

September 29, 2004

Esther Johnson  
Administrator Performance and Technology Office  
United States Department of Labor  
Employment and Training Administration  
200 Constitution Avenue, NW  
Room S-5206  
Washington, D.C. 20210

Dear Ms. Johnson:

The State of Florida is pleased to submit our Workforce Investment Act (WIA) Annual Report for the 2003-2004 Program Year. The information contained in the annual report has been compiled and transmitted in accordance with Training and Employment Guidance Letter No. 14-00, Change 1, dated November 19, 2001 and Training and Employment Guidance Letter No. 14-03, Change 1 dated August 11, 2004.

We would like to thank our partners, the Florida Agency for Workforce Innovation (AWI) and the Florida Education and Training Placement Information Program (FETPIP) of the Florida Department of Education for their assistance in gathering the information and data contained in the report.

We hope that our report provides all the information needed by your office. Should you have any questions, please contact Richard Meik of our office at (850) 921-1119.

Sincerely,

Curtis C. Austin  
President

Enclosures

cc: Raymond Gilley, Chairman, Workforce Florida  
Susan Pareigis, Director, Agency for Workforce Innovation

September 29, 2004

Dr. Helen N. Parker  
Regional Administrator  
United States Department of Labor  
Employment and Training Administration  
61 Forsyth Street, S.W.  
Room 6M12  
Atlanta, Georgia 30303

Dear Dr. Parker:

The State of Florida is pleased to submit our Workforce Investment Act (WIA) Annual Report for the 2003-2004 Program Year. The information contained in the annual report has been compiled and transmitted in accordance with Training and Employment Guidance Letter No. 14-00, Change 1, dated November 19, 2001 and Training and Employment Guidance Letter No. 14-03, Change 1 dated August 11, 2004.

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Susan Pareigis, Director, Agency for Workforce Innovation



**Federal Programs:  
Workforce Investment Act (WIA)  
and Related Workforce Programs**

**Program Year  
2003-2004**

**October 1, 2004**

**[www.workforceflorida.com](http://www.workforceflorida.com)**

WORKFORCE FLORIDA  
2003-2004 ANNUAL REPORT

TABLE OF CONTENTS

PERFORMANCE

- Federal Programs: Workforce Investment Act (WIA), Wagner-Peyser and Related Workforce Programs.....1
- State Workforce Performance.....2
- State Evaluation Activities and Incentive Policy.....16
- Cost of Workforce Investment Activities.....22

WORKFORCE FLORIDA BACKGROUND AND OVERVIEW

- Florida's Workforce Development System.....26
- Access to Florida's Workforce Services and Resources.....27

WORKFORCE FLORIDA STATE LEVEL ACTIVITIES

- Office of Business Outreach Activities, Programs and Initiatives.....29
- High Skills/High Wages Council.....29
- Better Jobs/Better Wages Council.....32
- First Jobs/First Wages Council.....33
- Other State-level Activities and Initiatives.....34

APPENDICES (SEE FOLLOWING PAGE FOR DETAILS)

# WORKFORCE FLORIDA

## 2003-2004 ANNUAL REPORT

### APPENDICES

#### A. Federal Workforce Investment Act Annual Report Supporting Tables and Required WIA Tables

Table 1 – State WIA Performance

Table 2 – Definitions for WIA Core Performance Measures

Table 3 – State 15% Discretionary Funds Summary

Table 4 – Rapid Response

Table 5 – Florida WIA Financial Statement

Table 6 – Program Year 2002-2003 Adult WIA Expenditures

Table 7 – Program Year 2002-2003 Dislocated Worker WIA Expenditures

Table 8 – Program Year 2002-2003 Older Youth WIA Expenditures

Table 9 - Program Year 2002-2003 Younger Youth WIA Expenditures

Table 10 -2002-2003 Year-End Red & Green Report with Definitions (Attached as separate Appendix Item)

Table 11- Plain English Trend Report

Table 12- Use of Individual Training Accounts (ITAs) WIA Adult and Dislocated Worker Combined

#### **Federal WIA Annual Report Performance Data – Tables A through O:**

Table A – Customer Service Satisfaction

Table B – Adult Program Results At-a-Glance

Table C – Statewide Outcomes for Adult Special Populations

Table D – Statewide Other Outcomes for the Adult Program

Table E – Statewide Dislocated Worker Program Results At-a-Glance

Table F – Statewide Outcomes for Dislocated Worker Special Populations

Table G – Statewide Other Outcome Info for Dislocated Worker Program

Table H – Statewide Older Youth Results At-a-Glance

Table I – Statewide Outcomes for Older Youth Special Populations

Table J – Statewide Younger Youth Results At-A-Glance

Table K – Statewide Outcomes for Younger Youth Special Populations

Table L – Other Reported Statewide Information

Table M – Statewide Participation Levels

Table N – Cost of Program Activities

Table O – Performance by Region

#### B. Regional Workforce Boards Leadership and Contacts

## FEDERAL PROGRAMS: WORKFORCE INVESTMENT ACT (WIA), RELATED WORKFORCE PROGRAMS

Introduction: Governance and Service Delivery Structures under the Workforce Investment Act (WIA)

Florida's workforce system has been crafted to comprehensively incorporate all workforce-related services, traditional federally funded employment and training, welfare reform, and specialized state-funded programs. The broad structure and details of the primary non-federal programs are provided in separate year-end reports. Florida's Workforce Innovation Act was expressly drafted to be compatible with and build upon the provisions of the federal Workforce Investment Act (WIA), and the more traditional workforce programs funded through the U.S. Department of Labor.

This report provides the performance outcome data and other information required to be reported by federal WIA law covering services and programs funded through WIA, Wagner-Peyser and related programs under the jurisdiction of the U.S. Department of Labor. In Florida the primary roles in WIA-related governance and service delivery were as follows during the 2003-2004 Program Year:

- Workforce Investment Board (WIA Section 111): Workforce Florida Inc., (WFI) Governor Jeb Bush, Chairman Ray Gilley, President Curtis Austin (<http://www.workforceflorida.com>)
- State-level Administrative/Fiscal Agency (WIA Sections 132, 303, etc.): Agency for Workforce Innovation (AWI), Director Susan Pareigis (<http://www.floridajobs.com>)
- Local Workforce Investment Boards (WIA Section 117): Florida's 24 Regional Workforce Board areas are shown on the attached map and at <http://www.workforceflorida.com>
- One Stop Delivery System (WIA Section 121): Florida's network of One-Stop Operators and Centers at <http://EmployFlorida.net>

## State Workforce Performance

### **Background**

Section 136 of the Federal Workforce Investment Act (WIA) identifies core indicators of performance for the adult, dislocated worker, and youth programs. Fifteen core measures apply to outcomes for the adult, dislocated worker, and youth programs; and two measures of customer satisfaction apply across these three programs, bringing the total number of required measures to seventeen. These measures are as follows (definitions for each can be found in Appendix Table 2).

#### **Adults**

1. Entry into unsubsidized employment;
2. Retention in unsubsidized employment six months after entry into employment;
3. Earnings change six months after entry into employment;
4. Credential attainment

#### **Dislocated Worker**

5. Entry into unsubsidized employment;
6. Retention in unsubsidized employment six months after entry into employment;
7. Earnings replacement six months after entry into employment;
8. Credential attainment

#### **Older Youth (aged 19-21)**

9. Entry into unsubsidized employment;
10. Retention in unsubsidized employment six months after entry into employment;
11. Earnings change six months after entry into employment;
12. Credential attainment

#### **Younger Youth (aged 14-18)**

13. Attainment of secondary school diplomas and their recognized equivalents;
14. Attainment of goals and skills;
15. Retention in unsubsidized employment six months after entry into employment;

#### **All Programs**

16. Customer satisfaction for individuals;
17. Customer satisfaction for employers.

In accordance with the WIA, each of these measures is broken out into sub-categories to track special populations and target groups. The adult and dislocated worker programs listed above also provide three levels of service: Core, Intensive and Training services. Reports must be compiled detailing each level of service, breaking out special populations within each service level such as Displaced Homemakers, Individuals with Disabilities, Out of School Youth, persons on Public Assistance, etc.

Table 1 presents the total number of participants and exiters leaving the WIA program during the 2003-2004 Program Year.

Table 1  
2003-2004 WIA Participants/Exiters

WIA Program	Total Participants Served	Total Exiters
Adults	24,247	9,666
Dislocated Workers	13,241	10,097
Older Youth	3,541	1,490
Younger Youth	13,674	6,353

The number of customers served in each program during 2003-2004 decreased from the prior year. A total of 52,535 customers were served during the year in all programs as compared to 59,907 customers for the preceding year.

**Reporting Time Periods**

Federal guidelines require varying time periods for reporting the counts of participants served, counts of those exiting programs, and the 17 WIA core measures. The first reporting period is the 4/1/02 to 3/31/03 period prior to the Program Year, used for the retention and earnings change measures. The second period is comprised of the four quarters beginning 10/1/02 and ending 9/30/03 prior to the Program Year used for all entered employment measures. These delayed reporting periods are required so that follow-up data from Unemployment Insurance (UI) Wage Reports can be collected on participants six months after exit. The third reporting period is the 1/1/03 to 12/31/03 calendar year used for the customer satisfaction measures. The fourth reporting period is the period beginning 4/1/03 to 3/31/04 used for the counts of exiters and the younger youth diploma and skill attainment measures. The final reporting period is the actual 2003-2004 Program Year – or the four quarters beginning 7/1/03 and ending 6/30/04, used for the counts of participants served.

**Core Measures**

Pursuant to the Workforce Investment Act, all states submitting a state plan must propose expected levels of performance for each of the seventeen measures, or core measures. Federal guidelines describe core measures as the key measures of success in achieving the legislative goals of WIA. The measures are used to:

- set performance goals at the State and local level;
- ensure comparability of state performance results to maintain objectivity in measuring results for incentive and sanction determinations;
- provide information for system wide reporting and evaluation for program improvement.

The proposed levels of performance are developed with the use of baseline data produced in accordance with federal instructions. As part of the state plan review process, the Secretary of the United States Department of Labor (USDOL) and the Governor must negotiate an agreement on the levels of performance or goals for each core measure.

Data on core measures is collected from Florida's MIS system, UI Wage Records, and from the Wage Record Information System (WRIS). The MIS system gathers exit information on participants, and covers the real-time data elements referenced above. UI Wage records contain information such as wage and retention information after exit. The WRIS system is a database consisting of several participating states' records for wages and employment, etc. WRIS records supplement Florida's UI data to paint a clearer picture of participant outcomes.

Table 2 below displays Florida's negotiated rate for each of the seventeen required measures along with the actual statewide outcomes achieved. Federal policy requires states to achieve at least 80% of the negotiated goal. The eighty-percent criterion is shown in parentheses.

Table 2  
State WIA Performance Measures

WIA CORE MEASURE	NEGOTIATED GOAL (80% of Goal)	ACTUAL PERFORMANCE	DIFFERENCE COMPARED TO 80% OF GOAL
Adult Entered Employment Rate	70.0% (56.0%)	65.79%	+9.79
Adult Employment Retention Rate	82.0% (65.6%)	83.56%	+17.96
Adult Earnings Gain	\$3,600 (\$2,880)	\$3,573	+\$693
Adult Credential Attainment	43.0% (34.4%)	51.01%	+16.61
Dislocated Worker Entered Employment Rate	71.0% (56.8%)	71.42%	+14.62
Dislocated Worker Employment Retention Rate	85.0% (68.0%)	87.57%	+19.57
Dislocated Worker Earnings Replacement Rate	95.0% (76.0%)	91.18%	+15.18
Dislocated Worker Credential Attainment	43.0% (34.4%)	36.86%	+2.46
Older Youth (19-21) Entered Employment Rate	64.0% (51.2%)	64.65%	+13.45
Older Youth (19-21) Employment Retention Rate	82.0% (65.6%)	80.49%	+14.89
Older Youth (19-21) Earnings Gain	\$3,300 (\$2640)	\$3,065	+\$425
Older Youth (19-21) Credential Attainment	32.0% (25.6%)	31.93%	+6.33
Younger Youth (14-18) Skill Attainment Rate	65.0% (52.0%)	74.91%	+22.91
Younger Youth (14-18) Diploma Attainment Rate	41.0% (32.8%)	44.53%	+11.73
Younger Youth (14-18) Retention Rate	45.0% (36.0%)	54.18%	+18.18
Customer Satisfaction-Individuals	73.0 (58.4)	76.15	+17.75
Customer Satisfaction-Employers	73.0 (58.4)	78.23	+19.83

As the above table indicates, Florida’s 2003-2004 performance exceeded the federal criterion of 80% of goal for each of the core measures. Compared with 2002 Program Year outcomes PY 2003 results generally remained about the same or slightly decreased. However, the Youth Skill Attainment Rate increased by over 5 percentage points over the prior year. Also, the Dislocated Worker Earnings Replacement Rate and the Older Youth Earnings Gain Rate, and the Adult Credential Rate increased over the prior year.

**Non-Traditional Employment, Training-Related Employment**

The WIA also mandates that states report on placement of participants in non-traditional employment and training-related employment. Training-related employment is employment in which the individual uses a substantial portion of the skills taught in the training received by the individual. Nontraditional employment is employment in an occupation or field of work for which individuals of the participant's gender comprise less than 25% of the individuals employed in such occupation or field of work. Charts 1 and 2 provide a brief overview of participants for the Adult, Dislocated Worker (DW) and Older Youth (OY) components.

Chart 1

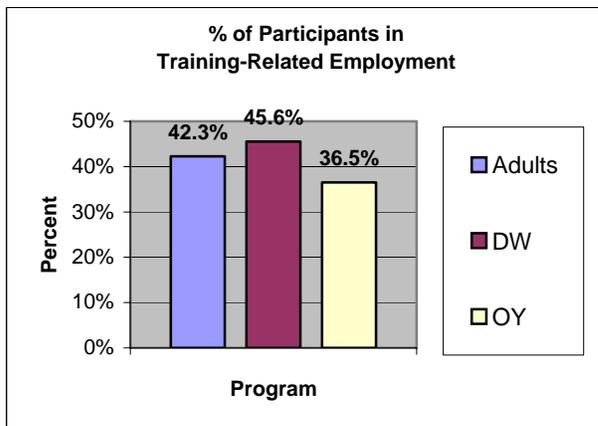
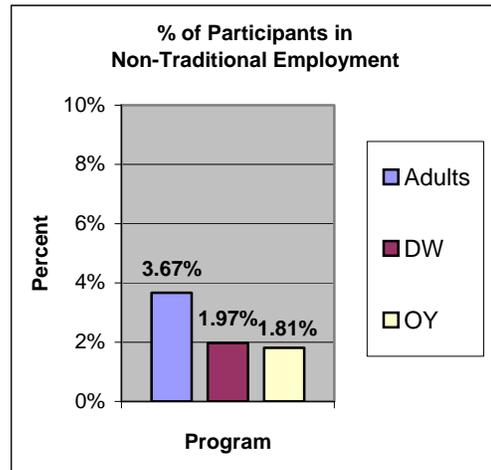


Chart 2

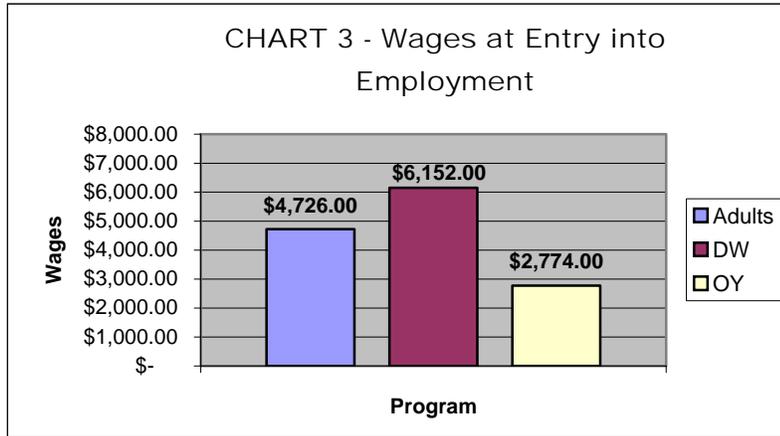


Since information on these graphs is collected after participants leave the system, data is taken from UI (Unemployment Insurance) Wage Reports. Chart 1 shows that 42.3% of adults became employed in training-related jobs, while the percentage of dislocated workers that found training-related jobs is greater. Chart 2 indicates the percentage that found employment in non-traditional employment for all three groups, ranging from 1.81% for older youth to 3.67% for adults.

**Wages at Entry into Employment**

The WIA requires that states track participants to determine their wage at entry into employment. Again, Florida uses UI (Unemployment Insurance) Wage Reports to track former participants after exit. Chart 3 (below) displays the quarterly earnings that each group - Adults, Dislocated Workers and Older Youth - attained after exit.

Dislocated Worker earnings are well above Adults earnings, while Older Youth earnings are understandably lower. Dislocated Worker earnings are significantly higher because they already have skills many employers desire.



**12-Month Retention and Earnings Change**

These measures take a look at individuals who exited more than one year ago, and tracks their retention in unsubsidized employment and the wages they garner in those jobs. Chart 4 displays the trend of individuals as they hold employment over time. 12-month figures are

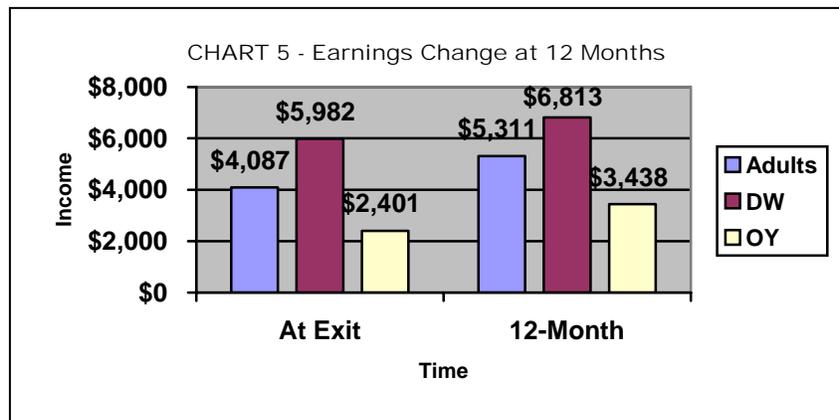


taken from the percentage at exit (for adults, 68% had a job at exit, 78% of those still had a job at 12 months).

Since a primary goal of the WIA is to promote self-sufficiency for its participants, income of participants after they receive employment is also tracked. The Earnings Change/Earnings Replacement measure uses the same UI data to track former participants after they exit. Figures for earnings are reported by quarter, not

annual increments.

Chart 5 shows the average income for each group at 12 months compared to at their earnings at entered employment. Participant data is not available for hourly wages only for total income garnered during the quarters.



### ***State-Level Discretionary Funding***

The Workforce Florida Board of Directors has dedicated Title I funding to state administration to induce, design, develop, and fund innovative Individual Training Account pilots, demonstrations, and special programs. Of these state level funds, \$2 million was reserved for the Incumbent Worker Training Program. Additionally, the Workforce Florida Board directed funding for operating fiscal, compliance, and management accountability systems through Workforce Florida; conducting evaluation and research on workforce development activities; and providing technical and capacity building assistance to regions.

Disbursement of these funds was handled under three separate conditions. One, through contracts with various vendors to produce analysis data, follow-up reports, or provide demographic economic conditions in the state. Secondly, funds were disbursed through grants to regional workforce boards to provide innovative pilot projects to reach certain targeted populations such as youth, incumbent workers, etc. Finally, funds were disbursed for regional workforce board performance incentives based on the state short-term and federal core measures

All request for proposals included stipulations for leveraging of funds from private business, community-based organizations and/or partnering with area agencies to encourage and produce greatest outcomes for the least funding. In addition, the evaluation process for the RFPs included additional allowance for proposals that specifically addressed special needs or that focused projects within empowerment zones or enterprise zones. As a result of these efforts, Florida has been successful in funding many projects to meet local needs and created many agency and community based partnerships within the state to carry on these activities geared to creating an effective workforce. Various workforce development strategies funded from state-level discretionary funds during the year include:

- **Performance Incentives** – Awards were made to high performing regional workforce boards based on the state short-term and federal core measures.
- **Youth** – The provision of youth mentoring, internship, job experience and job placement services.
- **Employer Services** – support for the state’s regional workforce boards in planning and conducting business outreach efforts; the provision of labor market information; and efforts to increase organizational tolerance and diverse cultures in the workplace.
- **Targeted Industry Sector** – the provision of skills upgrade training to incumbent workers and several employed worker initiatives in targeted industry sectors.
- **Measuring progress** – Projects and contracts that contributed to the ability to measure progress and evaluate the workforce system, which included contracts with the Florida Education and Training Placement Information Program (FETPIP) for placement data and a contract with Brandt Information Systems to provide the mandated customer satisfaction phone survey of employers and participants.

- **Biotechnology** – the provision of curricula development and internet web-based design modules for entry level occupations in the biotechnology industry.
- **Aerospace** – a survey to assess businesses’ needs for the development of programs to support the aerospace industry.

In addition to the use of 15% WIA discretionary funds as described here, Florida also used Temporary Assistance to Needy Families (TANF) funds for similar pilots, performance measurement and incentives.

Some of these initiatives were brought forward from the prior fiscal year; and these will continue into fiscal year 2004-2005, while some have concluded. A more complete listing of the major 2003-2004 uses of WIA discretionary funds is available in Appendix Table 3. For more complete descriptions of key special initiatives see the section of this report entitled “Workforce Florida Activities and Accomplishments.”

#### ***Rapid Response Funding for Regional Workforce Boards***

The Federal Workforce Investment Act (WIA) of 1998 requires that up to 25 percent of the state’s annual Dislocated Worker (DW) allocation be used for rapid response activities to respond to major layoffs and emergency situations. Pursuant to state Workforce Innovation Act of 2000, the expenditure of these rapid response funds is to be carried out in accordance with approved policies by the Agency for Workforce Innovation (AWI) under contract with Workforce Florida, Incorporated (WFI). At the beginning of each program year, the United States Department of Labor awards the state an allocation in DW funds. The state approved allocation for rapid response/dislocated worker assistance consists of funds budgeted for the state DW unit activities with a balance set aside as emergency reserve.

The Emergency Reserve funds set aside each program year are awarded as supplemental funds to Regional Workforce Boards based on need at the local level. During 2003-2004, AWI at the direction of the Workforce Florida State Board awarded \$9,000,000 as a supplemental funding allocation to the State’s 24 local boards to provide dislocated worker services in their areas. This funding is included in the report as part of the formula funds. Additionally, another \$1,686,924 was awarded to 7 local boards to carry out rapid response activities. For the period ending June 30, 2004, \$1,134,749 of these funds had been expended by the 7 local areas. Appendix, Table 4 itemizes expenditures of the state level WIA Rapid Response funds.

#### ***Reemployment and Emergency Assistance Coordination Team (REACT).***

The Reemployment and Emergency Assistance Coordination Team (REACT) is the state-level focal point for dealing with dislocation of Florida’s private sector and governmental workers. Chapter 445.003, F.S., requires that rapid response activities be included in the state plan. The purpose of this plan is to coordinate efforts at state and local levels to assist workers who have or will be dislocated from their jobs due to a facility/plant closure, a major employer downsizing, natural disasters (such as floods, fires, hurricane, tornadoes) or other acts of nature that cause the dislocation of 50 or more workers.

The federal Workforce Investment Act (WIA) of 1998 requires each state to establish a dislocated worker unit to implement statewide rapid response reemployment activities on behalf of dislocated workers.

Effective July 1, 2004, the state level REACT Field Coordinator positions were decentralized to the 24 Regional Workforce Boards (RWBs). Rapid response activities are now locally led by the RWBs. Many workers and employers are introduced to the workforce system through the rapid response process that involves the RWBs, One-Stop Career Centers, Workforce Florida, Inc. (WFI), the Agency for Workforce Innovation (AWI) and other workforce partners.

The Worker Adjustment and Retraining Notification Act notices (WARNs) will continue to be sent to the State REACT Unit which will make initial contact with the employer. WARN Notices list those companies/businesses which are planning layoffs and will be in need of dislocated worker assistance. The WARN notice will be entered into the REACT database and in real time uploaded to the REACT website. The WARN notice will be sent to the appropriate RWB for action by the local rapid response coordinator.

Many industries, including state and local governments, were adversely impacted during Program Year (PY) 2003-2004. A Workforce Transition Database designed by the Department of Management Services captures information on affected state workers. This database is being used by REACT to determine the state workers' status and account for all services that are provided to them. Between June 2001 and June 30, 2004, over 14,279 positions were identified for elimination by the State: Approximately 6,550 of these positions were filled with employees. As of June 30, 2004, 2,901 of these workers have been placed in other positions in state government; 1,885 have been placed in private industry; 520 retired; 154 refused job offers; 757 refused assistance; and 10 enrolled in training. As of June 30, 2004, there were 176 individuals still needing assistance. The REACT Unit continues to work with this group of adversely affected individuals to assist them in obtaining training and/or other employment opportunities.

REACT's performance measures, used in evaluating the effectiveness of the statewide and regional Rapid Response Program, are as follows:

- *Performance Measures:* Average number of days for rapid response teams to conduct initial response contacts after receipt of Worker Adjustment and Retraining Notification (WARN) Notices.

Negotiated Standard is 2 days; Average Response time is the same day.

In many cases, REACT obtained information about company layoffs from sources other than WARN Notices (e.g., business wires, and reports from REACT field coordinators and RWB staff) before the affected companies submitted official WARN Notices. Because of this, REACT responded to potential layoffs, on average, the same day as the receipt of WARN Notices.

- *Performance Measure:* A reduction in the average number of weeks that rapid response assisted dislocated workers collected unemployment compensation benefits compared to the number of weeks that non-rapid response assisted dislocated workers collected unemployment compensation benefits.

The Average Benefits Weeks is 5.6 weeks for workers with calendar year 2003 layoffs from employers receiving rapid response assistance compared to 15.3 weeks for workers laid off by employers who did not receive rapid response assistance.

REACT has responded to 277 dislocation events (including all WARN Notices) this program year and has identified 23,608 eligible dislocated workers.

Due to the number of dislocation events in the public and private sector, many communities are faced with challenges. Some of these challenges include:

- A lack of jobs in rural areas; and
- A lack of job openings with educational and skills requirements that match the workers' education and skills level prior to layoff,

AWI plans to:

- Continue to coordinate with the RWBs on the decentralization of the REACT Coordinator positions and will provide assistance where necessary; and
- Increase the use of the Mobile One-Stop Unit to assist with plant layoffs and dislocations in rural communities.

### ***Reemployment Services Program***

The purpose of Florida's Expedited Reemployment Program is to provide immediate reemployment assistance to Unemployment Compensation (UC) customers. The program identifies claims customers who are likely to have difficulty finding employment; those who have not returned to work after a specified period; and also those claimants who are in circumstances that have historically resulted in improper benefit payments.

Once these claimants have been identified, they are required to report to the local One-stop Career Center site for expedited reemployment services. The purpose of this interview is to ascertain what skills and training are necessary for employment, confirm that the claimant continues to meet eligibility requirements, and to provide reemployment services.

Labor market information including conditions of the claimant's customary employment and employment opportunities in the area are used to help the claimant develop a realistic work plan. Methods of developing leads and application techniques are also discussed. The staff and claimant develop a work search plan that reflects the claimant's skills, experience, and wages.

The program consists of four strategic elements:

- Early intervention and aggressive recruitment;
- A shift in unemployment compensation customer service, making Expedited Reemployment Services the principal focus of the unemployment compensation staff deployed throughout the One-Stop Career Center;
- Program integration; and
- Mainstreaming claimants through a unified orientation to introduce claimants to the full spectrum of One-Stop services.

Recently completed programming changes to the Claims Register report provide local one-stop operators easier access to the names, social security numbers, addresses and telephone numbers of all new claims customers filing from within the respective workforce regions.

The previous statistical profiling model, which assigned a rank-order score, has been enhanced to a characteristics screening model, which creates a pool of claimants most likely to exhaust unemployment compensation benefits before finding reemployment. Advertisement of the Expedited Reemployment Program now includes the following statement on each UC Wage Transcript and Determination: “The State of Florida’s Expedited Reemployment Program can help speed your return to gainful employment. For assistance in locating the One-Stop Career Center nearest you, call America’s Service Locator toll-free help line at 1-877-872-5627 or use the One-Stop directory at: [www2.MyFlorida.com/AWI/contacts/onestopdir/index.htm](http://www2.MyFlorida.com/AWI/contacts/onestopdir/index.htm).” The Rapid Service Voice Processing (RSVP) telephone system where UC claimants telephone to claim weeks of unemployment now includes a message about one-stop reemployment services and how to access information. The Internet claim filing system routes the claimant to a “What’s Next?” page that markets the One-Stop delivery system and provides a link to the One-Stop Career Center Directory. From this directory, local One-Stop web pages can also be accessed.

Florida’s program has again proven successful in facilitating early intervention for new claimants. For example, 59.7 percent of all UC claimants registered during the program year received reportable Wagner-Peyser services within the One-Stop delivery system. This was an increase of about 5 percent in the number of claimants registered who were given a reemployment service in PY 03-04 than in PY 02-03. The increase in the proportion of claimants served also reflects continuing improvement in the integration of services, and has resulted in a significant improvement in placement rates for UC claimants.

The proportion of all eligible claimants who were placed in jobs or otherwise obtained employment during the year compared to the general population of all those registered in Wagner-Peyser increased to a new high of 46.7 percent. Last program year, this figure was 35.4 percent so a marked improvement is shown for this measurement.

One of the barriers to even greater improvement has been the difficulty experienced with the automated system-generated letters that are used to invite claims customers to a One-Stop Career Center for reemployment services. This problem will be remedied when the new One-Stop Management Information System (OSMIS) makes it possible for the local centers to mail out their own letters. OSMIS will also cross match individuals currently receiving workforce services, and this will prevent unnecessary letters from being mailed.

Additionally, many of the claimants have skills that seem to be specific to their job of dislocation. OSMIS has a Transferable Skills Analysis component that will help any job seeker to find other types of jobs that use the skills they already possess.

Future goals include increasing the proportion of job-registered claimants who receive a reportable reemployment service and the proportion who enter employment. Earlier intervention dates and the requiring of more claimants to participate are being considered for 2004-2005. Studies suggest that the more intervention the claims customer receives, the more quickly the claimant will find suitable employment.

### ***National Emergency Grant (NEG)***

The purpose of the NEG is to provide employment and training assistance to workers affected by major economic dislocations, such as plant closures, mass layoffs affecting 50 or more workers at a single site of employment, closures of military installations, and multiple layoffs in a single local community, emergencies or natural disasters. The NEG provides federal assistance to states when it can be demonstrated that additional funds are needed to provide appropriate services for dislocated workers. Florida continued to administer three NEG's in the past year as follows:

#### Airline and Related 9-11 Dislocation Project:

The Agency for Workforce Innovation (AWI) applied for and was awarded a National Emergency Grant (NEG) up to the amount of \$13,102,272 to provide employment and training services to workers dislocated as a result of the terrorist attacks of September 11, 2001 and the dislocation of airport security screeners as a result of the implementation of the Aviation and Transportation Security Act. Through this NEG, Florida has currently received \$10,852,272 to provide assistance to these dislocated workers.

Of the \$10,852,272 received, \$9,097,272 was expended at the state level to provide employment and training services to participants through a special statewide agreement with public and private training institutions called Operation Paycheck. This program was created to retrain workers adversely affected by the results of September 11, and to get them quickly back into work. The remaining \$1,755,000 was allocated to the Regional Workforce Boards (RWBs) to provide employment and training services to other dislocated workers in their respective regions that were also affected by the events of September 11.

Through this NEG, 3,793 participants have been served; 3,690 are no longer receiving services; 2,144 have entered employment; and 1,649 have not entered employment as of June 30, 2004. This grant terminated on June 30, 2004.

#### Dual Enrollment Project:

On June 30, 2003, AWI was awarded \$11,353,858 in NEG funds to dual enroll workers certified eligible to apply for Trade Adjustment Assistance or North American Free Trade Agreement-Transitional Adjustment Assistance into the Workforce Investment Act (WIA) Program. Of the \$11,353,858 awarded, \$6,353,858 was released for immediate use. Approximately 1,946 workers have been targeted for assistance under this grant. Through

this NEG, 417 participants have been served; 25 are no longer receiving services; and 20 have entered employment as of June 30, 2004. This grant will end on December 31, 2004.

Trade Adjustment Assistance Infrastructure:

On January 16, 2003, the AWI was awarded \$200,000 in NEG funds to assist the State of Florida in developing procedures and systems for health insurance coverage assistance for trade-impacted workers. These funds were requested as a result of the passage of the new Trade Adjustment Assistance (TAA) Reform Act of 2002. On September 17, 2003, the grant award was increased by \$88,020 for a total award of \$288,020. The following activities were performed for this project by AWI staff members:

- Provided a list of TAA recipients to the Internal Revenue Services (IRS) for the health insurance tax credit;
- Issued TAA recipients IRS form 8887;
- Provided an eligible TAA applicant list;
- Selected a health insurance provider for the state;
- Assisted in the selection of the state health plans;
- Provided technical assistance to eligible TRA participants;
- Provided five regional information sessions to the Health Coverage Tax Credit (HCTC) eligible individuals;
- Provided five regional One-Stop Career Center staff training sessions on HCTC; and
- Obtained an impact analysis for the Trade Act.

This grant terminated on June 30, 2004.

The AWI has encountered difficulties in obtaining participants for the NEG Dual Enrollment project. There was a delay in receiving the funds from USDOL and some potential participants were not served immediately following their dislocation. To resolve the issues of the application process and the timely approval of grant applications, USDOL has streamlined its application process by the development of an electronic eApplication system. This revised system will allow the USDOL to respond quickly to our request for NEG funds.

Florida will continue to look to the NEG as a potential source of funding for major layoffs and layoffs caused by natural disasters when external factors create increased worker dislocations that exceed the state's ability to provide employment and training services with its federal formula funding.

***Local Performance***

Upon the completion of the State's negotiation with the USDOL on state performance goals for each of the twelve reportable WIA core measures, the state workforce board conducted negotiations at the state level with each regional workforce board. As a result of this process, expected levels of performance or goals were agreed upon for each region. Table 3 summarizes outcomes based on these goals. Individual performance tables for each of Florida's twenty-four regions are also provided in the Appendices (Appendix A-Table O-Performance).

Table 3  
Regional Program Year 2003-2004 WIA Performance

WIA CORE MEASURE	STATE GOAL	RANGE OF REGIONAL PERFORMANCE	# OF REGIONS ACHIEVING REGIONAL GOAL	% OF REGIONS ACHIEVING GOAL
CUSTOMER SATISFACTION INDIVIDUALS	73.00	66.79 to 84.19	19 of 24	79.17%
CUSTOMER SATISFACTION EMPLOYERS	73.00	70.24 to 83.23	23 of 24	85.83%
ADULT ENTERED EMPLOYMENT RATE	70.00%	53.13% to 87.23%	19 of 24	79.17%
ADULT EMPLOYMENT RETENTION RATE	82.00%	79.41% to 91.41%	18 of 24	75.00%
ADULT EARNINGS GAIN	\$3,600	\$194 to \$6,160	15 of 24	62.50%
ADULT EMPLOYMENT AND CREDENTIAL RATE	43.00%	15.46% to 88.98%	22 of 24	91.67%
DISLOCATED WORKER ENTERED EMPLOYMENT RATE	71.00%	63.57% to 89.83%	19 of 24	79.17%
DISLOCATED WORKER EMPLOYMENT RETENTION RATE	85.00%	85.34% to 95.08%	23 of 24	95.83%
DISLOCATED WORKER EARNINGS REPLACEMENT RATE	95.00%	81.27% to 155.82%	10 of 24	41.67%
DISLOCATED WORKER EMPLOYMENT AND CREDENTIAL RATE	43.00%	21.87% to 83.82%	19 of 24	79.17%
OLDER YOUTH (19-21) ENTERED EMPLOYMENT RATE	64.00%	40.00% to 100%	15 of 24	62.50%
OLDER YOUTH (19-21) EMPLOYMENT RETENTION RATE	82.00%	66.67% to 100%	11 of 24	45.83%
OLDER YOUTH (19-21) EARNINGS GAIN	\$3,300	\$1,286 to \$11,307	8 of 24	33.33%
OLDER YOUTH CREDENTIAL RATE	32.00%	8.17% to 100.00%	17 of 24	70.83%
YOUNGER YOUTH (14-18) SKILL ATTAINMENT RATE	65.00%	46.33% to 94.23%	20 of 24	83.33%
YOUNGER YOUTH (14-18) DIPLOMA ATTAINMENT RATE	41.00%	6.45% to 93.55%	15 of 24	62.50%
YOUNGER YOUTH (14-18) RETENTION RATE	45.00%	20.00% to 81.82%	22 of 24	91.67%

## State Evaluation Activities and Incentive Policy

### ***Overall Description and Background***

Due to historical practices and state law mandates, Florida has long engaged in extensive program evaluation activities, with a particular emphasis on results, outcomes and longitudinal information. In the workforce realm, much of that evaluation activity has been based on many of the key elements mandated by WIA, including use of many of the same or similar measures, similar definitions and heavy reliance on use of Unemployment Insurance wage records to verify initial job placement, job retention, and initial and long-term earnings over time.

### ***Florida Education and Training Placement Information Program (FETPIP)***

One of Florida's earliest and most successful innovations in evaluation and performance tracking has been the Florida Education and Training Placement Information Program (FETPIP) established in the mid-80's within the state Department of Education. This program was developed mainly to help evaluate the effectiveness of post-secondary education and training programs, particularly vocational education and similar career preparation programs. The scope of the groups to be tracked rapidly expanded to cover nearly all job training and placement programs including WIA, Wagner-Peyser, Job Corps, Veterans, welfare reform (TANF), Apprenticeship, Unemployment Compensation claimants, ex-offenders, and a total of nearly 600 groups or sub-cohorts being tracked.

The FETPIP follow-up data is electronically derived from Unemployment Compensation (Insurance) quarterly wage records, federal military and civilian personnel records, public assistance, incarceration/parole records, and continued education rosters. Access to this data allows for annual reports with extensive detail and longitudinal capabilities. Each group is typically tracked for at least 2 years, with many tracked over much longer periods, including the "Class of 1991" composed of all graduates (and drop-outs) of high school, certificate programs, and all levels of higher education. Quarterly reports covering employment and public assistance status and outcomes are regularly run and analyzed. For more details on FETPIP, including examples of annual outcome reports, see:

<http://www.firn.edu/doe/fetpip/fmain.htm>.

### ***Short Term Measures – "Red and Green Report"***

A few years ago a "regional outcome matrix" was prepared to display key program outcomes statewide and for each workforce region. This report was designed as a first indicator of program performance to work in conjunction with other administrative short-term reports and longitudinal reports required by state and federal law. Key measures were selected from exit data available through the State's administrative reporting systems. With the implementation of the Workforce Investment Act (WIA), this report was revised to reflect the new WIA measures and the Act's emphasis on program integration through the one-stop system. The revisions and the adoption of new short-term measures were based on the extensive solicitation of input from all parties and the recommendations of two working groups appointed by the Board which represented state and local agencies, the regional workforce boards, and other interested parties.

The “regional outcome matrix,” often referred to as the Red and Green Report addresses outcomes for the three major one-stop partner programs in Florida: WIA programs, Wagner-Peyser programs, and the State’s TANF/Welfare Transition Program. All short-term measures outline performance outcomes that can be typically reported within one calendar quarter through the various programs’ management information systems. Results from the measures are compiled regionally and compared against other regions and statewide outcomes. Appendix Table 10 contains the 2003-2004 Year-End Performance and a detailed description of the measures included in the Red and Green Report. Additionally, comparisons are made between the short-term Red and Green Report outcomes and the longer-term WIA core measures. This comparison shows a strong correlation on a statewide basis between the WIA core measures and Red and Green Report outcomes.

The Table 4 below shows statewide PY 2003-04 outcomes for each of the short-term measures.

**Table 4**  
**PY 2003-04 Statewide Short-Term Outcomes**  
**(7/1/03 to 6/30/04)**

<b>Welfare Entered Employ. Rate (1)</b>	<b>Welfare Initial Employ. Wage Rate (2)</b>	<b>Welfare Return Rate (3)</b>	<b>WIA Employed Worker. Outcome Rate (4)</b>	<b>WIA Adult Enter. Emp. Rate (5)</b>	<b>WIA Adult Wage Rate (6)</b>
28.8%	69.0%	13.5%	83.4%	68.8%	117.0%
<b>WIA Dislocated Wkr. Enter. Emp. Rate (7)</b>	<b>WIA Dislocated Wkr. Wage Rate (8)</b>	<b>WIA Youth Goal Attainment Rate (9)</b>	<b>WIA Youth Positive Outcome Rate (10)</b>	<b>WP Entered Emp. Rate (11)</b>	<b>WP Wage Rate (12)</b>
75.8%	128.9%	82.7%	92.8%	41.5%	90.4%
<b>WP New Hire Involvement Rate (13)</b>	<b>WP Employer Involvement Rate (14)</b>	<b>Customer Satisfaction – WIA Individuals (15)</b>	<b>Customer Satisfaction– WP Applicants (16)</b>	<b>Customer Satisfaction– Employers (17)</b>	
21.4%	24.8%	77.3*	74.8*	77.0*	

\*Score based on American Satisfaction Index (ACSI).

***“Plain English” Trend Report***

The “Red and Green” short-term outcome measures have served as a useful analytic tool for assessing comparative performance, trend lines, diagnostic early warnings, predictors of long term results, and application of common measures for multiple related programs, including WIA, Welfare Transition/TANF, and Wagner-Peyser. However the technical terms and

definitions used in the “Red and Green” reports which are completely understandable to workforce professionals are often obscure and non-user-friendly to volunteer board members, community partners, legislators and the rest of the world who are not familiar with the technical definitions of Entered Employment Rate, New Hire Involvement Rate, or even Wagner-Peyser. Workforce Board staff has therefore developed a “Plain English” version of the short term measures to be presented to broader audiences of stakeholders, partners, and others interested in workforce issues. As found in Appendix, A, Table 11, the Plain English Trend Report asks sets of simple questions about services provided, customer satisfaction, jobs obtained and earnings, also indicating year-to-year trends, statewide cumulative results. Additionally, the same questions are replicated and presented in breakouts for each of the 24 regions. These Plain English Reports are now being used in conjunction with the “Red and Green” reports and will be produced on the same schedule---mid-year, as of the end of March, and at the end of each program year ending in June.

***State Longitudinal Measures—“Tier Measures”***

State Longitudinal Measures—“Tier Measures” - The Florida Legislature has mandated that the State Workforce Florida Board develop uniform measures and standards to cover all job training, placement, career education and other workforce programs [See Sec. 445.005 (9), Florida Statutes]. Tier 1 measures are broad outcome measures that can be (almost) universally applied to all workforce-related indicators, including entered employment, job retention and earnings at various levels. Tier 2 measures are oriented to logical grouping of programs and/or targeted populations and provide additional measures that are uniquely relevant to that group. These measures include continued education status for youth programs and reduction in public assistance dependency for TANF recipients and other low-income individuals. Tier 3 includes process/output measures including those mandated for federally funded programs. These measures also disaggregate the Tier 1 and 2 measures to sub-state breakouts, some of which are regionally adjusted. Examples of process measures would include caseloads for specific programs or first-payment time-lapse data for Unemployment Compensation. Disaggregated results would include the WIA performance of specific Workforce Regions or the number/percentage of youth who complete teen pregnancy prevention programs in a specific county or region.

The nine measures against which performance is reported include the following:

1. Total Individuals.
2. Initial employment or those who exited/completed workforce programs and were found employed expressed as a percentage of the total number of those exiting/completing programs
3. Earnings or Wage Levels expressed as the percentage of those found employed at each of four full-time earnings or wage levels listed below:
  - Level 0 – those earning below minimum wage of \$5.15/hour or \$2,678 quarterly.
  - Level 1 – those earning at least minimum wage of \$5.15/hour but less than \$7.50/hour (from \$2,678 quarterly to \$3,900 quarterly).
  - Level 2 – those earning at least \$7.50/hour but less than \$9.00/hour (from \$3,900 quarterly to \$4,680 quarterly).
  - Level 3 – those earning \$9.00/hour and greater (\$4,680 or more quarterly).

4. Continued Employment expressed as a percentage of those found employed at follow-up the year following program exit or completion.
5. Initial Earnings expressed as the average quarterly amount earned for those found employed the year after program exit/completion.
6. Earnings Growth expressed as the amount of gain or loss in average quarterly earnings as compared to the average initial earnings.
7. Public Assistance or those who exited/completed workforce programs and were found to be receiving public assistance expressed as a percentage of the total number of those exiting/completing programs.
8. Continued Public Assistance expressed as a percentage of those found to be receiving public assistance the year after program exit/completion.
9. Continuing Education or those who exited/completed workforce programs and were found to be in any education or training program expressed as a percentage of the total number of those exiting/completing programs.

The Tier Measure Report is produced annually. The next Tier report is scheduled to be issued by December 2004. Previous Tier Measure Reports can be reviewed as part the Workforce Florida Annual Reports which can be its website at: [www.workforceflorida.com](http://www.workforceflorida.com)

### ***Regional Review***

Section 445.007(3), of the Florida Statutes mandates that “The Workforce Development Board shall assign staff to meet with each regional workforce development board annually to review the board’s performance and to certify that the board is in compliance with applicable state and federal law.”

Workforce Florida executive staff made presentations to all 24 regional workforce boards. Preparation for the annual review presentations included evaluating, utilizing and linking all available performance data (including Red and Green short-term exit measures, longitudinal tier measures, monthly management reports), information and resources. AWI contracted with KPMG to focus on assessing the region’s compliance with applicable State and Federal laws, regulations and policies, the extent to which regional boards incorporated the needs of the employer community into strategic planning efforts, operational plans/operational systems, sales and marketing efforts and One-Stop bricks and mortar plans. Presentations to the regional workforce boards included; comparative demographic information reflecting regional poverty and unemployment rates, relative shares of funding to meet those needs (e.g. WIA, Welfare-to-Work, Wagner-Peyser and TANF funds), regional board performance compared to other regions and to prior year and an assessment of how well employer needs had been met.

### ***WIA Incentive Awards:***

Florida was one of five early implementation states that opted to begin applying the terms of the federal Workforce Investment Act (WIA) on July 1, 1999, a year earlier than the mandated implementation schedule. Among other advantages resulting from early implementation, Florida also became eligible for the first round of Workforce Incentive Awards available under WIA. Earning an award also required submission of a timely WIA annual report to USDOL, furnishing required financial and participant data, and achieving

the WIA long-term performance standards negotiated with USDOL. Florida met all those requirements, formally applied for a performance award, and was awarded \$2,645,125, with most of the federal award derived from federal education funds and the balance coming out of WIA federal reserves. In 2001-2002, Florida again submitted a timely annual report and achieved all 17 negotiated long-term WIA performance goals, and our partner Department of Education's adult education and literacy program met their required goals for the prior year. Florida was therefore awarded \$3,000,000 for the combined WIA and workforce-related education performance.

The terms of the federal award require Florida to submit a joint plan for use of the Workforce Incentive Award, with sign-off by the Governor, the Department of Education, Workforce Florida, Inc., and the Agency for Workforce Innovation. The plan approved by USDOL and US Department of Education for the 2001-2002 award first provides that \$2,000,000 will be administered through the Florida Department of Education to build stronger adult education systems throughout Florida, including several internet-based virtual/remote learning systems and greater linkages between one-stop systems and local adult education/literacy programs. The remaining \$1 million of that Workforce Incentive Award was been earmarked to be used for program and performance improvements for Regions that have performed at the lower levels compared to other Regions, using the corrective action plan process as described below.

In the most recent year, Florida again won a \$3 million Workforce Incentive Award, covering achievement for both WIA Title I (workforce services) and Title II (education services). This time, rather than dividing the award between the two systems based on funding sources, Florida submitted a plan that was approved by the U.S. Department of Labor to operate a single joint improvement initiative focusing on 2 primary targets:

1. Training for the skill needs of the emerging, high skills/high wages simulation industry, and
2. Assisting the 12,000 high school seniors who have been denied diplomas due to their failure to pass the Florida Comprehensive Assessment Test (FCAT). The partnership of state and local education and workforce systems are recruiting the students for academic remediation, adult education, GED preparation and optimal employment, with special emphasis on English as a Second Language (ESOL) needs.

***State Incentive/Corrective Action Policy:***

Florida law expressly calls for increased accountability for the workforce system for the state, localities, and training providers. Accordingly, the state has established state incentive corrective action policy based at the direction of the State Workforce Board. This policy is aimed at continuous improvement and designed to cover all major programs under the state Board's oversight, including the Workforce Investment Act (WIA), Wagner-Peyser (WP) and Temporary Assistance to Needy Families (TANF). As a further policy matter, Florida's incentive/corrections apply to both short-term, interim outcomes (mainly EER-Entered Employment Rates) as revealed in our "Red and Green" quarterly reports based on administrative data, as well as the longer-term outcomes (mainly Job Retention) reported annually to the U.S. Department of Labor (WIA & WP) and the U.S. Department of Health and Human Services (TANF) using UC/UI wage records. Certain other requirements

imposed by state law are used as “threshold” qualifiers/disqualifiers. For example, Regional Workforce Boards that do not achieve the state law requirement of the 50% rate of expenditures on Individual Training Accounts (ITAs) and other training, are automatically disqualified for all WIA Incentive Payments. Similarly, failure to achieve the minimum “participation” rate for TANF participants disqualifies for all TANF performance awards, short-term and long term.

Each year the Workforce Florida Inc. Board of Directors approves an incentive pool “off the top” of the annual budget out of state-level discretionary WIA, WP and TANF funds. Additional incentive money for the pool comes from federal performance awards including WIA incentives and TANF High-Performance Bonuses, both of which Florida has won consistently. The resulting pool is then divided 50/50 for short-term and long-term performance awards for the 3 major programs/funding sources. RWBs who have met the “threshold” qualifications re expenditures on training and TANF participation rate then compete to achieve individual targets and against their peers for comparative excellence awards. All RWBs that achieve their individually negotiated short-term and long-term performance targets (e.g. EER and Job Retention or WIA, WP and/or TANF) are awarded minimal performance incentives when the outcome data is reported, typically August for short-term, December for long-term. Then the RWBS that performed in the top “green” quartile compared to their peers get a superior performance award. High performing RWBs are also awarded public recognition and plaques in the high visibility annual Workforce Summit. See <http://www.floridajobs.org/pdg/guidancepapers/012Incentives.rtf> for the complete current incentive guidance/policy.

In addition to the monetary incentive “carrots,” Florida also applies some “sticks” in the form of corrective “consequences,” in addition to the threshold disqualifications described above. Typically low-performing RWBs are required to first provide their own Corrective Action Plans. Then if low performance persists, state-level staff work with RWB staff to design a state-approved Program Improvement Plan with specific deliverables, often supported by state and peer technical assistance and training (TAT) and sometimes supplemental funding for specific interventions. Continued chronic performance and operational problems then result in progressive levels of direct, sustained on-site oversight by state staff or state-designated RWB peer supervision, “receivership,” or replacement of local executive staff, all of which have been applied in Florida. So far no Region has been redesignated or consolidated due to performance problems but that option remains as an ultimate sanction.

Encouraged by the positive trend lines displayed by our short-term and long-term performance measures and the track record of regularly winning federal high-performance monetary and recognition awards, Florida’s workforce system will continue to apply, re-examine, refine, and refresh its incentive/correction structure to maintain continuous improvement.

## Cost of Workforce Investment Activities

### ***Expenditure Levels***

During the 2003-2004 program year, Florida had \$169,965,424 in available funds including carry-forward from all WIA funding sources. Of this amount \$132,859,152 or 78.2%, was expended to carry out state-level and regional activities. Of the \$118,082,016 expended by the State's twenty-four regions, 92% went for direct client services. An additional \$12,617,509 in state-level funds was also expended for direct client services. For additional information on expenditures see the WIA Financial Statement included in Appendix A as Table 5 and the Appendix Table N, Cost of Program Activities.

### ***Cost of Program Activities Relative to Effect***

Florida tracks and evaluates the cost of program activities relative to effect in a number of ways. Cost per participant and cost per positive outcome are computed at the state and regional level for the adult, dislocated worker, and youth programs. The positive outcome tracked for the dislocated worker program was entered employment. Positive outcomes for the adult program included entered employment and the successful completion of program activities designed to assist employed workers in upgrading their employment in order to attain a greater degree of self-sufficiency. Florida has placed an emphasis on assisting the under-employed worker. As a result, the number of adult program exiters with positive outcomes included 2,773 employed workers who successfully completed program activities in order to upgrade their employment. Positive outcomes for older youth included entered employment, entrance into postsecondary education, advanced training, apprenticeship or the military, and the attainment of a credential. Positive outcomes for younger youth included entered employment, entrance into postsecondary education, advanced training, apprenticeship or the military, attainment of a youth goal, and attainment of a diploma.

Generally, outcomes were tracked for the exit periods used for the corresponding WIA core measure. The exit period used for the adult and dislocated programs was the period from 10/1/02 to 9/30/03, while the period for the older and younger youth programs was the actual program year from 7/1/03 to 6/30/04. Cost information was also tracked by major level of activity: core services, intensive services, and training for the adult and dislocated worker programs; and for other services and for training for the youth programs.

Statewide expenditure and cost data is displayed in Table 5 below. Similar data for each of Florida's twenty-four regions are included in the Appendix as Tables 6 through 9.

Table 5  
 FLORIDA PROGRAM YEAR 2003-2004  
 WIA EXPENDITURES/COST PER POSITIVE OUTCOME

**ADULT PROGRAM 10/1/02 TO 9/30/03**

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$68,284,861	100.0%				
TOTAL EXPEND.	\$30,582,965	44.8%	21,412	\$1,428	7,847	\$3,897
EXPEND. OTHER SERVICES	\$11,964,230	39.1%	21,412	\$559	7,847	\$1,525
EXPEND. TRAINING	\$15,743,390	51.5%	13,938	\$1,130	4,915	\$3,203

**DISLOCATED WORKER PROGRAM 10/1/02 TO 9/30/03**

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$55,254,355	100.0%				
TOTAL EXPEND.	\$28,772,431	52.1%	21,477	\$1,340	9,580	\$3,003
EXPEND. OTHER SERVICES	\$12,284,749	42.7%	21,477	\$572	9,580	\$1,282
EXPEND. TRAINING	\$13,954,749	48.5%	15,182	\$919	9,162	\$1,523

**OLDER YOUTH PROGRAM 7/1/03 TO 6/30/04**

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$42,921,524	100.0%				
TOTAL EXPEND.	\$12,725,788	29.6%	3,541	\$3,594	1,201	\$10,596
OTHER SERVICES	\$5,657,817	44.5%	3,541	\$1,598	1,201	\$4,711
TRAINING	\$6,091,872	47.9%	3,379	\$1,803	1,154	\$5,279

**YOUNGER YOUTH PROGRAM 7/1/03 TO 6/30/04**

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$42,921,524	100.0%				
TOTAL EXPEND.	\$25,376,229	59.1%	13,674	\$1,856	10,642	\$2,385
OTHER SERVICES	\$12,313,798	48.5%	13,674	\$901	10,642	\$1,157
TRAINING	\$11,011,634	43.4%	13,060	\$843	10,242	\$1,075

Source: Agency for Workforce Innovation, 8/20/04.

***Use of Individual Training Accounts (ITAs)***

Florida policy places emphasis on the provision of training services. Accordingly, State statute requires the tracking of the number of ITAs awarded and their average value. The statute also requires 50% of WIA pass-through funds for adults and dislocated workers to be allocated to ITAs and ITA-related expenses. For Program Year 2003-2004, 17,901 ITAs were awarded in the State with an average value of \$3,411. Of \$79,979,999 expended by Florida's twenty-four regions for the adult and dislocated worker programs during the program year, \$58,592,476 or 73.3% was expended for ITAs and ITA-related activities (see Table 6 below).

**Table 6 - USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)  
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED  
7/1/03 Through 6/30/04**

ITAs Awarded*					State ITA 50% Expenditure Requirement**		
Region	Enrolled in Training	Receiving ITA	Percent	Avg. ITA Amount	Total Expenditures	ITA Expenditures	Percent
1	495	495	100.00%	\$6,525	\$1,693,483	\$1,105,679	65.29%
2	126	105	83.33%	\$2,138	\$490,079	\$263,628	53.79%
3	197	190	96.45%	\$2,138	\$654,971	\$393,382	60.06%
4	392	389	99.23%	\$3,247	\$1,159,420	\$643,125	55.47%
5	194	188	96.91%	\$3,132	\$1,354,146	\$808,349	59.69%
6	398	381	95.73%	\$525	\$699,731	\$468,192	66.91%
7	134	124	92.54%	\$2,963	\$630,747	\$388,867	61.65%
8	1,304	923	70.78%	\$3,924	\$4,269,760	\$2,869,085	67.20%
9	181	172	95.03%	\$2,478	\$853,052	\$458,091	53.70%
10	360	343	95.28%	\$3,097	\$1,461,370	\$1,090,841	74.65%
11	269	194	72.12%	\$2,217	\$1,716,528	\$1,057,572	61.61%
12	1,151	1,081	93.92%	\$3,539	\$7,659,920	\$7,132,219	93.11%
13	284	257	90.49%	\$2,319	\$1,596,052	\$853,799	53.49%
14	888	859	96.73%	\$4,091	\$3,134,816	\$2,121,333	67.67%
15	1,390	1,337	96.19%	\$2,575	\$3,553,289	\$3,148,759	88.62%
16	413	383	92.74%	\$3,050	\$1,631,982	\$1,064,699	65.24%
17	626	589	94.09%	\$4,962	\$3,008,587	\$2,184,620	72.61%
18	255	243	95.29%	\$1,762	\$1,529,032	\$1,214,585	79.43%
19	150	145	96.67%	\$3,513	\$937,041	\$612,685	65.39%
20	616	450	73.05%	\$2,322	\$3,288,107	\$1,910,159	58.09%
21	995	903	90.75%	\$4,242	\$5,225,796	\$3,560,171	68.13%
22	1,120	891	79.55%	\$2,491	\$6,864,722	\$5,369,280	78.22%
23	7,332	6,886	93.92%	\$3,599	\$24,207,978	\$18,002,178	74.36%
24	444	373	84.01%	\$2,588	\$2,359,390	\$1,871,178	79.31%
<b>Total All Regions</b>	<b>19,962</b>	<b>17,901</b>	<b>89.68%</b>	<b>\$3,411</b>	<b>\$79,979,999</b>	<b>\$58,592,476</b>	<b>73.26%</b>

\*Information from OSMIS participant data provided by the Agency for Workforce Innovation September 2004

\*\* Based on data provided by the Agency for Workforce Innovation 8/20/04.

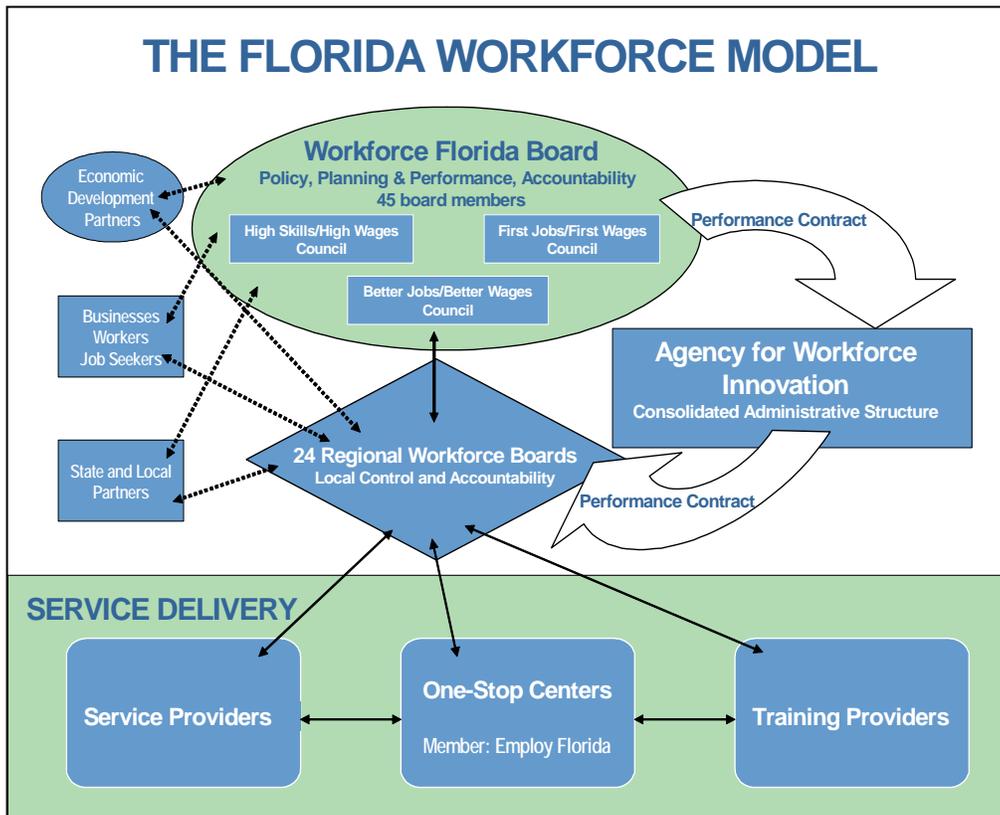
## WORKFORCE FLORIDA BACKGROUND AND OVERVIEW

Florida’s landmark Workforce Innovation Act of 2000 created and charged Workforce Florida, Inc. to meet the workforce needs and challenges of Florida businesses. Workforce Florida accomplishes this by linking workforce and economic development strategies through business-driven initiatives and programs to ensure that Florida’s workforce has the skills that will meet current and future business needs. It also promotes an environment where Floridians have the opportunity to upgrade their education and skills to obtain jobs that lead to economic self-sufficiency.

Workforce Florida’s 45-member board created by Chapter 445, Workforce Innovation Act, Florida Statutes, is appointed by the Governor. Administration of the state’s workforce policy, programs and services is carried out by the 24 business-led regional Workforce Development Boards and the Agency for Workforce Innovation through almost 100 One-Stop Centers located throughout Florida.

### Florida’s Workforce Development System

Florida’s workforce system was designed to create partnerships between economic development, workforce development and businesses. In addition, the system is operated through performance based contracts that increase accountability of all partners to meet strategic and legislative mandated goals.



Local control is another key component of Florida's workforce system. While each regional workforce board has performance measures and contracts to provide accountability, the choice of initiatives and programs it implements are under the local board's control. Local control allows for programs to address the economic development, business and workforce needs of each particular region of the state.

## Access to Florida's Workforce Services and Resources

### ***One-Stop Centers: The "Front Door" For Workforce Services***

Florida's One-Stop Center system was initially established to bring workforce and welfare transition programs together under one physical or "virtual" roof to simplify and improve access for employers seeking qualified workers or training programs for their existing employees and job seekers. Over time many of Florida's One-Stop Centers have expanded their services and programs and have invited other partners to co-locate both physically and through website linkages. Some regions have created "satellite" One-Stops strategically located within other community partners' facilities such as libraries and community based organizations.

### ***Serving the Business Customer***

Recent federal and state workforce legislation has emphasized the importance of serving the business customer and has made the system more accountable as whole by tying performance funding to customer satisfaction. Florida's One-Stop Center system is a key resource for businesses seeking training grants for customized training for existing employees or finding qualified workers; several regions have established dedicated business services One-Stop Centers in business districts to help local employers recruit, train and retain workers.

*Incumbent Worker Training (IWT).* In addition to local services, employers already doing business in Florida may also qualify to receive assistance with some of the expenses associated with re-training their existing workforce through the state's nationally recognized Incumbent Worker Training Program. This expense reimbursement grant program administered directly by Workforce Florida has assisted hundreds of Florida businesses faced with the challenge of upgrading the skills of their workers to address changing technology, new product lines, new markets, etc. Information and an application for the IWT program can be accessed at [www.workforceflorida.com](http://www.workforceflorida.com) or [www.employflorida.net](http://www.employflorida.net)

*Quick Response Training (QRT).* Workforce Florida also administers the Quick Response Training program to assist businesses relocating to Florida or existing Florida companies that are expanding. These expense reimbursement grants provide assistance with the cost of employer-specific training for new employees. Information and application for the QRT program can be accessed at [www.workforceflorida.com](http://www.workforceflorida.com) or [www.employflorida.net](http://www.employflorida.net)

### ***Job Seekers***

One-Stop Centers are the "front door" for Floridians seeking unemployment, temporary cash assistance, job placement, workforce education and training, and workforce support services

such as childcare. The federal Workforce Investment Act of 1998 mandates participation by nearly a dozen agencies that determine eligibility for and provide:

- Adult job placement and training
- Unemployment insurance
- Vocational Rehabilitation services
- Transitional services to assist job seekers move from welfare to work
- Veterans Employment & Training.

***The Employ Florida Network of One-Stop Centers & Workforce Resources***

Today, there are almost 100 One-Stop Centers across Florida administered at the local level by regional workforce boards. Some are full-service centers providing direct access to a comprehensive array of programs at a single location, while others are satellite facilities capable of providing referrals or electronic access. In addition to local services there are also workforce resources available at the state level.

The Employ Florida “linking” brand has been created to help our customers find a Florida One-Stop Center or workforce resources anywhere in the state. For businesses and other customers not familiar with the structure of Florida’s workforce system and/or local or state workforce service brands the use of a statewide affiliate brand—Employ Florida—greatly simplifies identifying and locating services. To find Florida’s workforce services and resources easily visit [www.employflorida.net](http://www.employflorida.net) or call toll-free **866-FLA-2345**.



*Your link to Florida's workforce solutions*

## WORKFORCE FLORIDA STATE LEVEL ACTIVITIES

The Workforce Florida Board as charged by the Workforce Innovation Act of 2000 maintains three state-level policy councils for the purpose of addressing specific workforce populations and issues. The local Regional Workforce Boards are charged with maintaining corresponding committees for the same purpose. Through initiatives funded by the state councils and the corresponding local committees, innovative approaches to improving Florida's workforce and increasing the competitiveness of Florida businesses can be demonstrated.

Workforce Florida's Office of Business Outreach administers Workforce Florida's three state-level councils as well as the employer-specific training programs. This office also liaison's with the business and economic development communities in the state to foster economic growth.

The Workforce Florida Board may also create, as needed, special committees, work groups and task forces to address specific challenges and issues. Examples of special committees and task forces are: the Nursing Task Force; the One-Stop Committee; the Strategic Planning Workgroup; the Red and Green Performance Review Workgroup; and, the Targeted Occupations Task Force.

The next section provides highlights of state-level activities of Workforce Florida's various offices, councils, committees, task forces and workgroups.

### *Office of Business Outreach Activities, Programs and Initiatives*

The Workforce Florida Board of Directors annually allocates each of its three policy Councils state-level funds to implement training initiatives that build on policy objectives outlined in the strategic plan. These initiatives take the workforce system to the next level by changing behavior and emphasizing demand-driven services. During 2003-04, each Council received a \$4 million allocation to accomplish these strategic objectives. Additionally, Workforce Florida's employer-specific training program, Quick Response Training (annual allocation of \$5 million) and Incumbent Worker Training (annual allocation of \$2 million) are included in the High Skills/High Wages Council's activities. All together, a little over \$27 million was competitively awarded for targeted training throughout the state. These funds leveraged another \$169.7 million—netting over \$6 to every \$1 invested by Workforce Florida. A total of 36,709 persons received training for approximately \$738 per person.

Highlights of council activities, programs and initiatives follow.

### High Skills/High Wages Council

*The purpose of the High Skills/High Wages Council is to develop strategies which align Florida's education and training programs with high-paying, high-demand occupations that advance individuals' careers, build a more skilled workforce and enhance the state's efforts to attract and expand job-creating businesses.*

## Training Projects:

### ***Employed Worker Training Initiative***

Purpose: To provide funding to RWBs to provide skills upgrade training to persons employed by industries targeted by Enterprise Florida.

Funding Allocation: \$3,027,382 [\$2,400,000 PLUS an additional \$478,382 awarded by the WFI Executive Committee on 10-15-03 and \$149,000 in unused biotech curriculum funds [WIA 15%]

Awards/Outcomes: Awards made to 17 RWBs on 10-03-03 to provide skills upgrade training to 6,296 workers in targeted industries. [RWBs 3, 4, 5, 7, and 9 did not respond to original RFP.]

State's Average Investment per Trainee: \$464

Final Report: Funds were deobligated from RWBs 1, 2 and 24, resulting in a final total award amount of \$2,821,279 and a reduced overall training goal of 6,082 persons. Final results will be available after 8-30-04.

Lessons Learned/Identified Issues: Reporting difficulties in entering data have been experienced. AWI Contract management staff worked with individual RWBs to resolve.

### ***Teacher Training Initiative – Dislocated Workers***

Purpose: To provide assistance to dislocated workers, particularly those with bachelors' degrees to transition to teaching careers (emphasis in math/science).

Funding Allocation: \$250,000 [WIA 15%]

Awards/Outcomes: Awards made to three RWBs with critical need for teachers –RWBs 12, 21 and 23—on 4-22-03. Total number of teachers to be trained - 100.

State's Average Investment per Trainee: \$2,500 per trainee

Final Report: 17 teachers trained.

Lessons Learned/Identified Issues: Two RWBs – R 12 and R23 voluntarily deobligated funds due to inability to identify eligible dislocated workers with math or science degrees who were interested in transitioning to teaching. Project ended 12-31-03. It appears that this type of initiative is better designed with local coordination emphasizing partnerships between a RWB and its school district.

### ***Quick Response Training Program***

Purpose: Provide grant funds for employer-specific training for businesses creating new high skill/high wage jobs in targeted industries. Wage requirements are relaxed for projects in rural/urban distressed areas, brownfields and enterprise zones.

Funding Allocation: \$5,000,000 annually [NOTE: State General Revenue Funds]

State's Average Investment per Trainee: \$883

Final Report: Since July 1, 2003, 10,890 workers are receiving customized training for new jobs created by five new and 33 expanding Florida companies.

Lessons Learned/Identified Issues: Several counties in Florida, particularly rural counties, have never had a company benefit from QRT training assistance. Consistent with the Governor's desire that Florida's rural regions receive special assistance to participate in the state's economic diversification efforts, staff has developed a rural outreach plan that will be accomplished with advice from the Governor's Office of Tourism, Trade and Economic Development's rural expert, Mary Helen Blakeslee. The plan was discussed at the 2-20-04

Council meeting. A presentation on the program was made to the Florida Rural Economic Development Initiative on April 13th in Lake City. Council staff will participate in upcoming rural workshops being organized by Enterprise Florida and OTTED.

***Incumbent Worker Training Program***

Purpose: Provide grant funds to assist Florida companies with skill upgrade training for their existing workforce to help them remain competitive. Funding priority is given to businesses that are small, or located in rural, enterprise zone, brownfield or inner-city areas, and those businesses in a targeted industry.

Funding Allocation: \$2,000,000 annually [WIA 15%]

State's Average Investment per Trainee: \$183

Final Report: Since July 1st, grants to 82 individual companies and one consortium project have been awarded for the training of 14,735 incumbent workers.

Lessons Learned/Identified Issues: IWT funds are rapidly expended due to this program's popularity and great need by Florida business. For this reason, the Council and WFI Board approved an additional \$1,000,000 in funding be allocated to this program.

Non-Training Projects:

***Biotechnology Curriculum Development***

Purpose: To provide funding for research and development; development/validation /assessment of biotech training curricula; and the formulation of a training delivery system that meets the needs of Florida's biotech industry for existing and future workers.

Funding Allocation: \$1,200,000 [WIA 15%]

Awards/Outcomes: Funds awarded to Florida Consortium for Biotechnology Workforce Development with Florida Community College at Jacksonville as fiscal agent. Project concludes on 6-30-05 and will be noted in future progress reports.

State's Average Investment per Trainee: not applicable

Progress to Date: Project underway. All three industry focus groups have been completed—held in Gainesville, Tampa and West Palm Beach. Curriculum and specific training delivery system are in development stage. Project is in design and production mode.

Identified Issues: None

Proposed Solutions: Not applicable

***Labor Market Information Services Initiative***

Purpose: Provided funding to RWBs to expand and customize products and services offered by AWI/LMI. The value of services per RWB was capped at \$15,000. This initiative enabled employers, job seekers, and economic development organizations to have relevant information to make good business and career decisions. Services included: employer/industry analysis, top occupations by industry, vacancy surveys, skills and jobs by education levels for targeted jobs, and other customized services.

Funding Allocation: \$190,000 [WIA 15%]

Awards/Outcomes: Funds awarded to all 18 RWBs that applied.

State's Average Investment per Trainee: not applicable

Final Report: All projects concluded.

Lessons Learned/Identified Issues: Project provided valuable services to participating regions.

## Better Jobs/Better Wages Council

*The purpose of the Better Jobs/Better Wages Council is to assist families transitioning from welfare to work, former welfare recipients working in low-wage jobs with limited mobility, and the larger population of underemployed adults move toward self-sufficiency by employing prevention, diversion, pre-employment and post-employment strategies that focus on engaging employers and facilitating non-traditional training/education programs.*

### Training Projects:

#### ***Career Advancement & Retention Challenge III***

Purpose: Innovative employed worker training programs that target career advancement and retention for current and former TANF recipients and TANF eligible families at risk of welfare dependency.

Funding Allocation: \$3,980,000 [TANF]

Awards/Outcomes: Awards to 12 RWBs totaling \$3,950,570. 1,554 were projected to be enrolled and 1,671 were actually enrolled; the deliverables included 75% or 1,166 of projected enrollments would complete training and to date 1,120 or 72% actually completed – based on previous years it is anticipated that as data is entered through August 31 (the actual deadline for data entry) the RWBs will meet or exceed the 75% target; of those targeted to complete, deliverables included that 65% or 758 would obtain upgraded positions, receive an increase in earnings, or continue education. These longitudinal measures will be tracked through December 2004 and reported to the Council. Also participant and employer satisfaction are tracked and will be reported.

State's Average Investment per Trainee: \$2,364

Final Report: Awards were made to RWBs on 9-23-03.

Lessons Learned/Identified Issues: AWI Contract Management should continue to work with RWBs on data entry issues so that all performance tracking issues are resolved. WFI will track the CARC III recipients through the FETPIP UI database to validate earnings gain and job retention and report back to the Council. Please refer to August 12th Better Jobs/Better Wages Council meeting materials for additional information.

#### ***Step-Up Training Challenge III***

Purpose: To assist targeted populations to obtain or enhance work skills leading to career placement, advancement and retention.

Funding Allocation: Original allocation was \$5,611,193 [Welfare-to-Work]. After de-obligations/re-obligations, the final allocation was \$4,570,218.

Awards/Outcomes: Awards to 10 RWBs for 11 projects. Final number of persons enrolled in training was 1,706. Performance tracking will include placement, retention and earnings gain outcomes.

State's Average Investment per Trainee: \$2,679

Final Report: Funds rescinded from RWBs 14 and 15 totaled \$577,500. RWB 16 (Pasco, Hernando) voluntarily deobligated \$590,000 of its \$630,000 award. Training goal reduced to 2,317 from 2,665 as a result. Note: Project ended 12-31-03. (Data is obtained from UC records which is two quarters behind. To date the placement goal has been exceeded – 135% of goal achieved. Progress on the retention and earnings gain goals on target and are projected to be achieved.)

Lessons Learned/Identified Issues: The Federal funds were rescinded January 2004. All projects were closed prior to this date.

### First Jobs/First Wages Council

*The purpose of the First Jobs/First Wages Council is to promote successful entry of youth into the workforce through education and job experience, including school-to-work initiatives that enlist business and community support to ensure that students have the educational and occupational skills required to succeed in the workforce. This council also addresses adults entering the workforce for the first time and youth programs related to welfare reform.*

### Training Projects:

#### ***Education: Pathways to Independence***

Purpose: To assist RWBs or organizations partnering with RWBs for activities that support drop-out prevention/retrieval programs requiring training in reading, math, workforce attitudes as well as four additional intervention strategies.

Funding Allocation: Total awards: \$1,982,500 [\$1,482,500 (WIA 15%) and \$500,000 (TANF)].

Awards/Outcomes: Awards originally made to seven RWBs to provide assistance to 792 youth. This was revised downward: Total awards \$1,493,878 and 591 youth assisted (see below).

State's Average Investment per Trainee: \$2,528

Final Report: Awards were made to RWBs on 10-08-03. Three of the seven RWBs deobligated funds totaling \$688,829. RWB 8 (Jacksonville) requested to deobligate \$227,747 of their original \$334,907 award on January 28th due to a change in service providers. RWB 23 (Miami-Dade) requested via letter dated February 4th to deobligate the entire \$425,000 awarded due to implementation problems with Miami-Dade County Public Schools who was to have functioned as the program contractor. The schools would not permit students who had failed the FCAT to participate in shared enrollment activities at the technical center. High schools would not release students who had been recruited to participate in this initiative to take their vocational and FCAT preparation work at the technical center. RWB 23 is working toward a resolution, but such resolution could not be implemented within the time frame of this grant. When RWBs were polled in March to determine if they would have unspent TANF funds, RWB 20 (Treasure Coast) voluntarily deobligated \$36,082.

Lessons Learned/Identified Issues: This grant depended heavily on coordination with educational institutions and the various Department of Juvenile Justice facilities for access to youth as well as other recruitment strategies to recruit out-of-school youth. Several of the providers encountered some difficulties influencing the total number they were able to serve and in one case resulted in voluntary deobligation of the entire grant. There were some unanticipated problems with the project deliverables which were based on outcomes, not just the number served. The deliverables were for various activities which could be entered using some of the same codes in OSMIS, so it was difficult to display and then discern on the performance report the exact activity, for comparative purposes, the youth had participated in, i.e., paid work experience or work readiness. Additionally, some of the data was

questionable because participant records (case notes) or reports from schools governed by privacy laws were the source of documentation for some of the deliverables. It was determined that more specific reporting instructions should be issued to the regions so the information can be obtained from OSMIS that is comparable between regions. Also, it is incumbent on the regions to enter the data timely so that the performance reports accurately reflect performance and expenditures.

### ***Skills Training for Youth/First Time Job Entrants***

Purpose: To assist RWBs or organizations partnering with RWBs for training targeted to high growth/high impact jobs that pay a living wage. Business Services and Health Services jobs were targeted, but jobs in alternative industries were also considered.

Funding Allocation: \$1,982,500 [WIA 15%]

Awards/Outcomes: Awards were made to six RWBs and one chamber of commerce that provided training to 1,032 youth/first time job entrants—exceeding the original training goal of 970. Total awards: \$1,947,702.

State's Average Investment per Trainee: \$1,887

Final Report: Awards were made to RWBs on 9-19-03.

Lessons Learned/Identified Issues: Same as for Pathways above relating to project deliverables based on outcomes, not just the number of youth served, the need for specific reporting instructions, and the need for RWBs to enter data timely.

## Cross Council Projects

### ***Worker Readiness Certification***

The three state councils reserved a total of \$350,000 in 2003-04 to support a cross council initiative on worker readiness. This initiative addresses several of the concerns described by employers and will provide job seekers and incumbent workers with certification of job-ready skills that will facilitate career advancement and job retention. At its May 2003 meeting, the WFI Board approved joining a national work readiness initiative initially organized by the National Institute for Literacy (NIFL). This multi-year project is well underway.

In mid-April 2004, as described in the MOU with NIFL, the management and administrative entity duties of the credential effort transitioned from NIFL to the Policy Oversight Committee (POC), comprised of the state and national partners. One of the first management tasks of the POC was to identify a new umbrella administrative entity. Discussions are now underway with the U.S. Chamber of Commerce—one of the national partners—to have this organization serve as the umbrella administrative entity. SRI will continue to manage the development of the credentialing process. Dr. Sondra Stein will continue to serve as project manager responsible and accountable to the POC.

### ***Other State-level Activities and Initiatives***

#### **One-Stop Committee**

*The One-Stop Task Force of the Workforce Florida Board was originally established to develop a state-wide workforce brand for the one-stop system and design an initial marketing campaign. Additional areas of focus were added to include one-stop minimum standards,*

*credentialing, best practices awards and, electronic access to one-stop services. In PY03-04 the Task Force was continued as a regular committee of the Workforce Florida Board with regional workforce board and local partner staff included in its membership.*

### ***One-Stop Marketing***

The **Employ Florida** affiliate brand continues to be developed as a tool for customers to find workforce resources and services throughout Florida. The website, [www.employflorida.net](http://www.employflorida.net), provides a consolidated point of access for locating local and state level contact information as well as continually updated and expanded links to other relevant information.

All 24 regional workforce boards as well as the two state partners, Workforce Florida and the Agency for Workforce Innovation, have representation on the state Employ Florida Marketing Consortium which began meeting quarterly in 2004 for the following purposes:

- Review and evaluate previous and on-going Employ Florida outreach/marketing
- Discuss current local and state marketing activities
- Share and discuss solutions for system-wide and multi-regional outreach
- Identify future opportunities
- Continue to develop and adjust the Employ Florida affiliate brand strategy

The Employ Florida brand managers and/or consortium members provide regular updates to the Workforce Florida One-Stop Committee as well as at the Workforce Florida Partners Meetings.

## FLORIDA PROGRAM YEAR 2003-2004 STATE WIA PERFORMANCE

## Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels		
Participant			# Exitters	29,132
Customer Satisfaction Score (For exiters 1/1/03 to 12/31/03)	73.0	76.15	# Completed Surveys	6,339
			Sample Size	8,824
Employer			# Customers	41,774
Customer Satisfaction Score (For exiters 1/1/03 to 12/31/03)	73.0	78.23	# Completed Surveys	6,795
			Sample Size	8,448
Adult Entered Employment Rate (For exiters 10/1/02 to 9/30/03)	70.00%	65.79%	Numerator	5,074
			Denominator	7,713
Adult Employment Retention Rate (For exiters 4/1/02 to 3/31/03)	82.00%	83.56%	Numerator	7,575
			Denominator	9,065
Adult Earnings Change in Six Months (For exiters 4/1/02 to 3/31/03)	\$3,600	\$3,573	Numerator	\$32,385,309
			Denominator	9,065
Adult Employment and Credential Rate (For exiters 10/1/02 to 9/30/03)	43.00%	51.01%	Numerator	3,487
			Denominator	6,836
Dislocated Worker Entered Employment Rate (For exiters 10/1/02 to 9/30/03)	71.00%	71.42%	Numerator	9,580
			Denominator	13,413
Dislocated Worker Employment Retention Rate (For exiters 4/1/02 to 3/31/03)	85.00%	87.57%	Numerator	7,369
			Denominator	8,415
Dislocated Worker Earnings Replacement in Six Months (For exiters 4/1/02 to 3/31/03)	95.00%	91.18%	Numerator	\$101,366,446
			Denominator	\$111,177,642
Dislocated Worker Employment and Credential Rate (For exiters 10/1/02 to 9/30/03)	43.00%	36.86%	Numerator	3,377
			Denominator	9,162
Older Youth Entered Employment Rate (For exiters 10/1/02 to 9/30/03)	64.00%	64.65%	Numerator	717
			Denominator	1,109
Older Youth Employment Retention Rate (For exiters 4/1/02 to 3/31/03)	82.00%	80.49%	Numerator	726
			Denominator	902
Older Youth Earnings Change in Six Months (For exiters 4/1/02 to 3/31/03)	\$3,300	\$3,065	Numerator	\$2,764,667
			Denominator	902
Older Youth Credential Rate (For exiters 10/1/02 to 9/30/03)	32.00%	31.93%	Numerator	446
			Denominator	1,397
Younger Youth Skill Attainment Rate (For exiters 4/1/03 to 3/31/04)	65.00%	74.91%	Numerator	15,277
			Denominator	20,394
Younger Youth Diploma or Equivalent Attainment Rate (For exiters 4/1/03 to 3/31/04)	41.00%	44.53%	Numerator	1,087
			Denominator	2,441
Younger Youth Retention Rate (For exiters 4/1/02 to 3/31/03)	45.00%	54.18%	Numerator	1,213
			Denominator	2,239

## DEFINITIONS FOR WIA CORE PERFORMANCE MEASURES

### Customer Satisfaction Measures

#### Participant Satisfaction

The weighted average of participant ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

#### Employer Satisfaction

The weighted average of employer ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

### Adult Measures

#### Adult Entered Employment Rate

*Of those who are not employed at registration:*

Number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exist during the quarter.

#### Adult Employment Retention Rate at Six Months

*Of those who are employed in the first quarter after exit:*

Number of adults who are employed in the third quarter after exit divided by the number of adults who exit during the quarter.

#### Adult Average Earnings Change in Six Months

*Of those who are employed in the first quarter after exit:*

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exit during the quarter.

#### Adult Employment and Credential Rate

*Of adults who received training services:*

Number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of adults who exited services during the quarter.

### Dislocated Worker Measures

#### Dislocated Worker Entered Employment Rate

Number of dislocated workers who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers who exit during the quarter

#### Dislocated Worker Employment Retention Rate at Six Months

*Of those who are employed in the first quarter after exit:*

Number of dislocated workers who are employed in the third quarter after exit divided by the number of dislocated workers who exit during the quarter.

#### Dislocated Worker Earnings Replacement Rate in Six Months

*Of those who are employed in the first quarter after exit:*

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the pre-dislocation earnings (earnings in quarters 2 + quarter 3 prior to dislocation)

#### Dislocated Worker Employment and Credential Rate

*Of dislocated workers who received training services:*

Number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of dislocated workers who exited services during the quarter.

### **Older Youth (Age 19-21) Measures**

#### Older Youth Entered Employment Rate

*Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in the first quarter after exit:*

Number of older youth who have entered employment by the end of the first quarter after exit divided by the number of older youth who exit during the quarter.

#### Older Youth Employment Retention Rate at Six Months

*Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:*

Number of older youth who are employed in third quarter after exit divided by the number of older youth who exit during the quarter.

#### Older Youth Average Earnings Change in Six Months

*Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:*

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of older youth who exit during the quarter.

#### Older Youth Credential Rate

Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth who exit during the quarter.

### **Younger Youth (Age 14-18) Measures**

#### Younger Youth Skill Attainment Rate

*Of all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills:*

Total number of basic skills goals attained by younger youth plus number of work readiness skills goals attained by younger youth plus number of occupational skills goals attained by

younger youth divided by the total number of basic skills goals plus the number of work readiness skills plus the number of occupational skills goals set.

Younger Youth Diploma or Equivalent Attainment

*Of those who register without a diploma or equivalent:*

Number of younger youth who attained secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit)

Younger Youth Retention Rate

Number of younger youth found in one of the following categories in the third quarter following exit:

- \_post secondary education
- \_advanced training
- \_employment
- \_military service
- \_qualified apprenticeships

divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

**PY ENDING 6/30/2004**  
**STATE WIA 15% SET-ASIDE PROJECTS**

<b>Project</b>	<b>Purpose</b>	<b>Performance Goal</b>	<b>Performance Achieved</b>
Incumbent Worker Program	Multiple Projects	See High Skills/High Wages Council Activities and Accomplishments. As of 6/30/04 grants to 82 companies and 1 consortium had trained 14,735 incumbent workers at an average cost of \$183 per trainee.	
High Skills/High Wages – Employed Worker Training	17 grants to regional workforce boards to provide employed worker skills upgrade training in targeted industries.	Deliverables related to training services for 6,082 participants.	4,055 trained as of 6/30/04.
High Skills/High Wages – Teacher Training Initiative	3 grants to regional workforce boards to provide assistance to dislocated workers to transition to teaching careers.	Serve 100 dislocated workers.	17 Served as of 6/30/04.
High Skills/High Wages – Biotechnology Development	Grant to the Florida Consortium for Biotechnology Workforce Development.	Deliverables related to research and development of biotech training curricula.	Project continues – all deliverables met to date.
High Skills/High Wages – Labor Market Information Services Initiative	18 grants to regional workforce boards to provide LMI customized to the region.	Deliverables related to the production of regional LMI data.	All deliverables met.
First Jobs/First Wages Council - Pathways to Independence	7 grants to selected regional workforce boards for activities to support youth drop-out/retrieval programs.	Serve 792 youth.	593 youth served as of 6/30/04.
First Jobs/First Wages Council – Skills Training for Youth	6 grants to selected regional workforce boards to provide youth training targeted to high growth/high impact jobs.	Train 970 youth.	1,032 youth trained.
SRI International	Grant related to participation in the national work readiness initiative.	Deliverables related to the development of a certification process.	Continuing multi-year project – all deliverables met to date.

**FY ENDING 6/30/2003  
STATE WIA 15% SET-ASIDE PROJECTS  
(Continued)**

<b>Project</b>	<b>Purpose</b>	<b>Performance Goal</b>	<b>Performance Achieved</b>
The Langley Group	The development and deployment of an add-on training component for the Florida National Entrepreneur Center.	Deliverables related to training and website development and training for 225 participants.	All deliverables met and 218 trained.
Florida Atlantic University	Training in information technology, interior design, and the development of expanded certificate programs in the construction industry.	200 enrollments, 150 training completions, and 100 placements.	As of 6/30/04 160 enrollments, 160 training completions and 16 placements.
Florida State University	Grant awarded for a survey to assess the training needs of businesses in aerospace.	Deliverables related to the development of conduct of the special survey.	All deliverables met.
University of South Florida	Grant awarded to assist the start-up of advanced programs in the Dept. of Psychiatry and Behavioral Medicine.	Deliverables related to curricula development.	All deliverables met.
University of West Florida	Grant to provide FAST TRAC training for veterans and disabled veterans.	Provision of training for 150.	Continuing project- 85 trained as of 6/30/04.
Florida Venture Foundation	Development of entrepreneurial training and assistance for small businesses in Dade, Broward and Palm Beach.	Deliverables related to development of databases and program.	All deliverables met as of 6/30/04.
Hispanic Business Initiative Fund	Multifaceted entrepreneurial training and assistance for small businesses in Orlando and Tampa.	Provide Training for 140.	Continuing project- 100 trained as of 6/30/04.
Brandt Systems	Phone surveys to meet federal requirements for participants and employers participating in the workforce system.	All deliverables relating to the phone survey in accordance with federal standards.	All deliverables met or exceeded.
DOE (FETPIP)	To receive follow-up status on participants in the various funding streams relative to placement and wages.	Various deliverables associated with placement data.	All deliverables were met.

**Workforce Florida Program Expenditure Report  
FY 2003-04 Annual Report (July 1, 2003 to June 30, 2004)  
State-Level WIA Rapid Response**

RWB	WIA Rapid Response Allocation	WIA Rapid Response Expenditures	Total Direct Client Services (DCS)	% DCS
Statewide Program Services	2,245,667	1,032,374	1,032,374	100%
1	0	0	0	
2	407,000	154,138	154,138	100%
3	0	0	0	
4	0	0	0	
5	80,000	0	0	
6	0	0	0	
7	59,418	9,418	9,418	100%
8	0	0	0	
9	0	0	0	
10	0	0	0	
11	80,190	80,190	80,190	100%
12	0	0	0	
13	150,000	150,000	150,000	100%
14	0	0	0	
15	0	0	0	
16	0	0	0	
17	0	0	0	
18	0	0	0	
19	0	0	0	
20	0	0	0	
21	0	0	0	
22	0	0	0	
23	826,312	675,714	675,714	100%
24	84,004	65,289	65,289	100%
<b>Sub-Total</b>	<b>1,686,924</b>	<b>1,134,749</b>	<b>1,134,749</b>	<b>100%</b>
<b>Unallocated Reserve</b>	<b>4,150,730</b>			
<b>Total Rapid Response</b>	<b>8,083,321</b>	<b>2,167,123</b>	<b>2,167,123</b>	<b>100%</b>

Source: Agency for Workforce Innovation 8/20/04

NOTE: An additional \$9 million in PY 2003 WIA Dislocated Worker funding initially reserved for Rapid Response was formula allocated to the RWBs as a supplemental allocation. This funding is included in the RWB formula reports.

**FLORIDA WIA FINANCIAL STATEMENT**  
**7/1/03 TO 6/30/04**

Operating Results	Available	Expended	Pct.	Balance Remaining
<b>Total All Funds Sources</b>	<b>\$169,965,424</b>	<b>\$132,859,152</b>	<b>78.2%</b>	<b>\$37,106,272</b>
Adult Program Funds	\$35,245,344	\$32,278,465	91.6%	\$2,966,879
Adult Carry in Monies	\$6,580,387	\$6,580,387	100.0%	\$0
<b>Total Available Local Adult</b>	<b>\$41,825,731</b>	<b>\$38,858,852</b>	<b>92.9%</b>	<b>\$2,966,879</b>
Dislocated Worker Program Funds	\$35,831,576	\$29,783,031	83.1%	\$6,048,545
Dislocated Wkr. Carry in Monies	\$4,715,956	\$4,715,956	100.0%	\$0
<b>Total Available Local Dislocated</b>	<b>\$40,547,532</b>	<b>\$34,498,987</b>	<b>85.1%</b>	<b>\$6,048,545</b>
Youth Program Funds	\$33,730,385	\$30,140,156	89.4%	\$3,590,229
Youth Carry in Monies	\$4,934,965	\$4,934,965	100.0%	\$0
<b>Total Available Local Youth</b>	<b>\$38,665,350</b>	<b>\$35,075,121</b>	<b>90.7%</b>	<b>\$3,590,229</b>
Out-of-School Youth		\$18,321,920		
In-School Youth		\$16,753,201		
Summer Employment Opportunities		\$1,561,299		
Local Administration Funds	\$11,645,256	\$7,994,321	68.6%	\$3,650,935
Carry in Monies	\$1,654,735	\$1,654,735	100.0%	\$0
<b>Total Available Local</b>	<b>\$13,299,991</b>	<b>\$9,649,056</b>	<b>72.5%</b>	<b>\$3,650,935</b>
Rapid Response Funds	\$5,183,147	\$0	0.0%	\$5,183,147
Carry in Monies	\$2,890,174	\$2,167,123	75.0%	\$723,051
<b>Total Available State Level Rapid</b>	<b>\$8,073,321</b>	<b>\$2,167,123</b>	<b>26.8%</b>	<b>\$5,906,198</b>
Statewide Activity Funds	\$21,505,660	\$6,562,174	30.5%	\$14,943,486
Carry in Monies	\$6,047,839	\$6,047,839	100.0%	\$0
<b>Total Available Statewide Activity</b>	<b>\$27,553,499</b>	<b>\$12,610,013</b>	<b>45.8%</b>	<b>\$14,943,486</b>

**TABLE 6: PROGRAM YEAR 2003-2004 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
ADULT PROGRAM  
10/1/02 TO 9/30/03**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,016,153	100.0%				
TOTAL EXPEND.	\$1,294,653	64.2%	574	\$2,255	220	\$5,885
EXPEND. OTHER SERVICES**	\$468,237	36.2%	574	\$816	220	\$2,128
EXPEND. TRAINING	\$718,305	55.5%	572	\$1,256	218	\$3,295
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$415,334	100.0%				
TOTAL EXPEND.	\$174,625	42.0%	177	\$987	95	\$1,838
EXPEND. OTHER SERVICES**	\$41,866	24.0%	177	\$237	95	\$441
EXPEND. TRAINING	\$111,007	63.6%	97	\$1,144	38	\$2,921
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,007,685	100.0%				
TOTAL EXPEND.	\$418,093	41.5%	239	\$1,749	110	\$3,801
EXPEND. OTHER SERVICES**	\$73,488	17.6%	239	\$307	110	\$668
EXPEND. TRAINING	\$304,978	72.9%	171	\$1,783	66	\$4,621
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,549,045	100.0%				
TOTAL EXPEND.	\$688,921	44.5%	468	\$1,472	260	\$2,650
EXPEND. OTHER SERVICES**	\$101,464	14.7%	468	\$217	260	\$390
EXPEND. TRAINING	\$531,905	77.2%	311	\$1,710	119	\$4,470
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,069,946	100.0%				
TOTAL EXPEND.	\$397,786	37.2%	252	\$1,579	84	\$4,736
EXPEND. OTHER SERVICES**	\$266,729	67.1%	252	\$1,058	84	\$3,175
EXPEND. TRAINING	\$107,981	27.1%	157	\$688	54	\$2,000
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$761,657	100.0%				
TOTAL EXPEND.	\$185,752	24.4%	81	\$2,293	32	\$5,805
EXPEND. OTHER SERVICES**	\$0	0.0%	81	\$0	32	\$0
EXPEND. TRAINING	\$170,751	91.9%	62	\$2,754	20	\$8,538
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$663,052	100.0%				
TOTAL EXPEND.	\$237,014	35.7%	152	\$1,559	47	\$5,043
EXPEND. OTHER SERVICES**	\$158,584	66.9%	152	\$1,043	47	\$3,374
EXPEND. TRAINING	\$62,477	26.4%	93	\$672	34	\$1,838
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,722,983	100.0%				
TOTAL EXPEND.	\$1,978,121	41.9%	1,428	\$1,385	704	\$2,810
EXPEND. OTHER SERVICES**	\$743,342	37.6%	1,428	\$521	704	\$1,056
EXPEND. TRAINING	\$1,150,825	58.2%	1,259	\$914	618	\$1,862
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$858,530	100.0%				
TOTAL EXPEND.	\$378,779	44.1%	266	\$1,424	117	\$3,237
EXPEND. OTHER SERVICES**	\$156,158	41.2%	266	\$587	117	\$1,335
EXPEND. TRAINING	\$148,820	39.3%	135	\$1,102	49	\$3,037

\* Positive outcomes include entered employment and the successful completion of services to employed workers to assist them in upgrading their employment.

\*\* Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 6: PROGRAM YEAR 2003-2004 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\***  
**ADULT PROGRAM**  
**10/1/02 TO 9/30/03**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,672,474	100.0%				
TOTAL EXPEND.	\$938,728	56.1%	384	\$2,445	96	\$9,778
EXPEND. OTHER SERVICES**	\$254,040	27.1%	384	\$662	96	\$2,646
EXPEND. TRAINING	\$599,367	63.8%	361	\$1,660	93	\$6,445

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,461,321	100.0%				
TOTAL EXPEND.	\$447,809	30.6%	838	\$534	522	\$858
EXPEND. OTHER SERVICES**	\$127,822	28.5%	838	\$153	522	\$245
EXPEND. TRAINING	\$246,472	55.0%	688	\$358	449	\$549

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,381,056	100.0%				
TOTAL EXPEND.	\$1,454,754	33.2%	1,017	\$1,430	317	\$4,589
EXPEND. OTHER SERVICES**	\$359,476	24.7%	1,017	\$353	317	\$1,134
EXPEND. TRAINING	\$980,535	67.4%	535	\$1,833	219	\$4,477

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,096,317	100.0%				
TOTAL EXPEND.	\$398,957	36.4%	346	\$1,153	141	\$2,829
EXPEND. OTHER SERVICES*	\$76,331	19.1%	346	\$221	141	\$541
EXPEND. TRAINING	\$256,421	64.3%	202	\$1,269	88	\$2,914

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,981,499	100.0%				
TOTAL EXPEND.	\$1,219,325	61.5%	527	\$2,314	39	\$31,265
EXPEND. OTHER SERVICES**	\$234,458	19.2%	527	\$445	39	\$6,012
EXPEND. TRAINING	\$773,265	63.4%	483	\$1,601	35	\$22,093

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,943,865	100.0%				
TOTAL EXPEND.	\$1,187,176	40.3%	532	\$2,232	187	\$6,349
EXPEND. OTHER SERVICES**	\$765,656	64.5%	532	\$1,439	187	\$4,094
EXPEND. TRAINING	\$283,758	23.9%	452	\$628	151	\$1,879

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$949,700	100.0%				
TOTAL EXPEND.	\$440,005	46.3%	315	\$1,397	158	\$2,785
EXPEND. OTHER SERVICES**	\$145,927	33.2%	315	\$463	158	\$924
EXPEND. TRAINING	\$294,078	66.8%	243	\$1,210	104	\$2,828

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,176,885	100.0%				
TOTAL EXPEND.	\$1,793,501	56.5%	1,090	\$1,645	622	\$2,883
EXPEND. OTHER SERVICES**	\$225,719	12.6%	1,090	\$207	622	\$363
EXPEND. TRAINING	\$1,414,412	78.9%	827	\$1,710	505	\$2,801

\* Positive outcomes include entered employment and the successful completion of services to employed workers to assist them in upgrading their employment.

\*\* Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 6: PROGRAM YEAR 2003-2004 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
ADULT PROGRAM  
10/1/02 TO 9/30/03**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$936,731	100.0%				
TOTAL EXPEND.	\$444,169	47.4%	221	\$2,010	168	\$2,644
EXPEND. OTHER SERVICES**	\$259,845	58.5%	221	\$1,176	168	\$1,547
EXPEND. TRAINING	\$148,083	33.3%	209	\$709	162	\$914

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,266,967	100.0%				
TOTAL EXPEND.	\$912,744	72.0%	263	\$3,471	141	\$6,473
EXPEND. OTHER SERVICES**	\$447,731	49.1%	263	\$1,702	141	\$3,175
EXPEND. TRAINING	\$396,456	43.4%	213	\$1,861	114	\$3,478

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,271,858	100.0%				
TOTAL EXPEND.	\$2,619,625	61.3%	902	\$2,904	346	\$7,571
EXPEND. OTHER SERVICES**	\$845,785	32.3%	902	\$938	346	\$2,444
EXPEND. TRAINING	\$1,603,086	61.2%	690	\$2,323	266	\$6,027

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,556,364	100.0%				
TOTAL EXPEND.	\$2,815,854	61.8%	2,570	\$1,096	557	\$5,055
EXPEND. OTHER SERVICES**	\$1,268,581	45.1%	2,570	\$494	557	\$2,278
EXPEND. TRAINING	\$1,246,408	44.3%	607	\$2,053	142	\$8,778

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$6,945,182	100.0%				
TOTAL EXPEND.	\$3,043,326	43.8%	864	\$3,522	326	\$9,335
EXPEND. OTHER SERVICES**	\$1,133,992	37.3%	864	\$1,312	326	\$3,479
EXPEND. TRAINING	\$1,648,598	54.2%	814	\$2,025	308	\$5,353

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$17,190,165	100.0%				
TOTAL EXPEND.	\$5,979,066	34.8%	7,364	\$812	2,384	\$2,508
EXPEND. OTHER SERVICES**	\$3,275,088	54.8%	7,364	\$445	2,384	\$1,374
EXPEND. TRAINING	\$2,098,528	35.1%	4,489	\$467	962	\$2,181

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,390,092	100.0%				
TOTAL EXPEND.	\$1,101,109	46.1%	326	\$3,378	127	\$8,670
EXPEND. OTHER SERVICES**	\$533,911	48.5%	326	\$1,638	127	\$4,204
EXPEND. TRAINING	\$446,874	40.6%	255	\$1,752	99	\$4,514

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$68,284,861	100.0%				
TOTAL EXPEND.	\$30,582,965	44.8%	21,412	\$1,428	7,847	\$3,897
EXPEND. OTHER SERVICES**	\$11,964,230	39.1%	21,412	\$559	7,847	\$1,525
EXPEND. TRAINING	\$15,743,390	51.5%	13,938	\$1,130	4,915	\$3,203

\* Positive outcomes include entered employment and the successful completion of services to employed workers to assist them in upgrading their employment.

\*\* Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 7: PROGRAM YEAR 2003-2004 WIA EXPENDITURES  
DISLOCATED WORKER PROGRAM  
10/1/02 TO 9/30/03**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$776,637	100.0%				
TOTAL EXPEND.	\$429,303	55.3%	169	\$2,540	62	\$6,924
EXPEND. OTHER SERVICES*	\$279,739	65.2%	169	\$1,655	62	\$4,512
EXPEND. TRAINING	\$118,452	27.6%	163	\$727	61	\$1,942
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$391,624	100.0%				
TOTAL EXPEND.	\$181,519	46.4%	265	\$685	122	\$1,488
EXPEND. OTHER SERVICES*	\$36,381	20.0%	265	\$137	122	\$298
EXPEND. TRAINING	\$122,742	67.6%	196	\$626	71	\$1,729
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$287,084	100.0%				
TOTAL EXPEND.	\$181,754	63.3%	78	\$2,330	35	\$5,193
EXPEND. OTHER SERVICES*	\$35,885	19.7%	78	\$460	35	\$1,025
EXPEND. TRAINING	\$130,860	72.0%	71	\$1,843	32	\$4,089
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$612,682	100.0%				
TOTAL EXPEND.	\$351,098	57.3%	176	\$1,995	80	\$4,389
EXPEND. OTHER SERVICES*	\$73,210	20.9%	176	\$416	80	\$915
EXPEND. TRAINING	\$248,497	70.8%	162	\$1,534	72	\$3,451
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$772,100	100.0%				
TOTAL EXPEND.	\$339,572	44.0%	382	\$889	215	\$1,579
EXPEND. OTHER SERVICES*	\$144,939	42.7%	382	\$379	215	\$674
EXPEND. TRAINING	\$166,461	49.0%	338	\$492	194	\$858
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$316,767	100.0%				
TOTAL EXPEND.	\$130,714	41.3%	72	\$1,815	53	\$2,466
EXPEND. OTHER SERVICES*	\$2,855	2.2%	72	\$40	53	\$54
EXPEND. TRAINING	\$97,160	74%	61	\$1,349	46	\$2,112
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$319,355	100.0%				
TOTAL EXPEND.	\$230,377	72.1%	157	\$1,467	69	\$3,339
EXPEND. OTHER SERVICES*	\$124,318	54.0%	157	\$792	69	\$1,802
EXPEND. TRAINING	\$81,766	35.5%	132	\$619	63	\$1,298
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$3,707,882	100.0%				
TOTAL EXPEND.	\$1,466,222	39.5%	1,185	\$1,237	510	\$2,875
EXPEND. OTHER SERVICES*	\$411,832	28.1%	1,185	\$348	510	\$808
EXPEND. TRAINING	\$970,257	66.2%	973	\$997	421	\$2,305
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$419,699	100.0%				
TOTAL EXPEND.	\$219,715	52.4%	97	\$2,265	62	\$3,544
EXPEND. OTHER SERVICES*	\$82,328	37.5%	97	\$849	62	\$1,328
EXPEND. TRAINING	\$123,168	56.1%	84	\$1,466	56	\$2,199

\* Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 7: PROGRAM YEAR 2003-2004 WIA EXPENDITURES  
DISLOCATED WORKER PROGRAM  
10/1/02 TO 9/30/03**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$901,976	100.0%				
TOTAL EXPEND.	\$408,032	45.2%	139	\$2,935	38	\$10,738
EXPEND. OTHER SERVICES*	\$87,989	21.6%	139	\$633	38	\$2,316
EXPEND. TRAINING	\$288,632	70.7%	127	\$2,273	32	\$9,020

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,101,997	100.0%				
TOTAL EXPEND.	\$423,400	38.4%	543	\$780	351	\$1,206
EXPEND. OTHER SERVICES*	\$137,019	32.4%	543	\$252	351	\$390
EXPEND. TRAINING	\$208,530	49.3%	374	\$558	238	\$876

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,413,563	100.0%				
TOTAL EXPEND.	\$2,672,396	49.4%	1,265	\$2,113	360	\$7,423
EXPEND. OTHER SERVICES*	\$1,001,478	37.5%	1,265	\$792	360	\$2,782
EXPEND. TRAINING	\$1,467,280	54.9%	763	\$1,923	216	\$6,793

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,483,548	100.0%				
TOTAL EXPEND.	\$720,369	48.6%	384	\$1,876	184	\$3,915
EXPEND. OTHER SERVICES*	\$132,467	18.4%	384	\$345	184	\$720
EXPEND. TRAINING	\$521,882	72.4%	260	\$2,007	119	\$4,386

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$3,093,494	100.0%				
TOTAL EXPEND.	\$1,631,720	52.7%	1,220	\$1,337	540	\$3,022
EXPEND. OTHER SERVICES*	\$401,916	24.6%	1,220	\$329	540	\$744
EXPEND. TRAINING	\$1,110,484	68.1%	1,122	\$990	508	\$2,186

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$3,302,230	100.0%				
TOTAL EXPEND.	\$1,164,086	35.3%	1,240	\$939	749	\$1,554
EXPEND. OTHER SERVICES*	\$677,200	58.2%	1,240	\$546	749	\$904
EXPEND. TRAINING	\$324,065	27.8%	1,000	\$324	593	\$546

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,253,313	100.0%				
TOTAL EXPEND.	\$496,488	39.6%	276	\$1,799	139	\$3,572
EXPEND. OTHER SERVICES*	\$92,683	18.7%	276	\$336	139	\$336
EXPEND. TRAINING	\$347,869	70.1%	254	\$1,370	125	\$2,783

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,645,567	100.0%				
TOTAL EXPEND.	\$1,053,816	64.0%	360	\$2,927	133	\$7,923
EXPEND. OTHER SERVICES*	\$120,959	11.5%	360	\$336	133	\$909
EXPEND. TRAINING	\$852,299	80.9%	271	\$3,145	90	\$9,470

\* Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 7: PROGRAM YEAR 2003-2004 WIA EXPENDITURES  
DISLOCATED WORKER PROGRAM  
10/1/02 TO 9/30/03**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,236,591	100.0%				
TOTAL EXPEND.	\$642,268	51.9%	181	\$3,548	100	\$6,423
EXPEND. OTHER SERVICES*	\$419,518	65.3%	181	\$2,318	100	\$4,195
EXPEND. TRAINING	\$162,104	25.2%	146	\$1,110	74	\$2,191
REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$541,643	100.0%				
TOTAL EXPEND.	\$425,642	78.6%	72	\$5,912	22	\$19,347
EXPEND. OTHER SERVICES*	\$250,707	58.9%	72	\$3,482	22	\$11,396
EXPEND. TRAINING	\$161,484	37.9%	55	\$2,936	14	\$11,535
REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,360,874	100.0%				
TOTAL EXPEND.	\$1,235,714	52.3%	597	\$2,070	282	\$4,382
EXPEND. OTHER SERVICES*	\$380,110	30.8%	597	\$637	282	\$1,348
EXPEND. TRAINING	\$720,734	58.3%	461	\$1,563	210	\$3,432
REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,911,015	100.0%				
TOTAL EXPEND.	\$2,955,884	60.2%	1,856	\$1,593	435	\$6,795
EXPEND. OTHER SERVICES*	\$1,251,834	42.4%	1,856	\$674	435	\$2,878
EXPEND. TRAINING	\$1,477,158	50.0%	639	\$2,312	161	\$9,175
REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,479,649	100.0%				
TOTAL EXPEND.	\$2,966,988	54.1%	1,345	\$2,206	654	\$4,537
EXPEND. OTHER SERVICES*	\$1,202,809	40.5%	1,345	\$894	654	\$1,839
EXPEND. TRAINING	\$1,598,875	53.9%	1,227	\$1,303	603	\$2,652
REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$12,856,993	100.0%				
TOTAL EXPEND.	\$7,514,117	58.4%	6,974	\$1,077	2,829	\$2,656
EXPEND. OTHER SERVICES*	\$4,500,421	59.9%	6,974	\$645	2,829	\$1,591
EXPEND. TRAINING	\$2,285,040	30.4%	6,058	\$377	2,377	\$961
REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,068,072	100.0%				
TOTAL EXPEND.	\$931,237	45.0%	318	\$2,928	117	\$7,959
EXPEND. OTHER SERVICES*	\$436,152	46.8%	318	\$1,372	117	\$3,728
EXPEND. TRAINING	\$368,950	39.6%	235	\$1,570	81	\$4,555
REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	ENTERED EMPLOYMENT
TOTAL AVAIL.	\$55,254,355	100.0%				
TOTAL EXPEND.	\$28,772,431	52.1%	21,477	\$1,340	9,580	\$3,003
EXPEND. OTHER SERVICES*	\$12,284,749	42.7%	21,477	\$572	9,580	\$1,282
EXPEND. TRAINING	\$13,954,749	48.5%	15,182	\$919	9,162	\$1,523

\* Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 8: PROGRAM YEAR 2003-2004 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
 OLDER YOUTH PROGRAM  
 7/1/03 TO 6/30/04**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,223,660	100.0%				
TOTAL EXPEND.	\$133,299	10.9%	45	\$2,962	8	\$16,662
OTHER SERVICES***	\$64,046	48.0%	45	\$1,423	8	\$8,006
TRAINING	\$58,837	44.1%	45	\$1,307	8	\$7,355
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$506,376	100.0%				
TOTAL EXPEND.	\$77,653	15.3%	31	\$2,505	24	\$3,236
OTHER SERVICES***	\$35,387	45.6%	31	\$1,142	24	\$1,474
TRAINING	\$38,330	49.4%	31	\$1,236	24	\$1,597
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$799,344	100.0%				
TOTAL EXPEND.	\$156,901	19.6%	29	\$5,410	14	\$11,207
OTHER SERVICES***	\$34,912	22.3%	29	\$1,204	14	\$2,494
TRAINING	\$105,303	67.1%	27	\$3,900	12	\$8,775
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,120,052	100.0%				
TOTAL EXPEND.	\$275,312	24.6%	83	\$3,317	34	\$8,097
OTHER SERVICES***	\$56,590	20.6%	83	\$682	34	\$1,664
TRAINING	\$197,126	71.6%	83	\$2,375	34	\$5,798
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$628,633	100.0%				
TOTAL EXPEND.	\$165,014	26.2%	179	\$922	60	\$2,750
OTHER SERVICES***	\$90,567	54.9%	179	\$506	60	\$1,509
TRAINING	\$66,494	40.3%	174	\$382	57	\$1,167
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$475,606	100.0%				
TOTAL EXPEND.	\$167,490	35.2%	14	\$11,964	7	\$23,927
OTHER SERVICES***	\$22,803	13.6%	14	\$1,629	7	\$3,258
TRAINING	\$127,938	76.4%	14	\$9,138	7	\$18,277
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$506,376	100.0%				
TOTAL EXPEND.	\$269,264	53.2%	35	\$7,693	17	\$15,839
OTHER SERVICES***	\$277,723	103.1%	35	\$7,935	17	\$16,337
TRAINING	-\$35,077	-13.0%	32	-\$1,096	17	-\$2,063
			Possible local reporting error.			
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,899,557	100.0%				
TOTAL EXPEND.	\$761,414	26.3%	113	\$6,738	49	\$15,539
OTHER SERVICES***	\$631,168	82.9%	113	\$5,586	49	\$12,881
TRAINING	\$95,593	12.6%	112	\$854	48	\$1,992
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$861,391	100.0%				
TOTAL EXPEND.	\$82,351	9.6%	25	\$3,294	7	\$11,764
OTHER SERVICES***	\$45,642	55.4%	25	\$1,826	7	\$6,520
TRAINING	\$26,553	32.2%	22	\$1,207	7	\$3,793

\* Positive Outcomes for Older Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship or the military; and credential attainment.

\*\* Total WIA Youth Grant for both older and younger youth services.

\*\*\* Designates assessment and all services other than training.

**TABLE 8: PROGRAM YEAR 2003-2004 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
 OLDER YOUTH PROGRAM  
 7/1/03 TO 6/30/04**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$989,493	100.0%				
TOTAL EXPEND.	\$487,257	49.2%	110	\$4,430	48	\$10,151
OTHER SERVICES***	\$133,811	27.5%	110	\$1,216	48	\$2,788
TRAINING	\$325,071	66.7%	103	\$3,156	46	\$7,067

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$900,695	100.0%				
TOTAL EXPEND.	\$353,785	39.3%	76	\$4,655	52	\$6,804
OTHER SERVICES***	\$30,288	8.6%	76	\$399	52	\$582
TRAINING	\$291,239	82.3%	75	\$3,883	52	\$5,601

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,071,523	100.0%				
TOTAL EXPEND.	\$1,757,612	57.2%	171	\$10,278	150	\$11,717
OTHER SERVICES***	\$273,500	15.6%	171	\$1,599	150	\$1,823
TRAINING	\$1,347,575	76.7%	171	\$7,881	150	\$8,984

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$692,348	100.0%				
TOTAL EXPEND.	\$189,192	27.3%	36	\$5,255	21	\$9,009
OTHER SERVICES***	\$112,769	59.6%	36	\$3,132	21	\$5,370
TRAINING	\$58,105	30.7%	35	\$1,660	21	\$2,767

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,047,687	100.0%				
TOTAL EXPEND.	\$594,184	56.7%	92	\$6,459	15	\$39,612
OTHER SERVICES***	\$195,272	32.9%	92	\$2,123	15	\$13,018
TRAINING	\$380,917	64.1%	92	\$4,140	15	\$25,394

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,033,872	100.0%				
TOTAL EXPEND.	\$527,575	25.9%	173	\$3,050	66	\$7,994
OTHER SERVICES***	\$423,446	80.3%	173	\$2,448	66	\$6,416
TRAINING	\$52,752	10.0%	169	\$312	62	\$851

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$506,819	100.0%				
TOTAL EXPEND.	\$206,816	40.8%	34	\$6,083	12	\$17,235
OTHER SERVICES***	\$124,926	60.4%	34	\$3,674	12	\$10,411
TRAINING	\$58,867	28.5%	34	\$1,731	12	\$4,906

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,813,002	100.0%				
TOTAL EXPEND.	\$0	0.0%	4	\$0	3	\$0
OTHER SERVICES***	\$0	#DIV/0!	4	\$0	3	\$0
TRAINING	\$0	#DIV/0!	4	\$0	3	\$0

\* Positive Outcomes for Older Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship or the military; and credential attainment.

\*\* Total WIA Youth Grant for both older and younger youth services.

\*\*\* Designates assessment and all services other than training.

**TABLE 8: PROGRAM YEAR 2003-2004 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
OLDER YOUTH PROGRAM  
7/1/03 TO 6/30/04**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$382,517	100.0%				
TOTAL EXPEND.	\$165,634	43.3%	27	\$6,135	14	\$11,831
OTHER SERVICES***	\$74,553	45.0%	27	\$2,761	14	\$5,325
TRAINING	\$74,554	45.0%	25	\$2,982	13	\$5,735

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$620,558	100.0%				
TOTAL EXPEND.	\$313,217	50.5%	8	\$39,152	1	\$313,217
OTHER SERVICES***	\$146,308	46.7%	8	\$18,289	1	\$146,308
TRAINING	\$140,376	44.8%	6	\$23,396	0	\$0

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,174,561	100.0%				
TOTAL EXPEND.	\$362,655	16.7%	73	\$4,968	43	\$8,434
OTHER SERVICES***	\$190,890	52.6%	73	\$2,615	43	\$4,439
TRAINING	\$140,228	38.7%	70	\$2,003	42	\$3,339

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,719,314	100.0%				
TOTAL EXPEND.	\$141,394	5.2%	184	\$768	88	\$1,607
OTHER SERVICES***	\$84,039	59.4%	184	\$457	88	\$955
TRAINING	\$41,856	29.6%	135	\$310	70	\$598

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,818,086	100.0%				
TOTAL EXPEND.	\$1,872,574	49.0%	212	\$8,833	95	\$19,711
OTHER SERVICES***	\$119,693	6.4%	212	\$565	95	\$1,260
TRAINING	\$1,590,191	84.9%	204	\$7,795	91	\$17,475

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$12,223,498	100.0%				
TOTAL EXPEND.	\$3,448,349	28.2%	1,543	\$2,235	257	\$13,418
OTHER SERVICES***	\$2,424,749	70.3%	1,543	\$1,571	257	\$9,435
TRAINING	\$778,002	22.6%	1,476	\$527	249	\$3,125

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,131,532	100.0%				
TOTAL EXPEND.	\$216,846	19.2%	38	\$5,706	20	\$10,842
OTHER SERVICES***	\$64,735	29.9%	38	\$1,704	20	\$3,237
TRAINING	\$131,042	60.4%	37	\$3,542	20	\$6,552

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$42,921,524	100.0%				
TOTAL EXPEND.	\$12,725,788	29.6%	3,541	\$3,594	1,201	\$10,596
OTHER SERVICES***	\$5,657,817	44.5%	3,541	\$1,598	1,201	\$4,711
TRAINING	\$6,091,872	47.9%	3,379	\$1,803	1,154	\$5,279

\* Positive Outcomes for Older Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship or the military; and credential attainment.

\*\* Total WIA Youth Grant for both older and younger youth services.

\*\*\* Designates assessment and all services other than training.

**TABLE 9: PROGRAM YEAR 2003-2004 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
YOUNGER YOUTH PROGRAM  
7/1/03 TO 6/30/04**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,223,660	100.0%				
TOTAL EXPEND.	\$983,699	80.4%	310	\$3,173	237	\$4,151
OTHER SERVICES***	\$602,373	61.2%	310	\$1,943	237	\$2,542
TRAINING	\$304,457	31.0%	310	\$982	237	\$1,285

REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$506,376	100.0%				
TOTAL EXPEND.	\$184,036	36.3%	182	\$1,011	180	\$1,022
OTHER SERVICES***	\$89,102	48.4%	182	\$490	180	\$495
TRAINING	\$85,607	46.5%	182	\$470	180	\$476

REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$799,344	100.0%				
TOTAL EXPEND.	\$427,512	53.5%	274	\$1,560	239	\$1,789
OTHER SERVICES***	\$84,531	19.8%	274	\$309	239	\$354
TRAINING	\$297,516	69.6%	270	\$1,102	236	\$1,261

REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,120,052	100.0%				
TOTAL EXPEND.	\$627,620	56.0%	470	\$1,335	340	\$1,846
OTHER SERVICES***	\$162,938	26.0%	470	\$347	340	\$479
TRAINING	\$415,449	66.2%	470	\$884	340	\$1,222

REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$628,633	100.0%				
TOTAL EXPEND.	\$463,619	73.8%	462	\$1,004	395	\$1,174
OTHER SERVICES***	\$378,550	81.7%	462	\$819	395	\$958
TRAINING	\$62,723	13.5%	461	\$136	395	\$159

REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$475,606	100.0%				
TOTAL EXPEND.	\$225,798	47.5%	210	\$1,075	123	\$1,836
OTHER SERVICES***	\$27,716	12.3%	210	\$132	123	\$225
TRAINING	\$175,502	77.7%	203	\$865	123	\$1,427

REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$506,376	100.0%				
TOTAL EXPEND.	\$115,419	22.8%	132	\$874	111	\$1,040
OTHER SERVICES***	\$0	0.0%	Possible local reporting error.			
TRAINING	\$104,009	90.1%	130	\$800	109	\$954

REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,899,557	100.0%				
TOTAL EXPEND.	\$1,300,005	44.8%	687	\$1,892	538	\$2,416
OTHER SERVICES***	\$830,833	63.9%	687	\$1,209	538	\$1,544
TRAINING	\$410,008	31.5%	687	\$597	538	\$762

REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$861,391	100.0%				
TOTAL EXPEND.	\$568,758	66.0%	418	\$1,361	322	\$1,766
OTHER SERVICES***	\$326,982	57.5%	418	\$782	322	\$1,015
TRAINING	\$171,631	30.2%	416	\$413	321	\$535

\* Positive Outcomes for Younger Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship; or the military; attainment of a youth goal; and attainment of a diploma.

\*\* Total WIA Youth Grant for both older and younger youth services.

\*\*\* Designates assessment and all services other than training.

**TABLE 9: PROGRAM YEAR 2003-2004 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
YOUNGER YOUTH PROGRAM  
7/1/03 TO 6/30/04**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$989,493	100.0%				
TOTAL EXPEND.	\$206,728	20.9%	435	\$475	363	\$569
OTHER SERVICES***	\$86,011	41.6%	435	\$198	363	\$237
TRAINING	\$108,679	52.6%	431	\$252	362	\$300

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$900,695	100.0%				
TOTAL EXPEND.	\$546,910	60.7%	212	\$2,580	167	\$3,275
OTHER SERVICES***	\$18,285	3.3%	212	\$86	167	\$109
TRAINING	\$478,758	87.5%	212	\$2,258	167	\$2,867

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,071,523	100.0%				
TOTAL EXPEND.	\$1,313,910	42.8%	603	\$2,179	585	\$2,246
OTHER SERVICES***	\$106,342	8.1%	603	\$176	585	\$182
TRAINING	\$1,105,499	84.1%	603	\$1,833	585	\$1,890

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$692,348	100.0%				
TOTAL EXPEND.	\$503,156	72.7%	97	\$5,187	86	\$5,851
OTHER SERVICES***	\$332,114	66.0%	97	\$3,424	86	\$3,862
TRAINING	\$122,324	24.3%	97	\$1,261	86	\$1,422

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,047,687	100.0%				
TOTAL EXPEND.	\$393,533	37.6%	297	\$1,325	262	\$1,502
OTHER SERVICES***	\$202,699	51.5%	297	\$682	262	\$774
TRAINING	\$178,915	45.5%	297	\$602	262	\$683

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,033,872	100.0%				
TOTAL EXPEND.	\$1,356,899	66.7%	627	\$2,164	481	\$2,821
OTHER SERVICES***	\$1,089,116	80.3%	627	\$1,737	481	\$2,264
TRAINING	\$135,644	10.0%	624	\$217	479	\$283

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$506,819	100.0%				
TOTAL EXPEND.	\$300,003	59.2%	165	\$1,818	145	\$2,069
OTHER SERVICES***	\$144,366	48.1%	165	\$875	145	\$996
TRAINING	\$122,240	40.7%	165	\$741	145	\$843

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,813,002	100.0%				
TOTAL EXPEND.	\$1,813,002	100.0%	326	\$5,561	324	\$5,596
OTHER SERVICES***	\$398,789	22.0%	326	\$1,223	324	\$1,231
TRAINING	\$1,276,334	70.4%	326	\$3,915	324	\$3,939

\* Positive Outcomes for Younger Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship; or the military; attainment of a youth goal; and attainment of a diploma.

\*\* Total WIA Youth Grant for both older and younger youth services.

\*\*\* Designates assessment and all services other than training.

**TABLE 9: PROGRAM YEAR 2003-2004 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\***  
**YOUNGER YOUTH PROGRAM**  
**7/1/03 TO 6/30/04**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$382,517	100.0%				
TOTAL EXPEND.	\$147,230	38.5%	63	\$2,337	55	\$2,677
OTHER SERVICES***	\$46,390	31.5%	63	\$736	55	\$843
TRAINING	\$86,150	58.5%	63	\$1,367	55	\$1,566

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$620,558	100.0%				
TOTAL EXPEND.	\$200,068	32.2%	181	\$1,105	155	\$1,291
OTHER SERVICES***	\$65,882	32.9%	181	\$364	155	\$425
TRAINING	\$117,238	58.6%	181	\$648	155	\$756

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,174,561	100.0%				
TOTAL EXPEND.	\$1,527,720	70.3%	622	\$2,456	433	\$3,528
OTHER SERVICES***	\$690,980	45.2%	622	\$1,111	433	\$1,596
TRAINING	\$703,889	46.1%	621	\$1,133	433	\$1,626

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,719,314	100.0%				
TOTAL EXPEND.	\$2,129,407	78.3%	531	\$4,010	468	\$4,550
OTHER SERVICES***	\$556,127	26.1%	531	\$1,047	468	\$1,188
TRAINING	\$1,339,868	62.9%	486	\$2,757	443	\$3,025

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,818,086	100.0%				
TOTAL EXPEND.	\$1,242,402	32.5%	441	\$2,817	332	\$3,742
OTHER SERVICES***	\$44,841	3.6%	441	\$102	332	\$135
TRAINING	\$1,089,620	87.7%	429	\$2,540	331	\$3,292

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$12,223,498	100.0%				
TOTAL EXPEND.	\$7,884,109	64.5%	4,812	\$1,638	3,311	\$2,381
OTHER SERVICES***	\$5,598,551	71.0%	4,812	\$1,163	3,311	\$1,691
TRAINING	\$1,724,038	21.9%	4,289	\$402	2,949	\$585

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,131,532	100.0%				
TOTAL EXPEND.	\$914,686	80.8%	281	\$3,255	267	\$3,426
OTHER SERVICES***	\$430,280	47.0%	281	\$1,531	267	\$1,612
TRAINING	\$395,536	43.2%	280	\$1,413	267	\$1,481

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$42,921,524	100.0%				
TOTAL EXPEND.	\$25,376,229	59.1%	13,674	\$1,856	10,642	\$2,385
OTHER SERVICES***	\$12,313,798	48.5%	13,674	\$901	10,642	\$1,157
TRAINING	\$11,011,634	43.4%	13,060	\$843	10,242	\$1,075

\* Positive Outcomes for Younger Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship; or the military; attainment of a youth goal; and attainment of a diploma.

\*\* Total WIA Youth Grant for both older and younger youth services.

\*\*\* Designates assessment and all services other than training.

# Regional Performance

## The Red and Green Report Year - End 2003 – 2004

**October 1, 2004**

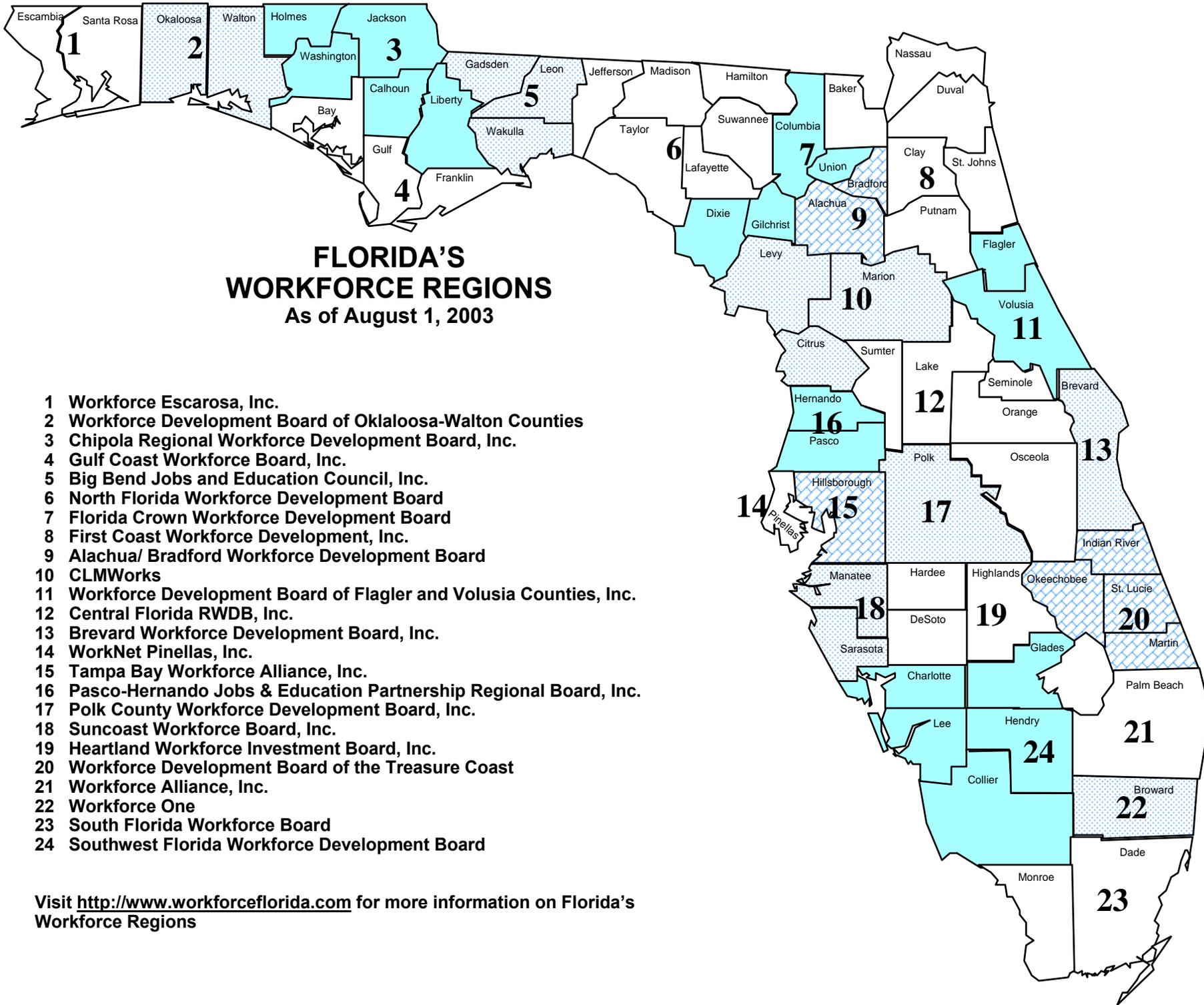


# Summary

## **Workforce Investment Act Performance Measures Results**

The year-end PY 2003 – 2004 “Red – Green” report is tabulated into 17 measures that include 3 welfare, 9 WIA, and 5 Wagner – Peyser. Three colors further delineated these performance measures. The colors used were “RED” that equals the bottom quartile of performance; “GREEN” indicates top quartile performance; while “WHITE” indicates the middle two quartiles. Regions meeting their goals and in the bottom quartile were not colored red. The dark and light blue areas in the tables are 00’s and statewide results respectively.

The following table is a synopsis by Regional Workforce Board performance.



**FLORIDA'S  
WORKFORCE REGIONS**  
As of August 1, 2003

- 1 Workforce Escarosa, Inc.
- 2 Workforce Development Board of Okaloosa-Walton Counties
- 3 Chipola Regional Workforce Development Board, Inc.
- 4 Gulf Coast Workforce Board, Inc.
- 5 Big Bend Jobs and Education Council, Inc.
- 6 North Florida Workforce Development Board
- 7 Florida Crown Workforce Development Board
- 8 First Coast Workforce Development, Inc.
- 9 Alachua/ Bradford Workforce Development Board
- 10 CLMWorks
- 11 Workforce Development Board of Flagler and Volusia Counties, Inc.
- 12 Central Florida RWDB, Inc.
- 13 Brevard Workforce Development Board, Inc.
- 14 WorkNet Pinellas, Inc.
- 15 Tampa Bay Workforce Alliance, Inc.
- 16 Pasco-Hernando Jobs & Education Partnership Regional Board, Inc.
- 17 Polk County Workforce Development Board, Inc.
- 18 Suncoast Workforce Board, Inc.
- 19 Heartland Workforce Investment Board, Inc.
- 20 Workforce Development Board of the Treasure Coast
- 21 Workforce Alliance, Inc.
- 22 Workforce One
- 23 South Florida Workforce Board
- 24 Southwest Florida Workforce Development Board

Visit <http://www.workforceflorida.com> for more information on Florida's Workforce Regions

Workforce Florida, Inc.  
 Red-Green  
 PY 2003-2004 Year End

Performance Measure	RWB →	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	STW
1	Welfare Entered Employment Rate	23.70%	27.60%	24.30%	32.40%	25.50%	29.60%	22.20%	26.60%	28.40%	31.60%	27.30%	30.50%	30.20%	27.60%	24.80%	27.80%	26.60%	27.40%	24.40%	27.40%	30.80%	31.10%	29.80%	26.20%	28.80%
2	Welfare Trans Ent Emp Wage Rate	66.20%	66.80%	68.70%	67.20%	68.50%	68.60%	70.30%	72.60%	69.70%	71.20%	70.70%	71.20%	72.70%	72.00%	70.60%	72.00%	70.30%	74.70%	69.50%	72.70%	67.10%	66.90%	63.50%	75.10%	69.00%
3	Welfare Return Rate	11.50%	14.10%	11.60%	14.80%	15.10%	16.70%	11.20%	11.80%	17.90%	13.50%	12.00%	13.40%	11.60%	16.50%	9.50%	11.20%	11.10%	12.80%	10.90%	14.90%	14.80%	15.20%	14.10%	9.90%	13.50%
4	WIA Emp Worker Outcome Rate	90.48%	80.77%	96.00%	77.91%	88.89%	97.26%	92.42%	96.90%	91.94%	100.00%	71.96%	74.65%	90.97%	98.76%	72.34%	93.55%	78.85%	93.46%	86.96%	93.04%	43.27%	97.87%	21.18%	89.87%	83.40%
5	WIA Adult Ent Emp Rate	89.42%	86.44%	94.25%	91.43%	91.18%	90.00%	88.00%	85.61%	100.00%	100.00%	78.44%	63.50%	81.58%	100.00%	73.33%	90.63%	100.00%	74.07%	100.00%	95.81%	47.16%	94.38%	66.19%	90.78%	68.82%
6	WIA Adult Ent Emp Wage Rate	117.80%	109.27%	109.07%	128.04%	119.47%	153.51%	110.57%	149.07%	142.03%	114.19%	106.96%	97.49%	112.70%	121.00%	148.18%	96.35%	112.27%	123.23%	113.15%	110.21%	99.48%	130.89%	96.26%	108.39%	117.04%
7	WIA Disl Work Ent Emp Rate	91.53%	83.33%	97.50%	86.11%	97.67%	95.24%	100.00%	85.60%	100.00%	89.87%	88.89%	76.09%	83.42%	100.00%	92.55%	95.00%	100.00%	83.08%	100.00%	97.59%	51.62%	98.79%	65.66%	92.20%	75.82%
8	WIA Disl Work Ent Emp Wage Rate	112.13%	116.43%	98.02%	118.62%	124.46%	107.22%	144.66%	140.33%	150.60%	143.26%	112.25%	119.98%	123.24%	147.67%	161.74%	115.29%	115.31%	111.90%	123.01%	126.78%	121.93%	143.05%	119.32%	126.39%	128.86%
9	WIA Youth Goal Attainment Rate	88.51%	97.27%	84.80%	93.51%	95.81%	72.48%	78.03%	93.63%	98.13%	91.90%	93.48%	86.08%	90.96%	80.16%	87.36%	84.42%	86.85%	51.24%	85.59%	91.85%	82.29%	98.72%	71.40%	77.49%	82.74%
10	WIA Youth Pos Outcome Rate	97.78%	100.00%	94.44%	96.94%	99.22%	82.20%	88.12%	94.65%	100.00%	95.41%	94.00%	93.94%	92.21%	96.76%	96.94%	100.00%	98.41%	77.42%	100.00%	98.10%	93.73%	99.38%	80.91%	95.05%	92.75%
11	WP Entered Employment Rate	38.93%	36.70%	34.43%	42.25%	39.70%	31.03%	32.65%	48.33%	38.25%	38.86%	36.50%	40.18%	32.81%	39.20%	36.12%	36.64%	31.87%	37.12%	33.88%	46.41%	46.40%	36.97%	41.27%	42.26%	41.54%
12	WP Entered Emp Wage Rate	100.40%	94.25%	88.43%	88.66%	90.70%	92.78%	90.57%	97.06%	92.63%	91.75%	87.45%	88.71%	87.30%	91.96%	81.29%	83.43%	95.29%	87.35%	87.45%	87.76%	101.74%	78.52%	118.98%	85.20%	90.41%
13	WP New Hire Involvement Rate	23.38%	17.22%	38.42%	24.20%	30.59%	25.59%	27.99%	28.16%	26.19%	23.32%	14.75%	19.70%	22.77%	19.78%	20.84%	20.07%	20.47%	12.14%	15.59%	29.13%	22.44%	19.96%	24.41%	15.84%	21.39%
14	WP Employer Involvement Rate	27.63%	34.70%	37.61%	47.18%	22.67%	20.70%	19.36%	24.51%	20.02%	23.65%	21.28%	21.54%	35.01%	23.57%	18.70%	22.23%	16.22%	21.65%	24.75%	32.57%	28.11%	20.88%	30.10%	27.00%	24.79%
15	Customer Satis - WIA Individuals	83.24	80.35	83.21	83.44	74.85	78.74	76.71	78.25	83.35	82.27	78.22	72.54	73.62	77.09	77.20	73.32	77.65	80.02	84.46	77.62	70.09	75.48	76.66	79.59	77.26
16	Customer Satis - Wagner Peyser Indiv	73.83	77.07	78.60	76.30	73.67	75.70	71.29	72.20	77.09	75.78	75.48	73.70	73.84	71.82	73.91	73.47	73.68	74.18	77.46	75.00	72.63	75.82	80.85	73.52	74.80
17	Customer Satis - All Employers	79.64	75.80	86.29	81.46	75.43	84.01	83.21	75.37	70.48	75.84	79.34	72.06	80.83	71.82	76.41	78.81	76.94	77.31	82.51	76.63	76.59	74.35	75.30	74.98	77.02



## Red - Green Report

### Measure Number One - Welfare Entered Employment Rate

Quarter Ending: 6/30/2004

RWB	# CASES CLOSED DUE TO EARNINGS	# TOTAL CASES CLOSED	ENTERED EMPLOYMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
04	309	953	32.40 %	27.50 %	117.82%
10	731	2,315	31.60 %	27.50 %	114.91%
22	2,254	7,237	31.10 %	27.50 %	113.09%
21	1,312	4,255	30.80 %	27.50 %	112.00%
12	4,404	14,433	30.50 %	27.50 %	110.91%
13	542	1,797	30.20 %	27.50 %	109.82%
23	7,872	26,407	29.80 %	27.50 %	108.36%
06	230	777	29.60 %	27.50 %	107.64%
09	661	2,324	28.40 %	27.50 %	103.27%
16	814	2,933	27.80 %	27.50 %	101.09%
02	237	860	27.60 %	27.50 %	100.36%
14	1,575	5,709	27.60 %	27.50 %	100.36%
18	438	1,601	27.40 %	27.50 %	99.64%
20	589	2,146	27.40 %	27.50 %	99.64%
11	705	2,579	27.30 %	27.50 %	99.27%
08	1,341	5,040	26.60 %	27.50 %	96.73%
17	638	2,399	26.60 %	27.50 %	96.73%
24	436	1,665	26.20 %	27.50 %	95.27%
05	548	2,152	25.50 %	27.50 %	92.73%
15	1,226	4,937	24.80 %	27.50 %	90.18%
19	200	819	24.40 %	27.50 %	88.73%
03	136	560	24.30 %	27.50 %	88.36%
01	693	2,929	23.70%	27.50 %	86.18%
07	179	807	22.20 %	27.50 %	80.73%
STW	28,070	97,634	28.80 %	27.50 %	104.73%



## Red - Green Report

### Measure Number Two - Welfare Entered Employment Wage Rate

Quarter Ending: 6/30/2004

RWB	WAGE AT ENTRY (\$)	LLSIL (\$)	ENTERED EMPLOYMENT WAGE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
24	\$ 10.61	\$ 7.97	75.10 %	66.00%	113.79%
18	\$ 10.59	\$ 7.91	74.70 %	66.00 %	113.18%
13	\$ 10.24	\$ 7.45	72.70 %	66.00 %	110.15%
20	\$ 10.38	\$ 7.55	72.70 %	66.00 %	110.15%
08	\$ 10.19	\$ 7.40	72.60 %	66.00 %	110.00%
14	\$ 10.95	\$ 7.88	72.00 %	66.00 %	109.09%
16	\$ 10.14	\$ 7.30	72.00 %	66.00 %	109.09%
10	\$ 9.94	\$ 7.08	71.20 %	66.00 %	107.88%
12	\$ 10.36	\$ 7.37	71.20 %	66.00 %	107.88%
11	\$ 10.20	\$ 7.21	70.70 %	66.00 %	107.12%
15	\$ 10.69	\$ 7.55	70.60 %	66.00 %	106.97%
07	\$ 9.65	\$ 6.79	70.30 %	66.00 %	106.52%
17	\$ 10.19	\$ 7.17	70.30 %	66.00 %	106.52%
09	\$ 10.04	\$ 7.00	69.70 %	66.00 %	105.61%
19	\$ 10.04	\$ 6.97	69.50 %	66.00 %	105.30%
03	\$ 9.59	\$ 6.59	68.70 %	66.00%	104.09%
06	\$ 9.83	\$ 6.74	68.60 %	66.00 %	103.94%
05	\$ 10.22	\$ 7.00	68.50 %	66.00 %	103.79%
04	\$ 9.88	\$ 6.64	67.20 %	66.00 %	101.82%
21	\$ 11.49	\$ 7.72	67.10 %	66.00 %	101.67%
22	\$ 11.59	\$ 7.76	66.90 %	66.00 %	101.36%
02	\$ 9.92	\$ 6.62	66.80 %	66.00 %	101.21%
01	\$ 9.89	\$ 6.55	66.20 %	66.00 %	100.30%
23	\$ 11.75	\$ 7.47	63.50%	66.00%	96.21%
STW	\$ 10.74	\$ 7.42	69.00 %	66.00 %	104.55%

\* Data from State Technology Office and Agency for Workforce Innovation

08-Sep-04

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the denominator in calculating the Red and Green Report wage rate measures. " Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region. Source: AWI, Office Labor Market Statistics



## Red - Green Report

### Measure Number Three - Welfare Return Rate

Quarter Ending: 6/30/2004

RWB	# PREVIOUSLY CLOSED DUE TO EARNINGS	# NEW CASES	RETURN RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
15	477	5,013	9.50%	15.00%	157.89%
24	168	1,690	9.90%	15.00%	151.52%
19	90	826	10.90%	15.00%	137.61%
17	266	2,387	11.10%	15.00%	135.14%
07	81	724	11.20%	15.00%	133.93%
16	344	3,069	11.20%	15.00%	133.93%
01	332	2,897	11.50%	15.00%	130.43%
03	62	536	11.60%	15.00%	129.31%
13	187	1,608	11.60%	15.00%	129.31%
08	550	4,675	11.80%	15.00%	127.12%
11	307	2,550	12.00%	15.00%	125.00%
18	202	1,584	12.80%	15.00%	117.19%
12	1,866	13,955	13.40%	15.00%	111.94%
10	281	2,085	13.50%	15.00%	111.11%
02	108	767	14.10%	15.00%	106.38%
23	3,708	26,212	14.10%	15.00%	106.38%
04	140	944	14.80%	15.00%	101.35%
21	661	4,480	14.80%	15.00%	101.35%
20	339	2,269	14.90%	15.00%	100.67%
05	335	2,212	15.10%	15.00%	99.34%
22	1,120	7,379	15.20%	15.00%	98.68%
14	818	4,967	16.50%	15.00%	90.91%
06	135	810	16.70%	15.00%	89.82%
09	369	2,060	17.90%	15.00%	83.80%
STW	12,946	95,699	13.50%	15.00%	111.11%



## Red - Green Report

### Measure Number Four - WIA Employed Worker Outcome Rate

Quarter Ending: 6/30/2004

RWB	# ATTAINED A CREDENTIAL	# EXITERS	WORKER OUTCOME RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
10	67	67	100.00%	70.00%	142.86%
14	397	402	98.76%	70.00%	141.09%
22	321	328	97.87%	70.00%	139.81%
06	142	146	97.26%	70.00%	138.94%
08	1,032	1,065	96.90%	70.00%	138.43%
03	48	50	96.00%	70.00%	137.14%
16	29	31	93.55%	70.00%	133.64%
18	100	107	93.46%	70.00%	133.51%
20	107	115	93.04%	70.00%	132.91%
07	61	66	92.42%	70.00%	132.03%
09	57	62	91.94%	70.00%	131.34%
13	141	155	90.97%	70.00%	129.96%
01	95	105	90.48%	70.00%	129.26%
24	71	79	89.87%	70.00%	128.39%
05	24	27	88.89%	70.00%	126.99%
19	20	23	86.96%	70.00%	124.23%
02	21	26	80.77%	70.00%	115.39%
17	41	52	78.85%	70.00%	112.64%
04	67	86	77.91%	70.00%	111.30%
12	324	434	74.65%	70.00%	106.64%
15	353	488	72.34%	70.00%	103.34%
11	77	107	71.96%	70.00%	102.80%
21	45	104	43.27%	70.00%	61.81%
23	68	321	21.18%	70.00%	30.26%
STW	3,708	4,446	83.40%	70.00%	119.14%



## Red - Green Report

### Measure Number Five - WIA Adult Entered Employment Rate

Quarter Ending: 6/30/2004

RWB	# ENTERING EMPLOYMENT	# EXITERS NOT EMPLOYED @ REG	ENTERED EMPLOYMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
14	33	33	100.00%	67.50%	148.15%
10	67	67	100.00%	68.00%	147.06%
09	110	110	100.00%	70.00%	142.86%
19	56	56	100.00%	71.50%	139.86%
17	304	304	100.00%	72.00%	138.89%
20	183	191	95.81%	72.28%	132.55%
22	302	320	94.38%	70.00%	134.83%
03	82	87	94.25%	70.00%	134.64%
04	160	175	91.43%	71.00%	128.77%
05	31	34	91.18%	72.00%	126.64%
24	128	141	90.78%	70.50%	128.77%
16	58	64	90.63%	70.50%	128.55%
06	9	10	90.00%	70.00%	128.57%
01	93	104	89.42%	66.50%	134.47%
07	22	25	88.00%	70.00%	125.71%
02	51	59	86.44%	72.00%	120.06%
08	226	264	85.61%	68.00%	125.90%
13	93	114	81.58%	70.00%	116.54%
11	131	167	78.44%	70.00%	112.06%
18	20	27	74.07%	70.57%	104.96%
15	77	105	73.33%	70.50%	104.01%
23	1,402	2,118	66.19%	61.00%	108.51%
12	334	526	63.50%	71.00%	89.44%
21	1,005	2,131	47.16%	75.00%	62.88%
STW	4,977	7,232	68.82%	70.00%	98.31%



## Red - Green Report

### Measure Number Six - WIA Adult Entered Employment Wage Rate

Quarter Ending: 6/30/2004

RWB	WAGE AT ENTRY (\$)	LLSIL (\$)	ENTERED EMPLOYMENT WAGE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
06	\$15.09	\$9.83	153.51%	90.00%	170.57%
08	\$15.19	\$10.19	149.07%	90.00%	165.63%
15	\$15.84	\$10.69	148.18%	90.00%	164.64%
09	\$14.26	\$10.04	142.03%	90.00%	157.81%
22	\$15.17	\$11.59	130.89%	90.00%	145.43%
04	\$12.65	\$9.88	128.04%	90.00%	142.27%
18	\$13.05	\$10.59	123.23%	90.00%	136.92%
14	\$13.25	\$10.95	121.00%	90.00%	134.44%
05	\$12.21	\$10.22	119.47%	90.00%	132.74%
01	\$11.65	\$9.89	117.80%	90.00%	130.89%
10	\$11.35	\$9.94	114.19%	90.00%	126.88%
19	\$11.36	\$10.04	113.15%	90.00%	125.72%
13	\$11.54	\$10.24	112.70%	90.00%	125.22%
17	\$11.44	\$10.19	112.27%	90.00%	124.74%
07	\$10.67	\$9.65	110.57%	90.00%	122.86%
20	\$11.44	\$10.38	110.21%	90.00%	122.46%
02	\$10.84	\$9.92	109.27%	90.00%	121.41%
03	\$10.46	\$9.59	109.07%	90.00%	121.19%
24	\$11.50	\$10.61	108.39%	90.00%	120.43%
11	\$10.91	\$10.20	106.96%	90.00%	118.84%
21	\$11.43	\$11.49	99.48%	90.00%	110.53%
12	\$10.10	\$10.36	97.49%	90.00%	108.32%
16	\$9.77	\$10.14	96.35%	90.00%	107.06%
23	\$11.31	\$11.75	96.26%	90.00%	106.96%
<b>STW</b>	<b>\$12.57</b>	<b>\$10.74</b>	<b>117.04%</b>	<b>90.00%</b>	<b>130.04%</b>

\* Data from State Technology Office and Agency for Workforce Innovation

08-Sep-04

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the denominator in calculating the Red and Green Report wage rate measures. " Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region. Source: AWI, Office Labor Market Statistics



## Red - Green Report

### Measure Number Seven - WIA Dislocated Worker Entered Employment Rate

Quarter Ending: 6/30/2004

RWB	# ENTERING EMPLOYMENT	# EXITERS	ENTERED EMPLOYMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
09	27	27	100.00%	71.00%	140.85%
14	213	213	100.00%	72.00%	138.89%
17	134	134	100.00%	76.00%	131.58%
19	19	19	100.00%	77.00%	129.87%
07	39	39	100.00%	79.00%	126.58%
22	490	496	98.79%	71.00%	139.14%
05	84	86	97.67%	71.00%	137.56%
20	243	249	97.59%	71.00%	137.45%
03	39	40	97.50%	69.30%	140.69%
06	20	21	95.24%	71.00%	134.14%
16	95	100	95.00%	71.00%	133.80%
15	149	161	92.55%	71.00%	130.35%
24	130	141	92.20%	72.00%	128.06%
01	54	59	91.53%	69.25%	132.17%
10	71	79	89.87%	72.00%	124.82%
11	56	63	88.89%	71.98%	123.49%
04	62	72	86.11%	65.00%	132.48%
08	321	375	85.60%	70.00%	122.29%
13	161	193	83.42%	71.00%	117.49%
02	100	120	83.33%	70.00%	119.04%
18	54	65	83.08%	80.00%	103.85%
12	595	782	76.09%	71.00%	107.17%
23	805	1,226	65.66%	66.00%	99.48%
21	751	1,455	51.62%	85.50%	60.37%
STW	4,712	6,215	75.82%	71.00%	106.79%

\* Data from State Technology Office and Agency from Workforce Innovation

08-Sep-04



## Red - Green Report

### Measure Number Eight - WIA Dislocated Worker Entered Employment Wage Rate

Quarter Ending: 6/30/2004

RWB	WAGE AT ENTRY (\$)	LLSIL (\$)	ENTERED EMPLOYMENT WAGE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
15	\$17.29	\$10.69	161.74%	110.00%	147.04%
09	\$15.12	\$10.04	150.60%	110.00%	136.91%
14	\$16.17	\$10.95	147.67%	110.00%	134.25%
07	\$13.96	\$9.65	144.66%	110.00%	131.51%
10	\$14.24	\$9.94	143.26%	110.00%	130.24%
22	\$16.58	\$11.59	143.05%	110.00%	130.05%
08	\$14.30	\$10.19	140.33%	110.00%	127.57%
20	\$13.16	\$10.38	126.78%	110.00%	115.25%
24	\$13.41	\$10.61	126.39%	110.00%	114.90%
05	\$12.72	\$10.22	124.46%	110.00%	113.15%
13	\$12.62	\$10.24	123.24%	110.00%	112.04%
19	\$12.35	\$10.04	123.01%	110.00%	111.83%
21	\$14.01	\$11.49	121.93%	110.00%	110.85%
12	\$12.43	\$10.36	119.98%	110.00%	109.07%
23	\$14.02	\$11.75	119.32%	110.00%	108.47%
04	\$11.72	\$9.88	118.62%	110.00%	107.84%
02	\$11.55	\$9.92	116.43%	110.00%	105.85%
17	\$11.75	\$10.19	115.31%	110.00%	104.83%
16	\$11.69	\$10.14	115.29%	110.00%	104.81%
11	\$11.45	\$10.20	112.25%	110.00%	102.05%
01	\$11.09	\$9.89	112.13%	110.00%	101.94%
18	\$11.85	\$10.59	111.90%	110.00%	101.73%
06	\$10.54	\$9.83	107.22%	110.00%	97.47%
03	\$9.40	\$9.59	98.02%	110.00%	89.11%
STW	\$13.84	\$10.74	128.86%	110.00%	117.15%

\* Data from State Technology Office and Agency for Workforce Innovation

08-Sep-04

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the denominator in calculating the Red and Green Report wage rate measures. " Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region. Source: AWI, Office Labor Market Statistics



## Red - Green Report

### Measure Number Nine - WIA Youth Goal Attainment Rate

Quarter Ending: 6/30/2004

RWB	# GOALS ATTAINED	# GOALS DUE	ATTAINMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
22	386	391	98.72%	65.00%	151.88%
09	420	428	98.13%	65.00%	150.97%
02	356	366	97.27%	65.00%	149.65%
05	618	645	95.81%	78.50%	122.05%
08	603	644	93.63%	55.40%	169.01%
04	389	416	93.51%	75.00%	124.68%
11	172	184	93.48%	65.00%	143.82%
10	454	494	91.90%	58.00%	158.45%
20	1,014	1,104	91.85%	66.00%	139.17%
13	151	166	90.96%	66.00%	137.82%
01	308	348	88.51%	62.75%	141.05%
15	1,037	1,187	87.36%	53.00%	164.83%
17	773	890	86.85%	56.00%	155.09%
12	1,268	1,473	86.08%	65.00%	132.43%
19	297	347	85.59%	67.00%	127.75%
03	385	454	84.80%	51.40%	164.98%
16	233	276	84.42%	63.50%	132.94%
21	911	1,107	82.29%	60.50%	136.02%
14	408	509	80.16%	56.00%	143.14%
07	135	173	78.03%	65.00%	120.05%
24	358	462	77.49%	53.00%	146.21%
06	158	218	72.48%	66.00%	109.82%
23	3,991	5,590	71.40%	65.00%	109.85%
18	62	121	51.24%	45.00%	113.87%
<b>STW</b>	<b>14,887</b>	<b>17,993</b>	<b>82.74%</b>	<b>65.00%</b>	<b>127.29%</b>



## Red - Green Report

### Measure Number Ten - WIA Youth Positive Outcome Rate

Quarter Ending: 6/30/2004

RWB	# OF POSITIVE OUTCOMES	# YOUTH EXITERS	OUTCOME RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
16	98	98	100.00%	90.00%	111.11%
02	158	158	100.00%	90.00%	111.11%
09	61	61	100.00%	90.00%	111.11%
19	61	61	100.00%	90.00%	111.11%
22	319	321	99.38%	90.00%	110.42%
05	256	258	99.22%	90.00%	110.24%
17	310	315	98.41%	90.00%	109.34%
20	310	316	98.10%	90.00%	109.00%
01	44	45	97.78%	90.00%	108.64%
15	348	359	96.94%	90.00%	107.71%
04	95	98	96.94%	90.00%	107.71%
14	209	216	96.76%	90.00%	107.51%
10	208	218	95.41%	90.00%	106.01%
24	173	182	95.05%	90.00%	105.61%
08	230	243	94.65%	90.00%	105.17%
03	102	108	94.44%	90.00%	104.93%
11	141	150	94.00%	90.00%	104.44%
12	558	594	93.94%	90.00%	104.38%
21	314	335	93.73%	90.00%	104.14%
13	71	77	92.21%	90.00%	102.46%
07	89	101	88.12%	90.00%	97.91%
06	97	118	82.20%	90.00%	91.33%
23	903	1,116	80.91%	90.00%	89.90%
18	48	62	77.42%	90.00%	86.02%
STW	5,203	5,610	92.75%	90.00%	103.06%



## Red - Green Report

### Measure Number Eleven - Wagner Peyser Entered Employment Rate

Quarter Ending: 6/30/2004

RWB	# OF INDIVIDUALS PLACED AND OBTAINED EMPLOYMENT	# OF INDIVIDUALS REGISTERED	ENTERED EMPLOYMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
08	41,685	86,245	48.33%	138.09%	35.00%
20	17,702	38,144	46.41%	132.60%	35.00%
21	29,760	64,134	46.40%	132.57%	35.00%
24	21,172	50,102	42.26%	120.74%	35.00%
04	5,767	13,650	42.25%	120.71%	35.00%
23	56,718	137,417	41.27%	117.91%	35.00%
12	47,114	117,266	40.18%	114.80%	35.00%
05	10,061	25,340	39.70%	113.43%	35.00%
14	22,104	56,389	39.20%	112.00%	35.00%
01	10,397	26,710	38.93%	111.23%	35.00%
10	10,702	27,543	38.86%	111.03%	35.00%
09	7,304	19,094	38.25%	109.29%	35.00%
18	9,491	25,570	37.12%	106.06%	35.00%
22	35,260	95,384	36.97%	105.63%	35.00%
02	4,968	13,538	36.70%	104.86%	35.00%
16	10,165	27,746	36.64%	104.69%	35.00%
11	8,690	23,806	36.50%	104.29%	35.00%
15	28,136	77,897	36.12%	103.20%	35.00%
03	3,460	10,049	34.43%	98.37%	35.00%
19	3,036	8,960	33.88%	96.80%	35.00%
13	12,167	37,085	32.81%	93.74%	35.00%
07	2,481	7,598	32.65%	93.29%	35.00%
17	12,578	39,469	31.87%	91.06%	35.00%
06	2,328	7,502	31.03%	88.66%	35.00%
<b>STW</b>	<b>411,217</b>	<b>989,820</b>	<b>41.54%</b>	<b>118.69%</b>	<b>35.00%</b>

\* Data from State Technology Office and Agency for Workforce Innovation

08-Sep-04

NOTE: Data for this measure is under statewide review.



## Red - Green Report

### Measure Number Twelve - Wagner Peyser Entered Employment Wage Rate

Quarter Ending: 6/30/2004

RWB	WAGE AT ENTRY (\$)	LLSIL (\$)	ENTERED EMPLOYMENT WAGE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
23	\$13.98	\$11.75	118.98%	84.50%	140.80%
21	\$11.69	\$11.49	101.74%	84.50%	120.40%
01	\$9.93	\$9.89	100.40%	84.50%	118.82%
08	\$9.89	\$10.19	97.06%	84.50%	114.86%
17	\$9.71	\$10.19	95.29%	84.50%	112.77%
02	\$9.35	\$9.92	94.25%	84.50%	111.54%
06	\$9.12	\$9.83	92.78%	84.50%	109.80%
09	\$9.30	\$10.04	92.63%	84.50%	109.62%
14	\$10.07	\$10.95	91.96%	84.50%	108.83%
10	\$9.12	\$9.94	91.75%	84.50%	108.58%
05	\$9.27	\$10.22	90.70%	84.50%	107.34%
07	\$8.74	\$9.65	90.57%	84.50%	107.18%
12	\$9.19	\$10.36	88.71%	84.50%	104.98%
04	\$8.76	\$9.88	88.66%	84.50%	104.92%
03	\$8.48	\$9.59	88.43%	84.50%	104.65%
20	\$9.11	\$10.38	87.76%	84.50%	103.86%
11	\$8.92	\$10.20	87.45%	84.50%	103.49%
19	\$8.78	\$10.04	87.45%	84.50%	103.49%
18	\$9.25	\$10.59	87.35%	84.50%	103.37%
13	\$8.94	\$10.24	87.30%	84.50%	103.31%
24	\$9.04	\$10.61	85.20%	84.50%	100.83%
16	\$8.46	\$10.14	83.43%	84.50%	98.73%
15	\$8.69	\$10.69	81.29%	84.50%	96.20%
22	\$9.10	\$11.59	78.52%	84.50%	92.92%
STW	\$9.71	\$10.74	90.41%	84.50%	106.99%

\* Data from State Technology Office and Agency for Workforce Innovation

08-Sep-04

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the denominator in calculating the Red and Green Report wage rate measures. " Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region. Source: AWI, Office Labor Market Statistics



## Red - Green Report

### Measure Number Thirteen - Wagner Peyser New Hire Involvement Rate

Quarter Ending: 6/30/2004

RWB	# W-P IN EMPLOYMENT	NEW HIRES	INVOLVEMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
03	3,460	9,006	38.42%	14.00%	274.43%
05	10,061	32,895	30.59%	14.00%	218.50%
20	17,702	60,779	29.13%	14.00%	208.07%
08	41,685	148,041	28.16%	14.00%	201.14%
07	2,481	8,863	27.99%	14.00%	199.93%
09	7,304	27,890	26.19%	14.00%	187.07%
06	2,328	9,099	25.59%	14.00%	182.79%
23	56,718	232,371	24.41%	14.00%	174.36%
04	5,767	23,826	24.20%	14.00%	172.86%
01	10,397	44,465	23.38%	14.00%	167.00%
10	10,702	45,884	23.32%	14.00%	166.57%
13	12,167	53,446	22.77%	14.00%	162.64%
21	29,760	132,638	22.44%	14.00%	160.29%
15	28,136	135,039	20.84%	14.00%	148.86%
17	12,578	61,459	20.47%	14.00%	146.21%
16	10,165	50,648	20.07%	14.00%	143.36%
22	35,260	176,611	19.96%	14.00%	142.57%
14	22,104	111,739	19.78%	14.00%	141.29%
12	47,114	239,156	19.70%	14.00%	140.71%
02	4,968	28,850	17.22%	14.00%	123.00%
24	21,172	133,662	15.84%	14.00%	113.14%
19	3,036	19,474	15.59%	14.00%	111.36%
11	8,690	58,913	14.75%	14.00%	105.36%
18	9,491	78,155	12.14%	14.00%	86.71%
STW	411,217	1,922,909	21.39%	14.00%	152.79%

\* Data from State Technology Office and Agency for Workforce Innovation

08-Sep-04



## Red - Green Report

### Measure Number Fourteen - Wagner Peyser Employer Involvement Rate

Quarter Ending: 6/30/2004

RWB	# EMPLOYERS SERVED	# EMPLOYERS REPORTING NEW HIRES	INVOLVEMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
04	946	2,005	47.18%	25.00%	188.72%
03	528	1,404	37.61%	25.00%	150.44%
13	1,923	5,493	35.01%	25.00%	140.04%
02	823	2,372	34.70%	25.00%	138.80%
20	1,945	5,972	32.57%	25.00%	130.28%
23	5,684	18,881	30.10%	25.00%	120.40%
21	4,002	14,238	28.11%	25.00%	112.44%
01	935	3,384	27.63%	25.00%	110.52%
24	2,501	9,263	27.00%	25.00%	108.00%
19	478	1,931	24.75%	25.00%	99.00%
08	2,524	10,296	24.51%	25.00%	98.04%
10	1,095	4,631	23.65%	25.00%	94.60%
14	2,412	10,233	23.57%	25.00%	94.28%
05	668	2,947	22.67%	25.00%	90.68%
16	1,570	7,063	22.23%	25.00%	88.92%
18	1,508	6,966	21.65%	25.00%	86.60%
12	3,666	17,022	21.54%	25.00%	86.16%
11	1,428	6,712	21.28%	25.00%	85.12%
22	3,854	18,454	20.88%	25.00%	83.52%
06	320	1,546	20.70%	25.00%	82.80%
09	643	3,212	20.02%	25.00%	80.08%
07	309	1,596	19.36%	25.00%	77.44%
15	2,218	11,859	18.70%	25.00%	74.80%
17	997	6,147	16.22%	25.00%	64.88%
STW	43,035	173,627	24.79%	25.00%	99.16%



## Red - Green Report

### Measure Number Fifteen - WIA Customer Satisfaction for Individuals

Quarter Ending: 6/30/2004

RWB	ACSI SCORE	GOAL	PERCENT OF GOAL (%)
19	84.46	72.5	116.74%
04	83.44	73	116.73%
09	83.35	73	109.08%
01	83.24	69	127.25%
03	83.21	71	118.65%
10	82.27	70	118.59%
02	80.35	72	116.69%
18	80.02	69	114.23%
24	79.59	70	113.53%
06	78.74	73	109.60%
08	78.25	70	120.06%
11	78.22	80	102.31%
17	77.65	71	108.46%
20	77.62	73	104.49%
15	77.2	70	107.39%
14	77.09	72	112.42%
07	76.71	73	106.00%
23	76.66	71	110.58%
22	75.48	73	113.41%
05	74.85	70	107.44%
13	73.62	69	105.75%
16	73.32	68.5	106.89%
12	72.54	71	107.48%
21	70.09	78.5	90.31%
STW	77.26	73	108.32%

**\* Data from State Technology Office and Agency from Workforce Innovation**

08-Sep-04

The American Customer Satisfaction Index – The ACSI weighted score usually yields scores slightly less than the average.

The Voice of the Nation's Consumer

Established in 1994, the American Customer Satisfaction Index (ACSI) is a uniform and independent measure of household consumption experience. A powerful economic indicator, the ACSI tracks trends in customer satisfaction and provides valuable benchmarking insights of the consumer economy for companies, industry trade associations, and government agencies.

The ACSI is produced through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and the international consulting firm, CFI Group. The ACSI reports scores on a 0-100 scale at the national level. It measures 7 economic sectors, 35 industries (including e-commerce), 190 companies, and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships. The ACSI is based on econometric modeling of data obtained from telephone interviews with customers – the actual users of products and services that make up a substantial part of the gross domestic product. The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households. Companies based outside of the United States with major market shares in several industries are also included in the ACSI. Smaller companies are grouped together in an "All Other" category. Data are collected at the individual customer level, with scores for a company's customers aggregated to produce company-level results. The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company. Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector's contribution to the GDP.

For more information: [http://www.theacsi.org/what\\_it\\_measures.htm](http://www.theacsi.org/what_it_measures.htm)



## Measure Number Sixteen - Wagner Peyser Applicants Customer Satisfaction Rate

Quarter Ending: 6/30/2004

RWB	ACSI SCORE	GOAL	PERCENT OF GOAL
<b>23</b>	<b>80.85</b>	<b>80.00%</b>	<b>101.06%</b>
03	78.60	80.00%	98.25%
19	77.46	80.00%	96.82%
09	77.09	80.00%	96.37%
02	77.07	80.00%	96.34%
04	76.30	80.00%	95.37%
22	75.82	80.00%	94.78%
10	75.78	80.00%	94.73%
06	75.70	80.00%	94.63%
11	75.48	80.00%	94.35%
20	75.00	80.00%	93.75%
18	74.18	80.00%	92.72%
15	73.91	80.00%	92.39%
13	73.84	80.00%	92.30%
01	73.83	80.00%	92.29%
12	73.70	80.00%	92.12%
17	73.68	80.00%	92.10%
05	73.67	80.00%	92.08%
<b>24</b>	<b>73.52</b>	<b>80.00%</b>	<b>91.91%</b>
<b>16</b>	<b>73.47</b>	<b>80.00%</b>	<b>91.83%</b>
<b>21</b>	<b>72.63</b>	<b>80.00%</b>	<b>90.78%</b>
<b>08</b>	<b>72.20</b>	<b>80.00%</b>	<b>90.25%</b>
<b>14</b>	<b>71.82</b>	<b>80.00%</b>	<b>89.77%</b>
<b>07</b>	<b>71.29</b>	<b>80.00%</b>	<b>89.12%</b>
<b>STW</b>	<b>74.80</b>	<b>80.00%</b>	<b>93.50%</b>

**\* Data from State Technology Office and Agency from Workforce Innovation**

08-Sep-04

The American Customer Satisfaction Index – The ACSI weighted score usually yields scores slightly less than the average.

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For more information: [http://www.theacsi.org/what\\_it\\_measures.htm](http://www.theacsi.org/what_it_measures.htm)



## Measure Number Seventeen - Employers Customer Satisfaction Score

Quarter Ending: 6/30/2004

RWB	ACSI SCORE	GOAL	PERCENT OF GOAL
03	86.29	68	126.90%
06	84.01	73	115.08%
07	83.21	73	113.99%
19	82.51	67	123.15%
04	81.46	73	111.59%
13	80.83	66	122.47%
01	79.64	66	120.67%
11	79.34	73	108.68%
16	78.81	66	119.41%
18	77.31	66	117.14%
17	76.94	71	108.37%
20	76.63	73	104.97%
21	76.59	76	100.78%
15	76.41	67	114.04%
10	75.84	67	113.19%
02	75.80	68	111.47%
05	75.43	67	112.58%
08	75.37	67	112.49%
23	75.30	71	106.06%
24	74.98	67	111.91%
22	74.35	73	101.85%
12	72.06	69	104.43%
14	71.82	69	104.09%
09	70.48	73	96.55%
STW	77.02	73	105.51%

\* Data from State Technology Office and Agency from Workforce Innovation

08-Sep-04

The American Customer Satisfaction Index – The ACSI weighted score usually yields scores slightly less than the average.

The Voice of the Nation's Consumer

Established in 1994, the American Customer Satisfaction Index (ACSI) is a uniform and independent measure of household consumption experience. A powerful economic indicator, the ACSI tracks trends in customer satisfaction and provides valuable benchmarking insights of the consumer economy for companies, industry trade associations, and government agencies.

The ACSI is produced through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and the international consulting firm, CFI Group. The ACSI reports scores on a 0-100 scale at the national level. It measures 7 economic sectors, 35 industries (including e-commerce), 190 companies, and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships. The ACSI is based on econometric modeling of data obtained from telephone interviews with customers – the actual users of products and services that make up a substantial part of the gross domestic product. The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households. Companies based outside of the United States with major market shares in several industries are also included in the ACSI. Smaller companies are grouped together in an "All Other" category. Data are collected at the individual customer level, with scores for a company's customers aggregated to produce company-level results. The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company. Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector's contribution to the GDP.

For more information: [http://www.theacsi.org/what\\_it\\_measures.htm](http://www.theacsi.org/what_it_measures.htm)

# Definitions of Short-term Measures for the State Red/Green Report as Approved by the Workforce Florida Board

Regional performances against the following measures falling within the top quartile will be colored green. Performances in the lowest quartile will be colored red. However, performances that represent achievement of a region's negotiated goal will not be colored red.

## **1. WELFARE ENTERED EMPLOYMENT RATE**

The percentage of closed TANF cases that were closed due to earned income. The numerator is the sum of cases that received TANF during the report period that were closed due to earnings. The denominator is the sum of closed cases that received TANF during the report period.

## **2. WELFARE TRANSITION ENTERED EMPLOYMENT WAGE RATE**

The average welfare transition program hourly wage at entry into employment expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics.)

## **3. WELFARE RETURN RATE**

Return TANF cases that were previously closed due to earnings expressed as a percentage of new cases. The numerator is the sum of cases that begin receiving TANF during the report period that were previously closed due to earnings. The denominator is the sum of all cases that began receiving TANF during the report period.

## **4. ADULT EMPLOYED WORKER OUTCOME RATE**

Of those who are employed at registration, the number remaining in employment and who attain a credential at exit: divided by the number of adults who exit during the quarter.

## **5. WIA ADULT ENTERED EMPLOYMENT RATE**

Applies the WIA core measure for entered employment at exit. Of those adults' unemployed at registration, the percentage employed at exit.

## **6. WIA ADULT WAGE RATE**

The average adult hourly wage at exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

## **7. WIA DISLOCATED WORKER ENTERED EMPLOYMENT RATE**

Applies the WIA core measure for entered employment at exit. The percentage of all dislocated workers employed at exit.

## **8. WIA DISLOCATED WORKER ENTERED EMPLOYMENT WAGE RATE**

The average dislocated worker hourly wage at exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

## **9. WIA YOUTH GOAL ATTAINMENT RATE**

The number of goals obtained by youth 14-18 as percentage of goals set to be obtained for three categories of younger youth goals: basic skills, work readiness, and occupational skills. This measure is the same as the federal WIA core indicator.

#### **10. WIA YOUTH POSITIVE OUTCOME RATE**

The percent of youth exiters 14-18 with positive outcomes. This measure will express the number of younger youth participants who enter employment, the military, apprenticeship programs, post-secondary education, and/or stay in secondary education or receive a diploma as a percentage of all younger youth exiters.

#### **11. WAGNER-PEYSER ENTERED EMPLOYMENT RATE**

Based on data entered into the DLES MIS system and data reported by the Department of Revenue monthly New Hire Report, the percentage of Wagner-Peyser applicants who enter employment. The total entering employment includes all applicants placed as a result of a job referral, those who obtained employment after the receipt of a "prerequisite service", and those who went to work after having received a "reportable service".

#### **12. WAGNER-PEYSER ENTERED EMPLOYMENT WAGE RATE**

As recently verified by AWI, the average Wagner-Peyser hourly wage at placement is based on job orders filled, expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

#### **13. WAGNER-PEYSER NEW HIRE INVOLVEMENT RATE**

The total Wagner-Peyser entered employment expressed as a percentage of the total new hires reported by the Department of Revenue monthly New Hire Report.

#### **14. WAGNER-PEYSER EMPLOYER INVOLVEMENT RATE**

The total number of employers receiving Wagner-Peyser services expressed as a percentage of the total number of employers reporting new hires in the Department of Revenue monthly New Hire Report.

#### **15. CUSTOMER SATISFACTION – WIA INDIVIDUALS**

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

#### **16. CUSTOMER SATISFACTION – WAGNER-PEYSER (WP) INDIVIDUALS**

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is the same as that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

#### **17. CUSTOMER SATISFACTION – ALL EMPLOYERS**

Based on a monthly telephone survey, the average employer rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

## Florida's Customer Satisfaction Survey For the Workforce Investment Act

The Florida Customer Satisfaction Survey was created by a workgroup chaired by Labor Market Statistics. It consisted of local Workforce Development Board Executive Directors, local Board Staff, and staff from Workforce Florida Incorporated. Florida's Customer Satisfaction Survey is designed to comply with the Workforce Investment Act of 1998 and to provide Employers, Participants, and Program Operators with a measure of customer satisfaction with services.

In accordance with the WIA, each state must set specific goals for customer satisfaction and negotiate those goals with the U.S. Department of Labor. To gauge the effectiveness of statewide WIA programs and compare customer satisfaction among all 50 states, the U.S. Department of Labor elected to use the American Customer Satisfaction Index (ACSI). **The ACSI is a weighted average of the first three questions of the Florida Customer Satisfaction Survey.**

### WIA Fifteen Percent Funds

**WIA State 15 Funds** – 667.130 –The Governor may reserve up to fifteen (15) percent for allotted youth, adult and dislocated workers funds. Funds reserved under this paragraph may be combined and spent on statewide employment and training activities, for adults, dislocated worker and youth activities without regard to funding source.

**State Administrative Activities:** 667.210 – 667.220

**Projects without participants:** general administrative functions and coordination of those functions (accounting, budgeting, financial, procurement and purchasing functions, property management functions, personnel management, payroll functions, developing systems and procedures), performing oversight and monitoring responsibilities related to WIA administrative functions, costs of goods and services required for administrative functions of the program, travel costs incurred for official business in carrying out administrative activities or overall management of the WIA system, costs of information systems related to administrative functions

**Projects with participants exempt from key measures:** employer outreach and job development activities; provision of capacity building and technical assistance to local area, one-stop operators, one-stop partners, and eligible providers, including the development and training of staff and the development of exemplary program activities;

**Projects with participants subject to key measures:** The establishment and implementation of programs targeted to empowerment zones and enterprise communities, nontraditional employments, and areas with excess unemployment, excess poverty; Conduct research and demonstrations projects.



# Plain English Trend Report

## 5 Year Past Performance

### STW

#### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	21.39%	23.27%	19.08%	13.12%	8.00%
Employers - Of those who hired this year, how many used One-Stop services?	24.79%	25.91%	28.88%	23.50%	11.10%

Employers - Of those who hired this year, how many used One-Stop services?

#### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	77.02	78.34	76.20	68.69	65.20
Satisfaction rating for individuals who received training	77.26	75.80	78.60	76.69	67.10
Satisfaction rating for job seekers who received help in finding work	74.80	73.99	74.40	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

#### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	28.80 %	27.13%	25.91%	24.60%	24.13%
Total Number	28,070	28,708	27,755	25,116	29,561
Rate which customers who were on welfare return to welfare	13.50%	14.94%	14.01%	14.78%	15.49%
% of disadvantaged adults who got jobs	68.78%	66.92%	77.84%	78.94%	66.50%
Total Number	4,982	5,278	9,109	6,797	4,020
% of unemployed receiving training who got jobs	75.08%	67.95%	86.61%	88.43%	83.20%
Total Number	4,703	8,067	7,867	6,661	4,115
% of all job seekers who got jobs	41.54%	39.11%	32.69%	29.70%	32.65%
Total Number	411,217	410,431	349,315	248,103	227,979

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

#### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.42	\$7.29	\$7.04	\$6.61	\$6.38
Wage rate	69.00 %	69.56%	68.02%	65.78%	63.50%
The average starting wage for disadvantaged adult customers	\$12.57	\$11.19	\$10.59	\$8.78	\$7.62
Wage rate	117.04%	106.77%	102.32%	87.38%	83.40%
The average starting wage for customers who had lost their job	\$13.85	\$12.98	\$12.96	\$11.24	\$9.74
Wage rate	128.96%	123.86%	125.22%	111.86%	104.40%
The average starting wage of job seeker customers	\$9.71	\$9.55	\$8.98	8.49	\$7.83
Wage rate	90.41%	91.13%	86.76%	84.49%	77.90%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

### STW

#### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	83.37%	59.48%	46.01%	N/A	N/A

#### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	93.05%	88.12%	92.79%	91.26%	86.90%
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Number with positive outcomes \*

	5,170	5,200	8,914	5,807	2,217
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#### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,051	\$1,117	\$1,494	\$1,457	\$1,086
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The average cost for a disadvantaged adult customer

	\$5,820	\$3,801	\$3,219	\$4,608	\$5,823
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The average cost for a customer who lost their job

	\$6,039	\$2,337	\$3,390	\$3,782	\$5,329
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The average combined cost for older/younger youth customers

	\$2,213	\$2,166	\$2,078	\$2,422	\$2,158
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#### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$3,655	\$4,119	\$5,765	\$5,955	\$4,502
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The average cost for a disadvantaged adult getting a job

	\$8,461	\$5,708	\$4,135	\$5,838	\$8,756
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The average cost for a customer who lost their job to get rehire

	\$8,043	\$3,440	\$3,913	\$4,277	\$6,406
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The average combined cost for older/younger youth to obtain a positive outcome \*

	\$3,217	\$6,006	\$2,952	\$1,580	Not Available
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#### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	27.00%	16.87%	15.90%	14.68%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

### STW

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$42,154,304	\$30,126,468	\$37,667,624	\$39,678,676	\$35,199,928
Customers who lost Jobs	\$37,825,692	\$27,749,128	\$30,787,306	\$28,491,980	\$26,359,336
Youth Customers	\$38,102,016	\$37,285,476	\$40,089,944	\$31,967,368	\$35,004,460
Job Seeker Customers	\$25,270,522	\$22,517,202	\$24,870,560	\$21,197,226	\$23,314,678
Welfare Customers	\$102,594,896	\$118,237,456	\$160,011,792	\$149,557,328	\$133,082,192

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

01

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	23.38%	29.29%	24.39%	13.21%	5.80%
Employers - Of those who hired this year, how many used One-Stop services?	27.63%	24.15%	25.13%	28.74%	15.20%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	79.64	80.04	80.00	73.90	64.00
Satisfaction rating for individuals who received training	83.24	78.79	80.30	77.30	70.70
Satisfaction rating for job seekers who received help in finding work	73.83	73.38	73.70	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	23.70%	20.32%	22.23%	19.58%	20.32%
Total Number	693	646	711	638	744
Rate which customers who were on welfare return to welfare	11.50%	14.15%	13.10%	12.95%	17.06%
% of disadvantaged adults who got jobs	89.42%	86.96%	82.22%	87.23%	73.90%
Total Number	93	60	111	82	68
% of unemployed receiving training who got jobs	100.00%	100.00%	86.36%	96.05%	88.20%
Total Number	41	53	190	268	90
% of all job seekers who got jobs	38.93%	40.59%	38.06%	28.00%	24.97%
Total Number	10,397	12,016	10,398	5,441	4,168

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 6.55	\$6.39	\$6.28	\$5.92	\$5.72
Wage rate	66.20 %	65.27%	65.28%	63.46%	61.50%
The average starting wage for disadvantaged adult customers	\$11.65	\$13.19	\$11.09	\$8.77	\$8.90
Wage rate	117.80%	134.76%	115.33%	93.95%	81.90%
The average starting wage for customers who had lost their job	\$11.09	\$11.36	\$10.53	\$8.41	\$10.76
Wage rate	112.13%	116.01%	109.53%	90.10%	99.60%
The average starting wage of job seeker customers	\$9.93	\$8.67	\$8.04	8.80	\$7.63
Wage rate	100.40%	87.84%	83.58%	94.28%	81.70%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

01

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
90.48%	92.68%	87.30%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

97.78%	91.18%	98.00%	100.00%	76.50%
44	155	98	58	62

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

\$906	\$1,012	\$1,235	\$986	\$874
\$11,437	\$14,766	\$6,337	\$6,506	\$6,976
\$12,294	\$7,333	\$2,452	\$3,074	\$8,338
\$3,146	\$3,320	\$2,972	\$1,844	\$490

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

\$3,829	\$4,981	\$5,555	\$5,034	\$4,301
\$12,789	\$16,980	\$7,707	\$7,458	\$9,438
\$12,294	\$7,333	\$2,839	\$3,200	\$9,450
\$4,559	\$7,490	\$3,171	\$2,117	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

45.60%	40.19%	39.77%	33.93%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

01

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,189,410	\$1,018,825	\$855,471	\$611,540	\$641,752
Customers who lost Jobs	\$504,073	\$388,636	\$539,421	\$857,636	\$850,467
Youth Customers	\$1,116,998	\$1,198,467	\$1,090,671	\$656,388	\$468,855
Job Seeker Customers	\$530,041	\$571,172	\$615,874	\$533,970	\$538,512
Welfare Customers	\$2,653,735	\$3,217,621	\$3,949,751	\$3,211,974	\$3,199,910

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

02

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	17.22%	22.24%	19.02%	19.11%	9.20%
Employers - Of those who hired this year, how many used One-Stop services?	34.70%	34.80%	36.98%	27.41%	19.40%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	75.80	79.99	78.80	76.20	69.10
Satisfaction rating for individuals who received training	80.35	77.45	81.50	78.10	60.70
Satisfaction rating for job seekers who received help in finding work	77.07	74.11	75.80	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.60 %	28.62%	28.36%	26.41%	26.88%
Total Number	237	334	304	220	254
Rate which customers who were on welfare return to welfare	14.10%	16.12%	14.90%	13.57%	15.84%
% of disadvantaged adults who got jobs	86.44%	83.50%	95.98%	79.24%	93.30%
Total Number	51	86	167	42	56
% of unemployed receiving training who got jobs	100.00%	85.55%	84.73%	99.03%	90.50%
Total Number	70	148	111	103	19
% of all job seekers who got jobs	36.70%	34.34%	28.48%	30.30%	27.84%
Total Number	4,968	5,427	4,550	4,633	3,510

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 6.62	\$6.50	\$6.37	\$5.90	\$5.91
Wage rate	66.80 %	66.19%	64.93%	62.04%	62.00%
The average starting wage for disadvantaged adult customers	\$10.96	\$11.48	\$7.66	\$8.58	\$9.41
Wage rate	110.48%	116.86%	78.12%	90.14%	75.40%
The average starting wage for customers who had lost their job	\$11.61	\$12.07	\$9.13	\$7.37	\$11.22
Wage rate	117.04%	122.89%	93.13%	77.43%	90.90%
The average starting wage of job seeker customers	\$9.35	\$9.34	\$7.87	7.56	\$7.45
Wage rate	94.25%	95.32%	80.22%	79.43%	78.30%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

**02**

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
81.48%	38.24%	43.18%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

100.00%	96.33%	95.60%	50.00%	0.00%
158	99	87	35	0

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

\$1,306	\$934	\$1,269	\$1,579	\$963
\$3,616	\$2,020	\$1,317	\$5,807	\$5,857
\$3,954	\$1,055	\$1,622	\$2,454	\$25,673
\$1,229	\$744	\$1,413	\$2,045	\$1,059

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

\$4,739	\$3,262	\$4,476	\$5,978	\$3,583
\$4,183	\$2,419	\$1,372	\$7,328	\$6,275
\$3,954	\$1,233	\$1,914	\$2,478	\$28,376
\$1,283	\$1,536	\$1,788	\$3,115	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

57.60%	25.00%	12.05%	6.34%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

02

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$213,319	\$208,072	\$229,114	\$307,779	\$351,398
Customers who lost Jobs	\$276,760	\$182,541	\$212,436	\$255,252	\$539,138
Youth Customers	\$261,689	\$218,107	\$316,542	\$339,512	\$387,661
Job Seeker Customers	\$300,428	\$146,833	\$273,047	\$281,298	\$290,149
Welfare Customers	\$1,123,123	\$1,089,547	\$1,360,664	\$1,315,161	\$909,981

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

03

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	38.42%	43.78%	42.64%	35.70%	14.70%
Employers - Of those who hired this year, how many used One-Stop services?	37.61%	39.64%	38.69%	37.60%	14.00%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

	2004	2003	2002	2001	2000
Satisfaction rating for employers who received services	86.29	80.33	83.00	82.70	72.40
Satisfaction rating for individuals who received training	83.21	80.80	84.70	85.80	67.40
Satisfaction rating for job seekers who received help in finding work	78.60	79.06	77.90	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

	2004	2003	2002	2001	2000
% on welfare who got jobs	24.30 %	22.92%	20.95%	18.58%	23.01%
Total Number	136	168	180	147	237
Rate which customers who were on welfare return to welfare	11.60%	12.03%	11.35%	13.15%	18.80%
% of disadvantaged adults who got jobs	94.25%	94.20%	95.35%	93.33%	83.10%
Total Number	82	65	82	56	59
% of unemployed receiving training who got jobs	100.00%	96.36%	100.00%	94.69%	92.70%
Total Number	213	53	57	107	102
% of all job seekers who got jobs	34.43%	30.86%	30.91%	30.10%	37.42%
Total Number	3,460	3,332	3,312	2,732	2,558

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare  
Wage rate

	2004	2003	2002	2001	2000
The average starting wage of those customers who were on welfare Wage rate	\$ 6.59	\$6.25	\$6.24	\$6.07	\$5.74
The average starting wage for disadvantaged adult customers Wage rate	68.70 %	65.31%	66.60%	66.78%	62.90%
The average starting wage for customers who had lost their job Wage rate	\$10.37	\$9.92	\$8.77	\$9.31	\$8.92
The average starting wage of job seeker customers Wage rate	108.13%	103.70%	93.60%	102.36%	95.50%
The average starting wage for customers who had lost their job Wage rate	\$9.40	\$10.69	\$10.75	\$9.09	\$9.04
The average starting wage of job seeker customers Wage rate	98.02%	111.69%	114.77%	99.94%	98.80%
The average starting wage of job seeker customers Wage rate	\$8.48	\$7.62	\$7.59	7.54	\$8.55
The average starting wage of job seeker customers Wage rate	88.43%	79.62%	81.00%	82.90%	94.00%

The average starting wage for disadvantaged adult customers  
Wage rate

The average starting wage for customers who had lost their job  
Wage rate

The average starting wage of job seeker customers  
Wage rate

The average starting wage of job seeker customers  
Wage rate



## Plain English Trend Report 5 Year Past Performance

**03**

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
95.92%	80.00%	68.52%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

94.44%	91.86%	98.55%	95.70%	80.00%
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Number with positive outcomes \*

102	158	136	89	4
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,620	\$1,417	\$2,021	\$2,017	\$1,081
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The average cost for a disadvantaged adult customer

\$5,561	\$5,815	\$4,979	\$7,868	\$4,415
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The average cost for a customer who lost their job

\$804	\$3,392	\$4,885	\$2,415	\$3,237
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The average combined cost for older/younger youth customers

\$1,929	\$1,481	\$1,176	\$1,418	\$591
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$6,669	\$6,184	\$9,644	\$10,855	\$4,699
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The average cost for a disadvantaged adult getting a job

\$5,900	\$6,173	\$5,222	\$8,430	\$5,313
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The average cost for a customer who lost their job to get rehire

\$804	\$3,520	\$4,885	\$2,550	\$3,491
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The average combined cost for older/younger youth to obtain a positive outcome \*

\$2,310	\$2,546	\$1,463	\$1,752	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

18.10%	11.58%	11.28%	15.03%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

03

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$483,810	\$401,229	\$428,188	\$472,061	\$313,492
Customers who lost Jobs	\$171,161	\$186,568	\$278,455	\$272,887	\$356,100
Youth Customers	\$584,413	\$616,245	\$575,103	\$580,055	\$340,991
Job Seeker Customers	\$127,240	\$144,994	\$178,087	\$150,050	\$149,780
Welfare Customers	\$907,001	\$1,038,995	\$1,735,965	\$1,595,701	\$1,113,729

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

04

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	24.20%	25.42%	19.86%	18.31%	8.80%
Employers - Of those who hired this year, how many used One-Stop services?	47.18%	40.81%	34.16%	38.58%	21.50%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	81.46	82.44	76.30	78.40	66.30
Satisfaction rating for individuals who received training	83.44	81.13	86.00	83.70	68.00
Satisfaction rating for job seekers who received help in finding work	76.30	76.03	75.20	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	32.40 %	29.62%	29.39%	22.93%	23.76%
Total Number	309	372	383	305	277
Rate which customers who were on welfare return to welfare	14.80%	18.18%	15.98%	13.63%	17.66%
% of disadvantaged adults who got jobs	91.43%	89.29%	94.91%	90.34%	79.60%
Total Number	160	175	205	234	90
% of unemployed receiving training who got jobs	100.00%	86.75%	87.61%	80.14%	83.10%
Total Number	134	72	99	113	206
% of all job seekers who got jobs	42.25%	37.45%	24.69%	27.60%	27.41%
Total Number	5,767	5,368	3,938	3,640	3,142

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare  
Wage rate

The average starting wage of those customers who were on welfare Wage rate	\$ 6.64	\$6.37	\$6.30	\$6.04	\$5.79
The average starting wage for disadvantaged adult customers Wage rate	67.20 %	64.74%	64.62%	63.88%	61.80%
The average starting wage for disadvantaged adult customers Wage rate	\$12.65	\$12.02	\$10.63	\$9.72	\$9.81
The average starting wage for customers who had lost their job Wage rate	128.04%	122.20%	109.04%	102.71%	87.20%
The average starting wage for customers who had lost their job Wage rate	\$11.72	\$11.28	\$11.19	\$12.33	\$9.02
The average starting wage for customers who had lost their job Wage rate	118.62%	114.60%	114.82%	130.29%	117.00%
The average starting wage of job seeker customers Wage rate	\$8.76	\$8.75	\$8.29	8.42	\$7.11
The average starting wage of job seeker customers Wage rate	88.66%	88.82%	85.03%	88.98%	75.10%

The average starting wage for disadvantaged adult customers  
Wage rate

The average starting wage for customers who had lost their job  
Wage rate

The average starting wage of job seeker customers  
Wage rate

Wage rate



## Plain English Trend Report 5 Year Past Performance

**04**

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
77.91%	62.07%	31.29%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

96.67%	96.81%	96.20%	94.40%	75.00%
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Number with positive outcomes \*

87	182	76	118	15
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,436	\$1,430	\$2,515	\$1,417	\$1,352
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The average cost for a disadvantaged adult customer

\$4,687	\$3,039	\$4,321	\$3,471	\$5,281
---------	---------	---------	---------	---------

The average cost for a customer who lost their job

\$2,531	\$3,791	\$4,433	\$3,675	\$2,797
---------	---------	---------	---------	---------

The average combined cost for older/younger youth customers

\$1,633	\$1,277	\$1,962	\$1,979	\$1,219
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$4,429	\$4,830	\$8,556	\$6,177	\$5,689
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The average cost for a disadvantaged adult getting a job

\$5,127	\$3,404	\$4,553	\$3,842	\$6,630
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The average cost for a customer who lost their job to get rehire

\$2,531	\$4,370	\$5,060	\$4,586	\$3,367
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The average combined cost for older/younger youth to obtain a positive outcome \*

\$2,414	\$3,663	\$3,489	\$2,947	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

12.50%	12.75%	13.04%	10.80%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

04

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$820,302	\$595,732	\$933,429	\$899,039	\$596,698
Customers who lost Jobs	\$339,118	\$314,665	\$500,983	\$518,213	\$693,689
Youth Customers	\$902,932	\$813,277	\$1,259,667	\$934,057	\$856,002
Job Seeker Customers	\$254,701	\$285,711	\$317,102	\$294,923	\$296,599
Welfare Customers	\$1,368,664	\$1,796,593	\$3,277,041	\$1,883,960	\$1,575,921

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

05

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

Employers - Of those who hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	30.59%	34.71%	27.03%	21.10%	7.50%
Employers - Of those who hired this year, how many used One-Stop services?	22.67%	25.05%	22.42%	24.13%	7.00%

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

	2004	2003	2002	2001	2000
Satisfaction rating for employers who received services	75.43	77.40	76.80	71.70	72.60
Satisfaction rating for individuals who received training	74.85	75.04	75.20	73.90	69.20
Satisfaction rating for job seekers who received help in finding work	73.67	72.44	74.10	NO SURVEY	NO SURVEY

### Do our customers get jobs?

% on welfare who got jobs

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

% on welfare who got jobs	25.50 %	24.33%	26.02%	26.25%	24.88%
Total Number	548	582	687	728	799
Rate which customers who were on welfare return to welfare	15.10%	16.13%	17.91%	18.85%	19.52%
% of disadvantaged adults who got jobs	91.18%	96.83%	81.88%	92.72%	80.90%
Total Number	31	61	122	102	72
% of unemployed receiving training who got jobs	100.00%	100.00%	90.48%	95.23%	90.60%
Total Number	19	233	76	40	29
% of all job seekers who got jobs	39.70%	37.46%	33.06%	34.10%	41.89%
Total Number	10,061	10,437	8,004	6,663	6,679

### What is their average starting wage?

The average starting wage of those customers who were on welfare

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate

The average starting wage of those customers who were on welfare	\$ 7.00	\$7.38	\$6.54	\$6.31	\$6.07
Wage rate	68.50 %	72.85%	65.14%	64.77%	62.20%
The average starting wage for disadvantaged adult customers	\$12.21	\$13.67	\$11.50	\$11.05	\$8.70
Wage rate	119.47%	134.91%	114.58%	113.41%	129.90%
The average starting wage for customers who had lost their job	\$12.72	\$13.17	\$13.59	\$11.18	\$13.46
Wage rate	124.46%	129.99%	135.43%	114.75%	117.60%
The average starting wage of job seeker customers	\$9.27	\$9.14	\$7.02	7.27	\$7.13
Wage rate	90.70%	90.33%	69.92%	74.62%	73.20%



## Plain English Trend Report 5 Year Past Performance

05

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
88.89%	91.94%	30.85%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

100.00%	100.00%	88.98%	97.28%	88.50%
229	31	105	143	23

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

\$1,045	\$1,372	\$1,534	\$1,471	\$1,099
\$23,158	\$6,426	\$4,770	\$3,812	\$5,274
\$29,831	\$1,133	\$3,377	\$7,295	\$9,389
\$981	\$1,752	\$1,898	\$648	\$628

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

\$4,102	\$5,640	\$5,896	\$5,604	\$4,418
\$25,399	\$6,742	\$5,826	\$4,111	\$6,519
\$29,831	\$1,133	\$3,732	\$7,660	\$10,361
\$1,382	\$9,469	\$2,473	\$816	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

41.50%	38.34%	6.92%	5.36%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

05

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$787,362	\$411,264	\$710,801	\$419,294	\$469,378
Customers who lost Jobs	\$566,784	\$263,965	\$283,633	\$306,384	\$300,461
Youth Customers	\$628,633	\$795,419	\$798,930	\$370,518	\$552,827
Job Seeker Customers	\$481,746	\$430,046	\$403,978	\$417,451	\$453,645
Welfare Customers	\$2,248,084	\$3,282,412	\$4,050,555	\$4,079,953	\$3,529,976

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

06

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	25.59%	36.33%	33.94%	15.95%	7.30%
Employers - Of those who hired this year, how many used One-Stop services?	20.70%	22.60%	23.60%	18.43%	17.90%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

	2004	2003	2002	2001	2000
Satisfaction rating for employers who received services	84.01	79.86	74.60	65.80	75.60
Satisfaction rating for individuals who received training	78.74	71.15	73.60	81.50	73.10
Satisfaction rating for job seekers who received help in finding work	75.70	73.36	74.30	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

	2004	2003	2002	2001	2000
% on welfare who got jobs	29.60 %	23.65%	24.58%	26.22%	24.42%
Total Number	230	268	277	327	348
Rate which customers who were on welfare return to welfare	16.70%	17.21%	17.69%	16.65%	16.47%
% of disadvantaged adults who got jobs	90.00%	91.89%	55.05%	82.71%	65.90%
Total Number	9	34	60	67	27
% of unemployed receiving training who got jobs	98.59%	95.31%	82.67%	88.00%	89.50%
Total Number	490	61	62	44	34
% of all job seekers who got jobs	31.03%	29.88%	28.98%	20.20%	33.07%
Total Number	2,328	3,119	2,850	1,337	893

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

	2004	2003	2002	2001	2000
The average starting wage of those customers who were on welfare	\$ 6.74	\$6.49	\$6.24	\$5.88	\$5.82
Wage rate	68.60 %	66.43%	64.73%	62.86%	64.10%
The average starting wage for disadvantaged adult customers	\$15.09	\$10.22	\$8.00	\$8.84	\$10.47
Wage rate	153.51%	104.60%	82.96%	94.44%	94.30%
The average starting wage for customers who had lost their job	\$10.73	\$12.07	\$10.16	\$8.61	\$12.28
Wage rate	109.16%	123.50%	105.42%	91.98%	96.90%
The average starting wage of job seeker customers	\$9.12	\$7.93	\$7.70	8.19	\$7.99
Wage rate	92.78%	80.76%	79.88%	87.50%	85.40%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

**06**

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	97.26%	58.00%	38.67%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

	97.00%	91.67%	81.82%	92.59%	16.70%
	97	77	153	25	1

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

	\$1,489	\$1,365	\$1,498	\$2,032	\$1,389
	\$50,472	\$5,798	\$2,992	\$4,516	\$8,305
	\$392	\$3,152	\$1,634	\$4,096	\$4,942
	\$1,756	\$4,041	\$1,108	\$1,367	\$607

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

	\$5,029	\$5,770	\$6,096	\$7,748	\$5,689
	\$56,080	\$6,310	\$5,436	\$5,459	\$12,611
	\$398	\$3,307	\$1,976	\$4,654	\$5,523
	\$3,025	\$10,469	\$1,376	\$1,849	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	24.80%	18.75%	10.20%	14.39%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

06

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$504,724	\$214,523	\$326,169	\$365,783	\$340,492
Customers who lost Jobs	\$195,007	\$201,731	\$122,516	\$204,795	\$187,788
Youth Customers	\$393,288	\$690,969	\$409,905	\$493,582	\$340,424
Job Seeker Customers	\$131,513	\$108,120	\$113,170	\$90,174	\$132,080
Welfare Customers	\$1,156,731	\$1,546,253	\$1,688,616	\$2,533,472	\$1,979,681

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

07

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	27.99%	31.60%	32.03%	37.89%	25.20%
Employers - Of those who hired this year, how many used One-Stop services?	19.36%	25.36%	20.63%	20.79%	6.70%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

	2004	2003	2002	2001	2000
Satisfaction rating for employers who received services	83.21	79.62	80.00	72.10	68.80
Satisfaction rating for individuals who received training	76.71	79.62	77.10	85.90	61.00
Satisfaction rating for job seekers who received help in finding work	71.29	73.01	72.30	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

	2004	2003	2002	2001	2000
% on welfare who got jobs	22.20 %	19.93%	22.34%	21.88%	23.63%
Total Number	179	277	304	254	294
Rate which customers who were on welfare return to welfare	11.20%	13.02%	14.91%	14.30%	14.29%
% of disadvantaged adults who got jobs	88.00%	95.00%	85.71%	85.41%	97.20%
Total Number	22	38	18	41	35
% of unemployed receiving training who got jobs	97.67%	91.36%	66.88%	96.61%	91.30%
Total Number	84	74	105	57	42
% of all job seekers who got jobs	32.65%	29.08%	28.26%	31.80%	34.68%
Total Number	2,481	2,673	2,757	3,399	2,496

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

	2004	2003	2002	2001	2000
The average starting wage of those customers who were on welfare	\$ 6.79	\$6.54	\$6.31	\$6.18	\$5.83
Wage rate	70.30 %	67.70%	66.49%	67.04%	63.60%
The average starting wage for disadvantaged adult customers	\$10.69	\$9.76	\$9.99	\$8.65	\$10.42
Wage rate	110.78%	101.05%	105.28%	93.91%	105.20%
The average starting wage for customers who had lost their job	\$13.80	\$12.05	\$11.46	\$13.29	\$10.13
Wage rate	143.01%	124.69%	120.75%	144.28%	106.00%
The average starting wage of job seeker customers	\$8.74	\$8.78	\$8.05	7.83	\$7.14
Wage rate	90.57%	91.41%	84.83%	85.00%	77.50%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

07

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	92.31%	86.67%	34.38%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

	88.12%	81.45%	8.33%	73.17%	95.90%
	89	101	5	30	71

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

	\$1,721	\$1,093	\$2,501	\$3,015	\$1,868
	\$18,876	\$7,406	\$6,826	\$8,460	\$7,671
	\$1,847	\$2,323	\$364	\$2,915	\$4,462
	\$2,303	\$1,717	\$1,372	\$3,059	\$876

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

	\$7,761	\$5,485	\$11,199	\$13,780	\$7,903
	\$21,450	\$7,796	\$7,964	\$9,904	\$7,890
	\$1,891	\$2,543	\$544	\$3,017	\$4,887
	\$3,005	\$3,162	\$1,628	\$4,604	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	12.20%	22.27%	20.23%	23.40%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

07

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$471,902	\$296,258	\$143,349	\$406,067	\$276,163
Customers who lost Jobs	\$158,845	\$188,178	\$57,136	\$171,994	\$205,245
Youth Customers	\$384,683	\$379,480	\$376,021	\$464,959	\$246,211
Job Seeker Customers	\$119,833	\$142,351	\$123,217	\$65,266	\$117,600
Welfare Customers	\$1,389,166	\$1,519,307	\$3,404,424	\$3,500,000	\$2,323,396

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

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# Plain English Trend Report

## 5 Year Past Performance

08

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	28.16%	27.98%	21.66%	11.11%	4.90%
Employers - Of those who hired this year, how many used One-Stop services?	24.51%	23.04%	27.92%	28.57%	10.70%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	75.37	77.53	76.66	69.40	67.10
Satisfaction rating for individuals who received training	78.25	75.10	81.30	81.20	64.90
Satisfaction rating for job seekers who received help in finding work	72.20	73.68	72.90	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	26.60 %	23.62%	24.81%	26.08%	25.72%
Total Number	1,341	1,553	1,437	1,153	1,448
Rate which customers who were on welfare return to welfare	11.80%	14.23%	14.99%	15.36%	15.19%
% of disadvantaged adults who got jobs	85.61%	79.68%	85.81%	79.51%	71.10%
Total Number	226	404	127	132	96
% of unemployed receiving training who got jobs	97.59%	83.89%	85.71%	93.75%	96.80%
Total Number	243	557	222	390	541
% of all job seekers who got jobs	48.33%	44.36%	36.41%	27.80%	31.52%
Total Number	41,685	37,578	30,699	17,067	16,205

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.40	\$7.26	\$7.17	\$6.91	\$6.52
Wage rate	72.60 %	71.81%	71.41%	70.85%	66.00%
The average starting wage for disadvantaged adult customers	\$15.19	\$13.25	\$11.36	\$10.71	\$8.16
Wage rate	149.07%	131.03%	113.12%	109.86%	93.80%
The average starting wage for customers who had lost their job	\$14.38	\$15.63	\$13.43	\$15.22	\$9.62
Wage rate	141.12%	154.58%	133.68%	156.12%	129.90%
The average starting wage of job seeker customers	\$9.89	\$9.02	\$9.71	8.70	\$7.51
Wage rate	97.06%	89.42%	96.71%	89.24%	77.00%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

08

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	96.90%	65.34%	86.37%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	94.65%	93.80%	96.62%	92.55%	96.70%
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Number with positive outcomes \*

	230	227	314	323	325
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,144	\$931	\$1,473	\$1,849	\$1,591
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The average cost for a disadvantaged adult customer

	\$8,535	\$3,925	\$23,467	\$26,433	\$10,648
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The average cost for a customer who lost their job

	\$8,099	\$1,992	\$8,245	\$7,869	\$3,237
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The average combined cost for older/younger youth customers

	\$2,577	\$3,945	\$3,948	\$2,080	\$1,222
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$4,300	\$3,940	\$5,935	\$7,088	\$6,187
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The average cost for a disadvantaged adult getting a job

	\$9,970	\$4,945	\$27,348	\$33,242	\$14,973
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The average cost for a customer who lost their job to get rehire

	\$8,299	\$2,375	\$9,619	\$8,393	\$3,344
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The average combined cost for older/younger youth to obtain a positive outcome \*

	\$3,512	\$12,463	\$5,729	\$2,557	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	27.10%	9.72%	10.86%	13.43%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

08

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$2,253,197	\$1,997,795	\$3,473,145	\$4,387,895	\$1,437,450
Customers who lost Jobs	\$2,016,563	\$1,322,651	\$2,135,346	\$3,273,352	\$1,809,305
Youth Customers	\$2,061,419	\$3,128,227	\$3,225,668	\$1,965,973	\$1,745,863
Job Seeker Customers	\$1,909,545	\$1,477,912	\$1,940,262	\$1,697,516	\$1,702,165
Welfare Customers	\$5,766,151	\$6,119,528	\$8,529,154	\$8,172,410	\$8,958,967

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

09

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	26.19%	31.31%	24.21%	16.90%	10.70%
Employers - Of those who hired this year, how many used One-Stop services?	20.02%	15.49%	18.30%	17.12%	6.80%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	70.48	71.25	71.10	69.70	62.50
Satisfaction rating for individuals who received training	83.35	81.53	80.20	81.30	62.80
Satisfaction rating for job seekers who received help in finding work	77.09	72.59	75.60	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	28.40 %	26.62%	25.38%	22.81%	22.91%
Total Number	661	754	632	516	622
Rate which customers who were on welfare return to welfare	17.90%	16.33%	15.64%	16.62%	18.61%
% of disadvantaged adults who got jobs	100.00%	100.00%	97.92%	100.00%	92.50%
Total Number	110	56	47	35	37
% of unemployed receiving training who got jobs	97.50%	96.67%	100.00%	90.32%	95.50%
Total Number	39	29	30	28	42
% of all job seekers who got jobs	38.25%	41.13%	33.67%	29.80%	29.33%
Total Number	7,304	7,940	6,096	4,589	3,235

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.00	\$6.80	\$6.58	\$6.26	\$5.99
Wage rate	69.70 %	68.20%	66.94%	65.59%	62.40%

Wage rate

The average starting wage for disadvantaged adult customers

The average starting wage for disadvantaged adult customers	\$14.26	\$13.10	\$10.39	\$11.27	\$8.94
Wage rate	142.03%	131.41%	105.65%	118.05%	110.90%

Wage rate

The average starting wage for customers who had lost their job

The average starting wage for customers who had lost their job	\$14.64	\$12.68	\$12.10	\$9.93	\$10.92
Wage rate	145.82%	127.15%	122.99%	104.02%	111.20%

Wage rate

The average starting wage of job seeker customers

The average starting wage of job seeker customers	\$9.30	\$8.04	\$8.06	7.86	\$7.72
Wage rate	92.63%	80.84%	81.99%	82.33%	80.90%

Wage rate



## Plain English Trend Report 5 Year Past Performance

09

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
91.94%	80.85%	75.00%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

100.00%	99.14%	100.00%	96.00%	83.30%
61	115	107	24	5

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

\$1,027	\$982	\$1,613	\$1,751	\$1,426
\$5,037	\$7,891	\$6,434	\$15,953	\$8,111
\$7,475	\$7,831	\$2,542	\$10,698	\$5,792
\$1,470	\$1,386	\$1,867	\$1,554	\$945

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

\$3,610	\$3,688	\$6,354	\$7,676	\$6,223
\$5,037	\$8,173	\$6,571	\$15,953	\$8,769
\$7,667	\$8,101	\$2,542	\$11,844	\$6,068
\$1,979	\$3,676	\$2,658	\$2,035	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

18.30%	20.06%	9.64%	10.09%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

09

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$554,048	\$457,686	\$308,828	\$558,347	\$324,439
Customers who lost Jobs	\$299,004	\$234,933	\$76,267	\$331,630	\$254,853
Youth Customers	\$651,109	\$411,662	\$690,960	\$394,828	\$285,482
Job Seeker Customers	\$317,718	\$277,695	\$391,468	\$317,121	\$312,700
Welfare Customers	\$2,386,051	\$2,780,919	\$4,016,018	\$3,960,813	\$3,870,423

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

10

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	23.32%	29.07%	27.34%	24.43%	14.90%
Employers - Of those who hired this year, how many used One-Stop services?	23.65%	22.82%	24.14%	24.40%	11.50%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	75.84	77.87	77.70	78.20	69.00
Satisfaction rating for individuals who received training	82.27	80.44	84.50	80.00	62.40
Satisfaction rating for job seekers who received help in finding work	75.78	72.21	72.00	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	31.60 %	26.73%	28.88%	27.85%	25.82%
Total Number	731	875	911	754	688
Rate which customers who were on welfare return to welfare	13.50%	16.41%	15.41%	16.55%	16.43%
% of disadvantaged adults who got jobs	100.00%	100.00%	87.04%	85.45%	77.60%
Total Number	67	49	47	47	97
% of unemployed receiving training who got jobs	95.45%	100.00%	100.00%	97.77%	97.20%
Total Number	21	37	42	44	69
% of all job seekers who got jobs	38.86%	38.26%	33.15%	40.00%	37.68%
Total Number	10,702	11,507	10,873	10,172	8,282

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.08	\$6.97	\$6.61	\$6.22	\$6.01
Wage rate	71.20 %	71.27%	68.29%	66.16%	64.90%

Wage rate

The average starting wage for disadvantaged adult customers

The average starting wage for disadvantaged adult customers	\$11.35	\$11.16	\$9.58	\$8.35	\$11.50
Wage rate	114.19%	114.16%	98.99%	88.89%	87.40%

Wage rate

The average starting wage for customers who had lost their job

The average starting wage for customers who had lost their job	\$14.23	\$15.97	\$9.85	\$9.73	\$9.76
Wage rate	143.16%	163.31%	101.74%	103.58%	106.70%

Wage rate

The average starting wage of job seeker customers

The average starting wage of job seeker customers	\$9.12	\$8.86	\$8.00	7.95	\$7.64
Wage rate	91.75%	89.78%	82.64%	84.63%	81.30%

Wage rate



# Plain English Trend Report

## 5 Year Past Performance

10

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
100.00%	89.06%	80.00%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

95.41%	86.52%	94.12%	97.26%	88.60%
208	77	64	71	93

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

\$1,268	\$1,134	\$1,970	\$2,046	\$1,715
\$14,289	\$18,163	\$18,206	\$9,773	\$8,785
\$22,910	\$11,099	\$11,543	\$6,955	\$9,693
\$1,273	\$1,413	\$1,673	\$2,192	\$997

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

\$4,015	\$4,242	\$6,820	\$7,346	\$6,643
\$14,289	\$18,163	\$20,918	\$11,437	\$11,321
\$24,001	\$11,099	\$11,543	\$7,113	\$9,974
\$1,689	\$6,729	\$2,849	\$1,590	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

33.20%	24.74%	30.69%	9.56%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

10

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$957,351	\$889,974	\$983,129	\$537,516	\$1,098,147
Customers who lost Jobs	\$504,019	\$410,675	\$484,796	\$312,966	\$688,200
Youth Customers	\$693,985	\$733,431	\$737,963	\$589,746	\$748,845
Job Seeker Customers	\$496,077	\$492,069	\$562,596	\$442,022	\$462,064
Welfare Customers	\$2,934,719	\$3,711,801	\$6,213,105	\$5,538,613	\$4,570,374

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

11

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	14.75%	14.08%	12.34%	11.49%	6.80%
Employers - Of those who hired this year, how many used One-Stop services?	21.28%	23.82%	16.81%	13.28%	8.80%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	79.34	78.77	75.50	66.10	68.40
Satisfaction rating for individuals who received training	78.22	73.32	79.70	76.20	67.50
Satisfaction rating for job seekers who received help in finding work	75.48	73.52	75.00	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.30 %	24.15%	27.02%	25.79%	20.99%
Total Number	705	711	761	663	731
Rate which customers who were on welfare return to welfare	12.00%	14.80%	13.79%	16.49%	15.63%
% of disadvantaged adults who got jobs	78.44%	77.49%	95.91%	80.31%	45.40%
Total Number	131	296	211	253	119
% of unemployed receiving training who got jobs	95.00%	73.02%	95.58%	80.35%	61.30%
Total Number	95	276	216	90	66
% of all job seekers who got jobs	36.50%	32.54%	33.05%	34.90%	35.48%
Total Number	8,690	7,564	6,957	6,897	5,076

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.21	\$7.01	\$6.78	\$6.33	\$6.06
Wage rate	70.70 %	69.27%	68.55%	65.92%	63.30%
The average starting wage for disadvantaged adult customers	\$10.91	\$11.48	\$8.74	\$8.50	\$9.79
Wage rate	106.96%	113.44%	88.34%	88.50%	85.60%
The average starting wage for customers who had lost their job	\$11.59	\$11.37	\$11.61	\$9.92	\$13.21
Wage rate	113.63%	112.35%	117.38%	103.29%	101.10%
The average starting wage of job seeker customers	\$8.92	\$8.53	\$8.21	8.20	\$7.65
Wage rate	87.45%	84.49%	83.01%	85.38%	79.70%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



# Plain English Trend Report

## 5 Year Past Performance

11

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
71.96%	82.86%	85.66%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

94.67%	64.06%	82.91%	96.86%	90.30%
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Number with positive outcomes \*

142	139	165	370	204
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,042	\$518	\$1,261	\$1,375	\$1,067
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The average cost for a disadvantaged adult customer

\$5,777	\$1,227	\$2,889	\$4,155	\$2,791
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The average cost for a customer who lost their job

\$7,517	\$1,241	\$3,380	\$6,535	\$4,000
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The average combined cost for older/younger youth customers

\$3,127	\$1,913	\$2,578	\$2,763	\$1,292
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$3,810	\$2,143	\$4,665	\$5,333	\$5,085
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The average cost for a disadvantaged adult getting a job

\$7,365	\$1,583	\$3,012	\$5,173	\$6,144
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The average cost for a customer who lost their job to get rehire

\$7,913	\$1,699	\$3,536	\$8,132	\$6,546
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The average combined cost for older/younger youth to obtain a positive outcome \*

\$4,113	\$2,835	\$3,264	\$2,552	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

20.00%	12.34%	12.81%	12.39%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

11

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$964,819	\$468,644	\$635,547	\$1,308,718	\$731,146
Customers who lost Jobs	\$751,709	\$468,954	\$763,811	\$731,864	\$432,011
Youth Customers	\$900,695	\$640,731	\$858,427	\$1,135,640	\$1,006,224
Job Seeker Customers	\$672,561	\$530,555	\$585,856	\$541,361	\$566,638
Welfare Customers	\$2,686,198	\$1,523,798	\$3,550,072	\$3,535,570	\$3,716,832

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

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*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

12

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	19.70%	19.43%	15.29%	9.67%	5.30%
Employers - Of those who hired this year, how many used One-Stop services?	21.54%	18.47%	20.18%	21.77%	11.40%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	72.06	76.57	76.40	71.20	64.10
Satisfaction rating for individuals who received training	72.54	71.80	76.50	75.10	70.20
Satisfaction rating for job seekers who received help in finding work	73.70	72.20	72.80	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	30.50 %	28.89%	29.79%	29.22%	27.51%
Total Number	4,404	4,221	3,819	2,876	2,868
Rate which customers who were on welfare return to welfare	13.40%	14.92%	14.33%	16.73%	17.09%
% of disadvantaged adults who got jobs	62.94%	92.68%	82.20%	80.45%	68.70%
Total Number	338	152	157	321	364
% of unemployed receiving training who got jobs	92.55%	98.39%	91.46%	91.08%	74.50%
Total Number	149	611	289	276	251
% of all job seekers who got jobs	40.18%	37.06%	28.29%	26.50%	29.52%
Total Number	47,114	42,849	34,129	24,224	20,360

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.37	\$7.32	\$7.22	\$6.98	\$6.68
Wage rate	71.20 %	71.98%	70.71%	70.41%	67.40%

Wage rate

The average starting wage for disadvantaged adult customers

The average starting wage for disadvantaged adult customers	\$10.09	\$10.10	\$9.80	\$9.07	\$9.88
Wage rate	97.39%	99.31%	95.95%	91.48%	91.80%

Wage rate

The average starting wage for customers who had lost their job

The average starting wage for customers who had lost their job	\$12.44	\$11.69	\$11.34	\$11.14	\$8.63
Wage rate	120.08%	114.91%	111.06%	112.36%	105.10%

Wage rate

The average starting wage of job seeker customers

The average starting wage of job seeker customers	\$9.19	\$8.77	\$8.70	8.30	\$7.84
Wage rate	88.71%	86.43%	85.21%	83.72%	79.10%

Wage rate



## Plain English Trend Report 5 Year Past Performance

12

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
74.42%	87.23%	37.74%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

93.94%	96.74%	99.86%	99.89%	98.30%
558	563	729	921	1,072

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

\$694	\$552	\$788	\$1,009	\$742
\$6,414	\$6,700	\$5,823	\$4,188	\$3,821
\$26,185	\$4,284	\$6,095	\$6,290	\$4,544
\$3,968	\$2,310	\$1,495	\$1,881	\$1,102

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

\$2,274	\$1,912	\$2,644	\$3,452	\$2,697
\$10,190	\$7,229	\$7,084	\$5,206	\$5,563
\$28,294	\$4,354	\$6,664	\$6,906	\$6,101
\$4,179	\$3,132	\$1,525	\$1,809	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

22.20%	22.76%	14.02%	6.49%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

12

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$3,444,080	\$1,098,814	\$1,112,228	\$1,671,001	\$2,024,928
Customers who lost Jobs	\$4,215,840	\$2,660,122	\$1,925,993	\$1,906,017	\$1,531,286
Youth Customers	\$3,071,522	\$1,822,969	\$1,294,354	\$1,814,758	\$1,756,562
Job Seeker Customers	\$2,984,113	\$2,264,059	\$2,336,972	\$2,494,480	\$2,551,964
Welfare Customers	\$10,015,591	\$8,068,725	\$10,098,494	\$9,927,601	\$7,736,256

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

13

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

Employers - Of those who hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	22.77%	24.73%	23.45%	19.97%	14.80%
Employers - Of those who hired this year, how many used One-Stop services?	35.01%	34.42%	39.94%	47.24%	15.40%

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Satisfaction rating for employers who received services	80.83	83.50	79.60	76.60	69.70
Satisfaction rating for individuals who received training	73.62	69.78	76.00	80.60	67.00
Satisfaction rating for job seekers who received help in finding work	73.84	72.68	74.20	NO SURVEY	NO SURVEY

### Do our customers get jobs?

% on welfare who got jobs

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

% on welfare who got jobs	30.20 %	26.15%	27.53%	27.54%	26.15%
Total Number	542	591	596	609	631
Rate which customers who were on welfare return to welfare	11.60%	14.93%	14.74%	17.29%	18.02%
% of disadvantaged adults who got jobs	81.74%	81.98%	45.74%	96.46%	95.90%
Total Number	94	91	59	109	94
% of unemployed receiving training who got jobs	91.53%	87.62%	65.38%	96.42%	100.00%
Total Number	54	177	102	108	117
% of all job seekers who got jobs	32.81%	31.39%	31.40%	39.80%	42.13%
Total Number	12,167	12,154	11,241	10,528	10,321

### What is their average starting wage?

The average starting wage of those customers who were on welfare

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate

The average starting wage of those customers who were on welfare	\$ 7.45	\$7.18	\$6.94	\$6.70	\$6.26
Wage rate	72.70 %	71.09%	68.44%	68.06%	62.90%
The average starting wage for disadvantaged adult customers	\$11.53	\$9.48	\$9.66	\$8.99	\$10.85
Wage rate	112.60%	93.89%	95.31%	91.37%	88.40%
The average starting wage for customers who had lost their job	\$12.68	\$13.65	\$12.62	\$14.21	\$9.80
Wage rate	123.83%	135.15%	124.51%	144.42%	117.20%
The average starting wage of job seeker customers	\$8.94	\$9.73	\$10.87	8.27	\$7.66
Wage rate	87.30%	98.61%	107.20%	84.05%	77.90%



## Plain English Trend Report 5 Year Past Performance

13

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	90.97%	42.59%	30.77%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	92.21%	89.89%	81.79%	84.95%	100.00%
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Number with positive outcomes \*

	71	83	247	158	2
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,074	\$1,011	\$1,573	\$1,491	\$1,470
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The average cost for a disadvantaged adult customer

	\$5,987	\$4,921	\$5,308	\$7,700	\$7,294
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The average cost for a customer who lost their job

	\$15,382	\$3,126	\$4,670	\$7,952	\$4,975
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The average combined cost for older/younger youth customers

	\$5,206	\$6,099	\$1,343	\$2,745	\$2,043
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$3,560	\$3,865	\$5,715	\$5,413	\$5,623
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The average cost for a disadvantaged adult getting a job

	\$7,325	\$6,003	\$11,606	\$7,983	\$7,604
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The average cost for a customer who lost their job to get rehire

	\$16,806	\$3,567	\$7,143	\$8,247	\$4,975
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The average combined cost for older/younger youth to obtain a positive outcome \*

	\$6,471	\$8,803	\$1,462	\$1,825	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	35.20%	23.20%	12.27%	17.23%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

13

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$688,524	\$546,243	\$684,763	\$870,139	\$714,771
Customers who lost Jobs	\$907,528	\$631,359	\$728,564	\$890,650	\$582,121
Youth Customers	\$692,348	\$853,879	\$529,217	\$719,222	\$825,185
Job Seeker Customers	\$674,597	\$539,269	\$694,031	\$523,061	\$654,679
Welfare Customers	\$1,929,598	\$2,283,940	\$3,406,417	\$3,296,359	\$3,547,844

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

14

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	19.78%	18.17%	15.00%	8.89%	2.70%
Employers - Of those who hired this year, how many used One-Stop services?	23.57%	23.26%	22.65%	21.38%	9.00%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	71.82	71.97	74.00	65.30	58.20
Satisfaction rating for individuals who received training	77.09	68.24	71.00	70.90	69.60
Satisfaction rating for job seekers who received help in finding work	71.82	72.39	73.70	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.60 %	23.23%	24.04%	26.28%	28.47%
Total Number	1,575	1,760	1,648	1,548	1,865
Rate which customers who were on welfare return to welfare	16.50%	15.15%	15.39%	18.30%	20.45%
% of disadvantaged adults who got jobs	100.00%	92.86%	90.34%	57.08%	42.40%
Total Number	33	39	215	141	39
% of unemployed receiving training who got jobs	91.07%	82.55%	97.87%	77.70%	71.10%
Total Number	51	733	322	115	86
% of all job seekers who got jobs	39.20%	31.91%	28.02%	26.20%	21.61%
Total Number	22,104	19,918	17,357	10,482	6,866

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.88	\$7.56	\$7.37	\$7.21	\$6.84
Wage rate	72.00 %	70.79%	68.62%	69.17%	64.90%
The average starting wage for disadvantaged adult customers	\$13.30	\$10.57	\$12.83	\$9.99	\$10.11
Wage rate	121.46%	98.95%	119.48%	95.84%	86.70%
The average starting wage for customers who had lost their job	\$16.17	\$13.44	\$12.87	\$12.16	\$12.23
Wage rate	147.67%	125.80%	119.87%	116.66%	98.00%
The average starting wage of job seeker customers	\$10.07	\$9.69	\$8.38	8.89	\$8.21
Wage rate	91.96%	90.73%	78.03%	85.28%	78.80%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

14

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	98.77%	46.77%	12.14%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

	96.76%	86.54%	94.94%	92.11%	0.00%
	209	90	75	105	0

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

	\$904	\$896	\$777	\$1,173	\$978
	\$27,451	\$15,985	\$6,056	\$4,467	\$11,316
	\$39,803	\$1,336	\$2,958	\$4,228	\$7,923
	\$2,539	\$2,908	\$2,251	\$6,708	\$1,661

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

	\$3,277	\$3,858	\$3,230	\$4,463	\$3,437
	\$27,451	\$28,690	\$6,704	\$7,826	\$26,694
	\$43,705	\$1,619	\$3,023	\$5,441	\$11,148
	\$3,566	\$8,989	\$4,680	\$3,873	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	41.20%	8.40%	13.14%	6.62%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

14

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$905,871	\$1,118,920	\$1,441,314	\$1,103,429	\$1,041,084
Customers who lost Jobs	\$2,228,945	\$1,186,420	\$973,315	\$625,744	\$958,732
Youth Customers	\$987,717	\$979,854	\$832,974	\$751,282	\$1,023,303
Job Seeker Customers	\$1,516,709	\$1,333,671	\$1,645,082	\$1,313,286	\$1,341,658
Welfare Customers	\$5,161,560	\$6,790,721	\$5,322,314	\$6,908,541	\$6,409,656

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

15

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	20.84%	21.11%	16.09%	12.03%	5.70%
Employers - Of those who hired this year, how many used One-Stop services?	18.70%	22.42%	21.48%	18.65%	8.70%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	76.41	78.79	75.70	67.20	62.80
Satisfaction rating for individuals who received training	77.2	74.16	77.20	78.70	64.30
Satisfaction rating for job seekers who received help in finding work	73.91	71.09	73.50	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	24.80 %	26.03%	24.33%	28.48%	23.56%
Total Number	1,226	1,069	974	1,159	1,471
Rate which customers who were on welfare return to welfare	9.50%	11.58%	12.69%	12.89%	13.86%
% of disadvantaged adults who got jobs	73.33%	46.06%	78.75%	88.54%	70.60%
Total Number	77	146	126	116	139
% of unemployed receiving training who got jobs	90.70%	57.49%	90.65%	92.91%	89.90%
Total Number	39	645	223	118	178
% of all job seekers who got jobs	36.12%	30.95%	27.28%	28.40%	27.80%
Total Number	28,136	26,629	22,433	17,622	12,605

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare  
Wage rate

The average starting wage of those customers who were on welfare Wage rate	\$ 7.55	\$7.56	\$7.37	\$7.19	\$6.82
The average starting wage for disadvantaged adult customers Wage rate	70.60 %	72.28%	70.59%	70.97%	66.80%
The average starting wage for customers who had lost their job Wage rate	\$15.81	\$9.39	\$9.71	\$9.94	\$8.74
The average starting wage of job seeker customers Wage rate	147.90%	89.74%	93.01%	98.08%	92.70%
The average starting wage for customers who had lost their job Wage rate	\$17.29	\$14.24	\$12.76	\$13.06	\$10.22
The average starting wage of job seeker customers Wage rate	161.74%	136.09%	122.19%	128.87%	121.60%
The average starting wage of job seeker customers Wage rate	\$8.69	\$9.90	\$7.97	9.05	\$8.39
The average starting wage of job seeker customers Wage rate	81.29%	93.88%	76.34%	89.30%	82.80%

The average starting wage for disadvantaged adult customers  
Wage rate

The average starting wage for customers who had lost their job  
Wage rate

The average starting wage of job seeker customers  
Wage rate

Wage rate



## Plain English Trend Report 5 Year Past Performance

15

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	72.11%	20.83%	55.10%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	96.94%	88.31%	93.55%	99.35%	50.00%
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Number with positive outcomes \*

	348	438	174	308	7
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,098	\$1,589	\$2,133	\$2,087	\$1,441
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The average cost for a disadvantaged adult customer

	\$16,105	\$3,979	\$9,102	\$9,886	\$9,577
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The average cost for a customer who lost their job

	\$43,308	\$1,140	\$6,295	\$8,460	\$5,904
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The average combined cost for older/younger youth customers

	\$2,356	\$1,302	\$1,732	\$3,747	\$956
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$4,420	\$6,105	\$8,767	\$7,330	\$6,118
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The average cost for a disadvantaged adult getting a job

	\$21,962	\$8,640	\$11,558	\$11,165	\$13,573
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The average cost for a customer who lost their job to get rehire

	\$47,750	\$1,983	\$6,944	\$9,106	\$6,567
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The average combined cost for older/younger youth to obtain a positive outcome \*

	\$3,445	\$3,239	\$3,685	\$2,434	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	32.00%	18.07%	15.58%	20.99%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

15

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,691,045	\$1,261,443	\$1,456,363	\$1,295,099	\$1,886,610
Customers who lost Jobs	\$1,862,244	\$1,278,984	\$1,548,493	\$1,074,451	\$1,168,972
Youth Customers	\$1,884,474	\$1,671,361	\$1,761,293	\$1,528,800	\$1,195,930
Job Seeker Customers	\$1,820,263	\$1,887,484	\$1,840,894	\$1,564,001	\$1,544,552
Welfare Customers	\$5,418,990	\$6,526,190	\$8,539,151	\$8,494,897	\$8,998,900

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

16

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	20.07%	19.30%	14.00%	9.01%	2.80%
Employers - Of those who hired this year, how many used One-Stop services?	22.23%	21.69%	19.80%	12.37%	5.20%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	78.81	79.95	74.20	66.40	65.60
Satisfaction rating for individuals who received training	73.32	72.25	74.40	71.90	63.40
Satisfaction rating for job seekers who received help in finding work	73.47	71.15	71.60	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.80 %	25.98%	20.49%	24.72%	23.13%
Total Number	814	602	493	646	768
Rate which customers who were on welfare return to welfare	11.20%	12.99%	12.84%	13.80%	14.98%
% of disadvantaged adults who got jobs	90.63%	74.61%	81.69%	70.00%	95.60%
Total Number	58	144	58	42	65
% of unemployed receiving training who got jobs	86.11%	80.46%	91.84%	86.30%	85.70%
Total Number	62	140	90	63	36
% of all job seekers who got jobs	36.64%	27.44%	24.13%	23.50%	24.73%
Total Number	10,165	8,963	6,781	4,437	3,414

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.30	\$7.15	\$6.86	\$6.46	\$6.19
Wage rate	72.00 %	72.37%	69.86%	67.81%	66.20%
The average starting wage for disadvantaged adult customers	\$9.77	\$11.53	\$9.84	\$10.57	\$7.68
Wage rate	96.35%	116.71%	100.25%	110.93%	89.90%
The average starting wage for customers who had lost their job	\$11.69	\$12.54	\$11.18	\$10.96	\$10.02
Wage rate	115.29%	126.93%	113.87%	115.03%	103.20%
The average starting wage of job seeker customers	\$8.46	\$8.29	\$8.65	8.16	\$8.10
Wage rate	83.43%	84.21%	88.09%	85.64%	85.00%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

16

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	93.55%	31.17%	71.43%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	100.00%	72.95%	90.00%	84.72%	74.20%
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Number with positive outcomes \*

	98	89	126	61	23
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$858	\$1,309	\$1,223	\$1,115	\$778
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The average cost for a disadvantaged adult customer

	\$9,054	\$2,857	\$6,551	\$11,275	\$11,401
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The average cost for a customer who lost their job

	\$14,618	\$3,627	\$7,045	\$6,854	\$13,879
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The average combined cost for older/younger youth customers

	\$2,547	\$1,582	\$1,068	\$1,778	\$1,019
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$3,093	\$5,038	\$5,970	\$4,512	\$3,364
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The average cost for a disadvantaged adult getting a job

	\$9,991	\$3,830	\$8,019	\$16,107	\$11,928
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The average cost for a customer who lost their job to get rehire

	\$16,976	\$4,508	\$7,671	\$7,942	\$16,192
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The average combined cost for older/younger youth to obtain a positive outcome \*

	\$3,228	\$3,698	\$1,627	\$1,554	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	29.60%	12.38%	4.55%	12.58%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

16

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$579,467	\$551,497	\$465,095	\$676,503	\$775,297
Customers who lost Jobs	\$1,052,515	\$631,085	\$690,389	\$500,333	\$582,926
Youth Customers	\$506,819	\$480,792	\$338,434	\$369,741	\$535,124
Job Seeker Customers	\$642,628	\$512,294	\$682,414	\$508,725	\$547,324
Welfare Customers	\$2,517,341	\$3,033,037	\$2,943,131	\$2,914,766	\$2,583,333

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

17

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	20.47%	22.50%	14.37%	14.40%	8.40%
Employers - Of those who hired this year, how many used One-Stop services?	16.22%	17.28%	15.43%	20.59%	8.50%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	76.94	78.93	77.10	71.10	64.00
Satisfaction rating for individuals who received training	77.65	77.92	71.10	73.50	63.00
Satisfaction rating for job seekers who received help in finding work	73.68	76.48	75.80	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	26.60 %	22.77%	17.81%	19.79%	22.40%
Total Number	638	591	612	840	975
Rate which customers who were on welfare return to welfare	11.10%	12.67%	11.03%	12.95%	14.26%
% of disadvantaged adults who got jobs	100.00%	100.00%	100.00%	96.39%	68.70%
Total Number	304	241	152	294	224
% of unemployed receiving training who got jobs	85.37%	97.88%	100.00%	98.57%	74.60%
Total Number	315	185	191	207	97
% of all job seekers who got jobs	31.87%	29.32%	21.43%	27.30%	31.94%
Total Number	12,578	12,943	8,690	9,222	8,998

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.17	\$7.04	\$6.86	\$6.57	\$6.29
Wage rate	70.30 %	70.40%	69.79%	68.84%	65.50%

Wage rate

The average starting wage for disadvantaged adult customers

The average starting wage for disadvantaged adult customers	\$11.44	\$12.07	\$10.44	\$8.68	\$7.00
Wage rate	112.27%	120.71%	106.19%	90.95%	82.70%

Wage rate

The average starting wage for customers who had lost their job

The average starting wage for customers who had lost their job	\$11.75	\$11.72	\$11.37	\$10.98	\$9.77
Wage rate	115.31%	117.18%	115.62%	115.05%	99.10%

Wage rate

The average starting wage of job seeker customers

The average starting wage of job seeker customers	\$9.71	\$10.35	\$8.14	8.04	\$7.61
Wage rate	95.29%	103.40%	82.81%	84.24%	79.70%

Wage rate



## Plain English Trend Report 5 Year Past Performance

17

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	80.39%	89.11%	66.27%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	98.41%	94.58%	100.00%	100.00%	66.70%
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Number with positive outcomes \*

	310	192	183	9	10
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,393	\$1,444	\$1,276	\$915	\$518
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The average cost for a disadvantaged adult customer

	\$6,468	\$7,490	\$9,523	\$3,200	\$7,560
--	---------	---------	---------	---------	---------

The average cost for a customer who lost their job

	\$2,825	\$5,768	\$5,865	\$3,795	\$6,801
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The average combined cost for older/younger youth customers

	\$5,494	\$7,700	\$4,728	\$5,042	\$919
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$5,237	\$6,341	\$7,165	\$4,625	\$2,311
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The average cost for a disadvantaged adult getting a job

	\$6,468	\$7,490	\$9,523	\$3,320	\$11,002
--	---------	---------	---------	---------	----------

The average cost for a customer who lost their job to get rehire

	\$3,309	\$5,892	\$5,865	\$3,850	\$9,114
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The average combined cost for older/younger youth to obtain a positive outcome \*

	\$5,544	\$13,447	\$5,336	\$4,545	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	40.80%	30.26%	13.43%	8.96%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

17

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,966,339	\$1,804,995	\$1,447,523	\$976,054	\$2,464,423
Customers who lost Jobs	\$1,042,248	\$1,090,095	\$1,120,278	\$796,991	\$884,085
Youth Customers	\$1,813,002	\$2,702,866	\$1,163,140	\$1,013,537	\$963,537
Job Seeker Customers	\$719,224	\$760,547	\$810,514	\$449,248	\$688,178
Welfare Customers	\$3,341,408	\$3,747,713	\$4,384,923	\$3,884,938	\$2,252,937

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

18

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	12.14%	12.76%	12.77%	7.15%	3.70%
Employers - Of those who hired this year, how many used One-Stop services?	21.65%	21.69%	22.93%	20.69%	8.20%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	77.31	76.62	74.40	67.60	59.80
Satisfaction rating for individuals who received training	80.02	78.46	79.90	79.90	70.40
Satisfaction rating for job seekers who received help in finding work	74.18	74.27	70.60	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.40 %	27.18%	29.27%	29.23%	26.96%
Total Number	438	484	540	446	544
Rate which customers who were on welfare return to welfare	12.80%	14.60%	16.84%	16.96%	16.44%
% of disadvantaged adults who got jobs	74.07%	75.00%	91.67%	61.53%	74.10%
Total Number	20	33	11	16	20
% of unemployed receiving training who got jobs	84.42%	86.00%	91.84%	91.92%	94.90%
Total Number	130	86	45	467	149
% of all job seekers who got jobs	37.12%	35.65%	33.04%	25.90%	31.59%
Total Number	9,491	9,538	9,586	5,327	4,735

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.91	\$7.58	\$7.38	\$7.01	\$6.62
Wage rate	74.70 %	72.81%	70.35%	68.81%	66.90%
The average starting wage for disadvantaged adult customers	\$13.05	\$11.84	\$9.73	\$9.52	\$9.33
Wage rate	123.23%	113.78%	92.77%	93.50%	96.00%
The average starting wage for customers who had lost their job	\$11.85	\$13.82	\$12.04	\$9.81	\$10.25
Wage rate	111.90%	132.75%	114.75%	96.35%	86.20%
The average starting wage of job seeker customers	\$9.25	\$9.50	\$8.99	8.52	\$8.42
Wage rate	87.35%	90.97%	85.70%	83.68%	82.70%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

18

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	93.46%	89.68%	84.44%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

	77.42%	97.44%	93.55%	85.71%	9.40%
	48	38	29	24	5

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

	\$980	\$1,175	\$1,576	\$1,653	\$944
	\$20,981	\$11,416	\$47,956	\$18,544	\$9,105
	\$6,250	\$6,973	\$14,410	\$1,243	\$3,990
	\$3,476	\$2,567	\$3,550	\$2,753	\$914

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

	\$3,584	\$4,323	\$5,385	\$5,655	\$3,502
	\$28,325	\$15,221	\$52,316	\$30,135	\$12,292
	\$7,404	\$8,108	\$15,691	\$1,352	\$4,204
	\$4,534	\$7,030	\$4,936	\$2,258	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	42.40%	27.31%	6.46%	5.39%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

18

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$566,492	\$502,304	\$575,472	\$482,154	\$245,845
Customers who lost Jobs	\$962,540	\$697,255	\$706,093	\$631,500	\$626,431
Youth Customers	\$312,864	\$323,381	\$315,925	\$264,243	\$420,547
Job Seeker Customers	\$798,086	\$788,265	\$1,282,003	\$740,638	\$739,409
Welfare Customers	\$1,569,749	\$2,092,197	\$2,907,885	\$2,522,076	\$1,904,846

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

19

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	15.59%	14.39%	12.07%	16.72%	52.50%
Employers - Of those who hired this year, how many used One-Stop services?	24.75%	23.29%	28.28%	15.09%	8.50%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	82.51	76.78	76.80	70.70	63.30
Satisfaction rating for individuals who received training	84.46	81.22	85.80	79.80	63.00
Satisfaction rating for job seekers who received help in finding work	77.46	77.16	77.50	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	24.40 %	23.65%	24.86%	21.90%	18.46%
Total Number	200	211	225	184	161
Rate which customers who were on welfare return to welfare	10.90%	10.92%	11.76%	10.90%	10.17%
% of disadvantaged adults who got jobs	100.00%	69.15%	81.63%	79.31%	68.50%
Total Number	56	65	40	46	50
% of unemployed receiving training who got jobs	83.08%	79.31%	92.31%	83.33%	81.80%
Total Number	54	23	12	15	18
% of all job seekers who got jobs	33.88%	29.13%	23.61%	31.00%	63.35%
Total Number	3,036	2,873	2,474	3,064	8,744

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 6.97	\$6.61	\$6.60	\$6.06	\$5.94
Wage rate	69.50 %	67.17%	67.97%	64.25%	62.90%
The average starting wage for disadvantaged adult customers	\$11.36	\$10.55	\$8.44	\$8.19	\$8.94
Wage rate	113.15%	107.26%	86.92%	86.89%	80.20%
The average starting wage for customers who had lost their job	\$12.35	\$11.52	\$12.53	\$9.66	\$8.20
Wage rate	123.01%	117.10%	128.99%	102.48%	91.90%
The average starting wage of job seeker customers	\$8.78	\$8.85	\$7.51	6.28	\$5.84
Wage rate	87.45%	89.84%	77.34%	66.63%	62.00%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

19

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	86.96%	56.76%	75.00%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

100.00%	91.62%	96.08%	82.09%	83.30%
61	175	49	55	5

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

\$1,123	\$1,365	\$1,668	\$1,716	\$894
\$11,561	\$9,972	\$10,224	\$10,633	\$16,927
\$4,455	\$12,539	\$20,003	\$3,198	\$13,938
\$2,716	\$1,871	\$2,513	\$3,494	\$1,408

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

\$4,600	\$5,769	\$6,710	\$7,836	\$4,844
\$11,561	\$14,421	\$12,525	\$13,407	\$24,713
\$5,363	\$15,810	\$21,670	\$3,838	\$17,035
\$3,290	\$4,402	\$4,170	\$1,983	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

26.40%	24.56%	17.78%	17.07%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

19

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$647,442	\$937,395	\$500,994	\$616,735	\$1,235,650
Customers who lost Jobs	\$289,599	\$363,641	\$260,040	\$57,564	\$306,636
Youth Customers	\$513,285	\$611,932	\$746,462	\$660,395	\$795,630
Job Seeker Customers	\$169,246	\$139,146	\$141,785	\$229,336	\$181,193
Welfare Customers	\$919,993	\$1,217,225	\$1,509,775	\$1,441,837	\$779,881

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

20

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	29.13%	21.48%	19.85%	13.45%	8.90%
Employers - Of those who hired this year, how many used One-Stop services?	32.57%	33.55%	37.14%	35.47%	14.50%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	76.63	77.65	75.10	72.70	70.90
Satisfaction rating for individuals who received training	77.62	78.67	79.90	81.10	69.80
Satisfaction rating for job seekers who received help in finding work	75.00	75.14	75.30	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.40 %	27.62%	28.56%	26.45%	27.49%
Total Number	589	609	708	667	791
Rate which customers who were on welfare return to welfare	14.90%	14.04%	15.56%	16.26%	16.36%
% of disadvantaged adults who got jobs	95.81%	84.42%	89.80%	81.95%	76.70%
Total Number	183	195	273	168	171
% of unemployed receiving training who got jobs	82.32%	92.54%	97.13%	90.90%	72.50%
Total Number	149	335	169	60	58
% of all job seekers who got jobs	46.41%	35.26%	33.54%	29.50%	34.35%
Total Number	17,702	12,428	11,927	7,704	7,763

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.55	\$7.39	\$7.17	\$6.56	\$6.27
Wage rate	72.70 %	73.17%	71.77%	67.57%	64.40%
The average starting wage for disadvantaged adult customers	\$11.44	\$10.97	\$10.21	\$8.93	\$8.80
Wage rate	110.21%	108.64%	102.16%	92.04%	84.40%
The average starting wage for customers who had lost their job	\$13.16	\$16.08	\$12.60	\$10.99	\$10.88
Wage rate	126.78%	159.18%	126.08%	113.27%	106.80%
The average starting wage of job seeker customers	\$9.11	\$8.69	\$8.91	7.84	\$7.65
Wage rate	87.76%	86.83%	89.19%	80.81%	78.90%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

**20**

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2004	2003	2002	2001	2000
93.04%	74.07%	70.89%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes  
Number with positive outcomes \*

98.10%	86.92%	93.72%	95.99%	75.70%
310	392	687	551	28

### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer  
The average cost for a disadvantaged adult customer  
The average cost for a customer who lost their job  
The average combined cost for older/younger youth customers

\$1,097	\$1,040	\$1,668	\$1,576	\$1,378
\$9,896	\$12,684	\$11,110	\$12,582	\$7,017
\$7,723	\$3,877	\$11,794	\$12,263	\$12,068
\$2,720	\$2,661	\$1,843	\$2,373	\$1,141

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job  
The average cost for a disadvantaged adult getting a job  
The average cost for a customer who lost their job to get rehire  
The average combined cost for older/younger youth to obtain a positive outcome \*

\$3,995	\$3,765	\$5,839	\$5,959	\$5,011
\$10,329	\$15,026	\$12,372	\$15,353	\$9,151
\$9,382	\$4,190	\$12,143	\$13,489	\$16,645
\$3,971	\$6,828	\$2,154	\$1,669	Not Available

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

17.50%	15.80%	11.38%	9.32%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

20

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,890,156	\$2,930,083	\$3,377,460	\$2,579,271	\$1,564,894
Customers who lost Jobs	\$1,397,951	\$1,403,539	\$2,052,179	\$809,368	\$965,404
Youth Customers	\$1,890,375	\$2,519,590	\$2,754,998	\$3,099,135	\$3,023,015
Job Seeker Customers	\$731,476	\$673,969	\$835,744	\$751,879	\$774,751
Welfare Customers	\$2,353,092	\$2,293,080	\$4,134,079	\$3,974,503	\$3,963,506

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

21

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	22.44%	24.36%	15.32%	11.56%	11.70%
Employers - Of those who hired this year, how many used One-Stop services?	28.11%	28.40%	21.41%	17.55%	9.60%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	76.59	76.96	74.80	69.80	65.20
Satisfaction rating for individuals who received training	70.09	71.45	75.20	76.90	70.10
Satisfaction rating for job seekers who received help in finding work	72.63	75.46	73.10	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	30.80 %	26.48%	24.96%	25.87%	26.39%
Total Number	1,312	1,202	1,098	1,135	1,385
Rate which customers who were on welfare return to welfare	14.80%	14.53%	14.15%	15.20%	17.53%
% of disadvantaged adults who got jobs	47.18%	96.15%	80.84%	91.38%	48.80%
Total Number	1,005	449	730	838	164
% of unemployed receiving training who got jobs	82.20%	94.14%	92.91%	95.84%	65.20%
Total Number	97	578	812	646	189
% of all job seekers who got jobs	46.40%	43.55%	28.02%	27.50%	33.51%
Total Number	29,760	29,462	18,917	14,422	15,098

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.72	\$7.64	\$7.27	\$7.07	\$6.66
Wage rate	67.10 %	68.15%	68.39%	68.54%	64.60%
The average starting wage for disadvantaged adult customers	\$11.43	\$10.65	\$9.51	\$9.39	\$8.49
Wage rate	99.48%	95.05%	89.47%	91.00%	91.90%
The average starting wage for customers who had lost their job	\$14.02	\$14.34	\$12.63	\$12.96	\$9.85
Wage rate	122.02%	127.88%	118.82%	125.60%	114.80%
The average starting wage of job seeker customers	\$11.69	\$11.82	\$9.32	8.93	\$8.88
Wage rate	101.74%	105.98%	87.68%	86.54%	86.10%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

21

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	43.27%	22.19%	29.47%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	93.77%	97.16%	95.18%	89.49%	54.70%
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Number with positive outcomes \*

	316	651	79	664	29
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$884	\$1,023	\$1,544	\$1,337	\$1,295
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The average cost for a disadvantaged adult customer

	\$1,149	\$4,905	\$3,080	\$4,618	\$7,647
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The average cost for a customer who lost their job

	\$23,550	\$3,998	\$3,234	\$3,598	\$4,620
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The average combined cost for older/younger youth customers

	\$3,176	\$2,674	\$2,866	\$2,570	\$1,862
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$2,867	\$3,864	\$6,185	\$5,166	\$4,909
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The average cost for a disadvantaged adult getting a job

	\$2,435	\$5,113	\$3,810	\$5,054	\$15,666
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The average cost for a customer who lost their job to get rehire

	\$28,649	\$4,247	\$3,481	\$3,754	\$7,089
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The average combined cost for older/younger youth to obtain a positive outcome \*

	\$4,084	\$4,213	\$5,806	\$1,554	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	8.10%	16.27%	22.15%	17.27%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

21

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$2,446,858	\$2,295,648	\$2,781,346	\$4,235,080	\$2,569,290
Customers who lost Jobs	\$2,778,938	\$2,454,656	\$2,826,849	\$2,425,225	\$1,339,793
Youth Customers	\$2,270,801	\$3,125,724	\$3,181,738	\$2,325,711	\$3,580,646
Job Seeker Customers	\$1,874,465	\$1,780,115	\$1,905,870	\$1,752,222	\$1,765,410
Welfare Customers	\$3,761,093	\$4,644,457	\$6,791,664	\$5,863,826	\$6,798,563

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

22

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	19.96%	19.56%	15.65%	11.79%	7.20%
Employers - Of those who hired this year, how many used One-Stop services?	20.88%	19.63%	20.18%	21.07%	11.70%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	74.35	78.81	72.90	68.10	61.20
Satisfaction rating for individuals who received training	75.48	79.68	82.40	76.60	67.20
Satisfaction rating for job seekers who received help in finding work	75.82	77.30	77.10	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	31.10 %	31.34%	27.49%	25.34%	24.10%
Total Number	2,254	2,309	2,123	1,581	1,560
Rate which customers who were on welfare return to welfare	15.20%	16.63%	12.95%	13.80%	13.03%
% of disadvantaged adults who got jobs	94.38%	62.40%	80.67%	79.04%	76.30%
Total Number	302	239	263	415	167
% of unemployed receiving training who got jobs	75.03%	47.54%	88.47%	85.58%	76.90%
Total Number	610	387	307	564	287
% of all job seekers who got jobs	36.97%	31.35%	25.99%	27.20%	32.56%
Total Number	35,260	31,155	26,144	21,198	21,788

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.76	\$7.57	\$7.44	\$7.02	\$6.73
Wage rate	66.90 %	68.32%	67.95%	66.02%	63.60%
The average starting wage for disadvantaged adult customers	\$15.17	\$10.73	\$9.79	\$10.37	\$10.09
Wage rate	130.89%	96.82%	89.40%	97.55%	85.20%
The average starting wage for customers who had lost their job	\$16.50	\$14.60	\$12.95	\$12.83	\$12.87
Wage rate	142.36%	131.75%	118.26%	120.69%	102.60%
The average starting wage of job seeker customers	\$9.10	\$9.45	\$10.41	9.44	\$9.08
Wage rate	78.52%	86.37%	95.07%	88.80%	85.40%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

22

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	97.56%	60.00%	42.86%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	99.38%	97.09%	79.78%	87.37%	88.00%
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Number with positive outcomes \*

	319	100	71	83	44
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$969	\$771	\$1,287	\$1,393	\$1,193
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The average cost for a disadvantaged adult customer

	\$11,361	\$7,798	\$8,631	\$7,277	\$14,873
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The average cost for a customer who lost their job

	\$3,972	\$3,481	\$6,539	\$4,064	\$7,851
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The average combined cost for older/younger youth customers

	\$4,770	\$5,267	\$5,516	\$9,239	\$1,013
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$3,110	\$2,460	\$4,682	\$5,497	\$4,949
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The average cost for a disadvantaged adult getting a job

	\$12,038	\$12,595	\$10,699	\$9,206	\$19,504
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The average cost for a customer who lost their job to get rehire

	\$5,294	\$7,321	\$7,391	\$4,748	\$10,204
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The average combined cost for older/younger youth to obtain a positive outcome \*

	\$7,295	\$13,326	\$7,887	\$4,961	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	28.10%	9.86%	10.66%	19.68%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

22

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$3,635,483	\$3,010,110	\$2,813,706	\$3,820,413	\$3,257,125
Customers who lost Jobs	\$3,229,239	\$2,833,208	\$2,269,069	\$2,677,941	\$2,928,501
Youth Customers	\$3,114,976	\$1,985,575	\$2,421,410	\$2,282,101	\$2,376,653
Job Seeker Customers	\$2,815,010	\$2,602,990	\$2,450,731	\$2,072,629	\$2,477,562
Welfare Customers	\$7,009,625	\$5,681,117	\$9,939,728	\$8,691,092	\$7,720,255

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

23

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	24.41%	36.72%	32.57%	17.01%	14.00%
Employers - Of those who hired this year, how many used One-Stop services?	30.10%	45.50%	74.36%	32.78%	17.90%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	75.30	80.35	73.90	72.80	64.40
Satisfaction rating for individuals who received training	76.66	77.20	77.70	74.70	62.60
Satisfaction rating for job seekers who received help in finding work	80.85	76.00	78.70	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	29.80 %	29.95%	25.55%	22.12%	22.44%
Total Number	7,872	8,074	7,730	7,720	9,362
Rate which customers who were on welfare return to welfare	14.10%	15.38%	13.03%	13.32%	13.76%
% of disadvantaged adults who got jobs	66.19%	52.77%	72.90%	77.28%	64.10%
Total Number	1,402	2,065	5,009	2,528	1,347
% of unemployed receiving training who got jobs	64.41%	51.54%	80.10%	76.33%	82.10%
Total Number	807	2,462	2,620	1,355	1,170
% of all job seekers who got jobs	41.27%	49.57%	38.87%	26.00%	28.00%
Total Number	56,718	76,190	73,526	43,058	41,325

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.47	\$7.45	\$7.08	\$6.47	\$6.26
Wage rate	63.50%	66.34%	64.25%	60.50%	58.90%
The average starting wage for disadvantaged adult customers	\$11.31	\$11.41	\$9.47	\$7.50	\$8.79
Wage rate	96.26%	101.63%	85.90%	70.08%	71.10%
The average starting wage for customers who had lost their job	\$14.05	\$13.00	\$11.89	\$9.99	\$10.85
Wage rate	119.57%	115.80%	107.81%	93.35%	89.20%
The average starting wage of job seeker customers	\$13.98	\$12.20	\$9.58	8.73	\$7.82
Wage rate	118.98%	110.15%	86.93%	81.58%	73.10%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

**23**

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	21.18%	10.83%	15.79%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	80.90%	77.69%	94.55%	84.50%	67.40%
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Number with positive outcomes \*

	902	774	3,953	1,336	182
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,200	\$1,522	\$1,762	\$1,371	\$975
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The average cost for a disadvantaged adult customer

	\$6,243	\$1,454	\$1,562	\$2,872	\$4,238
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The average cost for a customer who lost their job

	\$8,767	\$1,505	\$2,728	\$4,521	\$4,969
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The average combined cost for older/younger youth customers

	\$1,783	\$1,569	\$1,569	\$1,882	\$862
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### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$4,024	\$5,081	\$6,898	\$6,196	\$4,344
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The average cost for a disadvantaged adult getting a job

	\$9,432	\$2,756	\$2,143	\$3,717	\$6,610
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The average cost for a customer who lost their job to get rehire

	\$13,612	\$2,921	\$3,406	\$5,922	\$6,052
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The average combined cost for older/younger youth to obtain a positive outcome \*

	\$3,176	\$8,883	\$2,212	\$1,017	Not Available
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### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	25.70%	13.43%	18.90%	17.93%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

23

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$13,223,465	\$5,690,827	\$10,733,578	\$9,395,548	\$8,904,068
Customers who lost Jobs	\$10,984,513	\$7,191,199	\$8,924,057	\$8,023,904	\$7,080,576
Youth Customers	\$11,332,458	\$9,433,936	\$13,035,796	\$8,055,124	\$10,550,294
Job Seeker Customers	\$3,986,043	\$3,597,209	\$3,685,672	\$2,892,005	\$3,986,198
Welfare Customers	\$31,678,006	\$41,027,552	\$53,319,960	\$47,835,920	\$40,667,484

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

*Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics*

*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



# Plain English Trend Report

## 5 Year Past Performance

24

### Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	15.84%	17.58%	14.65%	11.14%	3.80%
Employers - Of those who hired this year, how many used One-Stop services?	27.00%	22.05%	20.27%	16.53%	5.10%

Employers - Of those who hired this year, how many used One-Stop services?

### Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	74.98	78.00	75.90	71.00	63.70
Satisfaction rating for individuals who received training	79.59	79.41	81.30	83.50	76.50
Satisfaction rating for job seekers who received help in finding work	73.52	72.47	74.50	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

### Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	26.20 %	25.60%	29.91%	29.33%	26.07%
Total Number	436	445	602	538	738
Rate which customers who were on welfare return to welfare	9.90%	15.07%	16.43%	14.39%	14.24%
% of disadvantaged adults who got jobs	90.78%	81.90%	84.48%	75.34%	66.70%
Total Number	128	95	147	110	146
% of unemployed receiving training who got jobs	50.86%	86.82%	93.44%	87.75%	88.60%
Total Number	737	112	114	43	117
% of all job seekers who got jobs	42.26%	41.24%	38.78%	43.20%	45.89%
Total Number	21,172	21,027	17,543	13,432	11,698

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

### What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.97	\$7.51	\$7.44	\$6.94	\$6.52
Wage rate	75.10 %	72.56%	72.94%	70.09%	65.60%
The average starting wage for disadvantaged adult customers	\$11.50	\$10.02	\$9.54	\$9.32	\$8.89
Wage rate	108.39%	96.81%	93.51%	94.10%	93.60%
The average starting wage for customers who had lost their job	\$13.41	\$12.58	\$11.87	\$10.82	\$13.66
Wage rate	126.39%	121.55%	116.37%	109.25%	103.40%
The average starting wage of job seeker customers	\$9.04	\$9.44	\$9.81	9.26	\$8.60
Wage rate	85.20%	91.40%	96.18%	93.50%	86.80%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



## Plain English Trend Report 5 Year Past Performance

24

### Are we helping employed workers?

% of workers who were employed at registration and attained credentials to enhance their skills on their current job or to assist them in getting a better job.

	2004	2003	2002	2001	2000
	89.87%	65.45%	57.14%	N/A	N/A

### Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	95.05%	81.85%	83.33%	87.07%	20.00%
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Number with positive outcomes \*

	173	240	190	128	7
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### What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,381	\$1,844	\$2,454	\$2,439	\$1,402
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The average cost for a disadvantaged adult customer

	\$8,999	\$12,226	\$7,187	\$11,529	\$8,837
--	---------	----------	---------	----------	---------

The average cost for a customer who lost their job

	\$753	\$9,024	\$10,715	\$17,047	\$8,232
--	-------	---------	----------	----------	---------

The average combined cost for older/younger youth customers

	\$3,547	\$2,133	\$2,012	\$4,021	\$1,146
--	---------	---------	---------	---------	---------

### What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$5,273	\$7,202	\$8,204	\$8,315	\$5,379
--	---------	---------	---------	---------	---------

The average cost for a disadvantaged adult getting a job

	\$9,913	\$14,928	\$8,508	\$15,302	\$13,256
--	---------	----------	---------	----------	----------

The average cost for a customer who lost their job to get rehire

	\$1,480	\$10,393	\$11,467	\$19,426	\$9,287
--	---------	----------	----------	----------	---------

The average combined cost for older/younger youth to obtain a positive outcome \*

	\$3,943	\$3,542	\$3,570	\$2,025	Not Available
--	---------	---------	---------	---------	---------------

### Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	26.80%	19.69%	8.87%	6.16%	Not Available
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# Plain English Trend Report

## 5 Year Past Performance

24

### Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,268,840	\$1,418,187	\$1,250,612	\$1,683,210	\$1,935,388
Customers who lost Jobs	\$1,090,550	\$1,164,067	\$1,307,187	\$835,319	\$1,086,617
Youth Customers	\$1,131,532	\$1,147,602	\$1,374,344	\$1,158,061	\$978,648
Job Seeker Customers	\$1,197,259	\$1,030,726	\$1,054,190	\$1,074,564	\$1,039,868
Welfare Customers	\$2,299,226	\$3,204,722	\$4,938,902	\$4,473,340	\$3,969,538

*\*\* Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).*

*\* Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

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*Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.*

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See [www.workforceflorida.com](http://www.workforceflorida.com) for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>

**USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)  
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED  
7/1/03 Through 6/30/04**

**ITAs Awarded\***

Region	Enrolled in Training	Receiving ITA	Percent	Avg. ITA Amount
1	495	495	100.00%	\$6,525
2	126	105	83.33%	\$2,138
3	197	190	96.45%	\$2,138
4	392	389	99.23%	\$3,247
5	194	188	96.91%	\$3,132
6	398	381	95.73%	\$525
7	134	124	92.54%	\$2,963
8	1,304	923	70.78%	\$3,924
9	181	172	95.03%	\$2,478
10	360	343	95.28%	\$3,097
11	269	194	72.12%	\$2,217
12	1,151	1,081	93.92%	\$3,539
13	284	257	90.49%	\$2,319
14	888	859	96.73%	\$4,091
15	1,390	1,337	96.19%	\$2,575
16	413	383	92.74%	\$3,050
17	626	589	94.09%	\$4,962
18	255	243	95.29%	\$1,762
19	150	145	96.67%	\$3,513
20	616	450	73.05%	\$2,322
21	995	903	90.75%	\$4,242
22	1,120	891	79.55%	\$2,491
23	7,332	6,886	93.92%	\$3,599
24	444	373	84.01%	\$2,588
<b>Total All Regions</b>	<b>19,962</b>	<b>17,901</b>	<b>89.68%</b>	<b>\$3,411</b>

**State ITA 50% Expenditure Requirement\*\***

Total Expenditures	ITA Expenditures	Percent
\$1,693,483	\$1,105,679	65.29%
\$490,079	\$263,628	53.79%
\$654,971	\$393,382	60.06%
\$1,159,420	\$643,125	55.47%
\$1,354,146	\$808,349	59.69%
\$699,731	\$468,192	66.91%
\$630,747	\$388,867	61.65%
\$4,269,760	\$2,869,085	67.20%
\$853,052	\$458,091	53.70%
\$1,461,370	\$1,090,841	74.65%
\$1,716,528	\$1,057,572	61.61%
\$7,659,920	\$7,132,219	93.11%
\$1,596,052	\$853,799	53.49%
\$3,134,816	\$2,121,333	67.67%
\$3,553,289	\$3,148,759	88.62%
\$1,631,982	\$1,064,699	65.24%
\$3,008,587	\$2,184,620	72.61%
\$1,529,032	\$1,214,585	79.43%
\$937,041	\$612,685	65.39%
\$3,288,107	\$1,910,159	58.09%
\$5,225,796	\$3,560,171	68.13%
\$6,864,722	\$5,369,280	78.22%
\$24,207,978	\$18,002,178	74.36%
\$2,359,390	\$1,871,178	79.31%
<b>\$79,979,999</b>	<b>\$58,592,476</b>	<b>73.26%</b>

\* Information from OSMIS participant data provided by the Agency for Workforce Innovation September 2004.

\*\*Based on data provided by the Agency for Workforce Innovation 8/20/04.

## FLORIDA WIA FINANCIAL STATEMENT

7/1/03 TO 6/30/04

Operating Results	Available	Expended	Pct.	Balance Remaining
<b>Total All Funds Sources</b>	<b>\$169,965,424</b>	<b>\$132,859,152</b>	<b>78.2%</b>	<b>\$37,106,272</b>
Adult Program Funds	\$35,245,344	\$32,278,465	91.6%	\$2,966,879
Adult Carry in Monies	\$6,580,387	\$6,580,387	100.0%	\$0
<b>Total Available Local Adult</b>	<b>\$41,825,731</b>	<b>\$38,858,852</b>	<b>92.9%</b>	<b>\$2,966,879</b>
Dislocated Worker Program Funds	\$35,831,576	\$29,783,031	83.1%	\$6,048,545
Dislocated Wkr. Carry in Monies	\$4,715,956	\$4,715,956	100.0%	\$0
<b>Total Available Local Dislocated</b>	<b>\$40,547,532</b>	<b>\$34,498,987</b>	<b>85.1%</b>	<b>\$6,048,545</b>
Youth Program Funds	\$33,730,385	\$30,140,156	89.4%	\$3,590,229
Youth Carry in Monies	\$4,934,965	\$4,934,965	100.0%	\$0
<b>Total Available Local Youth</b>	<b>\$38,665,350</b>	<b>\$35,075,121</b>	<b>90.7%</b>	<b>\$3,590,229</b>
Out-of-School Youth		\$18,321,920		
In-School Youth		\$16,753,201		
Summer Employment Opportunities		\$1,561,299		
Local Administration Funds	\$11,645,256	\$7,994,321	68.6%	\$3,650,935
Carry in Monies	\$1,654,735	\$1,654,735	100.0%	\$0
<b>Total Available Local</b>	<b>\$13,299,991</b>	<b>\$9,649,056</b>	<b>72.5%</b>	<b>\$3,650,935</b>
Rapid Response Funds	\$5,183,147	\$0	0.0%	\$5,183,147
Carry in Monies	\$2,890,174	\$2,167,123	75.0%	\$723,051
<b>Total Available State Level Rapid</b>	<b>\$8,073,321</b>	<b>\$2,167,123</b>	<b>26.8%</b>	<b>\$5,906,198</b>
Statewide Activity Funds	\$21,505,660	\$6,562,174	30.5%	\$14,943,486
Carry in Monies	\$6,047,839	\$6,047,839	100.0%	\$0
<b>Total Available Statewide Activity</b>	<b>\$27,553,499</b>	<b>\$12,610,013</b>	<b>45.8%</b>	<b>\$14,943,486</b>

**TABLE O - PERFORMANCE  
STATEWIDE**

<b>LOCAL AREA NAME STATEWIDE</b>	<b>TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004</b>	<b>ADULT</b>	<b>24247</b>
		<b>DISLOCATED</b>	<b>13241</b>
		<b>OLDER YOUTH</b>	<b>3541</b>
		<b>YOUNGER YOUTH</b>	<b>13674</b>
<b>ETA ASSIGNED #</b>	<b>TOTAL EXITERS April 1, 2003 - March 31, 2004</b>	<b>ADULT</b>	<b>9666</b>
		<b>DISLOCATED</b>	<b>10097</b>
		<b>OLDER YOUTH</b>	<b>1490</b>
		<b>YOUNGER YOUTH</b>	<b>6353</b>
		<b>NEGOTIATED</b>	<b>ACTUAL</b>
<b>CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003</b>	<b>PROGRAM PARTICIPANTS</b>	<b>73.00</b>	<b>76.15</b>
	<b>EMPLOYERS</b>	<b>73.00</b>	<b>78.23</b>
<b>ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003</b>	<b>ADULT</b>	<b>70.00%</b>	<b>65.79%</b>
	<b>DISLOCATED WORKERS</b>	<b>71.00%</b>	<b>71.42%</b>
	<b>OLDER YOUTH</b>	<b>64.00%</b>	<b>64.65%</b>
<b>RETENTION RATE October 1, 2001 - September 30, 2002</b>	<b>ADULTS</b>	<b>82.00%</b>	<b>83.56%</b>
	<b>DISLOCATED WORKERS</b>	<b>85.00%</b>	<b>87.57%</b>
	<b>OLDER YOUTH</b>	<b>82.00%</b>	<b>80.49%</b>
	<b>YOUNGER YOUTH</b>	<b>45.00%</b>	<b>54.18%</b>
<b>EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003</b>	<b>ADULTS</b>	<b>\$3,600</b>	<b>\$3,573</b>
	<b>DISLOCATED WORKERS</b>	<b>95.00%</b>	<b>91.18%</b>
	<b>OLDER YOUTH</b>	<b>\$3,300</b>	<b>\$3,065</b>
<b>CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003</b>	<b>ADULT</b>	<b>43.00%</b>	<b>51.01%</b>
	<b>DISLOCATED WORKERS</b>	<b>43.00%</b>	<b>36.86%</b>
	<b>OLDER YOUTH</b>	<b>32.00%</b>	<b>31.93%</b>
<b>YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003</b>	<b>YOUNGER YOUTH</b>	<b>41.00%</b>	<b>44.53%</b>
<b>SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003</b>	<b>YOUNGER YOUTH</b>	<b>65.00%</b>	<b>74.91%</b>
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
<b>*OVERALL STATUS OF LOCAL PERFORMANCE</b>	<b>NOT MET</b>		<b>EXCEEDED</b>
	<b>0</b>		<b>10</b>

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 1-Workforce Escarosa**

Local Area Name Region 1 Workforce Escarosa	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	453	
		DISLOCATED	156	
		OLDER YOUTH	45	
		YOUNGER YOUTH	310	
ETA ASSIGNED # 12135	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	311	
		DISLOCATED	67	
		OLDER YOUTH	14	
		YOUNGER YOUTH	125	
		NEGOTIATED	ACTUAL	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	69.00	81.07	
	EMPLOYERS	66.00	80.63	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	66.50%	87.23%	
	DISLOCATED WORKERS	69.25%	88.57%	
	OLDER YOUTH	69.25%	40.00%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	82.00%	84.34%	
	DISLOCATED WORKERS	85.00%	91.55%	
	OLDER YOUTH	81.00%	75.00%	
	YOUNGER YOUTH	40.00%	54.69%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,600	\$4,791	
	DISLOCATED WORKERS	95.00%	118.92%	
	OLDER YOUTH	\$3,300	\$3,698	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	42.00%	88.98%	
	DISLOCATED WORKERS	42.00%	83.82%	
	OLDER YOUTH	31.00%	37.50%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.00%	93.55%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	62.75%	88.40%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))				
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET	EXCEEDED
	1		1	15

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 2-Workforce Development Board of Okaloosa & Walton Counties**

Local Area Name Region 2 Workforce Development Board of Okaloosa & Walton Counties	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	120
		DISLOCATED	182
		OLDER YOUTH	31
		YOUNGER YOUTH	182
ETA ASSIGNED # 12140	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	70
		DISLOCATED	110
		OLDER YOUTH	36
		YOUNGER YOUTH	168
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	72.00	75.85
	EMPLOYERS	68.00	76.23
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	72.00%	80.00%
	DISLOCATED WORKERS	70.00%	80.26%
	OLDER YOUTH	70.00%	83.33%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	86.00%	83.72%
	DISLOCATED WORKERS	83.00%	89.74%
	OLDER YOUTH	82.00%	71.43%
	YOUNGER YOUTH	48.00%	59.38%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,650	\$4,992
	DISLOCATED WORKERS	93.50%	155.82%
	OLDER YOUTH	\$3,450	\$1,896
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	45.00%	54.00%
	DISLOCATED WORKERS	45.00%	54.64%
	OLDER YOUTH	35.00%	64.52%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	40.00%	45.83%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	65.00%	92.53%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	1	14

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 3-Chipola Regional Workforce Board**

Local Area Name Region 3 Chipola Regional Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	230
		DISLOCATED	61
		OLDER YOUTH	29
		YOUNGER YOUTH	274
ETA ASSIGNED # 12145	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	151
		DISLOCATED	42
		OLDER YOUTH	19
		YOUNGER YOUTH	140
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	71.00	82.69
	EMPLOYERS	68.00	80.84
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.00%	84.34%
	DISLOCATED WORKERS	69.30%	76.09%
	OLDER YOUTH	64.00%	64.29%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	80.00%	85.87%
	DISLOCATED WORKERS	84.90%	89.36%
	OLDER YOUTH	81.30%	85.00%
	YOUNGER YOUTH	42.00%	65.15%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,255	\$5,989
	DISLOCATED WORKERS	94.50%	123.27%
	OLDER YOUTH	\$3,300	\$5,955
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	43.40%	81.33%
	DISLOCATED WORKERS	44.00%	59.52%
	OLDER YOUTH	33.50%	50.00%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.00%	74.03%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	51.40%	83.33%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		EXCEEDED
	0		17

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 4 - Gulf Coast Workforce Development Board**

Local Area Name Region 4 Gulf Coast Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	451	
		DISLOCATED	121	
		OLDER YOUTH	83	
		YOUNGER YOUTH	470	
ETA ASSIGNED # 12150	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	324	
		DISLOCATED	96	
		OLDER YOUTH	43	
		YOUNGER YOUTH	180	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	73.00	81.85	
	EMPLOYERS	73.00	82.08	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	71.00%	84.43%	
	DISLOCATED WORKERS	65.00%	80.81%	
	OLDER YOUTH	75.00%	71.43%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	85.00%	87.71%	
	DISLOCATED WORKERS	85.00%	88.76%	
	OLDER YOUTH	85.00%	68.18%	
	YOUNGER YOUTH	50.00%	69.32%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,855	\$5,549	
	DISLOCATED WORKERS	95.00%	107.98%	
	OLDER YOUTH	\$3,552	\$2,743	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	45.00%	71.43%	
	DISLOCATED WORKERS	45.00%	72.73%	
	OLDER YOUTH	40.00%	48.15%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	50.00%	92.31%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	75.00%	91.21%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET	EXCEEDED
	1		2	14

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 5 - Workforce Plus**

Local Area Name Region 5 Workforce Plus	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	201	
		DISLOCATED	173	
		OLDER YOUTH	179	
		YOUNGER YOUTH	462	
ETA ASSIGNED # 12155	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	91	
		DISLOCATED	169	
		OLDER YOUTH	72	
		YOUNGER YOUTH	147	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	70.00	73.33	
	EMPLOYERS	67.00	74.50	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	72.00%	83.61%	
	DISLOCATED WORKERS	71.00%	83.33%	
	OLDER YOUTH	67.00%	77.78%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	82.00%	86.09%	
	DISLOCATED WORKERS	86.50%	94.01%	
	OLDER YOUTH	82.00%	75.00%	
	YOUNGER YOUTH	44.00%	37.50%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$4,100	\$5,471	
	DISLOCATED WORKERS	95.00%	98.88%	
	OLDER YOUTH	\$3,800	\$6,176	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	43.00%	78.69%	
	DISLOCATED WORKERS	43.00%	41.63%	
	OLDER YOUTH	33.00%	52.94%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.00%	46.00%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	78.50%	88.02%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	<b>NOT MET</b>		<b>MET</b>	<b>EXCEEDED</b>
	0		3	14

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 6 - North Florida Workforce Board**

Local Area Name Region 6 North Florida Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	439	
		DISLOCATED	29	
		OLDER YOUTH	14	
		YOUNGER YOUTH	210	
ETA ASSIGNED # 12160	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	28	
		DISLOCATED	29	
		OLDER YOUTH	6	
		YOUNGER YOUTH	34	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	73.00	66.79	
	EMPLOYERS	73.00	80.84	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.00%	83.33%	
	DISLOCATED WORKERS	71.00%	89.83%	
	OLDER YOUTH	65.00%	100.00%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	82.00%	88.89%	
	DISLOCATED WORKERS	85.00%	91.38%	
	OLDER YOUTH	82.00%	78.57%	
	YOUNGER YOUTH	45.00%	50.63%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,855	\$2,479	
	DISLOCATED WORKERS	95.00%	108.30%	
	OLDER YOUTH	\$3,552	\$3,398	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	43.00%	59.26%	
	DISLOCATED WORKERS	43.00%	61.54%	
	OLDER YOUTH	32.00%	100.00%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	55.58%	56.00%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	66.00%	58.76%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	<b>NOT MET</b>		<b>MET</b>	<b>EXCEEDED</b>
	1		4	12

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 7 - Florida Crown Workforce Development Board**

Local Area Name Region 7 Florida Crown Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	211	
		DISLOCATED	85	
		OLDER YOUTH	35	
		YOUNGER YOUTH	132	
ETA ASSIGNED # 12165	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	60	
		DISLOCATED	66	
		OLDER YOUTH	14	
		YOUNGER YOUTH	178	
		NEGOTIATED	ACTUAL	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	73.00	78.77	
	EMPLOYERS	73.00	82.23	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.00%	79.55%	
	DISLOCATED WORKERS	79.00%	81.18%	
	OLDER YOUTH	71.00%	60.00%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	84.83%	81.25%	
	DISLOCATED WORKERS	85.00%	95.08%	
	OLDER YOUTH	82.00%	100.00%	
	YOUNGER YOUTH	45.00%	20.00%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$4,000	\$4,590	
	DISLOCATED WORKERS	95.00%	95.76%	
	OLDER YOUTH	\$3,550	\$8,382	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	45.00%	75.00%	
	DISLOCATED WORKERS	43.00%	72.73%	
	OLDER YOUTH	32.00%	53.85%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	55.00%	24.39%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	65.00%	46.33%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET	EXCEEDED
	3		2	12

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 8 - First Coast Workforce Development Board**

Local Area Name Region 8 First Coast Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	1842
		DISLOCATED	822
		OLDER YOUTH	113
		YOUNGER YOUTH	687
ETA ASSIGNED # 12170	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	749
		DISLOCATED	505
		OLDER YOUTH	91
		YOUNGER YOUTH	296
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	70.00	74.62
	EMPLOYERS	67.00	76.84
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	68.00%	75.98%
	DISLOCATED WORKERS	70.00%	78.83%
	OLDER YOUTH	67.50%	62.30%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	84.00%	90.19%
	DISLOCATED WORKERS	84.50%	88.00%
	OLDER YOUTH	82.00%	84.78%
	YOUNGER YOUTH	45.00%	60.80%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,500	\$4,622
	DISLOCATED WORKERS	94.00%	87.96%
	OLDER YOUTH	\$3,200	\$2,246
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	43.00%	59.40%
	DISLOCATED WORKERS	42.00%	35.65%
	OLDER YOUTH	32.00%	26.83%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	56.50%	74.66%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	55.40%	87.27%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	4	12

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 9 - Alachua/Bradford Regional Workforce Board**

Local Area Name Region 9 Alachua/Bradford Regional Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	323	
		DISLOCATED	55	
		OLDER YOUTH	25	
		YOUNGER YOUTH	418	
ETA ASSIGNED #12175	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	183	
		DISLOCATED	69	
		OLDER YOUTH	9	
		YOUNGER YOUTH	105	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	73.00	84.19	
	EMPLOYERS	73.00	70.24	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.00%	86.76%	
	DISLOCATED WORKERS	71.00%	83.78%	
	OLDER YOUTH	64.00%	100.00%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	82.00%	87.01%	
	DISLOCATED WORKERS	85.00%	90.00%	
	OLDER YOUTH	82.00%	80.00%	
	YOUNGER YOUTH	45.00%	67.31%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,600	\$5,587	
	DISLOCATED WORKERS	94.00%	101.68%	
	OLDER YOUTH	\$3,200	\$8,783	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	43.00%	83.93%	
	DISLOCATED WORKERS	43.00%	64.18%	
	OLDER YOUTH	32.00%	33.33%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.00%	59.09%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	65.00%	82.57%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	<b>NOT MET</b>		<b>MET</b>	<b>EXCEEDED</b>
	0		2	15

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 10 - CLM Works**

Local Area Name Region 10 CLM Works	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	396	
		DISLOCATED	177	
		OLDER YOUTH	110	
		YOUNGER YOUTH	435	
ETA ASSIGNED # 12180	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	151	
		DISLOCATED	77	
		OLDER YOUTH	54	
		YOUNGER YOUTH	182	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	70.00	80.21	
	EMPLOYERS	67.00	77.05	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	68.00%	84.00%	
	DISLOCATED WORKERS	72.00%	88.37%	
	OLDER YOUTH	64.00%	80.00%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	82.00%	79.75%	
	DISLOCATED WORKERS	86.00%	87.10%	
	OLDER YOUTH	82.00%	69.23%	
	YOUNGER YOUTH	41.00%	65.96%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,450	\$4,208	
	DISLOCATED WORKERS	95.00%	89.31%	
	OLDER YOUTH	\$3,150	\$2,765	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	43.00%	80.00%	
	DISLOCATED WORKERS	43.00%	80.56%	
	OLDER YOUTH	32.00%	58.54%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.00%	81.37%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	58.00%	88.91%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	<b>NOT MET</b>		<b>MET</b>	<b>EXCEEDED</b>
	0		4	13

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 11 - Workforce Development Board of Flagler & Volusia Counties**

Local Area name Region 11 Workforce Development Board of Flagler & Volusia Counties	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	418	
		DISLOCATED	109	
		OLDER YOUTH	76	
		YOUNGER YOUTH	212	
ETA ASSIGNED # 12185	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	461	
		DISLOCATED	215	
		OLDER YOUTH	61	
		YOUNGER YOUTH	206	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	80.00	75.94	
	EMPLOYERS	73.00	79.55	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.00%	68.81%	
	DISLOCATED WORKERS	71.98%	74.52%	
	OLDER YOUTH	64.00%	70.83%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	85.35%	85.31%	
	DISLOCATED WORKERS	85.87%	86.29%	
	OLDER YOUTH	82.00%	84.78%	
	YOUNGER YOUTH	45.00%	55.05%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,600	\$194	
	DISLOCATED WORKERS	98.00%	87.84%	
	OLDER YOUTH	\$3,300	\$3,046	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	48.00%	65.35%	
	DISLOCATED WORKERS	43.00%	50.16%	
	OLDER YOUTH	32.00%	64.41%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	45.30%	15.46%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	65.00%	83.81%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET	EXCEEDED
	2		5	10

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 12 - Workforce Central Florida**

Local Area Name Region 12 Workforce Central Florida	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	1477	
		DISLOCATED	1274	
		OLDER YOUTH	171	
		YOUNGER YOUTH	603	
ETA ASSIGNED # 12190	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	512	
		DISLOCATED	565	
		OLDER YOUTH	122	
		YOUNGER YOUTH	637	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	71.00	70.74	
	EMPLOYERS	69.00	75.00	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	71.00%	79.55%	
	DISLOCATED WORKERS	71.00%	80.90%	
	OLDER YOUTH	64.00%	68.00%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	83.00%	86.59%	
	DISLOCATED WORKERS	84.00%	89.64%	
	OLDER YOUTH	82.50%	75.00%	
	YOUNGER YOUTH	45.00%	58.75%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,600	\$2,314	
	DISLOCATED WORKERS	94.50%	94.04%	
	OLDER YOUTH	\$3,300	\$1,944	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	41.50%	82.72%	
	DISLOCATED WORKERS	41.50%	57.61%	
	OLDER YOUTH	32.00%	50.60%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	40.00%	38.61%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	65.00%	84.68%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))				
*OVERALL STATUS OF LOCAL PERFORMANCE	<b>NOT MET</b>		<b>MET</b>	<b>EXCEEDED</b>
	2		4	11

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 13 - Brevard Workforce Development Board**

Local Area Name Region 13 Brevard Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	448
		DISLOCATED	283
		OLDER YOUTH	36
		YOUNGER YOUTH	97
ETA ASSIGNED # 12010	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	195
		DISLOCATED	218
		OLDER YOUTH	27
		YOUNGER YOUTH	97
		<b>NEGOTIATED</b>	<b>ACTUAL</b>
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	69.00	73.73
	EMPLOYERS	66.00	83.23
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.00%	77.31%
	DISLOCATED WORKERS	71.00%	76.35%
	OLDER YOUTH	64.00%	83.33%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	82.00%	85.48%
	DISLOCATED WORKERS	84.00%	88.50%
	OLDER YOUTH	82.00%	88.89%
	YOUNGER YOUTH	41.00%	55.74%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,600	\$3,528
	DISLOCATED WORKERS	94.00%	95.80%
	OLDER YOUTH	\$3,300	\$3,549
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	42.00%	52.78%
	DISLOCATED WORKERS	42.00%	53.85%
	OLDER YOUTH	32.00%	47.83%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	38.00%	53.33%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	66.00%	90.86%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	<b>NOT MET</b>		<b>MET</b>
	0		1
			<b>EXCEEDED</b>
			16

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

TABLE O - PERFORMANCE  
Regio 14 - Worknet Pinellas

Local Area Name Region 14 Worknet Pinellas	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	828
		DISLOCATED	663
		OLDER YOUTH	92
		YOUNGER YOUTH	297
ETA ASSIGNED # 12085	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	304
		DISLOCATED	612
		OLDER YOUTH	23
		YOUNGER YOUTH	132
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	72.00	71.69
	EMPLOYERS	69.00	72.75
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	67.50%	53.13%
	DISLOCATED WORKERS	72.00%	71.43%
	OLDER YOUTH	49.50%	59.09%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	81.50%	86.50%
	DISLOCATED WORKERS	84.00%	90.31%
	OLDER YOUTH	82.00%	75.00%
	YOUNGER YOUTH	41.50%	44.12%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,700	\$3,481
	DISLOCATED WORKERS	95.00%	82.69%
	OLDER YOUTH	\$3,250	\$1,520
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	43.00%	50.00%
	DISLOCATED WORKERS	43.00%	48.42%
	OLDER YOUTH	33.00%	43.48%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.00%	52.27%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	56.00%	80.43%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	5	10

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 15 - Tampa Bay Alliance**

Local Area Name Region 15 Tampa Bay Alliance	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	980
		DISLOCATED	554
		OLDER YOUTH	173
		YOUNGER YOUTH	627
ETA ASSIGNED # 12225	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	328
		DISLOCATED	781
		OLDER YOUTH	159
		YOUNGER YOUTH	480
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	70.00	75.38
	EMPLOYERS	67.00	78.70
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.50%	59.04%
	DISLOCATED WORKERS	71.00%	73.58%
	OLDER YOUTH	64.00%	65.32%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	80.69%	81.93%
	DISLOCATED WORKERS	84.46%	90.38%
	OLDER YOUTH	75.00%	78.16%
	YOUNGER YOUTH	45.00%	50.36%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,600	\$3,581
	DISLOCATED WORKERS	95.00%	85.68%
	OLDER YOUTH	\$3,300	\$2,793
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	43.00%	25.83%
	DISLOCATED WORKERS	43.00%	25.06%
	OLDER YOUTH	32.00%	26.92%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.00%	51.22%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	53.00%	66.37%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET
	2		5
		EXCEEDED	
		10	

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 16 - Pasco-Hernando Regional Workforce Board**

Local Area Name Region 16 Pasco-Hernando Regional Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	239	
		DISLOCATED	237	
		OLDER YOUTH	34	
		YOUNGER YOUTH	165	
ETA ASSIGNED # 12195	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	156	
		DISLOCATED	138	
		OLDER YOUTH	29	
		YOUNGER YOUTH	123	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	69.00	75.83	
	EMPLOYERS	66.00	80.69	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.50%	73.24%	
	DISLOCATED WORKERS	71.00%	82.74%	
	OLDER YOUTH	66.00%	69.23%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	82.00%	81.76%	
	DISLOCATED WORKERS	85.00%	86.62%	
	OLDER YOUTH	81.00%	66.67%	
	YOUNGER YOUTH	40.00%	62.07%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,950	\$6,417	
	DISLOCATED WORKERS	93.50%	89.14%	
	OLDER YOUTH	\$3,300	\$3,254	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	41.50%	46.43%	
	DISLOCATED WORKERS	41.50%	50.33%	
	OLDER YOUTH	31.00%	17.39%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	45.00%	6.45%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	63.50%	73.48%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	<b>NOT MET</b>		<b>MET</b>	<b>EXCEEDED</b>
	2		4	11

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 17 - Polk County Workforce Development Board**

Local Area Name Region 17 Polk County Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	646
		DISLOCATED	299
		OLDER YOUTH	4
		YOUNGER YOUTH	326
ETA ASSIGNED #12200	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	432
		DISLOCATED	151
		OLDER YOUTH	5
		YOUNGER YOUTH	233
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	71.00	79.21
	EMPLOYERS	71.00	79.78
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	72.00%	82.53%
	DISLOCATED WORKERS	76.00%	79.17%
	OLDER YOUTH	71.00%	50.00%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	84.00%	91.41%
	DISLOCATED WORKERS	85.00%	87.01%
	OLDER YOUTH	83.00%	100.00%
	YOUNGER YOUTH	42.00%	60.94%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,400	\$4,241
	DISLOCATED WORKERS	96.00%	91.48%
	OLDER YOUTH	\$3,400	\$11,307
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	51.00%	84.19%
	DISLOCATED WORKERS	51.00%	51.79%
	OLDER YOUTH	33.00%	50.00%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	40.63%	54.46%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	56.00%	90.39%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	2	14

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 18 - Suncoast Workforce Investment Board**

Local Area Name Region 18 Suncoast Workforce Investment Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	178	
		DISLOCATED	137	
		OLDER YOUTH	27	
		YOUNGER YOUTH	63	
ETA ASSIGNED # 12050	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	132	
		DISLOCATED	78	
		OLDER YOUTH	27	
		YOUNGER YOUTH	38	
		NEGOTIATED	ACTUAL	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	69.00	79.21	
	EMPLOYERS	66.00	79.32	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.57%	79.17%	
	DISLOCATED WORKERS	80.00%	80.65%	
	OLDER YOUTH	75.00%	62.50%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	82.00%	90.70%	
	DISLOCATED WORKERS	86.00%	90.91%	
	OLDER YOUTH	50.00%	100.00%	
	YOUNGER YOUTH	42.00%	81.82%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,500	\$1,415	
	DISLOCATED WORKERS	97.00%	81.27%	
	OLDER YOUTH	\$3,500	\$1,609	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	50.00%	71.11%	
	DISLOCATED WORKERS	50.00%	30.53%	
	OLDER YOUTH	31.00%	18.18%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	39.00%	10.00%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	45.00%	51.49%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET	EXCEEDED
	5		2	10

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 19 - Heartland Workforce Investment Board**

Local Area Name Region 19 Heartland Workforce Investment Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	187	
		DISLOCATED	50	
		OLDER YOUTH	8	
		YOUNGER YOUTH	181	
ETA ASSIGNED # 12205	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	166	
		DISLOCATED	36	
		OLDER YOUTH	6	
		YOUNGER YOUTH	66	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	73.00	80.76	
	EMPLOYERS	67.00	80.31	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	71.50%	77.17%	
	DISLOCATED WORKERS	77.00%	73.33%	
	OLDER YOUTH	70.00%	100.00%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	81.00%	82.28%	
	DISLOCATED WORKERS	92.00%	86.67%	
	OLDER YOUTH	77.00%	75.00%	
	YOUNGER YOUTH	47.00%	63.89%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,650	\$6,161	
	DISLOCATED WORKERS	91.50%	90.30%	
	OLDER YOUTH	\$3,650	\$1,908	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	48.00%	70.68%	
	DISLOCATED WORKERS	41.50%	76.47%	
	OLDER YOUTH	47.00%	50.00%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	42.00%	10.00%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	67.00%	47.79%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET	EXCEEDED
	3		4	10

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 20 - Workforce Development Board of the Treasure Coast**

Local Area Name Workforce Development Board of the Treasure Coast Region 20	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	671
		DISLOCATED	389
		OLDER YOUTH	73
		YOUNGER YOUTH	622
ETA ASSIGNED #12210	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	411
		DISLOCATED	299
		OLDER YOUTH	52
		YOUNGER YOUTH	239
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	73.00	79.35
	EMPLOYERS	73.00	77.79
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	72.28%	76.28%
	DISLOCATED WORKERS	71.00%	83.19%
	OLDER YOUTH	65.69%	60.00%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	83.97%	87.29%
	DISLOCATED WORKERS	85.00%	86.60%
	OLDER YOUTH	82.00%	93.83%
	YOUNGER YOUTH	45.00%	49.69%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,600	\$3,603
	DISLOCATED WORKERS	95.00%	91.81%
	OLDER YOUTH	\$3,300	\$3,269
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	43.00%	59.29%
	DISLOCATED WORKERS	43.00%	44.75%
	OLDER YOUTH	32.00%	45.59%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.00%	54.90%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	66.00%	87.08%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1))(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	3	14

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 21 - Workforce Alliance**

Local Area Name Region 21 Workforce Alliance	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	2887
		DISLOCATED	2127
		OLDER YOUTH	184
		YOUNGER YOUTH	531
ETA ASSIGNED # 12075	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	1118
		DISLOCATED	671
		OLDER YOUTH	121
		YOUNGER YOUTH	406
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	78.50	71.12
	EMPLOYERS	76.00	77.34
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	75.00%	79.17%
	DISLOCATED WORKERS	85.50%	78.80%
	OLDER YOUTH	64.50%	66.32%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	80.50%	81.96%
	DISLOCATED WORKERS	84.50%	87.85%
	OLDER YOUTH	81.00%	82.86%
	YOUNGER YOUTH	45.00%	65.33%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$4,590	\$2,342
	DISLOCATED WORKERS	93.50%	85.78%
	OLDER YOUTH	\$3,623	\$2,479
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	41.50%	53.57%
	DISLOCATED WORKERS	45.50%	57.66%
	OLDER YOUTH	37.00%	24.60%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	40.00%	17.65%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	60.50%	75.81%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1))(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	4	3	10

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 22 - Broward Workforce Development Board**

Local Area Name Region 22 Broward Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	1153	
		DISLOCATED	1158	
		OLDER YOUTH	212	
		YOUNGER YOUTH	441	
ETA ASSIGNED # 12015	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	572	
		DISLOCATED	1073	
		OLDER YOUTH	40	
		YOUNGER YOUTH	115	
		<b>NEGOTIATED</b>	<b>ACTUAL</b>	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	73.00	73.70	
	EMPLOYERS	73.00	79.21	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.00%	69.10%	
	DISLOCATED WORKERS	71.00%	70.55%	
	OLDER YOUTH	66.00%	65.96%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	82.00%	82.91%	
	DISLOCATED WORKERS	85.00%	89.67%	
	OLDER YOUTH	82.00%	79.17%	
	YOUNGER YOUTH	45.00%	65.71%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,600	\$4,067	
	DISLOCATED WORKERS	95.00%	105.23%	
	OLDER YOUTH	\$3,300	\$2,115	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	45.00%	55.96%	
	DISLOCATED WORKERS	43.00%	55.59%	
	OLDER YOUTH	32.00%	60.00%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.03%	92.31%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	65.00%	94.23%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET	EXCEEDED
	1		4	12

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 23 - South Florida Workforce Board**

Local Area Nmae Region 23 South Florida Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	8510
		DISLOCATED	3504
		OLDER YOUTH	1543
		YOUNGER YOUTH	4812
ETA ASSIGNED # 12055	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	2369
		DISLOCATED	2184
		OLDER YOUTH	349
		YOUNGER YOUTH	1321
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	71.00	74.47
	EMPLOYERS	71.00	77.67
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	61.00%	55.31%
	DISLOCATED WORKERS	66.00%	63.57%
	OLDER YOUTH	59.26%	59.76%
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	75.00%	79.41%
	DISLOCATED WORKERS	80.00%	85.34%
	OLDER YOUTH	77.00%	80.11%
	YOUNGER YOUTH	45.00%	45.72%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,600	\$3,454
	DISLOCATED WORKERS	95.00%	92.71%
	OLDER YOUTH	\$3,300	\$3,799
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	35.00%	15.46%
	DISLOCATED WORKERS	35.00%	21.87%
	OLDER YOUTH	30.00%	8.17%
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	38.00%	27.39%
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	65.00%	63.48%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	4	5	8

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - PERFORMANCE**  
**Region 24 - Southwest Florida Workforce Board**

LOCAL AREA NAME Region 24 Southwest Florida Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2003 - June 30, 2004	ADULT	340	
		DISLOCATED	267	
		OLDER YOUTH	38	
		YOUNGER YOUTH	281	
ETA ASSIGNED # 12215	TOTAL EXITERS April 1, 2003 - March 31, 2004	ADULT	160	
		DISLOCATED	162	
		OLDER YOUTH	20	
		YOUNGER YOUTH	204	
		NEGOTIATED	ACTUAL	
CUSTOMER SATISFACTION January 1, 2003 - December 31, 2003	PROGRAM PARTICIPANTS	70.00	79.11	
	EMPLOYERS	67.00	76.74	
ENTERED EMPLOYMENT RATE October 1, 2002 - September 30, 2003	ADULT	70.50%	84.69%	
	DISLOCATED WORKERS	72.00%	78.52%	
	OLDER YOUTH	69.00%	53.85%	
RETENTION RATE October 1, 2001 - September 30, 2002	ADULTS	83.50%	81.07%	
	DISLOCATED WORKERS	85.00%	87.63%	
	OLDER YOUTH	81.00%	76.47%	
	YOUNGER YOUTH	41.00%	44.78%	
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. April 1, 2002 - March 31, 2003	ADULTS	\$3,550	\$3,626	
	DISLOCATED WORKERS	94.50%	87.24%	
	OLDER YOUTH	\$3,200	\$1,286	
CREDENTIAL/DIPLOMA RATE October 1, 2002 - September 30, 2003	ADULT	42.50%	69.30%	
	DISLOCATED WORKERS	42.50%	58.88%	
	OLDER YOUTH	32.50%	18.52%	
YOUNGER YOUTH CREDENTIAL/DIPLOMA RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	41.00%	38.46%	
SKILL ATTAINMENT RATE April 1, 2002 - March 31, 2003	YOUNGER YOUTH	53.00%	59.97%	
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")				
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET	EXCEEDED
	3		4	10

\*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**DIRECTORY OF REGIONAL WORKFORCE BOARDS**

<b>WORKFORCE REGION</b> <b>Counties/Board Name</b>	<b>BOARD CHAIR</b>	<b>BOARD STAFF /EXECUTIVE DIRECTORS</b>
<p><b>1</b> Escambia, Santa Rosa</p> <p><b>Workforce Escarosa, Inc.</b></p> <p><a href="http://www.escarosa.org">www.escarosa.org</a></p>	<p>Debbie Wiggins Embry Riddle Aeronautical University 1149 Creighton Road, Suite 5 Pensacola, FL 32504 Tel: (850) 475-3633 Fax: (850) 475-3631 <a href="mailto:Debbie.wiggins@erau.edu">Debbie.wiggins@erau.edu</a></p>	<p>Edward J. LeBrun, Jr., Executive Director Workforce Escarosa, Inc. 9111 Sturdevant Drive Pensacola, FL 32514 Phone (850) 473-0939 Fax (850) 473-0935 <a href="mailto:elebrun@escarosa.org">elebrun@escarosa.org</a></p>
<p><b>2</b> Okaloosa, Walton</p> <p><b>Workforce Development Board of Okaloosa and Walton Counties</b></p> <p><a href="http://www.jobspplusonestop.com">www.jobspplusonestop.com</a></p>	<p>Mr. Robert Dobson Gulf Power 1226 Circle Drive DeFuniak Springs, FL 32433 Phone: 850-892-2412 850-505-5121 (Fax) <a href="mailto:rpdobson@southernco.com">rpdobson@southernco.com</a></p>	<p>Mary Lou Reed, Executive Director Workforce Development Board of Okaloosa and Walton Counties 109 Eighth Avenue Shalimar, FL 32579 Phone (850) 651-2315 or (850) 651-8623 Fax (850) 651-3165 <a href="mailto:mlreed@jobspplus02.com">mlreed@jobspplus02.com</a></p>
<p><b>3</b> Calhoun, Holmes, Jackson, Liberty, Washington</p> <p><b>Chipola Regional Workforce Development Board, Inc.</b></p> <p><a href="http://www.onestopahead.com">www.onestopahead.com</a></p>	<p>Johnny Eubanks, Chairman Chipola Regional Workforce Development Board, Inc. Post Office Box 454 Bristol, FL 32321 Phone: (850) 643-3333 Fax: (850) 643-3334 <a href="mailto:jbe@gtcom.net">jbe@gtcom.net</a></p>	<p>Richard Williams, Executive Director Chipola Regional Workforce Board 4636 Hwy. 90 East, Suite K Marianna, FL 32446 Phone 850-718-0456 Fax: 850-482-3590 <a href="mailto:richardw@jep3.state.fl.us">richardw@jep3.state.fl.us</a></p>
<p><b>4</b> Bay, Franklin, Gulf</p> <p><b>Gulf Coast Workforce Board</b></p> <p><a href="http://www.workforcecenter.org">www.workforcecenter.org</a></p>	<p>Randi Turpin, Chairman Adecco Employment Services 625 Highway 231, Suite A Panama City, FL 32405 Phone (850) 913-3285 Fax (850) 913-3269</p>	<p>Kimberly L. Shoemaker, Exec Director Gulf Coast Workforce Board 5230 West U S Highway 98 Panama City, FL 32401 Phone (850) 913-3285 Fax (850) 913-3269 <a href="mailto:kshoemaker@gcwb.org">kshoemaker@gcwb.org</a></p>
<p><b>5</b> Gadsden, Leon, Wakulla</p> <p><b>Workforce Plus</b></p> <p><a href="http://www.workforceplus.org">www.workforceplus.org</a></p>	<p>Captain Robert E. Barkley, Chairman Workforce Plus 325 John Knox Road, Bldg. F-140 Tallahassee, FL 32303 Phone (850) 414-6085 Ext. 210/202 Fax (850) 410-2595 <a href="mailto:wfplus@wfplus.org">wfplus@wfplus.org</a></p>	<p>Robert W. Bodine, CEO Workforce Plus 325 John Knox Road, Bldg. F-140 Tallahassee, FL 32303 Phone (850) 414-6085 Ext. 210 Fax (850) 410-2595 <a href="mailto:bob.bodine@wfplus.org">bob.bodine@wfplus.org</a></p>
<p><b>6</b> Hamilton, Jefferson, Lafayette, Madison, Suwannee, Taylor</p> <p><b>North Florida Workforce Development Board</b></p> <p><a href="http://www.nfwdb.org">www.nfwdb.org</a></p>	<p>Joyce Miller Realty 7220 US Hwy 129, South Jasper, FL 32052 (386) 792-3970 (phone) (850) 973-6497(fax) <a href="mailto:millerj@alltel.net">millerj@alltel.net</a></p>	<p>William M. Deming, Executive Director North Florida Workforce Development Board 400 W. Base Street, 2<sup>nd</sup> Floor P.O. Box 267 Madison, FL 32341 Phone (850) 973-2672 Fax (850) 973-6497 <a href="mailto:Demingm@nfwdb.org">Demingm@nfwdb.org</a></p>
<p><b>7</b> Columbia, Dixie, Gilchrist, Union</p> <p><b>Florida Crown Workforce Development Board</b></p> <p><a href="http://www.floridacrown.org">www.floridacrown.org</a></p>	<p>Ralph Tyre, Owner R &amp; R Citgo P.O. Box 235 Old Town, FL 32680 Phone (352) 542-7783 Fax (352) 542-1945 <a href="mailto:rtyre@inetw.net">rtyre@inetw.net</a></p>	<p>John Chastain, Executive Director Florida Crown Workforce Development Board 840 SW Main Blvd., Suite 102 Lake City, FL 32025 Phone (386)755-9026 Fax (386) 752-6461 <a href="mailto:jchastain@flcrown.org">jchastain@flcrown.org</a></p>

**DIRECTORY OF REGIONAL WORKFORCE BOARDS**

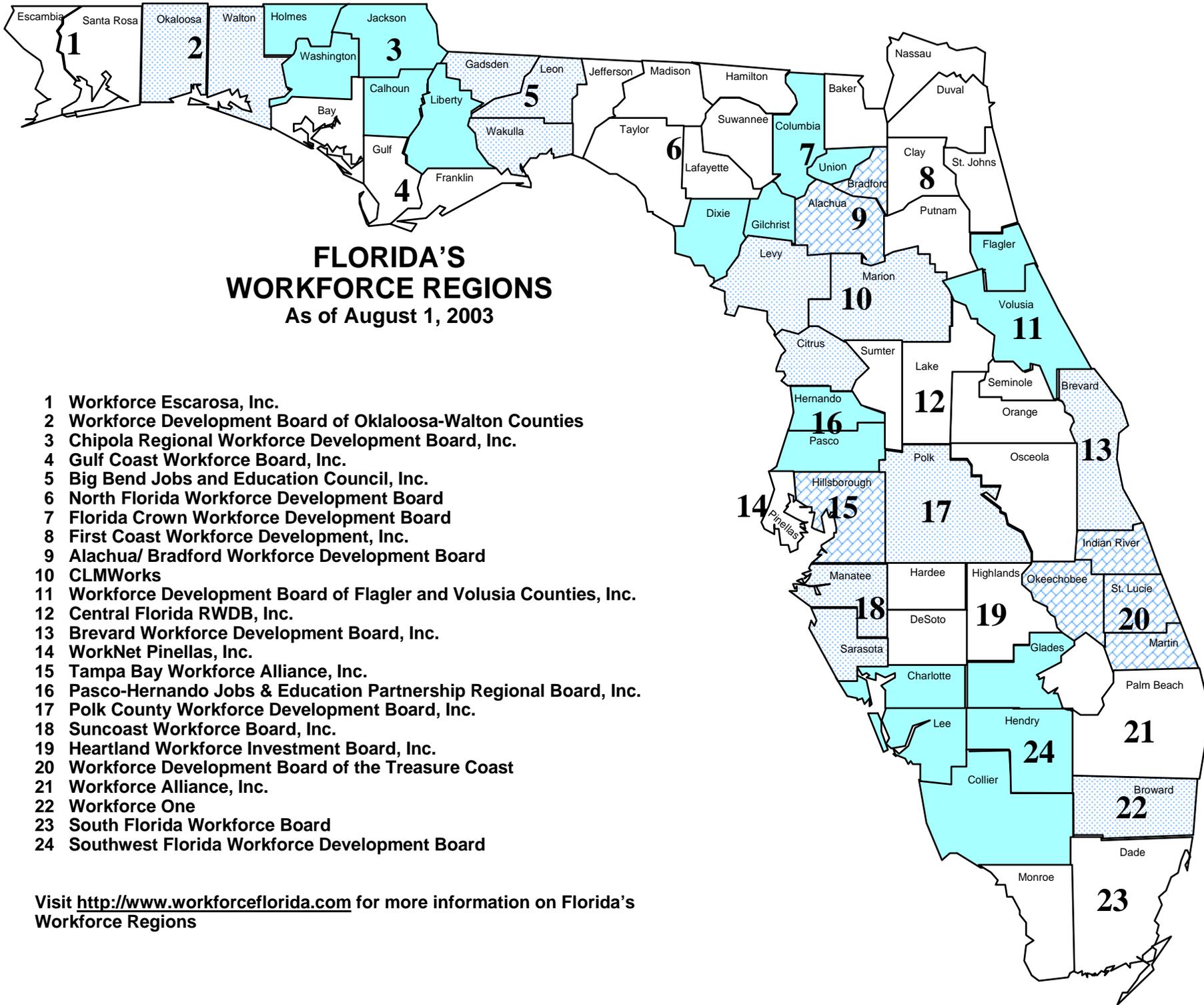
<b>WORKFORCE REGION Counties/Board Name</b>	<b>BOARD CHAIR</b>	<b>BOARD STAFF /EXECUTIVE DIRECTORS</b>
<p><b>8</b> Baker, Clay, Duval, Nassau, Putnam, St. Johns</p> <p><b>First Coast Workforce Development, Inc.</b></p> <p><a href="http://www.firstcoastjob.org">www.firstcoastjob.org</a></p>	<p>Mr. John (Jake) J. Schickel, Esq. Coker, Myers, Schickel, Soreson, Higginbotham &amp; Green, PA P.O. Box 1860 136 E. Bay Street Jacksonville, FL 32202 Phone: 904-356-6071 Fax: 904-353-2425 Email: <a href="mailto:jschickel@cokerlaw.com">jschickel@cokerlaw.com</a></p>	<p>Bruce Ferguson, President &amp; CEO First Coast Workforce Development, Inc. 2141 Loch Rane Boulevard, Suite 107 Orange Park, FL 32073 Phone 904/213-3800 Direct Number: 213-3800 Fax (904) 272-8927 <a href="mailto:bferguson@worksourcefl.com">bferguson@worksourcefl.com</a></p>
<p><b>9</b> Alachua, Bradford</p> <p><b>Alachua/Bradford Regional Workforce Development</b></p>	<p>Mr. Pat Farnsworth Douglas, Douglas &amp; Farnsworth P.O. Box 996 Starke, FL 32091 Ph: 904-964-7404 Fax: 904-964-6583 <a href="mailto:pfarnsworth@ddfcpa.com">pfarnsworth@ddfcpa.com</a></p>	<p>Rachel Bishop-Cook, President BCN Associates, Inc. 408 W. University Ave, 6<sup>th</sup> Floor Gainesville, FL 32601 Phone (352) 334-4088 ext. 101 Fax (352) 377-4252 <a href="mailto:rbcook@bcnassociates.com">rbcook@bcnassociates.com</a></p>
<p><b>10</b> Citrus, Levy, Marion</p> <p><b>CLMWorks</b></p> <p><a href="http://www.clmworkforce.com/">www.clmworkforce.com/</a></p>	<p>Ms. Katherine Miller, Chair CLM Workforce Connection Enterprise Center 3003 SW College Road Suite 205 Ocala, FL 34474 Phone: 352-873-7939 Fax: 352-873-7910 <a href="mailto:Tskinner@clmworkforce.com">Tskinner@clmworkforce.com</a></p>	<p>Thomas Skinner, Executive Vice President CLM Workforce Connection Enterprise Center 3003 SW College Road Suite 205 Ocala, FL 34474 Phone: 352-873-7939 Fax: 352-873-7910 <a href="mailto:Tskinner@clmworkforce.com">Tskinner@clmworkforce.com</a></p>
<p><b>11</b> Flagler, Volusia</p> <p><b>Workforce Development Board of Flagler and Volusia Counties, Inc.</b></p> <p><a href="http://www.wdb-fvc.org">www.wdb-fvc.org</a></p>	<p>Mr. Paul Clare, Board Chair 390 John Anderson Drive Ormond Beach, FL. 32176 Phone (386) 676-9122 <a href="mailto:clarep@bellsouth.net">clarep@bellsouth.net</a></p>	<p>Rick Fraser, President Workforce Development Board of Flagler &amp; Volusia Counties, Inc. 1901 Mason Avenue, Suite 110 Daytona Beach, FL 32117 Phone (386) 274-3854 Fax (386) 274-3864 <a href="mailto:rickfraser@wdb-fvc.org">rickfraser@wdb-fvc.org</a></p>
<p><b>12</b> Orange, Osceola, Seminole, Lake, Sumter</p> <p><b>Central Florida RWDB, Inc.</b></p> <p><a href="http://www.workforcecentral.org">www.workforcecentral.org</a></p>	<p>Mr. Atlee Mercer, Chair WCF Central Florida RWDB, Inc. 1097 Sand Pond Rd Lake Mary, FL 32746-3354 Phone: (407) 531-1222 Fax (407) 805-8020 <a href="mailto:WCF@mail.workforcecentral.org">WCF@mail.workforcecentral.org</a></p>	<p>Gary J. Earl, President/CEO Central Florida RWDB, Inc. 1097 Sand Pond Rd Lake Mary, FL 32746-3354 Phone: (407) 531-1222 Fax (407) 805-8020 <a href="mailto:gearl@wcfla.com">gearl@wcfla.com</a></p>
<p><b>13</b> Brevard</p> <p><b>Brevard Workforce Development Board, Inc.</b></p> <p><a href="http://www.brevardjoblink.net">www.brevardjoblink.net</a></p>	<p>B. Doug Mead, President Mead Construction, Inc. 1301 W. Eau Gallie Blvd. Melbourne FL 32935 Phone : 321-255-3920 Fax: 321-255-3921 <a href="mailto:doug.mead@meadconstruction.com">doug.mead@meadconstruction.com</a></p>	<p>Linda H. South, Executive Director 597 Haverty Court, Suite 40 Rockledge, FL 32955 Phone (321) 504-2060 Fax (321) 504-2065 <a href="mailto:Lsouth@job-link.net">Lsouth@job-link.net</a> or Shannon Akins: assistant <a href="mailto:sakins@job-link.net">sakins@job-link.net</a>.</p>

**DIRECTORY OF REGIONAL WORKFORCE BOARDS**

WORKFORCE REGION Counties/Board Name	BOARD CHAIR	BOARD STAFF /EXECUTIVE DIRECTORS
<p><b>14</b> Pinellas</p> <p><b>WorkNet Pinellas</b></p> <p><a href="http://www.jobs.co.pinellas.fl.us">www.jobs.co.pinellas.fl.us</a></p>	<p>Craig Brethauer, Vice President Team Resources BayCare Health System 500 Ninth Street North, Suite 300 St. Petersburg FL 33705 Ph. 727 825-1652 fax: 727 825-1347 <a href="mailto:brethac@baycare.org">brethac@baycare.org</a></p>	<p>Ed Peachey, Executive Director WorkNet Pinellas 4525 140<sup>th</sup> Avenue North, Suite 906 Clearwater, FL 33762 Phone (727) 524-4344 X3008 Fax (727) 524-4350 <a href="mailto:EPeachey@worknetpinellas.org">EPeachey@worknetpinellas.org</a> Janet Pflum, Assistant (727) 524-4344 X3008 <a href="mailto:jpflum@co.pinellas.fl.us">jpflum@co.pinellas.fl.us</a></p>
<p><b>15</b> Hillsborough</p> <p><b>Tampa Bay Workforce Alliance, Inc.</b></p> <p><a href="http://Tampabayworkforcealliance.com">Tampabayworkforcealliance.com</a></p>	<p>Simone Gans Barefield Gans Gans &amp; Associates 7445 Quail Meadow Road Plant City, FL 33565 Phone (813) 971-6501 Fax (813) 971-6966 <a href="mailto:simone@gansgans.com">simone@gansgans.com</a></p>	<p>Renee Benton, Executive Director Tampa Bay Workforce Alliance, Inc. 5701 E. Hillsborough Avenue, Ste. 1419 Tampa, FL 33610 Ph: (813) 740-4680 Fax: (813) 740-4693or (813) 740-4694 <a href="mailto:bentonr@workforcetampa.com">bentonr@workforcetampa.com</a></p>
<p><b>16</b> Hernando, Pasco</p> <p><b>Pasco-Hernando Counties RWDB, Inc.</b></p> <p><a href="http://www.pasco-hernando.com">www.pasco-hernando.com</a></p>	<p>Mr. Gregg Holloway- Chair Post Office Box 15790 Brooksville, FL 34604 Phone (352) 797-5781 Fax (352) 797-5785 Email : <a href="mailto:lee@pasco-hernando.com">lee@pasco-hernando.com</a></p>	<p>Lee Ellzey Post Office Box 15790 (Mail Only) 15588 Aviation Loop Drive (Fed-Ex) Brooksville, FL 34604 Phone (352) 797-5781 Fax (352) 797-5785 <b>For overnight mail, use:</b> <b>15588 Aviation Loop Drive</b> <b>Brooksville, FL 34609</b> <a href="mailto:lee@pasco-hernando.com">lee@pasco-hernando.com</a></p>
<p><b>17</b> Polk</p> <p><b>PolkWorks</b></p> <p><a href="http://www.workforce.polkworks.org">www.workforce.polkworks.org</a></p>	<p>Neal A. Branch, Chair Sun America Securities 175 5<sup>th</sup> Street SW, Suite 201 Winter Haven, FL 33880 Phone: 863-299-8872 Fax: 863-299-5481 <a href="mailto:NABranch@msn.com">NABranch@msn.com</a></p>	<p>Nancy P. Thompson, Executive Director Polk County WFD Board, Inc. 205 East Main Street, Suite 107 Bartow, FL 33830 Phone (863) 519-0100 x-113 Cell: (863) 944-4537 Fax (863) 534-8501 <a href="mailto:nancy_thompson@polkworks.org">nancy_thompson@polkworks.org</a></p>
<p><b>18</b> Manatee, Sarasota</p> <p><b>Suncoast Workforce Development Board, Inc.</b></p> <p><a href="http://www.SWDB.org">www.SWDB.org</a></p>	<p>Dale Vollrath, Chairman SWB TRC Staffing Services, Owner 5321 Fruitville Road Sarasota, FL 34232 Phone: (941) 371-3339 Fax: (941) 355-6978 e-mail: <a href="mailto:dvollrath@trcsarasota.com">dvollrath@trcsarasota.com</a></p>	<p>Mary Helen Kress, Executive Director Suncoast Workforce Board 1750 17<sup>th</sup> Street, Bldg. J-2 Sarasota, FL 34234 Phone (941) 361-6090 x-104 Fax (941) 361-6141 <a href="mailto:MHKress@swdb.org">MHKress@swdb.org</a></p>
<p><b>19</b> DeSoto, Hardee, Highlands</p> <p><b>Heartland Workforce Investment Board, Inc.</b></p> <p><a href="http://www.heartland-workforce.org">www.heartland-workforce.org</a></p>	<p>Richard Nicholson, Chair Nicholson Supply Co., Inc. 3200 US 27 S, Suite 301 Sebring, Florida 33870 Phone: 863-385-0843. <a href="mailto:nichace@earthlink.net">nichace@earthlink.net</a></p>	<p>Carol Brown, Executive Director Heartland Workforce Investment Board, Inc. 3200 US 27 South, Suite 301, Sebring, Florida 33870 Phone 863-385-0843 Fax 863-382-9067 <a href="mailto:cbrown@heartland-workforce.org">cbrown@heartland-workforce.org</a></p>

**DIRECTORY OF REGIONAL WORKFORCE BOARDS**

WORKFORCE REGION Counties/Board Name	BOARD CHAIR	BOARD STAFF /EXECUTIVE DIRECTORS
<p><b>20</b> Indian River, Martin, Okeechobee, St. Lucie</p> <p><b>Workforce Development Board of the Treasure Coast</b></p> <p><a href="http://www.tcjob.org/">www.tcjob.org/</a></p>	<p>Bob Stevenson, President-Owner M &amp; M Petroleum, Inc 2944 Rosetree Drive Jensen Beach, FL 34957 Telephone : 772-283-2195 Fax : 772-283-9454 E-mail : <a href="mailto:mmpetrdg@aol.com">mmpetrdg@aol.com</a>.</p>	<p>Gwenda Thompson, Executive Director Workforce Development Board of the Treasure Coast 9350 South U.S. 1 Port St. Lucie, FL 34952 Phone (772) 335-3030 Fax (772) 335-0677 <a href="mailto:gthompson@tcjobs.org">gthompson@tcjobs.org</a></p>
<p><b>21</b> Palm Beach</p> <p><b>Palm Beach County Workforce Development Board, Inc.</b></p> <p><a href="http://www.pbcworks.com">www.pbcworks.com</a></p>	<p>Chairman William J. Wood, President Delray Beach Chamber of Commerce 64 S.E. 5th Avenue Delray Beach, FL 33483 Tele (561) 278-0424 Fax (561) 278-0555 Cell (561) 901-6309 Email: <a href="mailto:bwood@delraybeach.com">bwood@delraybeach.com</a></p>	<p>Kathryn Schmidt, CEO/President Workforce Alliance Inc. 326 Fern Street, Suite 301 West Palm Beach, FL 33401 Tele. No. (561) 837-5500 Fax No. (561) 837-5600 <a href="mailto:kschmidt@pbcalliance.com">kschmidt@pbcalliance.com</a></p> <p>Assistant: Ann Meredith at 841-0206</p>
<p><b>22</b> Broward</p> <p><b>Workforce One</b></p> <p><a href="http://www.broward-workforce.org/">www.broward-workforce.org/</a></p>	<p>Michael Carn, President The Databridge Corporation 3800 Inverrary Blvd, Suite 400 Lauderhill, FL 33319 Phone (954) 535-2300 Fax (954) 535-2301 <a href="mailto:michael_carn@databridgecorp.com">michael_carn@databridgecorp.com</a></p>	<p>Mason C. Jackson, President/CEO Workforce One 3800 Inverrary Blvd., Suite 400 Lauderhill, FL 33319 Phone (954) 535-2300 or Mason direct (954) 535-2345 Fax (954) 535-2346 <a href="mailto:Masonjacks@broward-workforce.org">Masonjacks@broward-workforce.org</a></p>
<p><b>23</b> Dade, Monroe</p> <p><b>South Florida Workforce Board Regional Board for Dade and Monroe Counties</b></p> <p><a href="http://www.southfloridaworkforce.com">www.southfloridaworkforce.com</a></p>	<p>Willie Ivory, Board Chair Turnberry Associates 19501 Biscayne Blvd. Suite 400 Aventura, FL 33180 Phone (305) 937-6200 Fax (305) 933-5511 <a href="mailto:lvorwy@turnberry.com">lvorwy@turnberry.com</a></p>	<p>Edith Humes-Newbold, Executive Director Miami Airport Corporate Center 7300 Corporate Center Drive, Suite 500 Miami, FL 33126-1234 Phone (305) 594-7615 x-258 or 369 Fax (305) 593-5632 <a href="mailto:ehumes@southfloridaworkforce.com">ehumes@southfloridaworkforce.com</a></p>
<p><b>24</b> Charlotte, Collier, Glades, Hendry, Lee</p> <p><b>Southwest Florida Workforce Development Board</b></p>	<p>Steve Personette, President Southwest Florida Workforce Development Board, Inc. 24311 Walden Center Drive, Suite 200 Bonita Springs, FL 34134 Phone: (239) 992-8000 Fax (239) 948-3359 <a href="mailto:jpaterno@sfwdb.org">jpaterno@sfwdb.org</a></p>	<p>Joseph Paterno, Executive Director Southwest Florida Workforce Development Board, Inc. 24311 Walden Center Drive, Suite 200 Bonita Springs, FL 34134 Phone: (239) 992-8000 Fax (239) 948-3359 <a href="mailto:jpaterno@sfwdb.org">jpaterno@sfwdb.org</a></p>



**FLORIDA'S  
WORKFORCE REGIONS**  
As of August 1, 2003

- 1 Workforce Escarosa, Inc.
- 2 Workforce Development Board of Okaloosa-Walton Counties
- 3 Chipola Regional Workforce Development Board, Inc.
- 4 Gulf Coast Workforce Board, Inc.
- 5 Big Bend Jobs and Education Council, Inc.
- 6 North Florida Workforce Development Board
- 7 Florida Crown Workforce Development Board
- 8 First Coast Workforce Development, Inc.
- 9 Alachua/ Bradford Workforce Development Board
- 10 CLMWorks
- 11 Workforce Development Board of Flagler and Volusia Counties, Inc.
- 12 Central Florida RWDB, Inc.
- 13 Brevard Workforce Development Board, Inc.
- 14 WorkNet Pinellas, Inc.
- 15 Tampa Bay Workforce Alliance, Inc.
- 16 Pasco-Hernando Jobs & Education Partnership Regional Board, Inc.
- 17 Polk County Workforce Development Board, Inc.
- 18 Suncoast Workforce Board, Inc.
- 19 Heartland Workforce Investment Board, Inc.
- 20 Workforce Development Board of the Treasure Coast
- 21 Workforce Alliance, Inc.
- 22 Workforce One
- 23 South Florida Workforce Board
- 24 Southwest Florida Workforce Development Board

Visit <http://www.workforceflorida.com> for more information on Florida's Workforce Regions

## WIA Annual Report Data

State Name: FL

Program Year: 2003

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

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	73	76.15	6,339	29,132	8,824	71.8
Employers	73	78.23	6,795	41,774	8,448	80.4

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70	65.8	5,074
			7,713
Employment Retention Rate	82	83.6	7,575
			9,065
Earnings Change in Six Month	3,600	3,573	32,385,309
			9,065
Employment and Credential Rate	43	51	3,487
			6,836

**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	58.5	1,299	69.1	407	47.4	335	62.6	338
		2,222		589		707		540
Employment Retention Rate	81.4	1,679	85.9	591	77.7	404	83.2	395
		2,063		688		520		475
Earnings Change in Six Months	42,279	87,222,081	4,371	3,007,579	3,575	1,858,935	2,100	997,387
		2,063		688		520		475
Employment and Credential Rate	45.4	1,059	55.1	324	28.8	152	52.2	189
		2,333		588		527		362

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

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	62.7	2,619	69.4	2,455
		4,176		3,537
Employment Retention Rate	84.9	4,395	81.8	3,180
		5,179		3,886
Earnings Change in Six Months	3,895	20,171,488	3,143	12,213,821
		5,179		3,886

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	71	71.4	9,580
			13,413
Employment Retention Rate	85	87.6	7,369
			8,415
Earnings Replacement in Six Months	95	91.2	101,366,446
			111,177,642
Employment and Credential Rate	43	36.9	3,377
			9,162

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	70.2	1,067	68.9	295	59.8	986	71.4	60
		1,520		428		1,648		84
Employment Retention Rate	86.8	840	84.5	246	85.9	740	84.4	54
		968		291		861		64
Earnings Replacement Rate	90.5	12,974,265	105.4	3,826,545	75.5	9,118,304	149.2	639,762
		14,341,292		3,630,833		12,069,726		428,845
Employment And Credential Rate	36.8	387	39.3	120	30.7	324	44.8	30
		1,051		305		1,056		67

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	70.5	6,459	73.4
9,162			4,251	
Employment Retention Rate	87.4	4,887	87.9	2,482
		5,591		2,824
Earnings Replacement Rate	91.4	66,667,070	90.7	34,699,376
		72,922,800		38,254,842

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	64
Employment Retention Rate	82	80.5	726 902
Earnings Change in Six Months	3,300	3,065	2,764,667 902
Credential Rate	32	31.9	446 1,397

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	63.2	235	68.4	13	51.8	44	65.8	655
		372		19		85		996
Employment Retention Rate	81.7	255	78.6	11	75.7	56	81.2	659
		312		14		74		812
Earnings Change in Six Months	3,288	1,025,753	3,739	52,348	1,952	144,478	2,953	2,397,813
		312		14		74		812
Credential Rate	35	161	32	8	28.3	30	31.4	389
		460		25		106		1,240

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	65	74.9	15,277
			20,394
Diploma or Equivalent Attainment Rate	41	44.5	1,087
			2,441
Retention Rate	45	54.2	1,213
			2,239

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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	71.8	5,732	78.8	4,318	73.4	1,647
		7,982		5,481		2,245
Diploma or Equivalent Attainment Rate	46.8	583	57.3	322	26.2	163
		1,247		562		622
Retention Rate	54.9	647	51.4	243	54.1	501
		1,179		473		926

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	77.7	7,669	3,267	32,261,870	3.7	186	4,726	23,980,337	42.3	1,107
		9,874		9,874		5,074		5,074		2,619
Dislocated Workers	83.8	5,421	91.4	73,859,527	2	189	6,152	58,937,219	45.5	2,942
		6,471		80,839,314		9,580		9,580		6,459
Older Youth	76.9	679	3,048	2,691,088	1.8	13	2,744	1,967,462		
		883		883		717		717		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>24,247</b>	<b>9,666</b>
<b>Dislocated Workers</b>	<b>13,241</b>	<b>10,097</b>
<b>Older Youth</b>	<b>3,541</b>	<b>1,490</b>
<b>Younger Youth</b>	<b>13,674</b>	<b>6,353</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$38,858,852.00</b>
<b>Local Dislocated Workers</b>		<b>\$34,498,987.00</b>
<b>Local Youth</b>		<b>\$35,075,121.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$2,167,123.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$4,003,547.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Statewide project-train workers in danger of losing job and/or need of new skills for advancement	<b>\$1,234,677.00</b>
	The development and deployment of an add on training component for the Florida entrepreneur Center	<b>\$200,000.00</b>
	Training in Information Technology, interior design, and expanded certificate in construction	<b>\$160,925.00</b>
	Assessment of training needs in support of the aerospace industry in Florida	<b>\$104,700.00</b>
	Assistance with startup of advanced programs in Psychiatry & Behavioral Medicine	<b>\$500,000.00</b>
	Activities in support of local economic efforts	<b>\$150,000.00</b>
	Multifaceted entrepreneurial training & technical assistance to small businesses in Orlando/Tampa	<b>\$270,000.00</b>
	Entrepreneurial training and technical assistance to small businesses in Dade, Broward & Palm Beach	<b>\$140,000.00</b>
	14 Grants/provide training-firsttime job & assist at risk youth to stay/return to school/skill indep	<b>\$2,470,377.00</b>
	17 Grants-provide skills upgrade for employed workers & teacher training & curriculum dev in biotech	<b>\$2,807,827.00</b>
	16 various small projects and initiatives	<b>\$568,000.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$123,210,136.00</b>

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Alachua/Bradford Jobs & Education Partnership	<b>Total Participants Served</b>	Adults	323
		Dislocated Workers	55
		Older Youth	25
		Younger Youth	418
	<b>Total Exiters</b>	Adults	183
		Dislocated Workers	69
		Older Youth	9
		Younger Youth	105

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73	84.2
	Employers	73	70.2
Entered Employment Rate	Adults	70	86.8
	Dislocated Workers	71	83.8
	Older Youth	64	100
Retention Rate	Adults	82	87
	Dislocated Workers	85	90
	Older Youth	82	80
	Younger Youth	45	67.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	5,587
	Dislocated Workers	94	101.7
	Older Youth (\$)	3,200	8,783
Credential / Diploma Rate	Adults	43	83.9
	Dislocated Workers	43	64.2
	Older Youth	32	33.3
	Younger Youth	41	59.1
Skill Attainment Rate	Younger Youth	65	82.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Big Bend Jobs and Education Council, Inc.	Total Participants Served	Adults	201
		Dislocated Workers	173
		Older Youth	179
		Younger Youth	462
	Total Exiters	Adults	91
		Dislocated Workers	169
		Older Youth	72
		Younger Youth	147

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	73.3	
	Employers	67	74.5	
Entered Employment Rate	Adults	72	83.6	
	Dislocated Workers	71	83.3	
	Older Youth	67	77.8	
Retention Rate	Adults	82	86.1	
	Dislocated Workers	86.5	94	
	Older Youth	82	75	
	Younger Youth	44	37.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,100	5,471	
	Dislocated Workers	95	98.9	
	Older Youth (\$)	3,800	6,176	
Credential / Diploma Rate	Adults	43	78.7	
	Dislocated Workers	43	41.6	
	Older Youth	33	52.9	
	Younger Youth	41	46	
Skill Attainment Rate	Younger Youth	78.5	88	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Brevard Workforce Development Board	Total Participants Served	Adults	448
		Dislocated Workers	283
		Older Youth	36
		Younger Youth	97
	Total Exiters	Adults	195
		Dislocated Workers	218
		Older Youth	27
		Younger Youth	97

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	73.7	
	Employers	66	83.2	
Entered Employment Rate	Adults	70	77.3	
	Dislocated Workers	71	76.4	
	Older Youth	64	83.3	
Retention Rate	Adults	82	85.5	
	Dislocated Workers	84	88.5	
	Older Youth	82	88.9	
	Younger Youth	41	55.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,528	
	Dislocated Workers	94	95.8	
	Older Youth (\$)	3,300	3,549	
Credential / Diploma Rate	Adults	42	52.8	
	Dislocated Workers	42	53.9	
	Older Youth	32	47.8	
	Younger Youth	38	53.3	
Skill Attainment Rate	Younger Youth	66	90.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Chipola Regional Workforce Dev. Planning Board Inc.	<b>Total Participants Served</b>	Adults	230
		Dislocated Workers	61
		Older Youth	29
		Younger Youth	274
	<b>Total Exiters</b>	Adults	151
		Dislocated Workers	42
		Older Youth	19
		Younger Youth	140

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	82.7	
	Employers	68	80.8	
Entered Employment Rate	Adults	70	84.3	
	Dislocated Workers	69.3	76.1	
	Older Youth	64	65.3	
Retention Rate	Adults	80	85.9	
	Dislocated Workers	84.9	89.3	
	Older Youth	81.3	85	
	Younger Youth	42	65.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,255	5,989	
	Dislocated Workers	94.5	123.3	
	Older Youth (\$)	3,300	5,955	
Credential / Diploma Rate	Adults	43.4	81.3	
	Dislocated Workers	44	59.5	
	Older Youth	33.5	50	
	Younger Youth	41	74	
Skill Attainment Rate	Younger Youth	51.4	83.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Citrus, Levy, Marion Regional Workforce Development Board	<b>Total Participants Served</b>	Adults	396
		Dislocated Workers	177
		Older Youth	110
		Younger Youth	435
	<b>Total Exiters</b>	Adults	151
		Dislocated Workers	77
		Older Youth	54
		Younger Youth	182

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	80.2	
	Employers	67	77.1	
Entered Employment Rate	Adults	68	84	
	Dislocated Workers	72	88.4	
	Older Youth	64	80	
Retention Rate	Adults	82	79.8	
	Dislocated Workers	86	87.1	
	Older Youth	82	69.2	
	Younger Youth	41	66	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,450	4,208	
	Dislocated Workers	95	89.3	
	Older Youth (\$)	3,150	2,765	
Credential / Diploma Rate	Adults	43	80	
	Dislocated Workers	43	80.6	
	Older Youth	32	58.5	
	Younger Youth	41	81.4	
Skill Attainment Rate	Younger Youth	58	88.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

# WIA Annual Report Data

State Name: FL

Program Year: 2003

Table O: Summary of Participants

<b>Local Area Name:</b> Escarosa Regional Workforce Development Board, Inc.	<b>Total Participants                  Served</b>	Adults	453
		Dislocated Workers	156
		Older Youth	45
		Younger Youth	310
	<b>Total Exiters</b>	Adults	311
		Dislocated Workers	67
		Older Youth	14
		Younger Youth	125

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	81.1	
	Employers	66	80.6	
Entered Employment Rate	Adults	66.5	87.2	
	Dislocated Workers	69.3	88.6	
	Older Youth	69.3	40	
Retention Rate	Adults	82	84.3	
	Dislocated Workers	85	91.6	
	Older Youth	81	75	
	Younger Youth	40	54	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	4,791	
	Dislocated Workers	95	118.9	
	Older Youth (\$)	3,300	3,698	
Credential / Diploma Rate	Adults	42	89	
	Dislocated Workers	42	83.8	
	Older Youth	31	37.5	
	Younger Youth	41	93.6	
Skill Attainment Rate	Younger Youth	62.8	88.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	15

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: First Coast Workforce Development, Inc.	Total Participants Served	Adults	1,842
		Dislocated Workers	822
		Older Youth	113
		Younger Youth	687
	Total Exiters	Adults	749
		Dislocated Workers	505
		Older Youth	91
		Younger Youth	296

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	74.6	
	Employers	67	76.8	
Entered Employment Rate	Adults	68	76	
	Dislocated Workers	70	78.8	
	Older Youth	67.5	62.3	
Retention Rate	Adults	84	90.2	
	Dislocated Workers	84.5	88	
	Older Youth	82	84.8	
	Younger Youth	45	60.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	4,622	
	Dislocated Workers	94	88	
	Older Youth (\$)	3,200	2,246	
Credential / Diploma Rate	Adults	43	59.4	
	Dislocated Workers	42	35.7	
	Older Youth	32	26.8	
	Younger Youth	56.5	74.7	
Skill Attainment Rate	Younger Youth	55.4	87.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	4	12

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Florida Crown Workforce Development Board, Inc.	<b>Total Participants Served</b>	Adults	211
		Dislocated Workers	85
		Older Youth	32
		Younger Youth	132
	<b>Total Exiters</b>	Adults	60
		Dislocated Workers	66
		Older Youth	14
		Younger Youth	178

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73	78.8	
	Employers	73	82.2	
Entered Employment Rate	Adults	70	79.6	
	Dislocated Workers	79	81.2	
	Older Youth	71	60	
Retention Rate	Adults	84.8	81.3	
	Dislocated Workers	85	95.1	
	Older Youth	82	100	
	Younger Youth	45	20	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	4,590	
	Dislocated Workers	95	95.8	
	Older Youth (\$)	3,550	8,382	
Credential / Diploma Rate	Adults	45	75	
	Dislocated Workers	43	72.7	
	Older Youth	32	53.9	
	Younger Youth	55	24.4	
Skill Attainment Rate	Younger Youth	65	46.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	2	12

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Gulf Coast Workforce Development Board, Inc.	<b>Total Participants Served</b>	Adults	451
		Dislocated Workers	121
		Older Youth	83
		Younger Youth	470
	<b>Total Exiters</b>	Adults	324
		Dislocated Workers	96
		Older Youth	43
		Younger Youth	180

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73	81.9	
	Employers	73	82.1	
Entered Employment Rate	Adults	71	84.4	
	Dislocated Workers	65	80.8	
	Older Youth	75	71.4	
Retention Rate	Adults	85	87.7	
	Dislocated Workers	85	88.8	
	Older Youth	85	68.2	
	Younger Youth	50	69.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,855	5,549	
	Dislocated Workers	95	108	
	Older Youth (\$)	3,552	2,743	
Credential / Diploma Rate	Adults	45	71.4	
	Dislocated Workers	45	72.7	
	Older Youth	40	48.2	
	Younger Youth	50	92.3	
Skill Attainment Rate	Younger Youth	75	91.2	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	2	14

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Heartland Workforce Investment Board Inc.	Total Participants Served	Adults	187
		Dislocated Workers	50
		Older Youth	8
		Younger Youth	181
	Total Exiters	Adults	166
		Dislocated Workers	36
		Older Youth	6
		Younger Youth	66

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73	80.8	
	Employers	67	80.3	
Entered Employment Rate	Adults	71.5	77.2	
	Dislocated Workers	77	73.3	
	Older Youth	70	100	
Retention Rate	Adults	81	82.3	
	Dislocated Workers	92	86.7	
	Older Youth	77	75	
	Younger Youth	47	63.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,650	6,161	
	Dislocated Workers	91.5	90.3	
	Older Youth (\$)	3,650	1,908	
Credential / Diploma Rate	Adults	48	70.7	
	Dislocated Workers	41.5	76.5	
	Older Youth	47	50	
	Younger Youth	42	10	
Skill Attainment Rate	Younger Youth	67	47.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	4	10

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Hillsborough County Workforce Board Inc.	Total Participants Served	Adults	980
		Dislocated Workers	554
		Older Youth	173
		Younger Youth	627
	Total Exiters	Adults	328
		Dislocated Workers	781
		Older Youth	159
		Younger Youth	480

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	75.4	
	Employers	67	78.7	
Entered Employment Rate	Adults	70.5	59	
	Dislocated Workers	71	73.6	
	Older Youth	64	65.3	
Retention Rate	Adults	80.7	81.9	
	Dislocated Workers	84.5	90.4	
	Older Youth	75	78.2	
	Younger Youth	45	50.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,581	
	Dislocated Workers	95	85.7	
	Older Youth (\$)	3,300	2,793	
Credential / Diploma Rate	Adults	43	45.8	
	Dislocated Workers	43	25.1	
	Older Youth	32	26.9	
	Younger Youth	41	51.2	
Skill Attainment Rate	Younger Youth	53	66.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	5	10

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Miami-Dade & Monroe County JEP	<b>Total Participants Served</b>	Adults	8,510
		Dislocated Workers	3,504
		Older Youth	1,543
		Younger Youth	4,812
	<b>Total Exiters</b>	Adults	2,369
		Dislocated Workers	2,184
		Older Youth	349
		Younger Youth	1,321

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	74.5	
	Employers	71	77.7	
Entered Employment Rate	Adults	61	55.3	
	Dislocated Workers	66	63.6	
	Older Youth	59.3	59.8	
Retention Rate	Adults	75	79.4	
	Dislocated Workers	80	85.3	
	Older Youth	77	80.1	
	Younger Youth	45	45.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,454	
	Dislocated Workers	95	92.7	
	Older Youth (\$)	3,300	3,799	
Credential / Diploma Rate	Adults	35	15.5	
	Dislocated Workers	35	21.9	
	Older Youth	30	8.2	
	Younger Youth	38	27.4	
Skill Attainment Rate	Younger Youth	65	63.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	5	8

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> North Florida Workforce Development Board	<b>Total Participants Served</b>	Adults	439
		Dislocated Workers	29
		Older Youth	14
		Younger Youth	210
	<b>Total Exiters</b>	Adults	28
		Dislocated Workers	29
		Older Youth	6
		Younger Youth	34

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73	66.8
	Employers	73	80.8
Entered Employment Rate	Adults	70	83.3
	Dislocated Workers	71	89.8
	Older Youth	65	100
Retention Rate	Adults	82	88.9
	Dislocated Workers	85	91.4
	Older Youth	82	78.6
	Younger Youth	45	50.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,855	2,479
	Dislocated Workers	95	108.3
	Older Youth (\$)	3,552	3,398
Credential / Diploma Rate	Adults	43	59.3
	Dislocated Workers	43	61.5
	Older Youth	32	100
	Younger Youth	55.6	56
Skill Attainment Rate	Younger Youth	66	58.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	4	12

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Okaloosa-Walton Jobs & Education Partnership, Inc.	<b>Total Participants Served</b>	Adults	120
		Dislocated Workers	182
		Older Youth	31
		Younger Youth	182
	<b>Total Exiters</b>	Adults	70
		Dislocated Workers	110
		Older Youth	36
		Younger Youth	168

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	75.9	
	Employers	68	76.2	
Entered Employment Rate	Adults	72	80	
	Dislocated Workers	70	80.3	
	Older Youth	70	83.3	
Retention Rate	Adults	86	83.7	
	Dislocated Workers	83	89.7	
	Older Youth	82	71.4	
	Younger Youth	48	59.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,650	4,992	
	Dislocated Workers	93.5	155.8	
	Older Youth (\$)	3,450	1,896	
Credential / Diploma Rate	Adults	45	54	
	Dislocated Workers	45	54.6	
	Older Youth	35	64.5	
	Younger Youth	40	45.8	
Skill Attainment Rate	Younger Youth	65	92.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	14

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Palm Beach County Workforce Development Board, Inc.	<b>Total Participants                  Served</b>	Adults	2,887
		Dislocated Workers	2,127
		Older Youth	184
		Younger Youth	531
	<b>Total Exiters</b>	Adults	1,118
		Dislocated Workers	671
		Older Youth	121
		Younger Youth	406

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.5	71.1	
	Employers	76	77.3	
Entered Employment Rate	Adults	75	79.2	
	Dislocated Workers	85.5	78.8	
	Older Youth	64.5	66.3	
Retention Rate	Adults	80.5	82	
	Dislocated Workers	84.5	87.9	
	Older Youth	81	82.9	
	Younger Youth	45	65.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,590	2,342	
	Dislocated Workers	93.5	85.8	
	Older Youth (\$)	3,623	2,479	
Credential / Diploma Rate	Adults	41.5	53.6	
	Dislocated Workers	45.5	57.7	
	Older Youth	37	24.6	
	Younger Youth	40	17.7	
Skill Attainment Rate	Younger Youth	60.5	75.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	3	10

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Pasco-Hernando Jobs and Education Partnership Regional Board, Inc.	<b>Total Participants Served</b>	Adults	239
		Dislocated Workers	237
		Older Youth	34
		Younger Youth	165
	<b>Total Exiters</b>	Adults	156
		Dislocated Workers	138
		Older Youth	29
		Younger Youth	123

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	75.8	
	Employers	66	80.7	
Entered Employment Rate	Adults	70.5	73.2	
	Dislocated Workers	71	82.7	
	Older Youth	66	69.2	
Retention Rate	Adults	82	81.8	
	Dislocated Workers	85	86.6	
	Older Youth	81	66.7	
	Younger Youth	40	62.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,950	6,417	
	Dislocated Workers	93.5	89.1	
	Older Youth (\$)	3,300	3,254	
Credential / Diploma Rate	Adults	41.5	46.4	
	Dislocated Workers	41.5	50.3	
	Older Youth	31	17.4	
	Younger Youth	45	6.5	
Skill Attainment Rate	Younger Youth	63.5	73.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	4	11

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Polk County Workforce Development Board	Total Participants Served	Adults	646
		Dislocated Workers	299
		Older Youth	4
		Younger Youth	326
	Total Exiters	Adults	432
		Dislocated Workers	151
		Older Youth	5
		Younger Youth	233

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	79.2
	Employers	71	79.8
Entered Employment Rate	Adults	72	82.5
	Dislocated Workers	76	79.2
	Older Youth	71	50
Retention Rate	Adults	84	91.4
	Dislocated Workers	85	87
	Older Youth	83	100
	Younger Youth	42	60.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	4,241
	Dislocated Workers	96	91.5
	Older Youth (\$)	3,400	11,307
Credential / Diploma Rate	Adults	51	84.2
	Dislocated Workers	51	51.8
	Older Youth	33	50
	Younger Youth	40.6	54.5
Skill Attainment Rate	Younger Youth	56	90.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	14

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southwest Florida Workforce Development Board, Inc	<b>Total Participants                  Served</b>	Adults	340
		Dislocated Workers	267
		Older Youth	38
		Younger Youth	281
	<b>Total Exiters</b>	Adults	160
		Dislocated Workers	162
		Older Youth	20
		Younger Youth	204

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	79.1	
	Employers	67	76.7	
Entered Employment Rate	Adults	70.5	84.7	
	Dislocated Workers	72	78.5	
	Older Youth	69	53.9	
Retention Rate	Adults	83.5	81.1	
	Dislocated Workers	85	87.6	
	Older Youth	81	76.5	
	Younger Youth	41	44.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,550	3,626	
	Dislocated Workers	94.5	87.2	
	Older Youth (\$)	3,200	1,286	
Credential / Diploma Rate	Adults	42.5	69.3	
	Dislocated Workers	42.5	58.9	
	Older Youth	32.5	18.5	
	Younger Youth	41	38.5	
Skill Attainment Rate	Younger Youth	53	60	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	4	10

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: WORKFORCE CENTRAL FLORIDA	Total Participants Served	Adults	1,477
		Dislocated Workers	1,274
		Older Youth	171
		Younger Youth	603
	Total Exiters	Adults	512
		Dislocated Workers	565
		Older Youth	122
		Younger Youth	637

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	70.7	
	Employers	69	75	
Entered Employment Rate	Adults	71	79.6	
	Dislocated Workers	71	80.9	
	Older Youth	64	68	
Retention Rate	Adults	83	86.6	
	Dislocated Workers	84	89.6	
	Older Youth	82.5	75	
	Younger Youth	45	58.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,314	
	Dislocated Workers	94.5	94	
	Older Youth (\$)	3,300	1,944	
Credential / Diploma Rate	Adults	41.5	82.7	
	Dislocated Workers	41.5	57.6	
	Older Youth	32	50.6	
	Younger Youth	40	38.6	
Skill Attainment Rate	Younger Youth	65	84.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	4	11

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: WorkNet Pinellas	Total Participants Served	Adults	828
		Dislocated Workers	663
		Older Youth	92
		Younger Youth	297
	Total Exiters	Adults	304
		Dislocated Workers	612
		Older Youth	23
		Younger Youth	132

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	71.7
	Employers	69	72.8
Entered Employment Rate	Adults	67.5	53.1
	Dislocated Workers	72	71.4
	Older Youth	49.5	59.1
Retention Rate	Adults	81.5	86.5
	Dislocated Workers	84	90.3
	Older Youth	82	75
	Younger Youth	41.5	44.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	3,481
	Dislocated Workers	95	82.7
	Older Youth (\$)	3,250	1,520
Credential / Diploma Rate	Adults	43	50
	Dislocated Workers	43	48.4
	Older Youth	33	43.5
	Younger Youth	41	52.3
Skill Attainment Rate	Younger Youth	56	80.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	5	10

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Workforce Dev. Board of the Treasure Coast	Total Participants Served	Adults	671
		Dislocated Workers	389
		Older Youth	73
		Younger Youth	622
	Total Exiters	Adults	411
		Dislocated Workers	299
		Older Youth	52
		Younger Youth	239

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73	79.4	
	Employers	73	77.8	
Entered Employment Rate	Adults	72.3	76.3	
	Dislocated Workers	71	83.2	
	Older Youth	65.7	60	
Retention Rate	Adults	84	87.3	
	Dislocated Workers	85	86.6	
	Older Youth	82	93.8	
	Younger Youth	45	49.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,603	
	Dislocated Workers	95	91.8	
	Older Youth (\$)	3,300	3,269	
Credential / Diploma Rate	Adults	43	59.3	
	Dislocated Workers	43	44.8	
	Older Youth	32	45.6	
	Younger Youth	41	54.9	
Skill Attainment Rate	Younger Youth	66	87.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Workforce Development Board of Flagler and Volusia Counties, Inc.	<b>Total Participants Served</b>	Adults	418
		Dislocated Workers	109
		Older Youth	76
		Younger Youth	212
	<b>Total Exiters</b>	Adults	461
		Dislocated Workers	215
		Older Youth	61
		Younger Youth	206

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	75.9
	Employers	73	79.6
Entered Employment Rate	Adults	70	68.8
	Dislocated Workers	72	74.5
	Older Youth	64	70.8
Retention Rate	Adults	85.4	85.3
	Dislocated Workers	85.8	86.3
	Older Youth	82	84.8
	Younger Youth	45	55.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	194
	Dislocated Workers	98	87.8
	Older Youth (\$)	3,300	3,046
Credential / Diploma Rate	Adults	48	65.4
	Dislocated Workers	43	50.2
	Older Youth	32	64.4
	Younger Youth	45.3	15.5
Skill Attainment Rate	Younger Youth	65	83.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	5	10

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Suncoast Workforce Development Board, Inc.	<b>Total Participants Served</b>	Adults	178
		Dislocated Workers	137
		Older Youth	27
		Younger Youth	63
	<b>Total Exiters</b>	Adults	132
		Dislocated Workers	78
		Older Youth	27
		Younger Youth	38

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	79.2
	Employers	66	79.3
Entered Employment Rate	Adults	70.6	79.2
	Dislocated Workers	80	80.7
	Older Youth	75	62.5
Retention Rate	Adults	82	90.7
	Dislocated Workers	86	90.9
	Older Youth	50	100
	Younger Youth	42	81.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	1,415
	Dislocated Workers	97	81.3
	Older Youth (\$)	3,500	1,609
Credential / Diploma Rate	Adults	50	71.1
	Dislocated Workers	50	30.5
	Older Youth	31	18.2
	Younger Youth	39	10
Skill Attainment Rate	Younger Youth	45	51.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	5	2	10

# WIA Annual Report Data

State Name: FL

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Broward Workforce Development Board	<b>Total Participants Served</b>	Adults	1,153
		Dislocated Workers	1,158
		Older Youth	212
		Younger Youth	441
	<b>Total Exiters</b>	Adults	572
		Dislocated Workers	1,073
		Older Youth	40
		Younger Youth	115

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73	73.7	
	Employers	73	79.2	
Entered Employment Rate	Adults	70	69.1	
	Dislocated Workers	71	70.6	
	Older Youth	66	66	
Retention Rate	Adults	82	82.9	
	Dislocated Workers	85	89.7	
	Older Youth	82	79.2	
	Younger Youth	45	65.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	4,067	
	Dislocated Workers	95	105.2	
	Older Youth (\$)	3,300	2,115	
Credential / Diploma Rate	Adults	45	56	
	Dislocated Workers	43	55.6	
	Older Youth	32	60	
	Younger Youth	41	92.3	
Skill Attainment Rate	Younger Youth	55	94.2	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	4	12