilized services at the Center for less than a month. Slightly more than 5 percent of exiters exited 1-2 months after their initial participation. Exiters who remained in the Job Center for 3-5 months accounted for about 9 percent of all exiters and those who stayed for 6-8 months and 9-11 months accounted for 7.8 percent and 5.5 percent, respectively, of all exiters. A fairly large share (12.4 percent) of exiters remained enrolled at the Job Center for 12 months or more.

Table 21:
Distributions of 2017Q1 Exiters by Their Duration of Stay in Pacific Gateway Job Center in Long Beach City, 2017Q1 Exiters

Duration	Numbers of 2017-I Exiters	Percentage Distribution
Same Day	162	34.0
< 1 Month	126	26.4
1-2 Months	26	5.5
3-5 Months	41	8.6
6-8 Months	37	7.8
9-11 Months	26	5.5
12+ Months	59	12.4
Total	477	100.0

Table 22 presents distribution of services utilized by 2017-Q1 exiters at the Pacific Gateway Job Center in Long Beach city by their duration at the Job Center. As mentioned above, the three most utilized services at the Job Center by 2017-Q1 exiters were self-service - basic career service, staff assisted basic career service, and individualized career service. The duration of participation in self-service - basic career service was closely associated with low duration exiters – same day or less than a month. Forty-two percent of those who used this service had duration of less a month and nearly one-quarter of these exiters who utilized basic career service by themselves had the same participation and exit date (duration same day). The share of exiters who utilized basic career service by themselves for 1-2 month, 3-5 months, 6-8 months, and 9-11 months was, 4.3 percent, 6.3 percent, 6.8 percent, and 5.4 percent, respectively. Only 11 percent of exiters who utilized self-service - basic career services had stay duration of 12 months or more. (Table 22).

Exiters who utilized staff assisted basic career service were more likely to participate for a longer duration. About 43 percent of exiters who utilized staff-assisted basic service participated at the Job Center for 12 months or more. In fact, 77 percent of exiters who utilized staff-assisted basic career service participated at the Job Center for six months or more. Only about 23 percent of users of staff assisted basic service remained at the Center for less than 6 months.

Among those who participated in individualized career service, two-thirds had Job Center duration of six months or more and 29 percent had Job Center duration of 12 months or more. One-third utilized the Job Center for less than six months. (Table 22).

Only a small share of 2017-Q1 exiters had participated in training services. Fifty three percent of those who participated in training programs were enrolled at the Job Center for 6 months or more and the remaining 47 percent had Job Center duration of less than six months.

Table 22:
Distributions of Distribution of Services Utilized by 2017 First Quarter Exiters at the Pacific Gateway Job Center in Long Beach City, by Duration of Stay at the Job Center

Service Type	Duration							Total
	Same Day	< 1 Month	1-2 Months	3-5 Months	6-8 Months	9-11 Months	12+ Months	
Numbers of Services Utilized								
Follow-up	0	0	2	11	10	0	0	23
Follow-up - Supportive Services	0	0	6	4	0	0	0	10
Individualized Career Service	0	0	17	73	68	45	82	285
No longer Active (Basic Career Service)	0	0	0	0	0	3	5	8
No longer Active (Individualized Career Service)	0	0	0	0	8	21	91	120
Self Service - Basic Career Service	212	380	39	57	61	49	102	900
Staff Assisted - Basic Career Service	0	3	49	150	159	147	378	886
Supportive Services	0	1	1	26	10	0	5	43
Training	0	0	2	20	16	3	6	47
Total	212	384	116	341	332	268	669	2,322
Percentage Distribution								
Follow-up	0.0	0.0	8.7	47.8	43.5	0.0	0.0	100.0
Follow-up - Supportive Services	0.0	0.0	60.0	40.0	0.0	0.0	0.0	100.0
Individualized Career Service	0.0	0.0	6.0	25.6	23.9	15.8	28.8	100.0
No longer Active (Basic Career Service)	0.0	0.0	0.0	0.0	0.0	37.5	62.5	100.0
No longer Active (Individualized Career Service)	0.0	0.0	0.0	0.0	6.7	17.5	75.8	100.0
Self Service - Basic Career Service	23.6	42.2	4.3	6.3	6.8	5.4	11.3	100.0
Staff Assisted - Basic Career Service	0.0	0.3	5.5	16.9	17.9	16.6	42.7	100.0
Supportive Services	0.0	2.3	2.3	60.5	23.3	0.0	11.6	100.0
Training	0.0	0.0	4.3	42.6	34.0	6.4	12.8	100.0
Total	9.1	16.5	5.0	14.7	14.3	11.5	28.8	100.0

Appendix Table A1: A List of Detailed Services within Broad Service Categories

Service Type

Individualized Career Service

Career Guidance/Planning
Development of IEP/ISS/EDP
Group Counseling
Individual Counseling
Reading and/or Math Testing

Self Service - Basic Career Service

Job Fair
Orientation
Provision of Information on Training Providers/Performance Outcomes
Provision of Labor Market Research
Referred to Community Resource
Use of AJCC Resource Room

Staff Assisted - Basic Career Service

Follow-up Services after Employment (prior to Exit)
Initial Assessment
Job Development Contact
Job Referral: Federal
Job Referral: Job Outside CalJOBS (non-Federal)
Job Search and Placement Assistance
Job Search Workshop
Referred to Other Federal Training (non-WIOA Title IB)
Resume Preparation Assistance
Resume Writing Workshop
Workshop

Supportive Service

Support Service: Job Search Allowance

Support Service: Other

Supportive Service: Medical

Supportive Service: Tools/Clothing

Supportive Service: Transportation Assistance

Training

Apprenticeship Training

Customized Training

Occupational Skills Training (Approved ETPL Provider)

Training* (Staff Assisted - Basic Career Service)

Placed in Federal Training (includes TAA and WIOA)

Placed in State and Local Training (non-TAA, non-WIOA)