

Workforce *florida, inc.*

*Dwayne E. Ingram, Chairman
Chris Hart IV, President*

October 1, 2012

Ms. Jane Oates, Assistant Secretary
Employment and Training Administration
U.S. Department of Labor
Frances Perkins Building
200 Constitution Avenue, N.W.
Washington, D.C. 20210

Dear Assistant Secretary Oates:

The State of Florida is pleased to submit our Workforce Investment Act (WIA) Annual Report for the 2011-2012 Program Year. The information contained in the annual report has been compiled and transmitted in accordance with guidance found in the Training and Employment Guidance Letter No. 29-11.

We would like to thank our partners, the Florida Department of Economic Opportunity and the Florida Education and Training Placement Information Program of the Florida Department of Education, for their assistance in gathering the information and data contained in this report.

We trust that our report provides all of the information needed by your office. Should you have any questions, please contact Mary B. Lazor of our office at (850) 414-8299 or email: mlazor@workforceflorida.com.

Sincerely,



Chris Hart IV
President & CEO

cc: Helen N. Parker, Regional Administrator, U.S. Department of Labor
Dwayne E. Ingram, Chairman, Workforce Florida Board of Directors
Hunting F. Deutsch, Executive Director, Florida Department of Economic Opportunity

Enclosure



Workforce *Florida, inc.*

**FEDERAL PROGRAMS:
WORKFORCE INVESTMENT ACT (WIA) AND
RELATED WORKFORCE PROGRAMS**

**PROGRAM YEAR
2011-2012**

**OCTOBER 1, 2012
WORKFORCEFLORIDA.COM**



Table of Contents

INTRODUCTION.....	4
<i>Governance and Service Delivery Structures under the Workforce Investment Act.....</i>	<i>4</i>
<i>Accolades</i>	<i>6</i>
<i>A Closer Look at Florida Successes</i>	<i>7</i>
WORKFORCE FLORIDA OVERVIEW	9
<i>Florida’s Workforce System</i>	<i>9</i>
ACCESS TO FLORIDA’S WORKFORCE SERVICES AND RESOURCES	11
<i>One-Stop Career Centers: The “Bricks-and-Mortar Front Door” For Workforce Services</i>	<i>11</i>
WORKFORCE FLORIDA STATE-LEVEL ACTIVITIES	14
<i>Councils, Committees, Programs and Initiatives</i>	<i>15</i>
<i>Executive Committee</i>	<i>16</i>
<i>State Board and Council Programs and Initiatives</i>	<i>17</i>
<i>Global Talent Competitiveness Council</i>	<i>19</i>
<i>Performance and Accountability Council.....</i>	<i>34</i>
<i>Finance and Administration Council.....</i>	<i>36</i>
<i>Outreach to Employers and Job Seekers.....</i>	<i>38</i>
<i>Accountability and Continuous Improvement</i>	<i>40</i>
STATE WORKFORCE PERFORMANCE.....	41
<i>Performance Measures.....</i>	<i>43</i>
<i>Local Performance</i>	<i>47</i>
STATE EVALUATION ACTIVITIES AND INCENTIVE POLICY	48
<i>Overall Description and Background</i>	<i>48</i>
COST OF WORKFORCE INVESTMENT ACTIVITIES	52
<i>Expenditure Levels</i>	<i>52</i>
<i>Federal Waivers.....</i>	<i>56</i>
WORKFORCE INVESTMENT ACT PROGRAMS AND INITIATIVES.....	60
<i>Rapid Response Funding for Regional Workforce Boards</i>	<i>63</i>
<i>Wagner-Peyser Programs</i>	<i>82</i>
<i>Targeted Populations</i>	<i>84</i>
<i>State-Level Programs</i>	<i>97</i>
LOOKING AHEAD	99
APPENDIX OF TABLES.....	100

Workforce Florida 2011-2012 Annual Report

Appendix

Federal Workforce Investment Act Annual Report Supporting Tables and Required WIA Tables

- Table 1 – Definitions for WIA Core Performance Measures
- Table 2 – State WIA Performance
- Table 3 – Balanced Scorecard Report Measures
- Table 4 – Program Year 2010-2011 Adult WIA Expenditures
- Table 5 – Program Year 2010-2011 Dislocated Worker WIA Expenditures
- Table 6 – Program Year 2010-2011 Youth WIA Expenditures
- Table 7 – Use of Individual Training Accounts WIA Adult & Dislocated Worker Combined
- Table 8 – State-Level WIA Rapid Response

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.1 – Statewide Youth Results
- Table H.2 – Statewide Older Youth Program Results
- Table I – Statewide Outcomes for Older Youth Special Populations
- Table J – Statewide Younger Youth Results
- 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

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

INTRODUCTION

Governance and Service Delivery Structures under the Workforce Investment Act

Florida continues to build momentum and focus on strengthening its workforce talent at every level to drive sustainable economic growth and competitiveness. As the state's recovery from global recession continues — with reinvigorating economic indicators that show the state is headed in the right direction — Florida's workforce system has remained steadfastly mission-driven to help Floridians enter, remain and advance in the workforce while strengthening the state's business climate.

Often cited as one of the most integrated in the country, Florida's workforce system employs a governance model, state statute and strategic plan all working in unison to comprehensively incorporate all workforce-related services, traditional federally funded employment and training, welfare reform and specialized state-funded programs. Florida's Workforce Innovation Act was expressly drafted to be compatible with, and build upon, the provisions of the federal Workforce Investment Act (WIA) as well as myriad workforce programs funded through the U.S. Department of Labor.

Guided by core strategic principles that include collaboration, accountability, transparency, flexibility and alignment, Florida's workforce system is demand-driven to respond to the employment and training needs of Florida businesses, job seekers and workers.

The state's 2010-2015 Statewide Strategic Plan for Workforce Development, *Creating the Strategies for Today's Needs and Tomorrow's Talent*, continues to serve as the overarching guide for workforce strategies and investment. Workforce Florida Inc. has worked to ensure the system's strategic focus continues to align with state economic development priorities to advance job creation and retention, as Florida's economic development landscape has undergone significant change during the past year to further improve collaboration, efficiency and effectiveness. Governor Rick Scott has made jobs the central focus of his administration and through his leadership Florida's workforce system is recognized and relied upon as a critical and leading component of the state's economic development infrastructure to drive competitiveness and achieve a stronger economic future for Florida.

Florida's economy is showing signs of strengthening with a modest recovery. The state's unemployment rate has fallen from a high of 11.4 during the recent recession to below 9.0 percent. The outlook according to the Florida Economic Estimating Conference is that the unemployment rate will fall to 7.2 percent in Fiscal Year 2015. Florida's job count during the recession declined for three consecutive years and now has improved to a positive growth rate of just over 1.0 percent. The outlook for job growth is to gain by 2.2 percent in Fiscal Year 2015.

Florida had a net gain of 73,200 nonagricultural jobs from July 2011 to June 2012. The industry that gained the most was professional and business services (+37,100 jobs). Other industries gaining jobs included trade, transportation, and utilities (+21,800 jobs); leisure and hospitality (+16,100 jobs); private education and health services (+14,300 jobs); financial activities (+9,800 jobs); and manufacturing (+2,300 jobs). Industries that continued to lose jobs during this time period were construction (-16,300 jobs), government (-7,100 jobs), other services (-4,600 jobs), and information (-200 jobs).

Throughout this annual report, Florida outlines its workforce system strategies, investments and actions to leverage assets — both state and local — to enhance collaboration and performance to respond to current and anticipated talent needs that impact the state’s economy today and will help shape its future.

The report provides the performance outcome data and other required reporting by federal WIA law covering services and programs funded through WIA, Wagner-Peyser (WP) 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 2011- 2012 Program Year:

- State Workforce Investment Board (WIA Section 111): Workforce Florida Inc. (WFI). Governor Scott named Dwayne E. Ingram as the Workforce Florida Board Chairman on September 13, 2011. Chris Hart IV serves as President and CEO. For more information, please go to www.workforceflorida.com.
- State-level Administrative/Fiscal Agency (WIA Sections 132, 303, etc.): On October 1, 2011, the Florida Agency for Workforce Innovation (AWI) became the Department of Economic Opportunity (DEO), now led by Executive Director Hunt Deutsch. More information is available at www.floridajobs.org.
- Local Workforce Investment Boards (WIA Section 117): Florida’s 24 Regional Workforce Boards and the areas they serve are shown in the attached map and at www.workforceflorida.com.
- One-Stop Delivery System (WIA Section 121): Florida’s network of nearly 100 One-Stop Career Centers is listed at www.employflorida.com.

Florida’s workforce system — comprised of three primary partners — has evolved into an increasingly mature and collaborative system providing state guidance and oversight, while embracing policy and process development to help ensure local flexibility as well as state and local alignment.

A business-led, public-private partnership, Workforce Florida is the strategy and chief policy organization for Florida’s workforce system. Administration of the state’s workforce policy is carried out by the Department of Economic Opportunity and programs and services are delivered by the 24 business-led Regional Workforce Boards through the nearly 100 One-Stop Career Centers throughout Florida or through the state’s “virtual one-stop,” the Employ Florida Marketplace at www.employflorida.com.

Workforce Florida is the principal workforce policy organization for the state. Its purpose is to develop the state business climate by designing and implementing strategies that help Floridians enter, remain and advance in the workforce, becoming more highly skilled and successful, benefiting Florida businesses and the entire state. Workforce Florida is a not-for-profit corporation and is governed by a board of directors, which includes public and private members.

The Department of Economic Opportunity (DEO) is the Governor’s agency for workforce programs and is the administrative entity created by Chapter 445, Florida Statutes for this purpose. The agency receives and accounts for federal funds on behalf of the workforce system, is responsible for financial and performance reports which are provided to the U.S. Department of Labor and other federal organizations, distributes workforce guidance and policy initiatives, provides training and technical assistance to the Regional Workforce Boards, monitors its sub-recipients and provides other administrative duties. The Department also operates Florida’s unemployment insurance program and labor market information office as well as a number of other programs and initiatives.

Florida’s 24 Regional Workforce Boards have service delivery areas that are closely aligned with the state’s community college system. The Regional Workforce Boards (also known as “local boards” and “regional boards”) provide a coordinated and comprehensive delivery of local workforce services directed by business-led boards of directors. The regional boards focus on strategic planning, policy development and oversight of the local workforce investment system within their respective areas. Some local boards also serve as direct service providers managing their region’s One-Stop Career Centers. Business and labor have an immediate and direct stake in workforce system quality. Their active involvement is critical to the provision of essential data on in-demand skills, available jobs, expanding career fields and the identification and development of programs that best meet the needs of local employers and job seekers.

Accolades

Florida’s workforce system is a national model for innovation and has continued its track record of success including top rankings and national recognitions including:

- No. 1 for Talent Pipeline in U.S. Chamber of Commerce and National Chamber Foundation annual *Enterprising States* report. The ranking is based on measures including the job-placement proficiency of its workforce system. The 2012 report cites Workforce Florida-led initiatives to “create world-class talent at every skill level” as talent pipeline policies that produce.
- No. 2 in *Chief Executive* magazine’s annual survey of best states for business based on several factors including workforce quality.
- Top-3 workforce ranking in CNBC’s annual *America’s Top States for Business* report for five consecutive years. The annual study examines states in multiple categories including workforce, looking at indicators such as the education level of the workforce and the success of worker training programs in placing participants in jobs. As a testament to its workforce quality and the efforts of its continually aligned and improving workforce, education and economic development systems, Florida ranked No. 3 in 2012; No. 3 in 2011; No. 1 in 2010; No. 3 in 2009; and No. 1 in 2008.

A Closer Look at Florida Successes

Florida's strong track record as a national workforce leader stems from our ability to align the training and job-search needs of job seekers with the talent demands of businesses of all sizes throughout Florida. Florida's local and state workforce system partners are committed to advancing our mission to help Floridians enter, remain and advance in the workforce while strengthening the state's climate for business. Here are a few examples of our success:

Job Seeker Success Stories

Terrence Barrington, Instructor, Sullivan and Cogliano Training Centers: When Terrence Barrington was laid off from his job, he struggled to support a young family, including a wife who lost her job as well. Mr. Barrington turned to the Employ Florida network for help. Staff at Mr. Barrington's local workforce board, South Florida Workforce, helped him apply for an educational grant and prepared him for success as a student.

Mr. Barrington received the grant and began attending Sullivan and Cogliano Training Centers. After Mr. Barrington had been a student for four months, his classmates began to tap him for tutoring help. The assistance Mr. Barrington provided to his classmates did not go unnoticed; the dean soon realized that the students he tutored were making positive gains in class.

Sullivan and Cogliano hired Mr. Barrington as a paid tutor and six months later, hired him as a full-time instructor. Mr. Barrington continues to advance professionally at the Sullivan and Cogliano Training Center in Miami.

"When I arrive at work in the morning, I have such a feeling of satisfaction," Mr. Barrington said. "South Florida workforce helped me start a career I love and support my family. I cannot thank them enough."

Elizabeth Matthews, Monitor Technician and Unit Secretary, Regional Medical Center Bayonet Point: After being laid off from her job, Elizabeth Matthews, a single mother, struggled to support her family. She turned to Career Central in Pasco and Hernando counties for help. Staff helped her update her resume, gain interviewing skills and research different occupations. They also helped her enroll in a community service program and contribute to her community and, in doing so, demonstrate that she was a quick study and a hard worker.

Career Central staff took note and recommended her for On-the-Job Training at Regional Medical Center Bayonet Point. The hospital was pleased with Ms. Matthews' performance and skill-set and hired her as a full-time monitor technician and unit secretary.

"I am very pleased with my position at Regional Medical Center Bayonet Point," stated Ms. Matthews. "My job is rewarding and I am able to support my family on my own. The Employ Florida network helped me advance my career and get back on my feet."

Gary Kinsey, CEO and Founder, North Florida Medical Solutions: Florida's workforce system is finding innovative ways to collaborate to improve the state's business climate – even if it means helping job seekers create businesses themselves through entrepreneurship training.

Entrepreneurship is the primary area of strategic focus for FloridaWorks, which provides workforce services in Alachua and Bradford counties. A leader in workforce entrepreneurship training, the local board recently was awarded an \$11.95 million U.S. Department of Labor grant to replicate its StartUp Quest program – funded originally by a grant from Workforce Florida to provide entrepreneurship training and resources to out-of-work, degree-holding professionals – in seven other Florida workforce regions. The initiative is a component of FloridaWorks’ collective entrepreneurship training program, Entrepreneurship Quest, designed for job seekers at various educational and career levels.

Gainesville resident Gary Kinsey was unemployed after losing his job as a physical therapist when FloridaWorks contacted him about StartUp Quest. Mr. Kinsey’s previous unsuccessful business ventures left him initially reluctant to pursue self-employment. But he changed his mind, meeting other out-of-work but highly motivated professionals through StartUp Quest who provided both inspiration and camaraderie.

Today, Mr. Kinsey is CEO and Founder of North Florida Medical Solutions, which earlier this year brought to market its first product, the CathStrap®, which prevents catheter backflow responsible for infections in patients.

Mr. Kinsey originally obtained the CathStrap® invention concept from a StartupQuest partner, the University of Florida’s Office of Technology and Licensing, which seeks out companies to take UF research inventions to market.

“We’ve got lots of educated people looking for work and lots of technology available for development by entrepreneurs,” said FloridaWorks Executive Director Kim Tesch-Vaught. “StartUp Quest educates job seekers about technology transfer and how to turn ideas into profits.”

Employer Success Stories

Digital Risk, LLC: An innovative approach to serving business was a key driver in Digital Risk choosing Florida for its expansion. The Talent Acquisition unit at Workforce Alliance, the Regional Workforce Board that provides workforce services in Palm Beach County, was invited by the county's Business Development Board to meet with Digital Risk leaders last fall. The team of mostly veteran corporate recruiters pitched their business model to Digital Risk. The executives responded with a request for 200 resumes of pre-screened, industry-relevant candidates with three top choices in three days. The team worked over the weekend to meet the request, screening 300 resumes, providing 200 qualified candidates and interviewing the three most qualified to ensure they would meet Digital Risk's expectations.

"During our initial meeting, we learned that we were actually using the same candidate screening software that Digital Risk uses," said Gerry Genovese, Vice President of Business Services. "Discovering this similarity piqued their curiosity about what we could do for them. In the end, though, knowing Palm Beach County has a ready talent supply played a role in the decision."

The hard work paid off when Digital Risk recommended Boca Raton for its newest site. The result: 350 jobs out of 500 statewide, paying an average \$48,000 annually, with an estimated \$130 million economic impact in Palm Beach County over the next five years.

"We speak and understand the language of business and we work at the speed of business," said Genovese, a former Fortune 500 executive with sales and marketing experience in domestic and international markets. "We don't approach serving businesses with products in mind. We learn what their needs are and tailor products and services to meet those needs."

Traci Walker, President, Canyons Zip Line and Canopy Tours: When slow business forced Traci and Dave Walker to close their construction business after more than 25 years, they decided to open an eco-adventure attraction featuring zip lining – only the fourth known attraction like it in Florida.

To get off to a strong start, the Walkers needed to hire an inaugural staff that would be dependable and quick-learning. Over a four-month period, the Walkers tapped Workforce Connection, the Regional Workforce Board for Citrus, Levy and Marion counties, for resources such as recruiting, candidate screening, office space for meetings and interviews and publicity.

With the help of Workforce Connection, a member of the Employ Florida network, Canyons Zip Line and Canopy Tours provided jobs to 25 people. Workforce Connection helped offset the cost of training 13 of the new hires through its On-the-Job Training program.

Today, Canyons Zip Line and Canopy Tours is a thriving business. The Walkers enjoy knowing they can depend on their local workforce board for the talent their business needs to keep growing and providing customers with unforgettable experiences every day.

"Workforce Connection provided our businesses with hardworking people who love what they do," Mrs. Walker said. "Our employees make customers happy and our company successful."

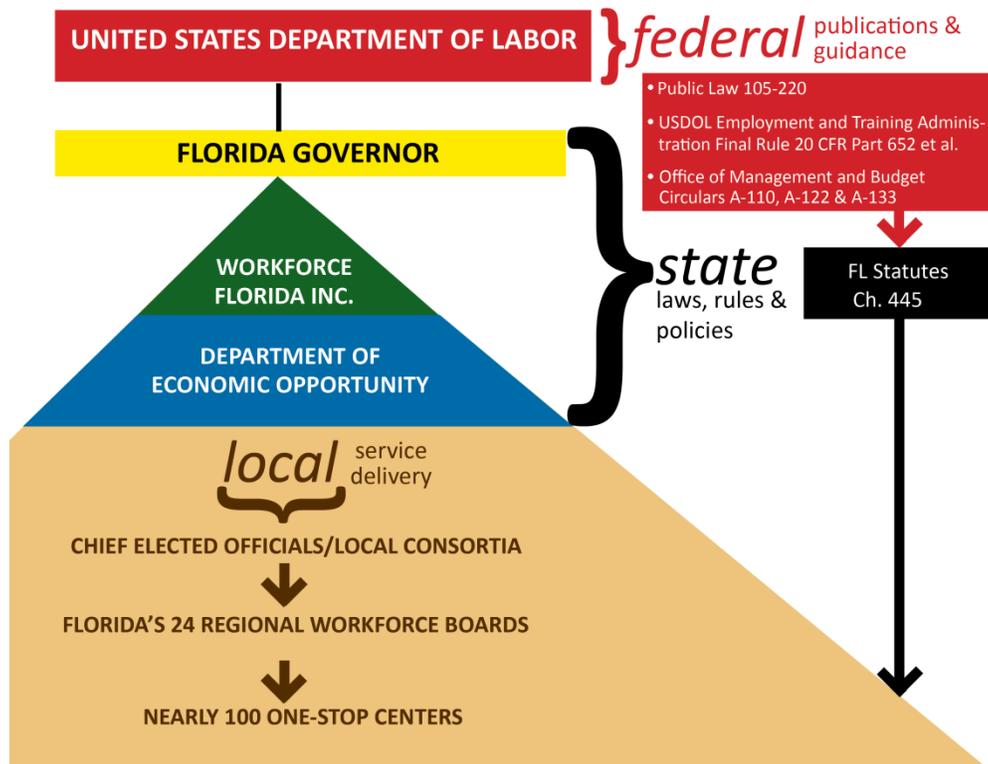
WORKFORCE FLORIDA OVERVIEW

Florida's Workforce System

A business-led, public-private partnership, Workforce Florida is the strategy and chief policy organization for Florida's workforce system. Administration of the state's workforce policy, programs and services is carried out by the Department of Economic Opportunity and the 24 business-led Regional Workforce Boards — with an array of services delivered through the nearly 100 One-Stop Career Centers throughout Florida or through the state's "virtual one-stop," the Employ Florida Marketplace at www.employflorida.com.

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

Local flexibility 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 authority. Local flexibility allows for programs to address the economic development, business and workforce needs of each particular region of the state.



Recently, as part of his 2012 Job Creation and Economic Growth Agenda, Governor Scott and the Florida Legislature created new laws and policies that promote the accountable use of public funds for workforce investment, tax relief for businesses and families and the removal of burdensome regulations on business. (The full agenda can be found at <http://www.flgov.com/wp-content/uploads/2011/12/Jobs2012FINAL.pdf>.)

Among the new laws are:

- The Regional Workforce Boards Accountability Act, which increases the accountability, transparency, efficiency, and effectiveness of Local Workforce Investment Boards. Key provisions include: Local boards' budgets and expenditures will receive additional review; the Governor is given a clearer path for demanding accountability from volunteer and professional leaders, including the option to remove them for cause; and board members and executive directors are required to file a financial disclosure. The new law also tasks Workforce Florida with establishing a single, statewide brand for the workforce system. This branding, or rebranding of the Florida workforce system, is intended to convey and promote a comprehensive, unified and aligned system of world-class services for job seekers, workers and businesses to address their employment and training needs.
- The Reemployment Assistance Program emphasizes the transition of Florida's Unemployment Compensation system to one of employment assistance. The law renamed Florida's Unemployment Compensation Program as the "Reemployment Assistance Program." The law requires DEO to establish a numeric score for the Initial Skills Review, which is required of all Reemployment Assistance claimants. This online review is designed

to measure workplace skills and support the identification of services and resources available through the workforce system to aid the claimant in receiving skills training and employment assistance. In order to encourage reemployment, the law provides claimants with the option to undergo training, at no cost, if they score below the designated standard. The law also reduces the taxable wage base for employer Unemployment Compensation taxes from \$8,500 to \$8,000 for the years 2012 through 2014 and extends the federally funded temporary extended benefits program through the end of this year.

To enhance existing federal, state and local performance measurement and to provide Governor Scott with a real-time report of the workforce-system's daily and monthly outcomes aimed at helping Floridians get to work, new Job Placement Reports were developed by DEO and Workforce Florida. The reports respond to Governor Scott's call for improved performance measurements to support economic recovery and growth. They highlight job-placement achievements and facilitate the identification and sharing of best practices among Florida's Regional Workforce Boards and the One-Stop Career Centers they direct.

The goal of these reports is to highlight and share job placement successes so that Regional Workforce Boards and other workforce system partners can identify and replicate best practices and strategies statewide to help job seekers gain employment. The reports also allow for recognition of top-performing Regional Workforce Boards as they relate to a core function of their work: helping people find jobs. More information on these reports is available at <http://www.floridajobs.org/workforce-board-resources/program-monitoring-and-reports/monthly-regional-workforce-board-job-placement-reports>.

ACCESS TO FLORIDA'S WORKFORCE SERVICES AND RESOURCES

One-Stop Career Centers: The "Bricks-and-Mortar Front Door" for Workforce Services

With an emphasis on integrated services to provide effective and efficient workforce solutions for job seekers and businesses, Florida's "bricks-and-mortar" and "virtual" delivery systems serve as the backbone for workforce services throughout the diverse state.

Florida's One-Stop Career 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 as well as for job seekers. Over time many of Florida's One-Stop Career 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. All of Florida's One-Stops are affiliated with each other using the Employ Florida affiliate brand. Complementing the physical

One-Stops, is the Employ Florida Marketplace (www.employflorida.com), Florida's comprehensive, online self-service labor market exchange tool.

In keeping with the state's goals of providing a variety of options for access to the state's workforce delivery system, several regions across the state also deploy One-Stop Mobile Units to provide services to Florida businesses and workers. With major emphasis on providing on-site services at employer sites and for direct service delivery in rural communities and other locations throughout the regions, the use of mobile units continues to serve as a cost-effective and customer-friendly service solution.

The self-contained vehicles are equipped with state-of-the-art telecommunications equipment offering a full array of workforce services including employment, re-employment and employer services. Providing on-site services such as participation at Job Fairs, Veterans Stand Downs, Employability Skills workshops, assistance to employers experiencing downsizing, and Reemployment Assistance benefit filings are but a few of the services that have been enhanced through the use of the mobile units. In addition, the Mobile One-Stop Units have played an integral role in the delivery of services and assistance, during hurricanes and other disaster events.

Federal and state workforce legislation has emphasized the importance of serving the business customer. Florida's One-Stop Career 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 Career Centers in business districts to help local employers recruit, train and retain workers.

One-Stop Career Centers are a vital access point 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

Employ Florida Network of Workforce Resources & Employ Florida Marketplace

Employ Florida was created by Florida's workforce system as a tool to help people and companies looking for workforce services and resources anywhere in the state. A unifying brand and consolidated point of entry is critical to Florida's workforce system with two state-level partners – Workforce Florida and the Department of Economic Opportunity – 24 Regional Workforce Boards and nearly 100 One-Stop Career Centers. Employ Florida links all of these partners together under a single network using an affiliate brand approach.

The primary goal of the affiliate brand is to promote and increase the use of the services and resources available through Florida's workforce system by providing customers with quick identification of and accessibility to local and state workforce partners.

However, the work to enhance the unified branding of Florida’s workforce system will take on added significance in coming months through the development of the single, statewide brand identity consistent with the directive in the Regional Workforce Boards Accountability Act. Over time, this new brand identity and architecture will replace the current Employ Florida network affiliate branding approach and better assist Florida job seekers and businesses with identifying and accessing workforce services across regions. It will also help customers better understand the connectivity of the state workforce system. The single brand identity also is anticipated to increase system efficiencies and further minimize customer confusion.

For now, however, each workforce partner — state and local — continues to highlight its link to the Employ Florida network in marketing and outreach materials.

Workforce Florida invests in statewide advertising and outreach to inform Floridians and businesses of how they can tap into the resources and services available through the workforce system. Workforce Florida also works cooperatively with Regional Workforce Boards to support Employ Florida brand awareness and, ultimately, increased use of the Employ Florida Marketplace, the state’s comprehensive job-matching and labor-market information tool. The cooperative marketing efforts promote cost-sharing and local-state collaboration, helping to ensure the system is maximizing its collective marketing resources. The current statewide campaign focuses on highlighting the real-life successes of individuals and employers, as ambassadors, sharing their stories of how the Employ Florida network has assisted them in recruiting, hiring, training, job search and placement, retention and career advancement.

In addition to visiting the local Employ Florida affiliate’s physical locations, employers and job seekers can access an array of employment tools and resources from their home or office 24/7 using the Employ Florida Marketplace at www.employflorida.com. The Employ Florida Marketplace is designed to help employers who are looking for the best job candidates and assist job seekers or students in searching for the right job. It also is used as a case management system by all of Florida’s local workforce regions and their One-Stop Career Centers staff enabling them to efficiently and proactively assist job seekers and employers.

Visit www.employflorida.com or call toll-free 866-FLA-2345.



WORKFORCE FLORIDA STATE-LEVEL ACTIVITIES

Workforce Florida is governed by a business-led, 41-member Board of Directors that includes the Governor, four members of the Florida Legislature and leaders in business and industry, government, labor, economic development, education, youth and community-based organizations including six state agencies: the Agency for Persons with Disabilities, Department of Children and Families, Department of Economic Opportunity, Department of Education, Department of Elder Affairs and the Department of Juvenile Justice. (A full directory of the board is available at: <http://www.workforceflorida.com/AboutUs/Governance.php>.)

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

The Workforce Florida Board may also create, as needed, special committees, work groups and task forces to address specific challenges and issues. The next section provides highlights of Workforce Florida's state-level initiatives through its councils, committees and task forces.

As previously noted, this work is guided by the five-year strategic plan for workforce development, which was created in 2010 through an inclusive and transparent statewide process and is updated annually by Workforce Florida to ensure it remains relevant to dynamic strategies and priorities. The plan outlines six strategic goals to confront challenges of getting Floridians back to work while focusing on the most promising opportunities to diversify the state's economy for competitiveness — now and into the future.

The 2010-2015 strategic goals are:

- World-Class Service to Florida's Target Industry Clusters
- World-Class Service to Florida's Infrastructure Innovators
- Top National and State Leadership for the Demand-Driven Solution
- Aligned, Responsive, Jointly Engaged Talent Supply Chain Team
- Business Communications and Intelligence for Performance and Accountability
- Dedicated Commitment to Change Management and Transformation

An Executive Summary and the full 2010-2015 strategic plan can be found at <http://workforceflorida.com/PrioritiesInitiatives/StateStrategicPlan.php>.

Currently, Florida's workforce and economic development leaders are developing through DEO the Five-Year Statewide Strategic Plan for Economic Development. This economic development plan

addresses strategies for business retention, formation, recruitment and expansion. It also addresses urban, rural and international markets as well as businesses of all sizes.

The plan's cross-cutting objectives are to:

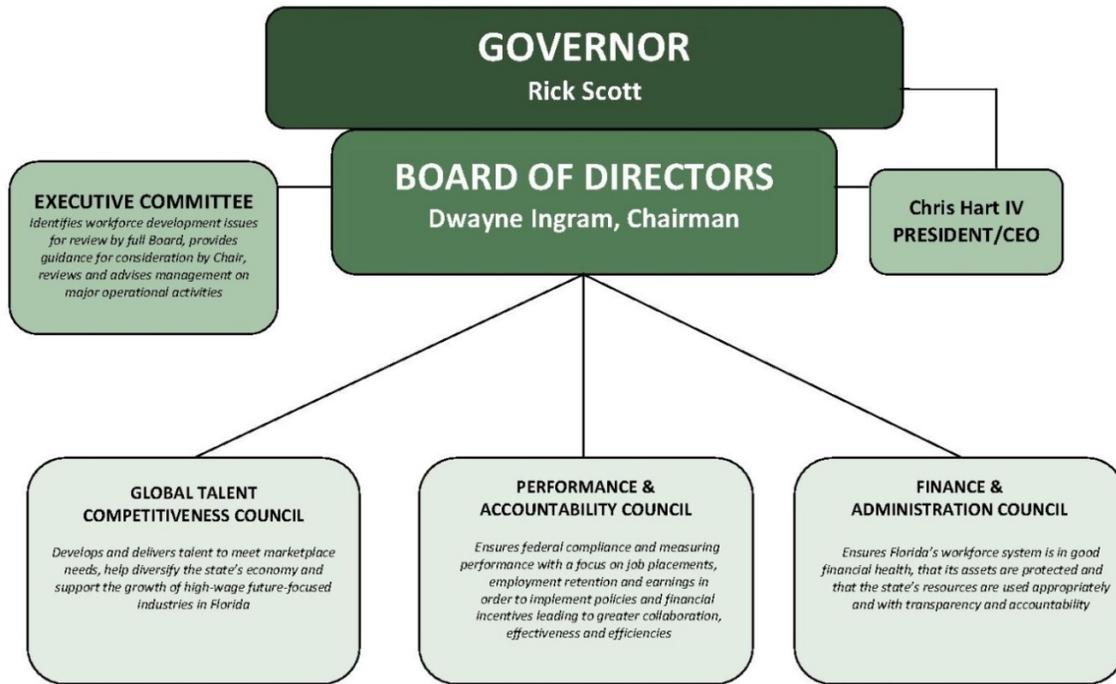
- Improve collaboration and alignment among state, regional and local entities toward the state's economic vision.
- Develop and implement a statewide strategy to develop regional industry clusters using global best practices.
- Position Florida as a global hub for trade, visitors, talent, innovation and investment.
- Connect economic development, talent, infrastructure, partnerships and other resources across regions to build Florida as a globally competitive mega-region.

The Steering Committee for this effort, which has engaged public and private stakeholders statewide, consists of the Governor via the Governor's Deputy Chief of Staff for Economic Development, DEO Executive Director, Secretary of Commerce/President & CEO of Enterprise Florida Inc., and the President/CEO of Workforce Florida. More information on this strategic planning effort is available at <http://www.floridajobs.org/office-directory/division-of-strategic-business-development/fl5yrplan>.

Councils, Committees, Programs and Initiatives

To conduct its work, Workforce Florida's governance structure comprises its Board of Directors, an Executive Committee and three policy councils — Finance and Administration, Global Talent Competitiveness and Performance and Accountability.

WORKFORCE FLORIDA BOARD GOVERNANCE CHART



Executive Committee

The Executive Committee is responsible for helping to maintain Workforce Florida’s focus on improving Florida’s workforce development foundations by advising Workforce Florida management on major operational activities, identifying alliances and cooperative partners as well as opportunities for private-sector investment in workforce development initiatives, and providing guidance to the chairman and full Board. Its members include the Workforce Florida Board Chairman and Vice Chair as well as the Chair and Vice Chair of each policy council and additional board members, as appointed by the Chairman.

Most recently, the Executive Committee has led the board’s work to develop a 12- to 24-month vision and strategies plan that accelerates efforts to meet key objectives of the Governor’s Jobs and Economic Growth Agenda and aligns the five-year, state strategic plan for workforce development, *Creating the Strategy for Today’s Needs and Tomorrow’s Talent*. The near-term strategies that are being developed seek to:

- Ensure Workforce Florida initiatives and programs are efficient and effective, delivering measurable outcomes that advance the board’s top priorities.

- Encourage stronger state and local alignment within Florida’s workforce system to maximize workforce investment at every level and enhance talent development and delivery to the marketplace (the right skills, at the right time, to the right industries).
- Build on collaborative partnerships and create new opportunities to improve coordination with Florida’s economic developers and public and private education leaders in the development and delivery of world-class talent.

State Board and Council Programs and Initiatives

State Board

As Florida’s Statewide Workforce Investment Board, Workforce Florida is mission-focused on its charge to develop strategies that help Floridians enter, remain and advance in the workforce while strengthening the state’s business climate through its policy setting and oversight role.

Created as a not-for-profit corporation that operates as a public-private partnership, Workforce Florida is governed by a business-led, 41-member Board of Directors that includes the Governor, four members of the Florida Legislature and leaders in business and industry, government, labor, economic development, education, youth and community-based organizations including six state agencies: the Agency for Persons with Disabilities, Department of Children and Families, Department of Economic Opportunity, Department of Education, Department of Elder Affairs and the Department of Juvenile Justice. (A full directory of the board is available at: <http://www.workforceflorida.com/AboutUs/Governance.php>.)

The governance structure, through which the board conducts its work, comprises the Board of Directors, an Executive Committee and three policy councils — Finance and Administration, Global Talent Competitiveness and Performance and Accountability.

The State Board is committed to leveraging the resources entrusted to it with those of its primary workforce-system partners and its many other strategic partners in business, economic development and education to address talent needs at every skill level and cultivate a globally competitive workforce for Florida.

To ensure the workforce strategies and policies developed by the State Board are implemented throughout the state consistent with approved state and local plans, the board cultivates collaboration with the Department of Economic Opportunity and Florida’s Regional Workforce Boards, One-Stop Career Center providers and other partners vital to workforce-services delivery. Regional Workforce Board partners hold their quarterly meetings in conjunction with the State Board’s quarterly meetings and there are opportunities to showcase best practices and identify and address barriers to enhanced collaboration and performance outcomes.

Federal and state program guidance is communicated to local workforce partners through participation in state-level policy development activities and formally promulgated and documented in a series of Guidance Papers developed by the Department of Economic Opportunity. These policy documents are often vetted by state and local partners before final issuance. This policy and administrative information can be found at:

<http://www.floridajobs.org/workforce-board-resources/policy-and-guidance/guidance-papers>.

Administrative requirements and programmatic requirements are set forth in the Grantee-Subgrantee Agreement executed by each Regional Workforce Board and the Department of Economic Opportunity.

Additionally, a few other examples of State Board methods for communicating timely and relevant news, issues and updates include electronic messages from the President/CEO of Workforce Florida to the Workforce Florida Board members, the Department of Economic Opportunity and Regional Workforce Boards as well as e-newsletters which include briefs from *The Chairman's Corner* and *Florida@Work*, written by the Workforce Florida Chair and Workforce Florida President, respectively. Many other integrated communications tactics, such as the Workforce Florida website and social media, also are employed to inform and encourage action by stakeholders on behalf of Florida's job seekers, workers and businesses.

The Workforce Florida website in particular serves as an important communications tool for accessing information about statewide initiatives, the latest news, policy updates and board actions, State Board meetings and workforce-system successes. In preparing Florida's 2012-2016 Workforce Investment Act/Wagner-Peyser Act Plan, information has been available through the Workforce Florida and Department of Economic Opportunity websites for federal, state and local partners, stakeholders and members of the general public to follow the latest state planning developments and to provide input. See:

<http://www.workforceflorida.com/Publications/StatePlan2012.php>.

In an effort to strengthen alignment and leverage resources to address the workforce challenges faced by job seekers who must overcome barriers to employment, state and local workforce leaders work closely with major partners such as the Department of Education, which houses Florida's Vocational Rehabilitation program, and the Agency for Persons With Disabilities, for example.

The state's Disability Program Navigator Initiative is one outstanding example of the success of such partnerships. Its primary objective is to increase the ability of One-Stop Career Centers to enhance employability of job seekers with disabilities and to increase the number of career advancement opportunities available to such individuals. It does this by guiding One-Stop Career Center staff in assisting persons with disabilities to access and navigate the complexities of various programs and services that affect their ability to gain and retain employment and by developing linkages with employers to facilitate job placements.

The State Workforce Investment Board also has a member representative on the boards of the Florida Rehabilitation Council and the Florida Rehabilitation Council for the Blind. The Florida Rehabilitation Council is committed to increasing employment, enhancing independence and improving the quality of life for Floridians with disabilities. The Florida Rehabilitation Council for the Blind reviews, analyzes and advises on the policy decisions and evaluates the effectiveness of the Florida Division of Blind Services to ensure meaningful access to and use of vocational rehabilitation and independent living programs for Floridians who are blind or visually impaired. The current State Workforce Investment Board member who has served on these important councils has served with such distinction that his efforts and Florida's were recognized through his appointment to the 37th Institute on Rehabilitation Issues by the U.S. Department of Education.

Since Workforce Florida's inception, collaboration has been a hallmark of the State Board, which has contributed to Florida's recognition as a national workforce leader. Every effort is made to work through strategic partnerships to identify and address Florida's most pressing workforce issues such as re-employment, workforce readiness and skills upgrades, while also pursuing opportunities to

accelerate economic growth by cultivating the talent needed by targeted industry sectors to advance innovation and diversify the state economy.

The Workforce Florida Board annually allocates each of its policy councils' state-level funds to implement employment and training initiatives that address state strategic priorities. The Councils are the foundation for Workforce Florida's governance structure and their work infuses Board leadership into the design of strategies to respond to workforce needs. The initiatives funded through state-level workforce investment take the workforce system to the next level by changing behavior and emphasizing demand-driven services. Highlights of council activities, programs and initiatives follow.

Global Talent Competitiveness Council

The Global Talent Competitiveness Council focuses on developing and delivering talent to meet marketplace needs to grow Florida's legacy and infrastructure industries as well as those industries that hold promise and have been identified as economic development priorities for diversifying the state economy with high-wage jobs. While concentrating on the state's economic development agenda and aligned strategic targets, the council leverages and invests in talent, resources and projects to benefit and strengthen every region of the state. It provides the leadership for several strategic initiatives of the board to support world-class talent development, youth and future talent pipeline development and special initiatives designed to bolster regional collaboration among economic development, workforce and education. Several of the initiatives led by this council are outlined in the state strategies section of this plan. Its members are appointed by the Chairman. To aid in greater alignment, communications and collaboration between the state and local workforce boards, at least one member from the Board of Directors of a local workforce investment board serves on this state policy council. Additionally, other non-board members may be appointed by the Chair.

The Council advises Workforce Florida's Board of Directors on the development and implementation of policies, strategies, programs, and activities affecting workforce development focusing on Florida's identified targeted sectors – Aviation/Aviation; Clean Technology; Financial/Professional Services; Homeland Security & Defense; Information Technology; and Life Sciences. Infrastructure industry clusters – Healthcare; Broadband; Energy; Transportation and Water Resources – are also identified as these underpin a healthy and reliable business climate for all other businesses in the state as well as the health and well-being of all Floridians. The Council also provides support to Florida's 33 rural communities.

While focusing on the state's economic development agenda and common strategic targets, the Council leverages and invests its talent, resources and projects to benefit and strengthen all regions. The Council accomplishes this objective through three key activities:

World-Class Talent Development: To provide advice and counsel on current and emerging business climate and workforce competitiveness issues that impact world-class talent development for Florida's core industry clusters and infrastructure industries. Examples of continuing strategic projects leading to system-wide policy improvements include:

- Development and deployment of a **Customer Satisfaction Index**
- Launch and management of **Target Industry Cluster Task Forces**
- Engagement of the **Talent Supply Chain Team**
- Continuation of cluster-focused **Supply / Demand workforce analytics**

Youth and Future Talent Pipeline Development: To evaluate and consider best approaches that build Florida's talent pipeline and support the creation of world-class talent. Examples of issues may include, but are not limited to:

- Career and Professional Education (CAPE) industry certifications
- STEM talent development in collaboration with *STEMflorida*, Inc.
- Secondary and Middle School academies to include those emerging in trade-related areas

Special Initiatives and Demonstration Projects: The Council developed and deployed initiatives and projects during 2011-2012 to strengthen regional collaboration between economic development, education and workforce development entities. Examples include:

- The **Florida Eight** Initiative focuses on business retention, international trade opportunities and job creation with shared best practices statewide
- Modifications to the **Target Occupations List** policy that reflects current economic needs
- Statewide **international trade / ports project** that holds promise for our state's economic recovery through jobs associated with international trade expansion opportunities

Florida's Flagship Training Grants

Evidence of serving Florida's overall workforce development, business and job retention, business recruitment, and training, includes the successful implementation of Workforce Florida's two flagship training grant programs:

- Quick Response Training provides funding for customized training to new or expanding businesses. Through this customer-driven program, Florida is able to effectively retain and attract businesses creating new high-quality jobs. The grants are structured to be flexible and "respond quickly" to meet the business's training objectives. In 2011-2012, Workforce Florida awarded Quick Response Training grants totaling nearly \$5.9 million to support the creation of 3,990 new jobs and provide skills upgrade training for 4,888 existing full-time employees. On average, trainees' wages increased by more than 47 percent within a year of completing QRT-supported training.
- Incumbent Worker Training grants provide funding for customized training to existing for-profit businesses. Through this grant, Florida is able to effectively retain businesses and help them stay competitive by supporting skills-upgrade training for existing full-time employees. In 2011-2012, Workforce Florida awarded 230 Incumbent Worker Training grants totaling more than \$6.1 million to help companies train and retain more than 12,000 full-time employees. Trainees' wages have increased more than 25 percent on average within a year of completing IWT-supported training.

Workforce Florida's Workforce and Business Development Opportunities Unit staffs the Global Talent Competitiveness Council, which acts as a liaison with the business and economic development communities in the state to foster economic growth.

Global Talent Competitiveness Council Priorities

Aerospace/Aviation: Aerospace is a legacy industry for Florida, where the Lieutenant Governor serves as Vice Chair of the Space Florida Board of Directors. Historically, it is the state's world-class aerospace workforce that has propelled Florida to global leadership through imagination, ingenuity and innovation. As Florida's aerospace industry based in Brevard County continues to experience a historic transition with the end of the Space Shuttle Program, the future of the engineers, researchers, technicians, administrative workers and others employed by this sector, as well as those employed by interdependent businesses, continues to be a priority for the state workforce system.

Florida, through its investment in employment and training solutions for aerospace workers, has demonstrated a decade-long commitment to ensuring this legacy sector has the talent to thrive. The first industry sector chosen for Workforce Florida's Target Industry Cluster Task Forces was Aviation/Aerospace due to its transition status. Workforce Florida continued its support of the Employ Florida Banner Center for Aviation and Aerospace, also known as the Aerospace Resource Center, based at Florida State College at Jacksonville. The Banner Center offered newly developed, industry-designed training that addressed technological advances and changing workforce skills requirements as well as certifications. Among the Banner Center's Industry Advisory Council members were representatives from Embry-Riddle Aeronautical University, Indyne Inc., Lockheed Martin Space Systems, NASA, Space Florida Inc. and the University of Florida.

Additionally, Workforce Florida joined with Space Florida to create the Workforce Florida/Space Florida Ad Hoc Committee. Over the last two years, the Committee guided the investment of the \$3.2 million appropriated by the 2010 Legislature to address the employment and training needs of aerospace workers and explore the use of distance learning for innovative continuing education programs between states and countries that will enhance Florida's existing aerospace workforce. As of March 2012, about 43 percent of the funding has been invested and 500 adversely-impacted individuals have been placed into jobs.

Banner Centers: A prime example of an innovative training strategy was the Employ Florida Banner Centers. Workforce Florida made significant investments of state-level funding for the establishment of Employ Florida Banner Centers that were designated in industry clusters areas that match the state's economic development priorities as well as those infrastructure clusters identified through Workforce Florida's strategic plan.

Banner Centers were charged with becoming a statewide, go-to resource for cutting-edge training for entry-level and experienced workers who need to upgrade their skills in high-value sectors.

Each Banner Center was led by a lead Florida educational institution aligned with other state education institutions to expand the reach of its statewide resources and eliminate duplication. Banner Centers partnered with industry in targeted sectors to identify training needs and create new curricula, i.e. timely and relevant training that can be shared across multiple educational institutions for access by businesses in other areas of the state. This provided a replication of assets and eliminated the need to start from the beginning to address identical industry training needs in other communities.

Each Banner Center's work is guided by an Industry Advisory Council whose membership comprises business leaders from the industry cluster its represents. The Banner Centers are tasked with developing market-relevant training. A key objective is to create timely and relevant training that can be shared across multiple educational institutions and training providers and can be accessed by businesses statewide.

In 2011-2012, there were 11 centers, but the initiative is undergoing a major transition, resulting from the pre-planned seed funding structure which requires the centers to transform into self-sustaining entities or phase out, a founding principle given limited state-level resources. Centers such as Agri-science and Homeland Security & Defense have demonstrated that sustainability and are in a position to continue serving as an industry education and training resource without Workforce Florida funding.

The transition began in the summer of 2012 and continues through the end of 2013. Workforce Florida has invested \$18 million since 2006 in Banner Centers located throughout the state and representing multiple target industries. The initiative has linked education, workforce and industry in unprecedented ways that will serve as the foundation for continued momentum in serving and strengthening Florida's workforce.

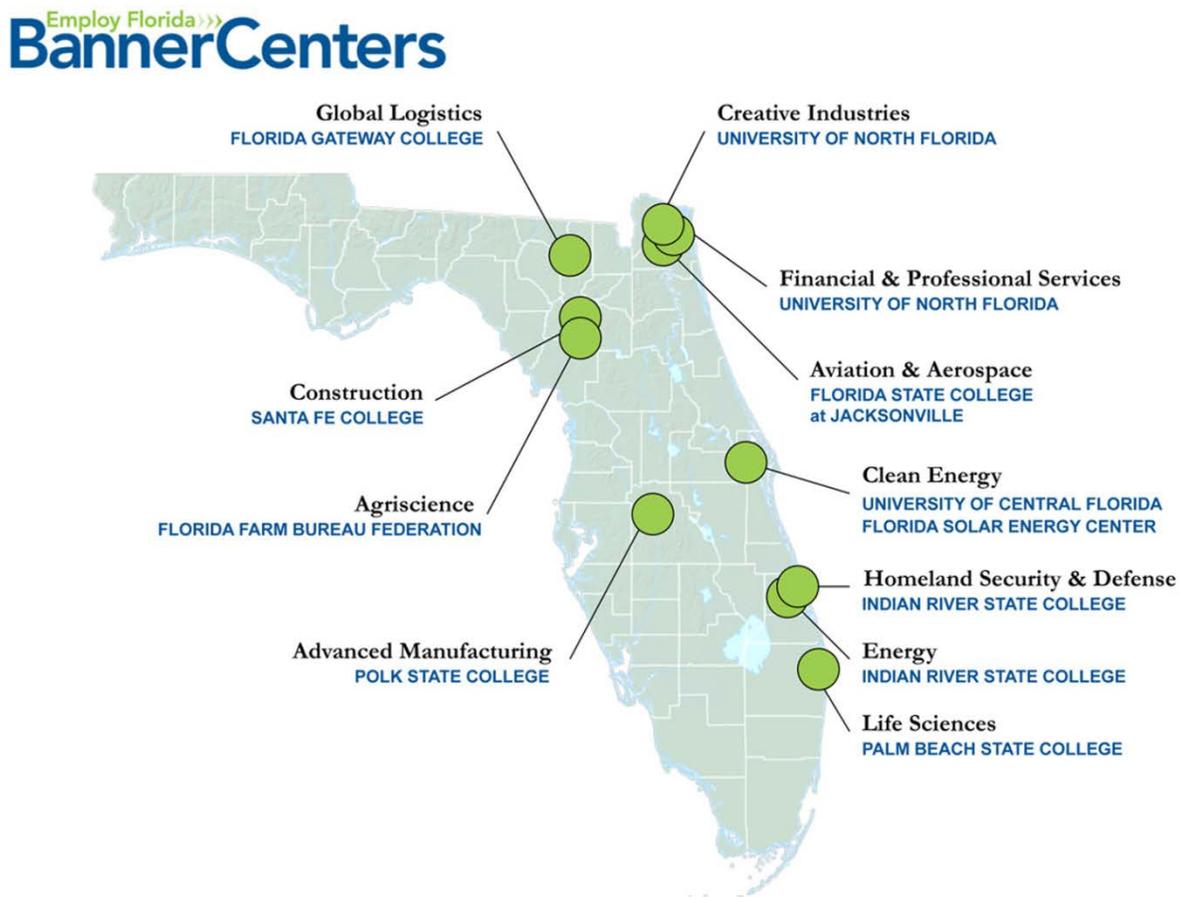
Of eleven operating Banner Centers, eight Centers were sunset on June 30, 2012 when Workforce Florida funding ended. The Creative Industries and Financial & Professional Services Banner Centers continue to operate with Workforce Florida funding until the end of 2012. The Banner Center for Life Sciences will continue to operate with Workforce Florida funding through December 2013. Workforce Florida retains ownership of the curricula and other intellectual property developed through this initiative, and is exploring options for best storing and making available these resources for future education and training opportunities. Those centers that choose to become self-sustaining may also choose to continue using the curricula and Banner Center brand name through an agreement with Workforce Florida.

Employ Florida Banner Centers were designed to serve as the leading resource and focal point to address the state's economic priority of increasing talent in high-skill, high-wage targeted clusters. These Centers aligned the Regional Workforce Boards and educational entities, primarily community/state colleges, in order to:

- Become the intersection between education and businesses in Florida's targeted industry sectors.
- Enhance existing industry knowledge as the statewide nexus for information related to the workforce needs of a targeted industry.
- Create industry-driven workforce development products and services valued by businesses designed to train a globally competitive workforce.
- Support the pipeline development needs of the industry from entry-level to advanced workers.
- Deliver workforce development products, services and training, and provide access to certifications valued by industry.
- Expand delivery through partnerships with industry and other educational facilities across the state; secondary and postsecondary, public and private.
- Promote and support economic development in a targeted industry throughout the state.

- Utilize the value of products and services developed to create income/revenue streams.
- Apply a business model for becoming a self-sustaining entity within five years.

In October 2008 and 2011, the *International Economic Development Council* (IEDC) presented Workforce Florida with an *Excellence Award* for partnership with educational institutions for the Banner Centers initiative. The IEDC is the world's largest professional organization for economic development professionals, with more than 4,500 members across the United States, as well as in Canada, Europe, Australia, New Zealand and other nations.



Rural Needs: Although Florida remains the fourth most populous state in the U.S., it has substantial areas that are rural. Nearly 30 percent of its total land area is farmland, and an additional 10 percent of the state is set aside for recreation and preservation in the form of state and federal parks, forests, wilderness areas, wildlife preserves and national seashores. According to the 2000 Census, 32 of Florida's 67 counties are considered rural. In area, these 32 counties cover just over 42 percent of Florida's nearly 54,000 square miles of land area. Approximately 1.1 million of Florida's 16 million citizens live in those rural counties.

Rural communities have traditionally been disadvantaged and are un-served or underserved. The communities served by four local boards (Regions 3, 6, 7, and 19) are part of the designated Rural Areas of Critical Economic Concern (RACEC); one additional workforce region – Region 2, although not designated a RACEC - has counties within its boundaries that face similar economic concerns. Several priorities have been previously identified by the executive directors of these regions, with the top priority being the issue of funding at some minimal level in order to sustain operations with the rural regions and to provide a minimal level of service to all their residents. Workforce Florida's Chairman has identified workforce strategies that address Florida's special rural needs as a top priority. Funding has been provided for the areas mentioned above for projects to develop strategies to build the future of rural Florida in order to help rebuild the economy and to assist funding for normal operations in these areas. A special 2011-2012 allocation of \$600,000 was made available and expended by Florida's rural regions (Regions 3, 6, 7, 19), as well Region 2.

Health Care Sector Clinical Capacity/Space Needs Study Report: Workforce Florida funded a Health Care Sector Clinical Capacity/Space Needs Study to analyze the current capacity to train nurses in Florida from the perspective of educational institutions, sites which provide clinical training, Regional Workforce Boards, as well as current nursing students and recent nursing school graduates. The report outlined the current capacity for both didactic and clinical education of nurses and nursing students. In addition, it identified the barriers and potential solutions proposed by respondents to expand the capacity of the system.

Further, it touched on the readiness and employment of nursing school graduates. The results suggest that Florida nursing programs are operating at or near capacity and barriers to expansion include the need for additional faculty, expanded clinical training slots, and increased use of simulation. Some of this increase in capacity may be achieved by shifting resources at educational institutions, while other increases will need to come from changes in the nursing education workforce.

Broadband Training and Diagnostics for Rural and Distressed Urban Florida: One of the six strategic goals identified in the new State Strategic Plan for Workforce Development is “Top National and State Leadership for the Demand-Driven Solution.” One of the operation plans essential to this goal is to ensure job opportunities and access to job-seeker resources, including training products, for all Floridians. Low density, rural markets are especially challenging because of sheer distance from training and education facilities and the limited deployment of or access to broadband technology. A significant number of rural Floridians have limited or no access to broadband technology and, therefore, find it difficult to tap into workforce resources. In order to participate in new job opportunities, all Floridians need access to job seeker resources, including online training products and services.

Both Florida and the nation's economies are undergoing lasting structural changes due to the impacts of the deep recession. Rural Florida faces unique challenges, especially in meeting transportation and infrastructure needs. For this reason, and in response to Workforce Florida's Strategic Plan, in February 2011, Workforce Florida contracted \$250,000 with Florida Learning Alliance, an alliance of 33 rural school districts to support broadband access and training.

The primary goal for the Florida Broadband Education Campaign was to produce an innovative and creative solution that addressed the following purposes: 1) To provide broadband education, awareness and training at community anchor institutions (e.g., schools, libraries, medical facilities),

or organizations and agencies serving vulnerable populations (e.g., low income, unemployed, aged), or job-creating strategic facilities located in state or federally designated economic development area; 2) To stimulate the demand for broadband as well as economic growth and job creation that relies upon or incorporates broadband; 3) To create a trusted source of information for citizens to rely upon as they seek additional ways to explore and utilize broadband in their personal and professional lives.

This project which concluded June 2012 provided broadband education activities through face-to-face, on-line and DVD-based training. This was a major education endeavor designed to produce a sustainable product that will continue to support and enhance the efforts of the RACECs Infrastructure projects for several years.

Florida Eight: The Florida Eight initiative provides regional teams with a variety of facilitation services and resources to build their regional capacity for economic development, talent development, job retention and international business opportunities—all priorities outlined in Governor Rick Scott’s 7-7-7 Jobs Plan. Through Workforce Florida’s investment—and consistent with its mission to strengthen the state’s business climate through talent development—this initiative provides research, marketing and other resources to up to eight regional teams as they establish and implement business development plans.

The initiative supports the economic development regional model used by Enterprise Florida and the Florida Economic Development Council and recognizes the local and regional differences in a large state such as Florida. To that end, regions have the flexibility to form custom teams beyond the outlined boundaries. Regions serve as economic catalysts by collaborating to attract, retain and grow businesses. By allowing the eight regions to form teams for coordination and partnership, based on their respective industry and talent needs, The Florida Eight provides a great deal of flexibility to ensure the Regional Business Teams (RBTs) can best identify how to advance their economic and workforce priorities and interests. RBTs are flexible and include Regional Workforce Boards and economic development organizations as well as necessary partners like higher education, regional partnerships and other enterprises with strong stakes in bolstering regional capacity. Participation in the initiative is voluntary.

Customer Satisfaction: Two of Workforce Florida’s six strategic goals for talent development included providing world-class service to Florida’s target industry clusters as well as infrastructure industries. By doing so, the Workforce Florida Board of Directors agreed to not only focus on the six high-impact clusters identified by Enterprise Florida for strength in alignment and prioritization, but also the state’s infrastructure industries, in recognition of their critical importance to the Florida economy. Infrastructure industries (i.e., healthcare, energy, water resources, transportation and broadband) underpin the health and vitality of the six target industry clusters as well as a strong business climate and quality of life for all Floridians.

Clearly, having a world-class workforce system that is responsive to employers is critical. But, as asked by Workforce Florida’s Board of Directors and stakeholders, how do we know? How can we document or “prove it” to those key companies in targeted clusters that hold promise for our economy? How do we know if companies are satisfied with our efforts to create talent, improve talent and retain talent specific to their cluster?

Answering these critical strategic questions and enabling Florida’s workforce system to measure progress is at the heart of the Customer Satisfaction Index project. Through expertise competitively

procured from SRA, Inc. (based in Jupiter, Florida) in partnership with Cambridge Systematics Inc., Workforce Florida will be able to determine demand-side satisfaction with our talent development production efforts — a landmark outcome that no other state in the country has tackled. Florida, through this strategic initiative of Workforce Florida, will be the first state to do so.

Similar to the Target Industry Cluster Task Forces' three-year plan of work, Customer Satisfaction Indices were developed as follows (with the infrastructure industry denoted in italics):

Year One: Aviation & Aerospace, Clean Technology *plus Healthcare*

Year Two: Homeland Security and Defense and Life Sciences *plus Energy and Water Resources*

Year Three: Financial and Professional Services and Information Technology *plus Transportation and Broadband*

Results of this work enable the entire workforce system, including collaborative partners engaged in the Talent Supply Chain team, to be fully informed and re-calibrate their activities based on the results of this project.

STEMflorida – Phase II: Funded by Workforce Florida in 2009, *STEMflorida* is organized in a “hub and spoke” framework, with a Business Steering Committee (BSC) serving as the hub or umbrella organization and consisting of major business leaders and organizations with representation from target industry sector companies.

STEMflorida continues to strengthen the “hub and spoke” concept and create the umbrella for all *STEMflorida* initiatives to be housed and to connect business/industry partners, as well as industry associations, to all STEM activities by providing a means to engage in *STEMflorida* activities, and thereby ensure the sustainability of *STEMflorida*.

On June 24, 2011, *STEMflorida* Business Steering Council Chair Dr. Jimmie L. Davis, Jr. of The MITRE Corporation signed the articles of incorporation for *STEMflorida, Inc.* during ThinkSTEM, a think tank convened in Central Florida around the most critical issues and questions identified by the *STEMflorida* team. Workforce Florida will serve a key role as a vital Collaborative Partner following the conclusion of the *STEMflorida* strategic initiative. Special attention to *STEMflorida* as a “spin-out” project of Workforce Florida was reported during the August 2011 Workforce Florida Board of Directors meeting in Jacksonville, setting a precedent for how a key project of Workforce Florida may reach autonomy as a stand-alone enterprise and serve a role exemplifying efficiency as a Collaborative Partner and a resource for data and “listening post” insights from a unique cut of target industry employers.

Initial Memoranda of Understanding (MOUs) are in development for economic development regions as well as key collaborative partners. The MOUs will serve as a tool to ensure discipline and candor in relationships for *STEMflorida, Inc.* and the organizations and partners with shared opportunities, challenges, aspirations or aligned goals.

Targeted Industry Sectors: The Targeted Industry Sectors program was created to help ensure that training programs are coordinated with the needs of industry sectors that have the greatest potential for growth, high-paying job opportunities and overall economic impact. These sectors have been identified by Enterprise Florida and include: Clean Technology, Life Sciences, Information

Technology, Aviation/Aerospace, Homeland Security/Defense, Financial/Professional Services and Advanced Manufacturing. These leading industry clusters or targeted sectors play a key role in the state's continued economic success and competitiveness and assist in addressing the needs for a skilled workforce.

Additionally, Workforce Florida participates in other statewide and regional economic development activities that include the Florida Economic Development Council, Space Florida, Florida's Rural Economic Development Initiative (REDI), the Florida Energy Workforce Consortium (FEWC) and the Manufacturers Association of Florida (MAF).

Targeted Industry Cluster Task Forces: One of Workforce Florida's six strategic goals for talent development is providing world-class service to Florida's target industry clusters. A cluster is defined as a geographic concentration of interconnected businesses, suppliers and other associations in a particular field. Businesses are linked by core products or services. They have in common supply chains, labor needs, technologies and markets with strong economic interdependence. The Board of Directors of Workforce Florida agreed to adopt the six high-impact clusters identified by Enterprise Florida for strength in alignment and prioritization. Additionally, these six clusters hold promise for diversifying our economy, are forecast to grow and pay excellent average wages—typically 50 percent above the statewide average. This focus is of even greater importance now, as Florida has lost jobs in these clusters. The six industry clusters of focus include the following:

- Aviation and Aerospace
- Clean Technology
- Financial and Professional Services
- Homeland Security and Defense
- Information Technology
- Life Sciences

Tapping into business intelligence and proving that customer satisfaction is “world-class” requires sound relationship management with leaders in industry clusters. The use of cluster task forces allows Workforce Florida to use leaders in fields they know best, open formal and informal channels with industry decision-makers and test assumptions with employers.

Workforce Florida created and launched two of the six Target Industry Cluster Task Forces. The Task Forces were named and have been operational since late April 2011. In 2010-2011 year, Workforce Florida focused on Aviation/Aerospace and Clean Technology. In 2011-2012, Homeland Security and Defense and Life Sciences were launched as the second year of the initiative. The Task Forces are comprised of statewide business leaders (senior “C” level) that are focusing on the competitiveness of Florida's talent and talent development system relative to other markets that advance or intend to advance similar clusters as well as the context of differences in capabilities, resources, and cluster makeup in and among Florida's sub-state regions. The market intelligence derived from these meetings provides candid assessment of Florida's talent position both nationally and globally and holds promise for strengthening our talent development pipelines for the sector they represent as well as creating a climate that encourages additional job creation investment.

The initial scope of work of the Task Forces is on a customer satisfaction index that gauges business satisfaction with the Florida market and a rigorous supply/demand analysis that speaks to short- and long-term talent supply for the industry cluster.

The Task Forces have developed dispatches identifying key issues of concern and opportunities to enable Florida to move forward move aggressively. Workforce Florida will launch the final two clusters – Information Technology and Financial and Professional Services in 2012-2013.

Supply & Demand Analysis: Another of Workforce Florida’s six strategic goals for talent development is providing world-class service to Florida’s target industry clusters. The Workforce Florida Board of Directors agreed to adopt the six high-impact clusters identified by Enterprise Florida for strength in alignment and prioritization. Additionally, these six clusters hold promise for diversifying our economy, are forecast to grow and pay excellent average wages - typically 50 percent above the statewide average. This focus is of even greater importance now, as Florida has lost jobs in these clusters. The six industry clusters of focus include the following: Aviation and Aerospace, Clean Technology, Financial and Professional Services, Homeland Security and Defense, Information Technology and Life Sciences.

To be competitive and gain “world-class” status in a dynamic economy, Florida needs a workforce system that is not only responsive to the changing needs of employers and workers, but also anticipatory of the future skills and demands needed to compete in a global economy. It must be capable of bridging the gap between stagnating and emerging industries, addressing both workforce preparedness and workforce readiness, and based on a strong understanding of future workforce needs gained through data analysis and qualitative business partnership insights. In addition to globalization, the retirement of Baby Boomer generation and the move of business toward more innovative, knowledge-based markets have combined to make the skills of the workforce paramount to successful economic development. Analyzing occupations and critical skill sets within Florida’s targeted industry clusters—at the state and regional level—can help identify which occupations provide the best opportunities for investment to build different types of skills, identify gaps and build career ladders—entry-level through advanced—in high growth areas. This occupational skills-focused, supply/demand modeling can help guide both new entrants to the workforce as well as incumbent workers, Florida’s workforce system and education providers by comparing workforce needs to the numbers and types of training, certificates and degrees awarded.

In 2011-2012, workforce analytics for the first two of six target industry clusters—Aviation and Aerospace and Clean Technology were developed. The Aviation and Aerospace is a legacy industry in Florida and well-defined from a traditional industry code and taxonomy perspective, and the Clean Technology is not. Therefore, Workforce Florida approached this task in a hybrid fashion and will continue to do so in similar work on the remaining four industry clusters.

Career and Professional Education (CAPE) Act: The Florida Career and Professional Education (CAPE) Act was created by the 2007 Florida Legislature to provide a statewide planning partnership between business and education communities to attract, expand and retain targeted, high-value industries and to sustain a strong knowledge-based economy. One of the key aims of this law is to improve middle and high school academic performance by providing rigorous and relevant career-themed curriculum that articulates to postsecondary level coursework and leads to industry certifications.

The implementation of the Act involved a cross-section of several different agencies (Workforce Florida, the Department of Economic Opportunity and the Florida Department of Education) as well as other organizations working toward the same goal.

The Department of Economic Opportunity identified the highest and best industry certifications – based upon the highest available national standards for specific industry certifications to ensure student skill proficiency and to address emerging labor market and industry trends. This compilation of certifications that met the required standards is vetted by numerous entities which include Regional Workforce Boards, several industry groups and associations. Responses from the reviewing entities were reviewed and final recommendations were presented to the Workforce Florida Board of Directors. Each year, Workforce Florida approves and publishes a “Comprehensive Industry Certification List.”

Youth State-level Initiatives

Florida International Trade and Logistics Initiative: The Florida International Trade and Logistics Initiative is a unique statewide program developed in response to the Florida Chamber Foundation's Florida Trade and Logistics Study released December 2010.

The Global Talent Competitiveness Council provided funding to help create new career academies to develop pipeline talent for international trade jobs and forge stronger partnerships between local workforce boards and Florida's deepwater seaports. The project will create fifteen (15) Career Academies in high schools throughout the state focused on international trade and logistics and advanced manufacturing for international trade opportunities. The project is expected to expand export markets for Florida businesses by filling containers with Florida goods and using more efficient logistics patterns to attract Advanced Manufacturing. Additionally, the project will help Florida emerge as a global hub for trade investments, while expanding vocational, associate degree, and workforce training programs to support skill requirements for trade, logistics, and manufacturing industries.

Each Florida International Trade and Logistics Career Academy (FIT&L) in Logistics and Advanced Manufacturing will be customized to meet the training needs of each port (inland and sea) and/or hub and the long term workforce talent needs of the geographic region and tied to national certifications and work experience such as internships and externships.

Youth/STEM Initiative: The **Youth/STEM initiative** was funded by the Global Talent Competitiveness Council. Workforce Florida selected innovative youth programs that would offer WIA eligible youth aged 14-21 STEM focused youth services in four different areas of the state. STEM activities included career awareness exposure; hands-on, inquiry based self-efficacy building experiences; mentorship; internships; workforce applicable skill development; and employment enhancing opportunities thereby providing them with the skills necessary to compete in the 21st Century.

The services provided through this pilot were established to lead 515 youth to a heightened awareness of the STEM related occupations through career awareness activities including internships, apprenticeships and/or other related activities, attainment of a STEM related industry-recognized credential and ultimately securing employment and/or enrollment in a postsecondary education program in one of the STEM-related occupational areas of study. The program design must include

industry/employer approval. Other project outcomes will include 250 industry recognized credentials being earned and over 130 youth participants placed into either STEM-related employment or STEM-related post-secondary training at the pilot's end. By the end of August, 517 youth had received services with the vast majority receiving career awareness, job shadowing and occupational skills training, 208 received a work readiness certification and 207 received an occupational certificate or credential. This pilot is expected to run through December, 2012 and further outcome data will be collected and analyzed.

Examples of the programs from each area of the state are as follows:

- The Workforce Development Board of Okaloosa & Walton Counties (Region 2) is implementing “**Workforce 2020 Youth STEM,**” which is poised to expand the STEM pipeline beyond the traditional STEM employee base. This initiative will include, to the greatest extent possible, the following strategies: high-quality tutoring in mathematics and science, mentors from STEM fields and minority professional organizations, encourage participation in summer or out-of-school enrichment activities, work with education partners to become knowledgeable about alternative educational pathways that can lead to competence in STEM, such as apprenticeships, on-the-job-training, online or part-time educational options, and nonacademic training courses, and offer support and guidance as youth transition from high school to a 2 or 4-year college or advanced training or military. Region 2 will also engage participating youth in 1 of 2 projects: (1) The Facilities Maintenance program where students will learn the basics of literally all of the building trades required for such a position. These include but are not limited to: Electrical, Carpentry, HVAC, Masonry, Landscaping, and Plumbing. Upon completion of the program, the students receive a “Pre-Apprenticeship Certificate.” The Certificate is industry-recognized by the National Association of Home Builders or the Get into Energy Career Pathways (GIECP) Model, where students will earn three credentials: Florida Ready to Work Credential; Energy Industry Employability Skills Credential; or the Energy Industry Fundamentals Credential. The Energy Industry Fundamentals Credential will be accredited by the American National Standards Institute (ANSI). Targeted, at-risk youth include Department of Juvenile Justice program participants as well as youth who are in foster care, on public assistance, disabled, or participants in Take Stock in Children or are otherwise income-challenged.
- WorkNet Pinellas (Region 14) has partnered with Junior Achievement, Pinellas County School Systems, St. Petersburg College and the Pinellas Education Foundation along with local employers and government agencies to bring the **STEM TEC or Training for Emerging Careers with a Science, Technology, Engineering and Mathematics industry** to local Pinellas youth. Program activities and services include employability skills workshops to prepare students to enter the workforce, parent/ student orientation, TABE testing and opportunities for youth and their parents to learn about community programs available for their teens within a STEM field. Program participants will attend the STEM Tec Summer Career Institute or intensive camp at the end of the school year. During the summer camp, disadvantaged youth, ages 14-17 along with Pinellas county students will be taught the STEM TEC curriculum by certified teachers from within the Pinellas County School System. The summer camp allows students to gain “hands on” experience within these fields. The students will have differentiated instruction in the classroom as well as field experiences through job shadowing. To date, all local high school and middle school principals as well as approximately 40 schools and community partners, have aggressively promoted the summer program providing over 400 referrals; over 375 online preregistration

applications were received; twelve parent/student orientations were held; and 250 students will be determined to be eligible for the program.

- Tampa Bay Workforce Alliance (Region 15) is targeting 200 WIA eligible youth ages 14-16, for participation in a **five-week summer camp to explore STEM careers**. Project-based learning in the areas of engineering design and development (specifically within Physics) will take place with the computer-aided design for “green” cars, ultimately developing into the building of the car. In addition to the aforementioned experience, students will receive training with Microsoft programs for the purpose of earning industry certifications. All students will test for the Microsoft Power Point certification prior to graduating from the program. The students learning experiences will be supplemented with academic field trips to Physics Day at Busch Gardens of Tampa, Marine Biology at SeaWorld and the Museum of Science and Industry in Tampa for chemistry experiences. Students will also receive instruction with Junior Achievement programs. These programs will include Junior Achievement® (JA) Success Skills, JA Be Entrepreneurial, and JA Business Ethics. This training will support career development for the participant’s future employment success. All aspects of this camp will target: teamwork skills, critical thinking and problem solving skills, time management, and general interpersonal skills. Staff and teacher selection is almost complete. Staff will be located at seven Hillsborough County high schools (receiving supplemental support from Hillsborough Community College Deans). Included are Robinson, Hillsborough, Alonso, Wharton, Lennard, Brandon and Plant City high schools. These schools were strategically selected for their proximity to the populations to be served. As of April 19th, approximately 67 youth have already been determined eligible and registered in the Employ Florida Marketplace. Curricula have been selected and dates for field trips are reserved. Dailey and field trip transportation will be provided by Hillsborough County Public Schools. Bids are being collected by JA for student nutrition.
- South Florida Workforce (Region 23) is implementing two programs: the **CSI MIAMI SUMMER CAMP** – targeting 50 in-school youth, which will provide unique opportunities for in school students to explore the field of forensic sciences. Students will learn how to evaluate a crime scene, how to package, collect and process evidence, finger printing process, projectile motion, DNA analysis and restorative arts; and the **BIOTECHNOLOGY SKILLS TRAINING PROGRAM** – which targets 40 out-of school youth ages 18-21 who are able to attend college, which encompasses a rigorous educational component that uses a relevant standard-based academic curriculum, industry-driven career pathways, integrated internship opportunities, and technologies that align with industry and business needs within the community. The program deploys a cohort learning model, which is tailored to the needs of the participants. Aggressive outreach and recruitment efforts have been underway.

The **Florida Career Academy Community Engagement Model**, originally funded by the Youth Opportunities Committee and Workforce Readiness and Performance Council in the amount of \$1 million, implemented the FORD PAS Next Generation Learning community (NGLC) collaboration model to substantially enhance four additional communities (Bay, Clay, Pinellas and Polk Counties) and their respective career academies in Florida. This pilot was administered by The Florida Association for Career and Technical Education (FACTE) and the Henry Ford Learning Institute with additional assistance provided by the University of West Florida. The FORD PAS model provides a framework to: substantially build upon and expand the existing career academy network, increase the number of high school students in career academies to 35 percent, create more effective partnerships among business, education and workforce professionals; allow business to become more active

participants in the process of planning, implementing and/or improving career academies; and develop an improved workforce geared more toward the specific skill sets demanded by the employer.

Each community worked closely with a community coach from existing Ford NGL community and completed initial meetings with their respective community stakeholders; participated in the Kick-off Institute; implemented stakeholder meetings and mini-institutes; and finally developed their 5-year master plans on expanding and growing the number of career academies, increasing the number of students attending these respective academies, and building a remarkable array of business partnerships with a high level of commitment from each community.

In order to keep momentum moving with the new four communities as well as assist the original four Florida NGL communities, the Global Talent Competitiveness Council the Global Talent Competitiveness Council approved funding for the continuation of the Florida Career Academy Community Engagement Model (FORD – NGL Communities) initiative. This continuation required a funding match from the community to hire a part-time community coordinator in each of the eight communities, and focuses on strengthening the collaboration of the University of West Florida hub, the eight communities and FACTE for the purpose of increasing the potential of the sustainability and expansion of the community involvement model in other districts.

The program also aims to further build business partnerships and engagement, continue to improve the local high school graduation rate, increase local FTE funding based on additional, industry-recognized credentials and better align with the concept of “growing your own talent” to better meet the needs of local business and industry.

Approaching the final months of this initiative, each of the eight communities are conducting best practice webinars to be shared to all interested communities throughout Florida. As each community approaches the end of this grant opportunity there is a focus on sustainability and the Ford foundation has agreed to provide an additional five thousand dollars to each community to assist in this effort.

Technical Assistance for New Career Academies (The Middle School IT Academy Technical Assistance Demonstration Project): The Middle School IT (Information Technology) Academy Technical Assistance Demonstration Project was implemented through Chapter 2011 – 175, Laws of Florida, s. 1003.493(6) which states that “Workforce Florida, Inc., through the secondary career academies initiatives, shall serve in an advisory role and offer technical assistance in the development and deployment of newly established career and professional academies.” Florida has seen great success with Career Academies since the passage of the Florida Career and Professional Education (CAPE) Act by the 2007 Florida Legislature, which has resulted to-date in approximately 1,509 registered career academies statewide with an estimated 172,713 student enrollments. In recognizing these concerns, the 2011 Florida Legislature, in its passage of Chapter 2011-175, Laws of Florida, now requires each district school board, in collaboration with Regional Workforce Boards, economic development agencies, and state-approved postsecondary institutions, to include plans to implement a career and professional academy in at least one middle school in the district as part of the strategic 5-year plan pursuant to s. 1003.491(2), F.S.

With the largest number of high school academies focusing on Information Technology (IT) (currently at 242) and the potential for middle school students to actually earn an IT industry-recognized certification, a logical place to focus is on the creation of middle school IT academies.

Additionally, by focusing on IT skills (Microsoft Office Specialist, Adobe Certified Associate and Certified Internet Web (CIW) Internet Business Associate certificates, among others) districts will ensure the smooth transition of middle school career and professional academy students into a high school career and professional academy currently operating within the school district while increasing both the input and output of the local talent supply chain.

On November 28, 2011 the Global Talent Competitiveness Council approved funding for the Middle School IT Academy Technical Assistance demonstration project.

Through a competitive process, Workforce Florida has contracted with the Whetstone Group to provide professional advisory and technical assistance services to assist in the establishment of 15 new Career and Professional Academies, with a focus on Florida's middle school academies targeting foundational IT skills certifications (i.e., Microsoft Office Specialist, Adobe Certified Associate and Certified Internet Web (CIW) Internet Business Associate, among others) for a one-year period. These services will reinforce compliance with the CAPE Act of 2007 and the direct connectivity between the career academies and/or career-themed course(s) and the school district's local economic drivers.

The Whetstone Group established a statewide Middle School IT Career Council made up of key stakeholders from Workforce, Economic Development, IT businesses and Education. This Council will provide ongoing support and assistance to the CAPE middle school IT academies and/or career-themed course(s) established under this project.

The Whetstone Group implemented their web based technical assistance through a series of webinars, examples include "*Building the Middle School CAPE IT Career Academy*," "*Teachers Training, Certifications & Resources*" and three webinars for products and services donated by CCI Learning to the project "*E-learning, Courseware and IQ System*."

The Whetstone Group convened a Florida Middle School IT Career Academy Council on July 20, 2012. This council was established to provide input, feedback and recommendations to Workforce Florida Inc. through the contacted council facilitator, The Whetstone Group. The information and recommendations will be incorporated into an end of the project report and will assist Workforce Florida in the determination of future technical assistance projects. Topics of discussion included IT industry certifications, skills matching, IT talent development marketing efforts, IT talent gap perception and reality, CCI webinar invite, and sharing contact information for further discussions until next council meeting.

As this project is slated to end in December 2012, metrics will be used to identify the success of the technical assistance by measuring the number of new IT middle school academies developed, number of industry recognized certifications earned by both teachers and students and the strengthened partnerships with the local business communities.

Quick Response Training (QRT) & Incumbent Worker Training (IWT) Initiatives

These two initiatives serve as the flagship tools at Workforce Florida, are market relevant and provide timely training driven by industry's needs and choice of training providers. QRT and IWT serve as powerful tools for workforce investment in leveraging considerable public/private funds for targeted training for skills in demand thus achieving greater use of limited public sector training

funds. Virtually all businesses receiving training grants are within the state's targeted industries, ensuring investment in wealth-generating jobs for Florida's economic growth.

The QRT and IWT programs have an outstanding track record of return on investment as it relates to wage income. Per capita income is strong indicator of how effective a regional or even a state economy is. Both of these programs drive up per capita income training wages, even though we do not mandate wage increases with usage in either of these programs. Per capita income wage increases following training are significant. QRT has a 45.57 percent increase in wages pre-training to post-training and IWT pre-training to post-training has a 25.53 percent wage increase.

QRT & IWT Funding and Outcomes: Funded with state Penalty and Interest Funds, the annual appropriation for QRT for Fiscal Year 2011-2012 was \$6 million. From July 2011 through June 2012, along with recaptured funds, 4,888 workers employed by 27 Florida businesses received customized training at an average cost per trainee of \$1,207. Extensive outreach activities were focused on counties in the state, particularly rural counties that have never had a company benefit from QRT training assistance. For every \$1 of QRT funds invested in training, companies matched \$5.08.

QRT also allows funds to be used to retain existing companies in the state. During the current economic downturn, many companies have faced the decision to remain in Florida or to consider financial incentives offered by other states. During 2011 – 2012, more than 898 jobs have been retained using QRT funds.

Established in 1999, Florida's IWT program is funded at \$2 million annually and provides grant funds to assist Florida companies with skills 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. Since its inception, more than \$89 million in requests for IWT funding have been received and, due to limited funding, 54 percent of the requests have resulted in awards. From July 2011 through June 2012, grants were awarded to 112 companies for the training of 4,378 incumbent workers. For the same fiscal year, the IWT program received \$3 million in supplemental funds, of which 118 companies received funding for the training of 8,040 incumbent workers. Extensive outreach through presentations and workshops has been conducted to ensure that as many small businesses as possible are aware of the benefits of the IWT program. IWT is very popular and continues to meet a critical need for Florida's businesses. For every \$1 of IWT funds invested in training, companies matched \$11.02.

Performance and Accountability Council

The Performance and Accountability Council concentrates on the system's compliance with federal common measures and advises the board on the development and implementation of measures, polices and strategies aimed at enhancing workforce performance. The council reviews and analyzes federal, state and local performance measures including short-term and long-term outcomes including job placement and employment retention and earnings outcomes. It seeks to enhance collaboration, effectiveness and efficiencies within the system guided by federal performance goals and the Governor's strategic targets. It also recommends the financial incentive plan for Regional Workforce Boards that deliver exemplary efforts and outcomes that advance key workforce and economic

development goals. One of the council's major projects is a collaborative effort with the Florida Chamber Foundation to provide data-driven measurement and evaluation of Florida's workforce and economic development systems. Based upon Florida's Six Pillars™ framework and leveraging the electronic platform of The Florida Scorecard™, the initiative identifies key trends that impact the workforce system and produces relevant analysis of key economic data on a monthly basis. Trends and analyses are presented to the Workforce Florida Board of Directors and partnering organizations to support decision making and solutions to align policy with Florida's current challenges and opportunities.

The Performance & Accountability Council Chair and members are selected from the Board of Directors' membership by the Chair of Workforce Florida and include at least one member from the membership of a Regional Workforce Board of Directors. The Council advises Workforce Florida's Board of Directors on the development and implementation of measures, policies, and strategies affecting workforce development performance. The Performance & Accountability Council's role is to ensure compliance with federal common measures and to review and analyze federal, state and local performance measures including both short-term and long-term outcomes on results including job placements, employment retention and earnings with the goal of recommending policies and financial incentives leading to greater collaboration, effectiveness and efficiencies. While focusing on the state's shared workforce and economic development agenda, federal workforce common measures and the Governor's strategic targets, the Council designs, recommends, and oversees statewide performance measures to include recommendations for performance-based financial incentives. The Council continues to maintain the following primary areas of responsibility:

Ensures Compliance with Federal Common Measures: Provides oversight and accountability for positive outcomes of Florida's federal common measures. The common measures include:

WIA Adult Measures

- Entered Employment Rate
- Employment Retention Rate
- Average Six Month Earnings

WIA Dislocated Measures

- Entered Employment Rate
- Employment Retention Rate
- Average Six Month Earnings

WIA Youth Common Measures

- Placement in Employment or Education
- Attainment of Degree or Certificate
- Literacy or Numeracy Gains

Wagner-Peyser Program Measures

- Entered Employment Rate
- Employment Retention Rate
- Average Six Month Earnings

Reviews and Analyzes Federal Reports, State & Regional Outcomes: Provides oversight, productivity and effectiveness recommendations and accountability for outcomes derived through the strategies and activities of Florida's workforce system. Examples of current reports for review and analysis may include, but are not limited to:

- Federal Annual Report
- State TIERS Report
- Balanced Scorecard
- Monthly Management Report
- Wagner-Peyser Reports
- Workforce Investment Act Reports

Design, Recommendation and Oversight of Performance-Based Incentives: Rewards excellence, outstanding achievement, regional alignment with Governor Scott’s 7-7-7 plan and the state’s economic/workforce development goals. The Performance and Accountability Council is charged with developing and recommending a financial incentive plan to the Workforce Florida Board of Directors and Governor Rick Scott for Florida’s 24 Regional Workforce Boards. The Finance and Administration Council reviews and recommends to the Board the final disbursement of incentive funding.

In 2011-2012, the Performance and Accountability Council established the Florida Scorecard Workforce and Economic Development Initiative. Considered to be the first of its kind in the nation, the Florida Workforce and Economic Development Scorecard further aligns talent development goals of workforce and business in Florida. This initiative is being developed by the Florida Chamber of Commerce Foundation and Workforce Florida and provides a tangible example of the impact of public-private partnerships. The Scorecard supports Florida’s workforce strategic plan, *Creating the Strategy*, as well as three of the Chamber’s Six Pillars of Florida’s Future Economy. Those pillars are Talent Supply and Education, Innovation and Economic Development and Business Climate and Competitiveness. The Scorecard provides real-time data on key measures such as personal income, business relocations and housing sales to help guide decision makers as they consider the best policies and programs to achieve the state’s job creation and economic development mission. The initiative also uses a Workforce Performance Index to gauge Florida’s status relative to the nation on several key measures tied to education, workforce and the economy — helping state leaders identify where they need to make additional progress to establish a winning, leading workforce.

Finance and Administration Council

The Finance and Administration Council works to ensure the workforce system is in good financial health, that its assets are protected and the state’s resources are used appropriately and accounted for sufficiently. Its work is critical to efforts aimed at ensuring resources available to the state for employment, training and support services are used effectively and efficiently with the utmost accountability. To this end, the council directs the allocation of statewide workforce funding and ensures policies and practices are in place to safeguard the system’s assets and preserve the integrity of the system and the public’s confidence in it. Its members are appointed by the Chairman. To aid in greater alignment, communications and collaboration between the state and local workforce boards, at least one member from the Board of Directors of a Regional Workforce Board serves on this state policy council.

The Chair and Finance and Administration Council members are selected from the Board of Directors’ membership by the Chair of Workforce Florida and will include at least one member from the membership of a Regional Workforce Board of Directors. The Finance and Administration

Council's primary goal is to work to ensure that the workforce system is in good financial health, that its assets are protected, and the state's resources are used appropriately and accounted for sufficiently. Through this effort, it assists the Workforce Florida Board of Directors in maintaining public confidence and helps ensure that the resources available to the state for workforce training programs and support services are used effectively and efficiently with utmost accountability. The Council continues to maintain the following primary areas of responsibility:

- **Directing the allocation of statewide workforce funding**

The Finance and Administration Council is responsible for proposing allocations of federal and state workforce funds to the 24 Regional Workforce Boards and for state-level discretionary funding provided through the federal grant awards and state appropriations. Discretionary funding under the auspices of the Board is used to fund the Department of Economic Opportunity, Workforce Florida, and for demonstration and pilot programs funded through the Board or Councils. In the event funding modifications occur during the course of the budget cycle, the Finance and Administration Council reviews and proposes modifications to the previous budgets to ensure that over-commitments do not occur.

An integral part of this responsibility is the charge of ensuring that the limited workforce funding is utilized appropriately and in accordance with federal, state, and Board policies. The Finance and Administration Council also implements fund de-obligation/re-obligation policies on behalf of the Board and in accordance with the grant awards.

- **Safeguarding the Workforce System's Resources and Assets**

The Finance and Administration Council ensures that appropriate policies and practices are in place to protect the system assets and the integrity of the workforce system. The Council is charged with the responsibility to protect the financial integrity of Florida's workforce system and to promote full accountability among all workforce partners. The Finance and Administration Council receives regular updates regarding the Department of Economic Opportunity's financial monitoring efforts, results of special internal audits conducted by the Department's Inspector General, and program and financial audits conducted for the state and regional partners. Based upon these reviews and audits, the Council reviews corrective action plans which may require the establishment of financial/program policies or modifications of existing policies for consideration by the full Board.

- **Executing and Administering Department of Economic Opportunity (DEO) Contract**

In accordance with Chapter 445, Workforce Florida is required to execute an administrative contract with DEO for fiscal and administrative provisions associated with the grants received. This administrative contract is critical to ensure the appropriate and accurate reporting under the terms and conditions of the several grants and programs received by the workforce system. The Council develops and recommends this administrative contract to the full Board for approval. Performance by DEO under this contract is tracked and evaluated on a recurring basis by the Council.

Through collaboration with its workforce, education, industry, economic development and community partners and its ongoing focus on developing Florida's talent and responding to marketplace demands, Workforce Florida has continued to advance the state's strategic workforce goals.

Outreach to Employers and Job Seekers

EmployFlorida.com, Online Workforce Services and "Virtual One-Stop"

In today's technology-driven marketplace, it is imperative that job seekers and businesses have access to workforce services 24 hours a day, seven days a week. As noted earlier in this report, the Employ Florida Marketplace at www.EmployFlorida.com is Florida's virtual job-matching tool, providing access at *no charge* to the people and businesses that use it.

The Marketplace has more than 100,000 registered employers who are able to list job openings and conduct searches for qualified workers across the state, while also accessing other resources in support of their efforts to find, retain and train workers. More than 400,000 resumes are indexed on the Marketplace for workforce professionals and employers to access qualified talent and match job seekers to employment opportunities statewide. Job seekers have access to more than 150,000 job listings as well as resume building assistance, skills assessment tools and more. Meanwhile, more than 60,000 visitors use the site daily to search for jobs, screen applicant resumes and research the latest labor market information.

On EmployFlorida.com, businesses also have access to valuable information on training grants and other workforce services and resources, as well as labor market information and talent tools available at both the state and local levels.

Florida's job seekers are able to search for employment opportunities from numerous job and corporate websites as well as those placed directly on EmployFlorida.com by businesses or through Regional Workforce Boards and One-Stop Career Centers – making the Employ Florida Marketplace the most comprehensive source available for current Florida job openings.

The website is consistently upgraded. Recent enhancements include a streamlined, more modern splash page designed to reduce clutter and help site visitors more easily locate the specific information they are seeking. Enhanced social media integration also is a key feature of the new home page, which houses a Twitter feed populated by content job listings, employment search and recruiting tips and more from regions statewide.

The use of micro-portals, powered by the Marketplace, that provide specialized and targeted job-matching continue to demonstrate value. To date, Workforce Florida and the Department of Economic Opportunity, in collaboration with Regional Workforce Boards and other partners, maintain dedicated entry points with customized job-search information and resources for Florida veterans, job seekers age 50 and older, and those interested in green jobs.

The current lineup of permanent micro-portals created to address targeted job seekers includes:

Employ Florida Vets:

(<http://veterans.employflorida.com>)

Of particular interest this year as more troops begin to return home to Florida, this portal is a key element of the *Hiring Florida's Heroes* campaign, which was launched in January to enhance workforce system efforts to work with employers to match them with veterans possessing the skills they need. Workforce Florida has worked in partnership with both the Florida and U.S. chambers of commerce to encourage businesses to take advantage of the initiative's offerings, which include concierge-style recruiting and screening services.



Employ Florida Vets also recently was chosen by the Florida Department of Veterans Affairs as the destination for employment inquiries made via its mobile app and its newly redesigned website.

Developed through a series of focus groups with Florida veterans, the Employ Florida Vets Portal translates a veteran's Military Occupational Specialty Code (a code that represents the employment classification for the specialty/job that the military veteran performed while on active duty) into an equivalent civilian job title.

Other portal highlights include:

- Information and advice about writing resumes and finding apprenticeships and jobs ideally suited to their military experience.
- Information about the Florida law that gives veterans hiring preference when they apply for public-sector jobs.
- Information for Florida businesses and organizations about tax incentives available for hiring veterans.
- A centralized jobs posting site for employers seeking veterans with specialized skills.

Employ Florida Silver Edition:

(<http://silver.employflorida.com>)

Created to assist job seekers 50 and older as well as employers seeking seasoned, experienced workers, the statewide Employ Florida Silver Edition was initially launched as a regional pilot project. The micro-portal was developed through a collaborative process engaging Workforce Florida, the Department of Economic Opportunity, Regional Workforce Boards, the Florida Department of Elder Affairs and community-based organizations, among others.



It is designed to help older job seekers search for the right job, with access to a wide range of job training and job placement programs and services, while also helping older-worker-friendly employers identify the best job candidates.

Considering the fact that the Baby Boomer generation is already in or rapidly approaching this “50 plus” age group and will be looking at their next career moves, the site serves as a resource for Florida’s efforts to design a critical work model of the future, in which the knowledge, experience and capabilities of this demographic group are accessible to the business and civic organizations that need them, on terms that are mutually acceptable.

Employ Florida Brand



Since 2004, Employ Florida has been used as the statewide, affiliate – or linking – brand for this entire network of local and state workforce partners, programs and resources; however there currently are numerous Florida workforce entities all with their own brand identities. At the local level, there are 24 Regional Workforce Boards and nearly 100 One-Stop Career Centers primarily responsible for front-line service design and delivery. The online gateway to Florida workforce services is the Employ Florida Marketplace at EmployFlorida.com, which serves as the state’s comprehensive job-matching tool connecting job seekers and employers. At the state level, Workforce Florida, the statewide workforce investment board, is charged with policy setting and the Department of Economic Opportunity is the state agency responsible for fiscal and administrative affairs.

The Regional Workforce Boards Accountability Act of 2012 charges Workforce Florida to evaluate the means to establish a single workforce system brand for Florida and submit its recommendations to the Governor by November 1, 2012. The branding – or rebranding – of Florida’s workforce system is intended to provide Floridians and businesses with a consolidated point of entry to Florida’s numerous workforce partners and services and promote a comprehensive, unified and aligned system of world-class services for job seekers, workers and businesses to address their employment and training needs. A unified brand identity will be ready for implementation in 2013.

In the meantime, by affiliating with Employ Florida, local and state workforce entities and their service outlets will remain connected via this common name/brand. Employers and job seekers will continue to be able to locate Florida’s workforce services and resources anywhere in the state online at www.EmployFlorida.com or by calling the Employ Florida toll-free helpline staffed by the Department of Economic Opportunity: 866-FLA-2345.

Accountability and Continuous Improvement

Florida workforce law expressly calls for increased accountability for the workforce system for the state, localities and training providers. Florida has several methods for continually monitoring performance that have great value as both real-time management tools as well as tools for continuous improvement.

Although federal law, regulations and instructions call for extensive reporting of multiple performance data for the array of federally funded programs, and some federal programs provide incentive bonuses for high performing states, coupled with potential sanctions and monetary penalties, Florida’s incentive/corrective action mechanisms are largely the product of state law and state workforce board policy decisions and design. The structure is custom designed to cover all major programs – WIA, WP and TANF – under the state Board’s oversight. As a further policy

matter, Florida's incentive/corrections apply to both short-term, interim outcomes (mainly EER-Entered Employment Rates) as well as the longer-term outcomes (mainly Job Retention) reported annually to the U.S. Department of Labor (WIA and 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 indicators. For example, Florida tracks the state law requirement for a 50 percent rate of expenditures on Individual Training Accounts (ITAs) and other training. Similarly, the federal participation rate for TANF participants is also tracked.

Encouraged by the positive trend lines displayed by our performance measures, Florida's workforce system will continue to apply, re-examine, refine, and refresh its incentive/correction structure to maintain continuous improvement.

STATE WORKFORCE PERFORMANCE

Section 136 of the Federal Workforce Investment Act (WIA) identifies indicators of performance for the Adult, Dislocated Worker and youth programs. For the 2011-2012 Program Year, federal guidance prescribed 18 measures applicable to outcomes for the adult, dislocated worker, and youth programs; and two measures for customer satisfaction that apply across all three programs, bringing the total number of required measures to 20. These measures are as follows (definitions for each can be found in *Appendix Table 1*).

Adults

- Entry into unsubsidized employment
- Retention in unsubsidized employment six months after entry into employment
- Average Earnings
- Employment and Credential Rate

Dislocated Worker

- Entry into unsubsidized employment
- Retention in unsubsidized employment six months after entry into employment
- Average Earnings
- Employment and Credential Rate

Youth (aged 14-21)

- Placement in Employment or Education
- Attainment of Degree or Certificate
- Literacy and Numeracy Gains

Older Youth (aged 19-21)

- Entry into unsubsidized employment
- Retention in unsubsidized employment six months after entry into employment
- Earnings change six months after entry into employment
- Credential attainment

Younger Youth (aged 14-18)

- Attainment of secondary school diplomas and their recognized equivalents
- Attainment of goals and skills
- Retention in post-secondary education, advanced training, employment, military service or a qualified apprenticeship six months after program exit

All Programs

- Customer satisfaction for individuals
- 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 aforementioned adult and dislocated worker programs also provide three levels of service: Core, Intensive and Training services. Reports must be compiled detailing each level of service, breaking out special populations, such as Veterans, Displaced Homemakers, Individuals with Disabilities, Out-of-School Youth and Persons on Public Assistance.

Florida is a Common Measure State

Common Measures

Adult Measures	PY 2011-2012 Goals
• Entered Employment Rate	74.0 %
• Employment retention Rate	86.0 %
• Average Six Months Earnings	\$15,500
Dislocated Worker Measures	
• Entered Employment Rate	80.0 %
• Employment retention Rate	86.0 %
• Average Six Months Earnings	\$15,000
Youth Common Measures	
• Placement in Employment or Education	58.5%
• Attainment of Degree or Certificate	57.5%
• Literacy or Numeracy Gains	29.0 %
Wagner-Peyser Measures	
• Entered Employment Rate	58.0 %
• Employment Retention Rate	76.0 %
• Average Six Months Earnings	\$12,000

Levels of Service

With the exhaustion of ARRA funding and an improving economy, Florida’s workforce system has experienced a marked reduction in the demand for services. Total participants served during the program year decreased by 11 percent for Adults, 10 percent for Dislocated Workers, 8 percent for Younger Youth, and increased 8 percent for Older Youth. **Table 1** presents the total number of participants and exiters leaving the WIA program during the 2011-2012 Program Year.

Table 1 2011-2012 WIA Participants/Exiters		
<i>WIA Program</i>	Total Participants Served	Total Exiters
Adults	30,874	17,483
Dislocated Workers	21,448	9,667
Older Youth	5,559	2,248
Younger Youth	10,001	3,507

Reporting Time Periods

Federal guidelines require varying time periods for reporting the counts of participants served, counts of those exiting programs, and performance outcomes for the nine WIA Common Core measures. The first reporting period is the April 1, 2010 to March 31, 2011 period (prior to the Program Year), used for the retention and earnings change measures. The second period is composed of the four quarters beginning October 1, 2010 and ending September 30, 2011 (prior to the Program Year), used for all entered employment measures, the youth placement in employment and education measure and the youth attainment of a degree or certificate measure. These delayed reporting periods are required so that follow-up data from Reemployment Assistance (RA) Wage Reports can be collected on participants during the various outcomes measurement periods. The third reporting period is the period beginning April 1, 2011 to March 31, 2012, used for the counts of exiters. The final reporting period is the actual 2011-2012 Program Year (the four quarters beginning July 1, 2011 and ending June 30, 2012), used for the youth literacy and numeracy gains measure and the counts of participants served.

Performance Measures

Pursuant to the Workforce Investment Act, all states submitting a state plan must propose expected levels of performance for each of the prescribed measures. As a result of a waiver granted to the state, beginning with Program Year 2008-2009, Florida only reports the level of performance relating to the nine WIA Common Measures. Performance on the remaining measures is still tracked; however, in accordance with the granted waiver, no proposed levels of performance are provided. Federal guidelines describe core measures and/or Common 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 U. S. Department of Labor (USDOL) and the Governor must negotiate an agreement on the levels of performance or goals for the Common Measures.

Data on core measures and Common Measures is collected from Florida’s MIS system, RA 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. RA 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 RA data to paint a clearer picture of participant outcomes.

Table 2 below displays Florida’s negotiated rate for each of the required Common Measures along with the actual statewide outcomes achieved. Pursuant to federal policy, states achieving at least 80 percent of the negotiated goal are considered to have met the goal. The 80 percent criterion is shown in parentheses.

Table 2 - State WIA Statewide Common Measures Performance 2011-2012

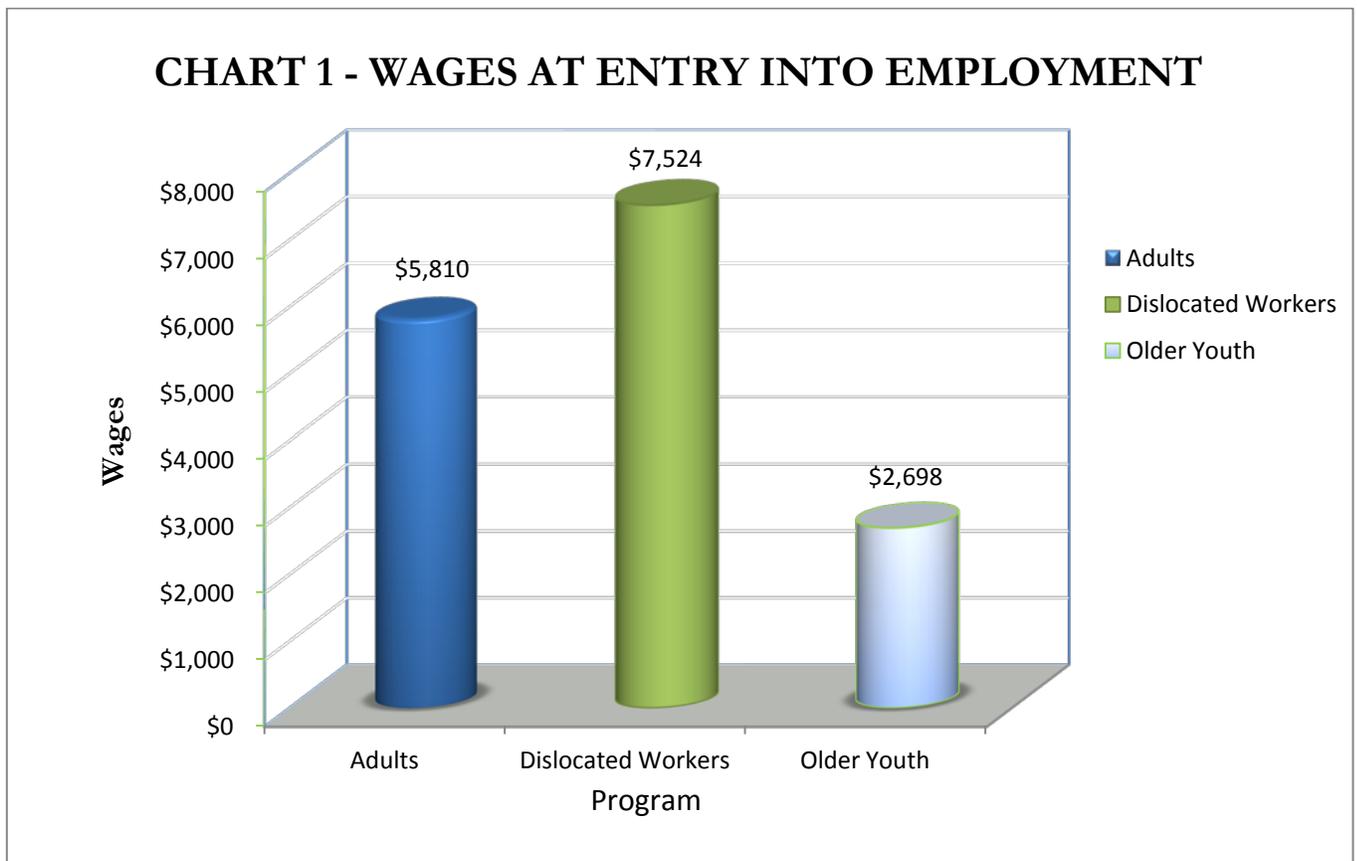
WIA CORE MEASURE	NEGOTIATED GOAL (80% of Goal)	ACTUAL PERFORMANCE	DIFFERENCE COMPARED TO 80% OF GOAL
Adult Entered Employment Rate	74.0% (59.2%)	74.2%	+15.0%
Adult Employment Retention Rate	86.0% (68.8%)	91.8%	+23.0%
Adult Average Earnings	\$15,500 (\$12,400)	\$20,479	+\$8,079
Dislocated Worker Entered Employment Rate	80.0% (64.0%)	84.2%	+20.2%
Dislocated Worker Employment Retention Rate	86.0% (68.8%)	90.0%	+21.2%
Dislocated Worker Average Earnings	\$15,000 (\$12,000)	\$16,834	+\$4,834
Youth Placement in Employment or Education	58.5% (46.8%)	47.7%	+0.9%
Youth Attainment of Degree or Certificate	57.5% (46.0%)	69.8%	+23.8%
Literacy or Numeracy Gains	29.0 (23.2%)	45.3%	+22.1%

As the above table indicates, Florida’s 2011-2012 performance met or exceeded the federal criterion of 80 percent of goal for each of the negotiated Common Measures. Compared with 2010-2011 Program Year outcomes, PY 2011- 2012 results remained consistent.

Wages at Entry--Individuals who Entered Unsubsidized Employment

The WIA requires that states track participants to determine their wage at entry into employment. Florida uses RA (Reemployment Assistance) Wage Reports to track former participants after exit. In the chart that follows, **Chart 1**, quarterly earnings are illustrated by each customer group - Adults, Dislocated Workers and Older Youth.

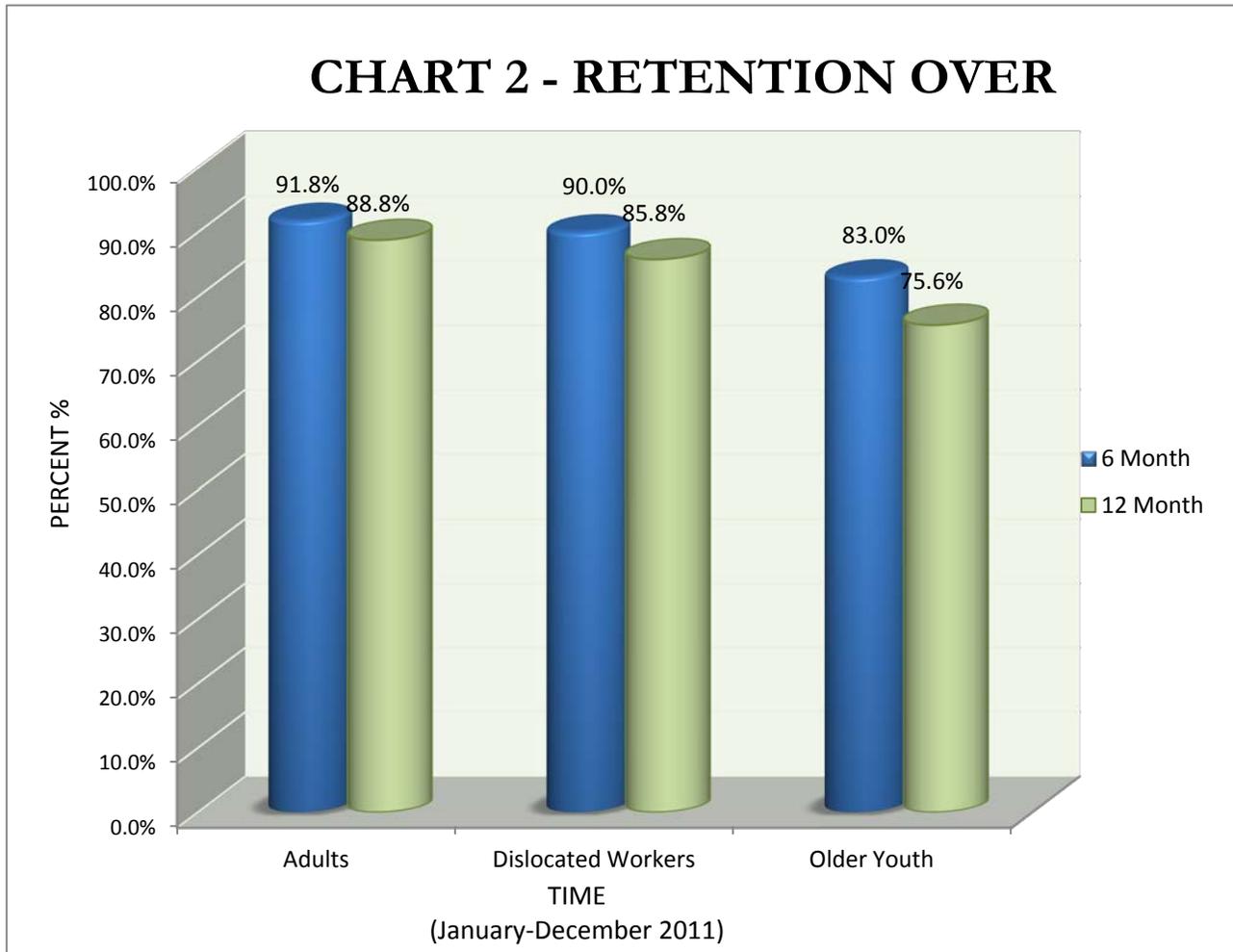
Dislocated Worker earnings are well above Adult earnings, while Older Youth earnings are understandably lower. Dislocated Worker earnings are significantly higher because they already have skills many employers desire.



12-Month Retention and Earnings Change

These measures take a look at individuals who exited more than one year ago, and track their retention in unsubsidized employment and the wages they garner in those jobs.

Chart 2 displays the trend of individuals as they hold employment over time. Twelve-month figures are taken from the percentage of individuals who are employed in the first and fourth quarters after exit.



Since a primary goal of the WIA is to promote self-sufficiency for its participants, income of participants after they secure employment is also tracked. The Earnings Change/ Earnings Replacement measure uses the same RA data to track former participants after they exit. The Adult Average Earnings Change in 12 Months and the Older Youth Average Earnings Change in 12 Months compare the difference in earnings from the 3rd and 4th quarters after exit to earnings for the 2nd and 3rd quarters prior to registration. The Dislocated Worker Earnings Replacement Rate in 12 Months expresses earnings for the 3rd and 4th quarters after exit as a percentage of earnings for the 2nd and 3rd quarters prior to registration. Participant data is not available for hourly wages; only for total income garnered during the quarters.

For participants exiting the program during the January 1, 2011 to December 31, period, the 12 Months' Average Earnings Change was \$3,811 and \$3,622 for Adults and Older Youth, respectively. During the same period, the Dislocated Worker 12 Months Earnings Replacement Rate was 117.7 percent.

Local Performance

Upon the completion of the state’s negotiation with the USDOL on state performance goals for the Common Measures, the state workforce board conducted negotiations at the state level with each Regional Workforce Board. Federal policy requires states to achieve at least 80 percent of the negotiated goal. As a result of this process, expected levels of performance or goals were agreed upon for each region. **Table 3** below summarizes outcomes based on these goals and the federal 80 percent criterion. Individual performance tables for each of Florida’s 24 regions are also provided in the *Appendix Table O - Performance*.

Table 3
Regional Program Year 2011-2012
WIA Performance

WIA COMMON MEASURE	STATE GOAL	# OF REGIONS ACHIEVING REGIONAL GOAL	% OF REGIONS ACHIEVING GOAL
ADULT ENTERED EMPLOYMENT RATE	74.0%	23 of 24	95.8%
ADULT EMPLOYMENT RETENTION RATE	86.0%	24 of 24	100%
ADULT AVERAGE EARNINGS	\$15,500	24 of 24	100%
DISLOCATED WORKER ENTERED EMPLOYMENT RATE	80.0%	24 of 24	100%
DISLOCATED WORKER EMPLOYMENT RETENTION RATE	86.0%	24 of 24	100%
DISLOCATED WORKER AVERAGE EARNINGS	\$15,000	24 of 24	100%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION	58.5%	20 of 24	83.3%
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE	57.5%	24 of 24	100%
YOUTH LITERACY OR NUMERACY GAINS	29.0%	18 of 24	75.0%

*Based on the USDOL, new TEGL, No. 38-11, June 12, 2012 Not Met is defined as the number of performance measures less than 80 percent of the negotiated goal. Met is defined as the number of performance measures between 80 percent - 100 percent of the negotiated goal. Exceeded is defined as the number of performance measures above 100 percent of the negotiated goal.

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-1980 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 two 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>.

State "Balanced Scorecard" Report

Florida's workforce system Balanced Scorecard Report includes the following mix of long-term measures, short-term measures and threshold indicators related to the state's three major partner programs:

Services to Job Seekers:

Job Seekers Entered Employment Rate (Wagner-Peyser)

Veterans Entered Employment Rate (Wagner-Peyser)

Customer Satisfaction – Job Seekers (Wagner-Peyser) – in the process of being revised

Services to Employers:

Customer Satisfaction – Employers – in the process of being revised
Employer Market Penetration

Services to Disadvantaged Groups, Unemployed Adults and Youth:

Entered Employment Rate (Workforce Investment Act)
Employment Earnings Rate (Workforce Investment Act)
Employment Retention Rate (Workforce Investment Act)
Youth Average Grade Level Gain (Workforce Investment Act)
Youth Positive Outcome Rate (Workforce Investment Act)
Customer Satisfaction – (Workforce Investment Act Participants) – in the process of being revised

Services to Welfare Recipients:

Welfare Closed Case Outcome Rate
Welfare Transition Earnings Rate
Welfare Transition Retention Rate

Threshold Indicators:

Threshold Level of Service Indicator for All Customer Groups
Threshold Level of Service Indicator for Special Customer Groups
Threshold Indicator for Youth Diploma Attainment
Threshold Indicator for Welfare Participation Rate
Threshold Indicator for Data Validity

The threshold indicators are each based on a minimum criterion established by state or federal policy where a “yes” indicates that a local board has achieved the minimum.

All Balanced Scorecard measures and indicators are reported quarterly with the exception of the Employer Market Penetration measure and the Threshold Indicator for Data Validity which report on an annual basis only. During the 2011-2012 year, the customer satisfaction measures were in the process of being revised and tested and therefore outcomes for these measures are not available for the entire period.

Appendix Table 3 contains a more detailed description of the measures and threshold indicators included in the Balanced Scorecard Report.

Table 4 shows statewide Program Year 2011-2012 outcomes for each of the Balanced Scorecard measures available as of the calendar quarter ending June 30, 2012. As this report is based on the common measure definition of exit, the year-end report will not be available until after October 1, 2012.

Table 4

***PY 2011-12 Balanced Scorecard Measures
(Third Quarter Report)***

Job Seeker Entered Employ. Rate	Veteran's Entered Employ. Rate	WIA Entered Employ. Rate	WIA Employment Earnings Rate	WIA Employ. Retention Rate
55.71%	54.97%	90.54%	134.21%	90.77%
WIA Youth Avg. Grade Level Gain	WIA Youth Positive Outcome Rate	Welfare Closed Case Outcome Rate	Welfare Transition Earnings Rate	Welfare Transition Retention Rate
NA	90.06%	31.40%	54.20%	72.66%

The Balanced Scorecard approach has served the workforce system well in providing a more balanced view of performance management and throughput. To further this approach, as identified in the following section, Florida's workforce investment board – Workforce Florida, Inc. – has endorsed and is implementing a more comprehensive move toward a truly defined balanced scorecard.

State Longitudinal Measures — “Tier Measures”

The Florida Legislature has mandated that the 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 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 Regional Workforce Boards 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:

- Total Individuals.
- 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.
- 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 a minimum quarterly wage of \$3,468.

- Level 1 – those earning at least minimum wage of \$3,468 but less than \$4,420 quarterly.
 - Level 2 – those earning at least \$4,420 but less than \$5,200 quarterly.
 - Level 3 – those earning \$5,200 and greater quarterly.
- Continued Employment expressed as a percentage of those found employed at follow-up the year following program exit or completion.
 - Initial Earnings expressed as the average quarterly amount earned for those found employed the year after program exit/completion.
 - Earnings Growth expressed as the amount of gain or loss in average quarterly earnings as compared to the average initial earnings.
 - 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.
 - Continued Public Assistance expressed as a percentage of those found to be receiving public assistance the year after program exit/completion.
 - 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. Previous Tier Measure Reports can be reviewed as part of the Workforce Florida Annual Reports at: <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.”

The regional annual review visits to the Regional Workforce Boards were performed by Workforce Florida staff. Preparation for the annual review presentations included evaluating, utilizing and linking all available performance data (including short-term exit measures, longitudinal tier measures and monthly management reports), information and resources. DEO assesses the region’s compliance with applicable state and federal laws, regulations and policies, the extent to which Regional Workforce Boards incorporated the needs of the employer community into strategic planning efforts, operational plans/operational systems, sales and marketing efforts. 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.

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 a state incentive corrective action policy based at the direction of the Workforce Florida Board of Directors. This policy is aimed at continuous improvement and designed to cover all major programs under the state Board’s oversight, including WIA, WP and TANF. As a further policy matter, Florida’s incentive/corrections apply to both short-term, interim outcomes as revealed in our state quarterly reports based on administrative data, as well as the longer-term outcomes 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 percent rate of expenditures on Individual Training Accounts (ITAs) and other training are automatically disqualified for all WIA Incentive Payments.

During the annual budgeting process, the Workforce Florida Board may approve an incentive pool from state-level discretionary funds. The resulting pool combines short-term and long-term performance awards for each of the contributing funding sources. Regional Workforce Boards that have met the threshold qualifications related to expenditures on training, direct services, and out-of-school youth then become eligible for incentive awards based on the level of performance achieved.

Florida's approach also provides for consequences in situations where there is a pattern of low performance. Typically low-performing Regional Workforce Boards are required to first provide their own Corrective Action Plans. If low performance persists, state-level staff work with Regional Workforce Board 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 can result in progressive levels of direct, sustained on-site oversight by state staff or state-designated Regional Workforce Board peer supervision, receivership, or replacement of local executive staff. So far, no region has been re-designated or consolidated due to performance problems but that option remains as an ultimate sanction.

COST OF WORKFORCE INVESTMENT ACTIVITIES

Expenditure Levels

During the 2011-2012 Program Year, Florida had \$282,014,720 in available funds including carry-forward from all WIA formula funding sources. Of this amount, \$179,420,369 or approximately 64 percent was expended to carry out state-level and regional activities. Of the \$152,774,621 expended by the state's 24 regions, 93 percent went for direct client services. An additional \$26,645,748 in state-level funds or more than 93 percent was also expended for direct client services.

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 well as helping workers avoid layoff. As a result, the number of adult program exiters with positive outcomes included 7,205 employed workers who successfully completed program activities in order to upgrade their employment. Positive outcomes for youth included entered employment, entrance into postsecondary education, advanced training, apprenticeship or the military, and the attainment of a diploma or a credential.

Generally, outcomes were tracked for the exit periods used for the corresponding WIA performance measures. The exit period used for the adult, dislocated worker and youth programs was the period from October 1, 2010 to September 30, 2011. 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 training for the youth programs. Florida also utilizes other means of gauging cost in relation to effect suggested by TEGL 14-00, Change 3 including cost per exit, costs for in-school and out-of-school youth and ITA costs. These data are regularly used in evaluating regional performance.

Statewide expenditure and cost data is displayed in *Table 5* below. Similar data for each of Florida's 24 regions are included in *Appendix Tables 4 through 6*.

**TABLE 5
FLORIDA PROGRAM YEAR 2011-2012
WIA EXPENDITURES/COST PER POSITIVE OUTCOME**

ADULT PROGRAM 10/1/10 TO 9/30/11

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$108,156,019	100.0%				
TOTAL EXPEND.	\$54,121,133	50.0%	29,128	\$1,858	12,177	\$4,445
EXPEND. OTHER SERVICES**	\$22,766,596	42.1%	29128	\$782		
EXPEND. TRAINING	\$28,208,141	52.1%	21481	\$1,313		

DISLOCATED WORKER PROGRAM 10/1/10 TO 9/30/11

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$133,164,650	100.0%				
TOTAL EXPEND.	\$55,053,671	41.3%	22,532	\$2,443	7,112	\$7,741
EXPEND. OTHER SERVICES*	\$18,119,698	32.9%	22532	\$804		
EXPEND. TRAINING	\$33,187,388	60.3%	17616	\$1,884		

YOUTH PROGRAM 10/1/10 TO 9/30/11

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$83,556,568	100.0%				
TOTAL EXPEND.	\$36,343,651	43.5%	15,549	\$2,337	6,859	\$5,299
OTHER SERVICES***	\$12,194,991	33.6%	15,549	\$784		
TRAINING	\$16,635,303	45.8%	7,612	\$2,185		

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 cost. The statute also requires 50 percent of WIA pass-through funds for adults and dislocated workers to be allocated to ITAs and ITA-related expenses. For Program Year 2011 - 2012, 27,680 ITAs were awarded in the state. Of \$113,230,735 expended by Florida's 24 regions for the adult and dislocated worker programs during the program year, \$57,499,096 or almost 51 percent was expended for ITAs and ITA- related activities (see *Table 6*; also included in *Appendix Table 7*).

Table 6
USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED
7/1/11 Through 6/30/12

ITAs Awarded*					State ITA 50% Expenditure Requirement**		
Region	Enrolled in Training	Receiving ITA	Percent	ITA Avg. Expenditure per Individual	Total Expenditures	Total ITA Related Expenditures	Percent
1	647	630	97.37%	\$7,984	\$2,021,459	\$1,486,588	73.54%
2	245	223	91.02%	\$2,819	\$744,951	\$561,641	75.39%
3	194	156	80.41%	\$1,727	\$699,868	\$396,530	56.66%
4	650	598	92.00%	\$1,616	\$1,366,290	\$942,084	68.95%
5	236	219	92.80%	\$2,295	\$1,488,171	\$802,991	53.96%
6	65	46	70.77%	\$1,348	\$722,238	\$670,377	92.82%
7	195	187	95.90%	\$4,577	\$753,518	\$635,283	84.31%
8	3,293	2,514	76.34%	\$4,770	\$8,905,289	\$7,585,914	85.18%
9	263	219	83.27%	\$2,295	\$1,449,556	\$983,669	67.86%
10	1,596	1,144	71.68%	\$445	\$2,675,321	\$1,329,186	49.68%
11	1,429	644	45.07%	\$4,814	\$3,194,156	\$2,112,540	66.14%
12	2,336	2,199	94.14%	\$3,921	\$15,488,490	\$9,496,828	61.32%
13	680	429	63.09%	\$1,973	\$3,439,167	\$1,867,781	54.31%
14	3,091	2,142	69.30%	\$6,490	\$6,304,976	\$3,760,148	59.64%
15	3,190	2,156	67.59%	\$4,195	\$6,913,826	\$3,830,023	55.40%
16	1,350	1,049	77.70%	\$2,980	\$3,965,952	\$2,032,762	51.26%
17	1,686	1,277	75.74%	\$2,265	\$3,213,181	\$2,212,721	68.86%
18	1,020	629	61.67%	\$8,342	\$4,097,752	\$3,057,532	74.61%
19	224	134	59.82%	\$1,995	\$825,081	\$632,984	76.72%
20	1,006	912	90.66%	\$2,767	\$3,321,574	\$2,680,342	80.69%
21	786	448	57.00%	\$5,081	\$9,597,386	\$6,576,941	68.53%
22	3,511	3,129	89.12%	\$1,950	\$11,828,381	\$7,723,576	65.30%
23	5,675	5,174	91.17%	\$5,145	\$16,482,385	\$10,967,964	66.54%
24	1,605	1,422	88.60%	\$5,359	\$3,731,766	\$3,053,601	81.83%
Total All Regions	34,973	27,680	79.15%	\$4,101	\$113,230,735	\$75,400,006	66.59%

* Information from participant data provided by the Department of Economic Opportunity, September 2012.

**Based on data provided by the Department of Economic Opportunity, September 12, 2012.

Federal Waivers

Florida continues to take full advantage of the flexibility provisions in WIA for waivers. Florida has requested several waivers that have been approved. Currently, nine approved waivers are in place. The following is a list of waivers previously approved by USDOL that were in effect during the 2010-2011 Program Year and remain in effect. Florida is requesting an extension for the previously approved waivers. These waivers are described in more detail later in this plan.

A waiver of the limitation at WIA Section 133(b)(4) to permit 50 percent transfer of funds between the Adult and Dislocated Worker funding streams.

- In previous years, local boards have experienced much higher demands for training and support services from Adults than from Dislocated Workers due to Florida's shifting demographics and economic situation. Under these circumstances, this waiver provided Regional Workforce Boards greater flexibility in allocating and expending Adult and Dislocated Worker Funds to meet changing local conditions and has, since its 2002 approval, been extensively used. Generally, in the past as the unemployment rate in the state was below the national average, it was used to meet the much higher demand for adult training (ITAs). It allowed local boards the flexibility to maximize the use of funds for training adults while still meeting the needs of dislocated workers. Some of the funds transferred to Adults have been used to upgrade the skills of incumbent workers, increasing their value and productivity and likely avoiding additional layoffs by employers. Other local boards see more people who meet the Adult criteria, and less that meet Dislocated Worker criteria, wanting to attend school or training. In the currently downturned economy, with a state unemployment rate that persistently remained above 10 percent and exceeds the national average, we continue to see a shift in the other direction. Regardless of economic trends, this waiver allows our local areas to respond to varying, economically induced demand while also meeting the demands of Dislocated Workers who may face other unique circumstances.

Additionally this waiver has allowed more Older Youth to pursue their occupational goals. Use of the waiver eliminates duplication of paperwork for enrolling Older Youth into the Adult programs and benefits training providers as they no longer have to follow two separate processes to provide services to Adult/Dislocated Workers and Older Workers/Youth.

A waiver of provisions of WIA Sections 136(b)(1 and 2) and 20 CFR 666.100(a) and 20 CFR 666.300(a) to allow the state to replace for federal reporting purposes the WIA core measures with the common measures delineated in TEGl 17-05.

- This waiver has allowed Florida to continue to remove the inconsistencies and complexities inherent in the current WIA performance reporting requirements. It has allowed the state to continue to effectively align accountability across all programs within the state's workforce system. The common measures more effectively support the state's goals of promoting OJT and customized training for adult workers including employed

workers. The common measures also have more clearly targeted out-of-school youth and youth most in need as identified by the USDOL's Youth Vision Statement.

A waiver of the 50 percent employer contribution for customized training at WIA Section 101(8)(C).

- This waiver permits using a sliding-scale match, allowing no less than a 10 percent match for employers with 50 or fewer employees, and no less than a 25 percent match for employers with 51-250 employees. For employers with more than 250 employees, the statutory 50 percent contribution applies. As with the above-referenced OJT waiver, this sliding scale has created the necessary flexibility for small employers to provide a required match more reasonably suited to their size. This has resulted in the increased participation of small businesses in customized training programs.

A waiver of WIA Section 101(31)(B) to increase the employer reimbursement for OJT.

- Under the waiver, reimbursement amounts of up to 90 percent for employers with 50 or fewer employees, and up to 75 percent for employers with 51-250 employees, are permitted. For employers with more than 250 employees, the statutory 50 percent limit applies. This has enabled the state to more effectively market WIA funded On-the-Job Training to support job creation in that sector of the employer community that supports the overwhelming majority of the state's jobs as it allows the small employer to be reimbursed at a level more reasonably suited to their size.

Waivers of the language that limits the authority to provide the activities in WIA Section 134 to the state to allow 10 percent of local Adult and Dislocated Worker formula funds and 10 percent of state-level rapid response funds to be expended on Incumbent Worker Training.

- This waiver originally was prompted by USDOL's Training and Employment Guidance Letter (TEGL) Number 180-05 and supported one of the state's key strategies. The focus of Florida's emphasis on Incumbent or Employed Worker Training had been part of our system's effort to align workforce priorities with economic development by helping Floridians enter, remain, and advance in the workforce. It had also been a strategy to support job creation and to enhance the competitiveness of small businesses. However, when the extension of the waiver was formally approved in November 2009, USDOL imposed conditions that limited the use of the waiver to lay-off aversion situations and restricted the use of adult funds to serve lower income individuals. Due to the economic downturn and continually high unemployment in the state, the waiver continues to be a key strategy in helping individuals avoid layoffs and retain their employment. However, due to the above-mentioned recently imposed conditions, the numbers of adults served under the waiver has declined.
- As employed worker initiatives often require participating businesses to provide matching contributions, the waiver also has resulted in lower training costs and the local workforce system's access to additional resources.

A waiver of 20 CFR 667.300 to minimize participant data capture requirements for Employed Worker Training programs operated with local WIA funds.

- This waiver has allowed the state to streamline the data capture requirements to ensure that employers are not unnecessarily burdened with federal data requirements. Thus the use of the waiver has strengthened the ability of Regional Workforce Boards to coordinate workforce investment activities with economic development strategies and develop employer linkages. One of the primary reasons that Regional Workforce Boards provide Incumbent Worker or Employed Worker Training is to improve their regional economies by upgrading the skills of their existing workforce, enabling both the employer and the individual worker to improve their competitiveness. Additionally, as workers improve their skills and climb the career ladder, it enables the local boards to backfill those vacancies. Thus, the program builds employer usage and satisfaction of the public workforce system.

A waiver of 20 CFR 664.510 to allow the use of Individual Training Accounts (ITAs) for WIA older youth without requiring dual enrollment as WIA adults.

- The waiver has afforded older youth the ability to pursue their occupational goals without the additional barrier of having to meet Adult or Dislocated Worker eligibility requirements. The waiver has also eliminated the duplication of paperwork for enrolling older youth appropriately served with youth funds into the adult programs, and benefits training providers as they no longer have to follow two separate processes to provide services to Adult/Dislocated Workers and Older Workers/Youth. It has also allowed local boards to improve their expenditures on out-of-school youth and meet the federal mandate to expend 30 percent of youth funds for this population. Regional Workforce Boards also have had greater flexibility in delivering services based on the individual needs of participants as intended under WIA.

A waiver of 20 CFR 662.240(b)(10) to allow One-Stop Career Center staff funded by WIA or Wagner-Peyser funds to perform participant intake and eligibility determination for other supportive workforce programs.

- Florida operates a totally integrated service delivery system and is an access point for the state's Department of Children and Families. The Department of Economic Opportunity also is the prime workforce provider for the state's TANF program. Customers come into local One-Stop Career Centers for a variety of workforce services. This waiver addresses one of the primary barriers faced by the staff of the key partner programs that are integrated in the state's One-Stop Career Centers managed by a single One-Stop operator. It allows the state to consider intake and eligibility services for a program such as TANF and relieves the burden from the One-Stop operator of having to collect customer data each time someone comes in in order to meet federal cost allocation principles. Tracking and recording those costs create additional administrative costs to the program and trying to negotiate the funding from the other agencies/partners is problematic. Conducting a common intake that can determine their initial eligibility for those services is a benefit to our customers. One-Stop Career Center customers benefit from an increased level of services available at the One-Stops as they do not have to expend extra time and effort to go to other non-WIA and WP-funded staff for intake and eligibility determination for their

enrollment in other supportive workforce programs such as TANF cash assistance or food stamps. The waiver also increases the number of individuals coming into the One-Stop Career Centers, thus increasing the number of individuals who can benefit from the workforce services offered.

The integrated approach facilitated by this waiver continues to result in increased numbers of low-income individuals being served.

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 of the regular WIA allocation and an additional \$3 million of state-level supplemental funding were 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 local boards.

Allocation of these funds was handled through various approaches. The first was through contracts with various vendors to produce analysis data, follow-up reports or state demographic and economic information and trends. 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.

All Requests for Proposals included stipulations for the leveraging of funds from private business, community-based organizations and/or partnering with area agencies to encourage and produce the greatest outcomes for the least funding. In addition, the evaluation process for the Request for Proposals 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 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:

- **State Strategic Plan** – Projects in support of the implementation of the Workforce Florida strategic plan *Creating the Strategy for Today's Needs and Tomorrow's Talent* and the accomplishment of its operational projects, including the development of a methodology to determine demand-side satisfaction with the state's talent production efforts, the development of workforce analytics for Florida's targeted industry clusters, and the establishment of business-led task forces to leverage intelligence in developing talent for targeted industries.
- **Youth** – The provision of the full array of allowable youth services through supplemental grants provided to Regional Workforce Boards. Staying consistent with USDOL's Employment and Training Administration's (ETA) strategic vision for the

delivery of services as stated in TEGL No. 28-05, Workforce Florida encourages Regional Workforce Boards to focus services on the youth most in need.

- **Rural Initiatives** – Funding to five local boards in rural areas of critical economic concern (RACEC) to sustain operations and for employer outreach, On-the-Job Training initiatives, and strategies tailored to rural needs.
- **Incumbent Worker Training** – Funds to assist Florida companies with skills upgrade training for their existing workforce to help them remain competitive
- **Banner Centers** – To provide training, certification and support for industries critical to Florida’s economy.

For more complete descriptions of key special initiatives, see the section of this report entitled “State Board and Council Programs and Initiatives.”

WORKFORCE INVESTMENT ACT PROGRAMS AND INITIATIVES

The Workforce Investment Act (WIA) of 1998 rewrote federal statutes governing programs of job training, adult education and literacy, and vocational rehabilitation. The law mandated the use of One-Stop Operating Systems and increased customer choice, streamlining of services, eliminating duplication, and empowering individuals to obtain the services and the skills they want and need. The law also provided local Workforce Development Boards more flexibility to operate their programs while requiring more accountability.

The goals of WIA are to (1) improve the quality of the workforce, (2) enhance the productivity and competitiveness of the nation, and (3) reduce welfare dependency. The Florida Legislature addressed many of these goals with the passage of the Workforce Innovation Act of 2000.

The WIA Program provides services to three categories of individuals: Adults, Dislocated Workers, and Youth.

- **Adults:** Individuals over 18 years of age who may not fit the criteria for other categories.
- **Dislocated Workers:** Individuals who become unemployed due to a layoff or plant closure. Also included in the Dislocated Worker category are displaced homemakers and self-employed individuals who become unemployed because of economic circumstances or natural disasters.

Note that employed workers who need services to obtain or retain employment which leads to self-sufficiency as defined locally may also be eligible for WIA assistance.

- **Youth:** Individuals from 14 years to 21 years of age who are low-income and face one or more of the specified barriers. Youth who fall between the ages of 18 and 21 years may receive services as a youth or adult or both at the same time.

The state's seamless and fully integrated service delivery system ensures availability of all workforce services to WIA customers with a focus on targeted populations such as veterans, military spouses, individuals with disabilities, youth aging out of foster care, out-of-school youth, children of incarcerated parents, native American youth, migrant and seasonal farmworkers, older workers, dislocated workers, low-income workers, displaced homemakers, and others. More than 38,049 adults and dislocated workers were placed into training through the use of local WIA formula funds over the most recent year.

Additionally, more than 23,311 adults and dislocated workers were placed into training through the use of state-level WIA funds designated for special project initiatives, including Quick Response Training and Incumbent Worker Training.

State oversight functions include identifying needs for improvement and providing training and technical assistance to Regional Workforce Boards. Newly hired front-line staff members are required to attain Tier I certification within six months of their hire dates, as well as the annually required 15 hours of continuing education for veterans staff. This process is monitored on an annual basis to ensure that front line One-Stop workers are trained in the delivery of various workforce programs and services. Communication mechanisms are in place to assess ongoing training and technical assistance needs of Regional Workforce Board and One-Stop staff. To address identified needs, DEO has posted to its website a comprehensive and evolving series of program and policy trainings complete with voiceover.

In addition, department staff conducted internet-based training sessions customized to address a variety of Regional Workforce Board training needs. Sessions on program fundamentals were directed to front-line One-Stop staff while others covering more advanced topics were aimed at managers and supervisors. Department staff members also provide ongoing technical assistance, such as the posting of questions and answers on the DEO website, the issuance of memos on the state's management information system, Employ Florida Marketplace (EFM), and review of program policy under local board consideration.

Regional Workforce Boards can make available "peer consultants" in cases of serious need. Out of this effort, the State Workforce Training Summit evolved and now functions as an annual opportunity for front-line staff around the state to learn about solutions to pressing workforce issues, create new dialogue about the workforce challenges of tomorrow, and continue to develop core skills needed to assist Florida's job seekers and employers.

The workforce system has increased access and services for eligible adults and dislocated workers. As an example, training enrollments of WIA clients increased by approximately 50 percent during the last program year, as compared to the program year that preceded the issuance of Recovery Act funds.

The following projects were either partially or fully funded with WIA funds during the Program Year 2011-2012:

- Regional Performance Incentive funds to be distributed to the Regional Workforce Boards in accordance with the approved Workforce Florida performance incentive policy.
- Rural Initiatives - Four Regional Workforce Boards are designated by the Governor's office as Rural Areas of Critical Economic Concern (RACEC), and one additional region, although not designated a RACEC region, has counties within its boundaries that face similar economic concerns. Additional funds were provided to these regions to sustain operations and provide a minimal level of service to residents.
- Employ Florida Banner Centers - The competitive edge of Florida businesses relies heavily on the skills and productivity of their employees. Workforce Florida has funded a number of Banner Centers over the last several years. These Centers constitute 13 leading programs that focus on creating and providing up-to-date training for workers in industries that are critical to sustaining and growing Florida's diverse economy. They also serve as clearinghouses for companies needing training, create relevant and rigorous new curricula for entry-level and advanced workers who need to upgrade their skills, and ensure that training and education offered in Florida meets industry standards.
- Reserves for Workforce Florida Council and Committees for special project initiatives such as:
 - Supply/Demand Analysis
 - Customer Satisfaction Index
 - Targeted Industry Cluster Task Forces
 - Healthcare Workforce Initiative
 - Aerospace Workforce Transition
 - State-Led Regional Capacity Building Initiative
 - *STEMflorida*

The greatest challenges faced by the workforce system have been the current state of the economy and Florida's high unemployment rate, resulting in more job seekers than available jobs. In addition, Regional Workforce Boards are experiencing increased workloads with the sheer volume of jobseekers and businesses, all with limited resources.

Workforce Florida continues to focus on leveraging strategic partnerships to meet the state's labor market needs and build the capacity to be more customer-focused by:

- Developing partnerships with business to deliver a demand-driven workforce system;
- Training and development of Florida's talent pipeline;
- Leveraging technology to enhance Florida's workforce system;
- Strengthening Florida's rural workforce system;
- Strengthening partnerships with workforce education and economic development;
- Marketing awareness and education relative to Florida's workforce system; and
- Identification of entrepreneurial opportunities to deliver flexible earned income streams.

Rapid Response Funding for Regional Workforce Boards

The Federal Workforce Investment Act 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 the state Workforce Innovation Act of 2000, the expenditure of these rapid response funds is to be carried out in accordance with approved Board policies by DEO under contract with Workforce Florida. At the beginning of each program year, the U. S. 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.

Reemployment and Emergency Assistance Coordination Team: The Reemployment and Emergency Assistance Coordination Team (REACT) serves as Florida's state-level Dislocated Worker Unit, as required by WIA. When employers submit layoff and business closing notices under the WARN (Worker Adjustment and Retraining Notification) Act, DEO REACT staff make initial contact with the employer. REACT staff request such information as the name and telephone number of the employer's local contact person at each location, the type of business issuing the WARN, the worker residences by county, the reason for the layoff or business closing, and the possible applicability of the Trade Act. Staff also introduce the employer to Rapid Response and explain the benefits of Rapid Response to both the employer and the affected workers. REACT staff then enter the WARN notice into the REACT database and distribute the WARN and the background information to the affected Regional Workforce Board Executive Director, Regional Rapid Response Coordinator, and to other appropriate workforce partners.

State-level REACT and Workforce Development Board Rapid Response activities are carried out in accordance with WIA regulations at CFR 665.300 through 665.340.

- *Local Workforce Development Boards are required to make Rapid Response services available when possible to any employer requesting Rapid Response. Routinely, rapid response visits are made to employers laying off 50 or more workers. When a layoff is smaller than 50 workers, the affected workers can be directed to the nearest One-Stop Career Center for services. Rapid Response services must be made available to affected workers when a Trade Act petition is filed.*
- *Regional Workforce Boards receive a copy of all WARN notices received by the state.*
- *Regional Workforce Boards are expected to submit a monthly report on rapid response activities to the state office.*

In support of Rapid Response activities, the Department of Economic Opportunity has a Mobile One-Stop Unit that can be deployed across the state to respond to layoffs and participate in job fairs. The Mobile One-Stop Unit offers a full array of employment, reemployment and employer services. It contains nine computer workstations and a training room that can accommodate eight additional computer stations. Internet access is available for filing Reemployment Assistance claims, searching Employ Florida Marketplace and other job banks. When the Regional Workforce Board staff members have a need for the DEO Mobile One-Stop Unit, REACT staff

schedule the vehicle, have the unit delivered to and from the site, set it up for use, manage the unit during the visit, and secure it overnight.

Examples of services provided by the Regional Workforce Boards and their local One-Stop Service providers include:

- Presentations to the employer to show the advantages of working with the Regional Workforce Boards;
- Presentations to the affected workers explaining workforce services;
- Assistance to the workers in filing Reemployment Assistance Claims;
- Direct job referral and placement services;
- Providing information on maintaining health insurance and other separation issues;
- Arranging job fairs and other special employment events;
- Referral to community agencies for supportive services; and
- Providing information on training opportunities.

State REACT staff initiated services for 178 dislocation events generated by WARN notices this program year, identifying 17,367 eligible dislocated workers. Record numbers of dislocated workers have received services from Regional Workforce Boards and their One-Stop Career Centers this year, but record numbers of workers are still receiving reemployment benefits. State-level Rapid Response expenditures are included in *Appendix Table 8*.

Although WARN notices declined during this year from the preceding program year, Florida's unemployment rate, while improving, is still high, creating continued challenges and demands on the workforce system. The Regional Workforce Boards continue to face increasing demands such as:

- Too few job openings for the high numbers of unemployed workers;
- A lack of job development opportunities in a slow economy; and
- Limited staff to handle increased workload associated with high unemployment.

DEO plans to continue to coordinate with the Regional Workforce Boards on rapid response activities and to provide technical assistance and staff support to any regions needing such assistance. The Department also plans to:

- Continue to work with companies by sharing information about the services of Regional Workforce Boards;
- Continue statewide promotion of workforce services by DEO External Affairs;
- Promote the Short-Term Reemployment Assistance program to encourage employers to avoid layoffs; and
- Increase the use of the Mobile One-Stop Unit to assist with plant layoffs and dislocations, especially in rural communities.

Workforce Investment Act (WIA) Program Youth: The Workforce Investment Act (WIA) of 1998 rewrote federal statutes governing programs of job training, adult education and literacy, and vocational rehabilitation. The law mandates the use of One-Stop Operating Systems. The Act is designed to streamline and eliminate duplication of services and empower individuals to obtain the

services and the skills they want and need. The law provided local Workforce Development Boards more flexibility to operate their programs while also requiring accountability.

The goals of WIA are to (1) improve the quality of the workforce, (2) enhance the productivity and competitiveness of the nation, and (3) reduce welfare dependency. The Florida Legislature addressed many of these goals with the passage of the state Workforce Innovation Act of 2000.

The WIA defines “youth” as: individuals from 14 years to 21 years of age, who are low income and face one or more of the specified barriers. Youth who fall between the ages of 18 and 21 years may receive services as a youth or adult or both at the same time. The state’s seamless and fully integrated service delivery system ensures availability of all workforce services to our WIA youth customers with a focus on targeted populations such as youth aging out of foster care; youth in and out of school; children of incarcerated parents; youth veterans; homeless youth; migrant youth; youth with disabilities; juvenile offenders and others. Nearly 15,000 youth were served through the use of local WIA youth funds from July 1, 2010 - June 30, 2011.

WIA youth programs are linked closely to local labor market needs and community services with strong connections between academic and occupational learning. These programs include activities that promote youth development: post secondary education, industry recognized training, life skills instruction, work readiness training, tutoring, mentoring, support services, and paid work experiences.

Youth are often faced with serious barriers which prevent them from participating in activities authorized under WIA. A lack of basic skills is the most common employment barrier for young people accessing services. In addition, youth deal with issues such as: a lack of transportation and/or childcare, unsafe housing, and the need for work clothing and other basic necessities. Local areas have extensive experience working with disadvantaged youth and recognize the need for support services that assist youth in overcoming obstacles. WIA staff members also face issues with determining youth eligibility due to difficulty in managing an increased volume of youth and in collecting adequate documentation from youth and parents. Local areas continue to examine possible strategies to maximize their staff resources, such as streamlining intake procedures and improving staff training. Recruiting businesses is another challenge that local areas face when seeking to place youth in WIA paid or unpaid work experiences. Employers must be flexible in working with youth who have barriers to employment, and must be willing to act as job mentors. Finding quality worksites will result in a greater chance for work experiences to lead to unsubsidized employment opportunities.

The state continuously responds to these issues through its ongoing assessment of state and local projects to ensure continued service improvements, increased performance, and replication of successful program designs.

The Department of Economic Opportunity (DEO), working in conjunction with Workforce Florida, will continue to provide training and technical assistance to Regional Workforce Board staff and partners in order to meet performance goals. DEO will also provide assessment of workforce initiatives and projects that will improve overall state workforce development services. With the goal of increasing WIA youth performance, the state will encourage local areas to focus on the following program elements:

- Build the capacity for local areas to expand summer employment opportunities and work experiences within a comprehensive service strategy based on lessons learned;
- Improve participants' employability skills through work readiness training;
- Work with the private sector and public sector to provide more work experience opportunities for economically disadvantaged and disconnected youth; and
- Strengthen activities that transition youth from subsidized work experiences into unsubsidized employment, educational pathways, occupational skills training, or co-enrollment into WIA adult services.

Other WIA youth program strategies include:

- Leveraging funding resources
- Focusing on older youth
- Improving eligibility processes
- Increasing availability of support services
- Identifying quality worksites for youth
- Ensuring job matching in high growth occupations (green jobs, healthcare, etc.)
- Educating employers about tax incentives to hire youth

Shared Case Management Pilot – Initiated in July 2007, this statewide project includes a shared services/case management model between regions for juvenile offenders and youth in foster care, as well as a transfer and shared services model that could be used with other at-risk populations, to increase levels of service and performance to these populations. Program year 2007-2008 data were gathered from our partner agencies – the Department of Juvenile Justice (DJJ) and the Department of Children & Families (DCF) – through a data sharing interagency agreement. This data was calculated and the Regional Workforce Boards were given incentives based on their increase of services to these populations. Some highlights from the first year's results were:

- A 637 percent increase in the number of DJJ youth served by our regional workforce boards and an 11 percent decrease in foster care youth (Note: foster care youth numbers saw a decrease statewide);
- Self-reported data for 2007-2008 showed 772 foster care youth and 199 DJJ youth being served;
- Data matching by DCF and DJJ partners, with the results showing 4,096 foster youth and 2,818 DJJ youth were served in our workforce systems in 07-08; and
- Data show that our workforce boards are serving 10.56 percent of all foster care and 3.20 percent of all DJJ youth in Florida.

Final program year 2008-2009 data were analyzed and the original workgroup reconvened to analyze the affects of the program and speak to the successes, failures and lessons learned.

Some highlights from the second year's data results were:

- A 127 percent increase from the previous 2007-2008 year in the number of DJJ youth served by our Regional Workforce Boards and a 15 percent decrease in foster care youth (DCF's numbers continue to fall statewide).
- Self-reported data for 2008-2009 showed 763 foster care youth and 504 DJJ youth being served.
- After data-matching by DCF and DJJ partners, the results showed that 762 foster youth and 1,737 DJJ youth were served in the workforce system in 2008-2009.
- Data shows that local boards are serving 1.21 percent of all foster care youth and 2.06 percent of all DJJ youth in Florida.

In February 2010, the Youth Opportunities Committee approved the extension of the Shared Case Management Policy without additional funding incentives and asked that staff continue to track and analyze data to measure its effectiveness.

Final program year 2009-2010 data were gathered and an initial analysis completed in September 2011. Some highlights from the third year's data results were:

- A 202 percent increase from the previous 08-09 year in the number of DJJ youth served by our Regional Workforce Boards and a 22 percent decrease in foster care youth (DCF's numbers continue to fall statewide).
- Self-reported data for 2009-2010 showed 595 foster care youth and 1,523 DJJ youth being served.
- After data-matching by DCF and DJJ partners, the results showed that 9,282 Foster Youth and 8,542 DJJ youth were served in the workforce system in 2009-2010.

Final program year 2010-2011 data were gathered and an initial analysis performed in September 2012. Some highlights from the fourth year's data results:

- A 5 percent increase from the previous 09-10 year in the number of DJJ youth served by our Regional Workforce Boards and a 9 percent decrease in foster care youth (DCF's numbers continue to fall statewide).
- Self-reported data for 2010-2011 showed 540 foster care youth and 1,604 DJJ youth being served.
- After data-matching by DCF and DJJ partners, the results showed that 7,754 foster youth and 4,522 DJJ youth were served in the workforce system in 2010-2011.

All four years of pilot data have been sent to the Regional Workforce Boards and will be further analyzed and sent to the appropriate council for further consideration of this pilot.

Reemployment Services: The purpose of Florida's Reemployment Services Program is to provide immediate reemployment assistance to reemployment assistance (RA) claimants. Reemployment services in Florida are fully integrated into Florida's One-Stop Career Centers along with all Wagner-Peyser (WP) services, Workforce Investment Act (WIA) services, the Trade Adjustment Assistance Program (TAA), the Food Stamp Employment and Training

Program (FSET) or Supplemental Nutrition Assistance Program (SNAP), and the Temporary Assistance for Needy Families (TANF) Welfare Transition Program (WT). In this integrated context, Florida's goal is to have all partners work together to effectively serve RA claimants under the oversight of the Regional Workforce Boards with the ultimate objective of quickly returning claimants to a stable work environment.

Claimants are identified for reemployment services if they are in the fourth week of their claim and have received their first benefit payment. Claimants meeting this criterion are processed from the RA mainframe system to the Employ Florida Marketplace (EFM) using a statistical regression methodology which assigns a coefficient value to each claimant that determines their likelihood of exhausting benefits. The reemployment services are centered on the Priority Re-Employment Planning Program (PREP) which is the state's Worker Profiling and Reemployment System (WPRS).

The full array of labor exchange services is available to all RA claimants through the state's One-Stop Career Centers and through the Employ Florida Marketplace, the state's case management and self-service system. To the extent possible, Florida makes self-services available to all job seekers including special services for UI claimants. Florida electronically delivers many other labor exchange services heretofore only available as one-on-one staff assisted services. These services include registration, orientation, skills assessment, skills matching, job matching, the provision of labor market and training information and job referral. Providing these services electronically does not preclude the provision of staff-assisted services, but is rather intended as an expansion and enhancement of these services. By maximizing electronically delivered services for UI claimants who are candidates for immediate employment, it is the state's goal to increase the delivery of one-on-one staff-assisted services to the UI claimants most in need of training and other assistance.

In Florida, all UI claimants are registered as job seekers in the Employ Florida Marketplace within 24 hours of filing for unemployment benefits. A nightly file of new RA claimants is sent to EFM via an automated interface from the RA system and a partial registration is created. This partial registration consists of the client's demographics, email address, and abbreviated work history. The career services skills matching functionality of EFM is then utilized to generate an initial listing of current jobs in the system based on the employment information each claimant gave when filing his or her claim. This process generates an automatic email to the claimant that: 1) informs the claimant of his or her EFM log on information; 2) provides a link to the initial list of jobs matched to his/her employment history; and 3) provides the link for him/her to complete a full résumé and begin active use of the system to search and apply for jobs. This information also becomes immediately available to staff who utilize it to contact claimants regarding other available One-Stop services. This skills information also automatically becomes available to employers who are searching for candidates based on the skills needed to fill a job opening.

Claimants who are identified for intensive staff-assisted services are required to report to the local One-Stop Career Center for reemployment services. The purpose of this appointment is to interview the claimant to ascertain what skills and training are necessary for employment, confirm that the claimant continues to search for work, and to provide reemployment services.

Labor market information, including conditions of the claimant's customary employment and the employment opportunities in the area, is used to help the claimant develop a realistic employment

plan. Methods of developing leads and other job search techniques are also discussed. Staff also now use the recently acquired Help Wanted On-Line (HWOL) tool to assist participants in their reemployment efforts. The staff and claimant also develop a work search plan that reflects the claimant's skills, experience and preferred wages.

The program consists of four strategic elements:

- Early intervention and aggressive recruitment;
- A shift from traditional unemployment compensation customer service to making reemployment services an integral part of the Wagner-Peyser core services provided in the One-Stop Career Center;
- Program integration; and
- Mainstreaming claimants through a unified orientation to introduce them to the full spectrum of One-Stop services.

Additionally, Florida was selected as one of the original pilot states for the Reemployment and Eligibility Assessment (REA) Program which includes a one-on-one assessment, the provision of labor market information, development of an employability development plan, and placement services or referral to training. Nineteen of 24 Regions participated in the 2011-2012 REA Program.

Extended Benefit Claimants: Due to the current economic downturn and the high rate of unemployment in the state, staff-assisted reemployment services have been targeted to claimants who qualify for state extended benefits. These claimants have been receiving unemployment benefits for one year or more. The Department, working with Workforce Florida, developed an Extended Benefit dropdown list in the EFM so that Regional Workforce Boards could easily identify and offer services to this group of UI claimants. The Regional Workforce Boards utilized this EB dropdown to target those long-term unemployed for specialized reemployment services prior to May 12, 2012 when EB ended.

Enhancement of Reemployment Services: The state purchased two tools to assist the state's One-Stop Career Centers in assessing the needs of UI claimants and enhancing local reemployment services. These two tools are: Help-Wanted Online (HWOL) and the Workforce Associates' Transferable Occupation Relationship Quotient (TORQ).

HWOL is an evolution of the former Conference Board Help Wanted Index that now represents a fully developed system that measures the demand side of the labor market. It scrapes a myriad of job ads from internet sites. Job ads can be analyzed by state, metro area and cities through time and can be filtered for various attributes. HWOL has the potential to identify current openings even in the recession, which represents a potential asset to local and state workforce planners. Current measures of occupational demand are for the long-term and there is need for more current actionable data for analysis. HWOL also has the potential to identify new and emerging, green and biotech occupations. Regional Workforce Boards have received their individual licenses, staff have been trained and are currently utilizing the software to provide services to the unemployed.

The TORQ software allows the integration of multiple types of data files from the federal and state levels to include most widely used occupational attributes from the O*Net national database; Florida and substate projections by industry and occupation; national projections data; employer data from InfoUSA educational providers from the Integrated Postsecondary Educational Data System; and approved providers for WIA. This is single system that can provide product integration on one platform from multiple data sources. This product improves the analysis of O*Net tools including career pathing. TORQ software is a very positive asset to local staff seeking to reemploy UC claimants.

Emergency Unemployment Compensation Reemployment Services (EUC-RES) Program: DEO, upon approval of Workforce Florida, issued policy guidance on the provision of reemployment services and the principles set forth in TEGL 20-11 related to the Middle Class Tax Relief and Job Creation Act of 2012. Claimants entering Tier I or Tier II on or after March 23, 2012 were selected to report for mandatory reemployment services. This guidance requires each Region to, at a minimum:

- Provide a specified set of reemployment services to include an orientation, initial assessment and labor market information,
- Review all claimants' work search contacts to ensure they are compliant with the requirements set forth in 443.091 F.S., and
- Review an eligibility review form for the RA office to ensure claimants meet the work test requirements of able, available and actively seeking work.

To assist with the rapid induction of this program, DEO mirrored the existing PREP process and incorporated all components of the EUC-RES program into EFM. This incorporation allows for an automated streamlined process to schedule claimants for services and report compliance to the RA unit with minimal data entry.

Florida's program has again proven successful in facilitating early intervention for new claimants. For example, claimants exiting the system during the program year 2010 – 2011 had an Entered Employment Rate (EER) of 46 percent. Claimants exiting the system during the program year 2011 – 2012 had an EER of 53 percent.

All Wagner-Peyser (WP) participants exiting the system during the program year 2010 – 2011 had an EER of 50 percent. All WP participants exiting the system during the program year 2011 – 2012 had an EER of 55 percent.

The state is in the process of modernizing its UI system. This system, Project Connect, will integrate UI and workforce data, thereby providing a more streamlined processes and innovative opportunities for better ways to serve UI claimants.

Florida's July 2012 unemployment rate was 8.3 percent, representing 816,000 who are jobless out of a labor force of 9,269,000. Many of the jobless, including those receiving reemployment assistance benefits, need reemployment services. The sheer volume of unemployed individuals who sought and are seeking reemployment services has overwhelmed many of the One-Stop Career Centers which have had to reassess their service delivery strategies by expanding

staff, operational hours, office space, and electronic services to meet the increased demand. The ability to respond quickly has been challenging, as it has required Regions to strategically reassess their operations and service delivery.

Expansion of REA Program: Additionally, although the state initially had only six Regions participating in the Reemployment and Eligibility Assessment (REA) Pilot Program, which is a more intensive, one-on-one assessment interview process, the state expanded the program during the 2011-2012 program year to include 18 of the 24 Regions.

Automation Enhancements: Workforce Florida provided resources to those Regions interested in implementing scan cards into their One-Stop Career Centers. As a result, some Regions took advantage of the offer and have implemented the EFM scan card module into their One-Stops. This will record participant's reemployment services, thereby freeing up staff to focus more on individuals who need intensive one-on-one services.

State Legislative Changes: Also, state legislative changes took effect on August 1, 2011 that brought several changes to the process for filing unemployment compensation claims, directly impacting the Workforce Services system. Among these changes are (1) all claims shall be filed electronically and (2) claimants shall make five employer contacts each week, or three contacts each week if the county's population is 75,000 or less, or report in person to a One-Stop Career Center to meet with a representative and access reemployment services. Further, all new claimants shall complete an online "Initial Skills Review" to assess skill levels in math, reading and locating information. It is expected that this review will better prepare the Regional Workforce Board staff to serve claimants in their search for employment.

Implementation of Full Registration: The state of Florida has developed a Reemployment Services workgroup consisting of members from Workforce Florida, the Department of Economic Opportunity and the Regional Workforce Boards with one primary goal in mind: working together as a state to develop strategies to more efficiently assist the unemployed with gaining meaningful and sustainable employment. The workgroup is currently working on several strategies that should help to enhance the state's reemployment efforts. Foremost among these are:

- Developing a seamless approach for claimants to fully register in the state's job bank and simultaneously apply for unemployment insurance benefits. This full registration will consist of completion of basic demographic information to include listing an active e-mail address, employment history, educational attainment, notable awards and recognitions, licenses, skills identification and other information that can assist with formulating One-Stop services that will facilitate the process of moving the claimant more quickly to attaining employment. Completing the full registration will provide the One-Stop Career Center staff with upfront information they can utilize to assist with job searches, job fairs, training opportunities, etc.

Reemployment and Eligibility Assessment (REA) Pilot Program: The purpose of the Reemployment and Eligibility Assessment (REA) Pilot Program is to determine the effectiveness of more intensive services (in person reemployment eligibility assessments) in helping claimants find employment, thereby resulting in shorter claims durations and fewer erroneous payments.

The grant requires One-Stop Career Center staff to conduct individual, in-person reemployment assessments. The assessments must include:

- An orientation about the One-Stop Career Center's services, with particular emphasis on accessing available career information;
- Initial assessment to review the participant's strengths, weaknesses and barriers;
- Provision of labor market information;
- Developing an employability plan;
- Scheduling work search activities for the participant as appropriate; and,
- Referral to employment and training opportunities when appropriate.

The state provides guidance, training, and technical assistance to the Regions participating in this initiative. Although the state originally began the Reemployment and Eligibility Assessment (REA) Pilot Program with six Regions, the number expanded to 19 of the 24 Regions participating in the 2011-2012 REA Project.

Approximately \$7 million was requested, with Florida agreeing to a performance standard of 111,880 assessments. The state surpassed that standard, however, and conducted more than 115,000 assessments during the grant period ending June 30, 2012.

Due to the economic downturn, the One-Stop Career Centers are seeing more and more claimants in need of reemployment services. The sheer volume of unemployed individuals who sought reemployment services overwhelmed many of the One-Stop Career Centers which had to reassess their service delivery strategies by expanding staff, operational hours, office space, and electronic services in order to meet the increased demand.

Additionally, the state completed the process of revising its methodology for its profiling program, which selects UI claimants most likely to exhaust benefits. The state, working with USDOL, adopted their recommended methodology for the selection of claimants for REA services.

The state's future strategies/goals include:

- Implementation of a virtual orientation program which will provide claimants with access to a portion of the required services from any location with Internet access prior to the scheduled on-site appointment.
- A number of automation enhancements are in progress, continuing to streamline the program at the Region level and enhance the integration and reporting requirements between UI and workforce development as well as management reporting and analysis tools.

Florida is again participating in the 2012 REA pilot program.

National Emergency Grant (NEG)

The U.S. Department of Labor (USDOL) awarded the Department of Economic Opportunity two NEG grants to provide reemployment services and training services to assist impacted workers.

Deepwater Horizon Oil Spill Event (NEG): The U.S. Department of Labor (USDOL) awarded the Department of Economic Opportunity (DEO) \$7 million to provide reemployment services and long term training services to assist workers affected by the Deepwater Horizon Oil Spill in becoming reemployed in other industries. The grant covers the period of June 30, 2010 to June 30, 2012. Three Regional Workforce Boards (1, 2, and 4) are participating in this grant covering Escambia, Santa Rosa, Okaloosa, Walton, Bay, Gulf and Franklin counties.

In June 2012, USDOL granted DEO a one-year extension until June 2013 and opened up the eligibility for this program to include all dislocated workers. Region 1 decided not to participate in the one-year extension of this grant, leaving Regions 2 and 4 as the only regions participating.

DEO provides guidance to the regions based on the conditions of the award made by USDOL. This would include eligibility requirements, monitoring guidance and participant reporting instructions on how to enter program performance into Employ Florida Marketplace (EFM). DEO also communicates financial status information to the regions on a monthly basis. DEO provides technical assistance regularly to the regions.

As of June 30, 2012, the regions reported serving 125 participants, with 34 having entered employment. The participating regions report challenges in finding people willing to change careers and train for new occupations.

The regions have found that using the On-the-Job Training model has increased their participation rate. USDOL has lifted the requirement that all participants have proof of being directly affected by the oil spill, allowing the regions to work with any dislocated worker.

DEO will continue to work with the regions to provide support and technical assistance as needed to insure successful implementation of this grant.

On-the-Job Training (NEG): The U.S. Department of Labor (USDOL) awarded the Department of Economic Opportunity (DEO) \$3.4 million to provide On-the-Job training for the long-term unemployed to assist workers affected by the recession starting January 1, 2008. The grant covers the period of June 30, 2010 to June 30, 2012. Nine Regional Workforce Boards (2, 4, 10, 11, 14, 15, 16, 21, and 23) are participating in the grant.

In June 2012, USDOL gave DEO a three-month extension of the American Recovery and Reinvestment Act (ARRA) funds until September 30, 2012. In June, USDOL also gave DEO supplemental funding of \$1,079,546 until June 30, 2013 with an option for additional funding and another extension until June 30, 2014.

Regions 11, 14 and 23 chose not to participate in the additional funding and will close out this grant in September 2012. DEO provides guidance to the Regions based on the conditions of the award made by the USDOL. This includes eligibility requirements, monitoring guidance, and

participant reporting instructions on how to enter program performance into the EFM system. DEO also communicates financial status information to the Regions monthly. DEO provides regular technical assistance to the Regions.

As of June 30, 2012, the Regions exceeded their goal of 407 participants, with 635 registered in EFM. Of these, 392 participants have entered employment. In the current economic climate, the Regions have reported challenges finding employers with job openings willing to take the time to train new employees even with the cash reimbursement incentive.

DEO will continue to work with the Regions providing any support or technical assistance they may require for successful implementation of this grant initiative.

The Labor Market Information Program: The Labor Market Statistics' (LMS) Center's primary purpose is to produce, analyze, and distribute timely and reliable labor statistics to improve economic decision-making. The agency role is to support the data needs of state and regional data users in workforce, economic development and education.

The following items highlight the accomplishments of Labor Market Statistics during the Fiscal Year (FY) 2011-2012:

- **Produced Labor Statistics:** Produced labor force, employment, unemployment, unemployment rates, employment and wages by industry and occupation, employment projections by industry and occupation, and distributed Census data.
- **Produced Statewide and Regional Supply/Demand Reports for WIA Training Analysis:** Produced quarterly occupational supply/demand reports to assist workforce and education in aligning training provided to meet the needs of business. The Supply/Demand model is undergoing development for Internet access and is expected to be released this fall. The model uses real-time demand data from the Conference Board and job seeker data for short term analysis and DEO-produced average annual openings projections data for long term analysis purposes.
- **Prepared Analysis of Potential Employment Impacts of Tropical Storm Debby:** Developed and distributed an analysis of the potential impacts of flooding in Florida as a result of Tropical Storm Debby, examining the density of workers and jobs within flood areas.
- **Prepared Labor Supply Studies:** Produced labor supply studies and labor cost analysis to assist economic development efforts in the recruitment of businesses in medical device manufacturing, information technology, aviation and aerospace manufacturing, and financial services to the state.
- **Produced Employment Projections and Demand Lists for Jobs Requiring Associate's, Bachelor's, and Master's Degrees:** Produced statewide short-term employment projections to 2013 and long-term employment projections to 2020 for the U.S. Employment and Training Administration's Workforce Information Grant. These

projections were used as a critical input to produce the Statewide Demand List for jobs requiring Associate's degrees, Bachelor's degrees, and Master's and above degrees.

- **Produced the Regional Targeted Occupations Lists:** Produced the 2020 occupational employment projections database for the Department of Education's Regional Targeted Occupations List web application and prepared and posted the 2012-2013 preliminary Regional Targeted Occupations Lists to the web application for Regional Workforce Board's review. Upon completion of the review by Workforce Florida, Inc., the final 2012-2013 Regional Targeted Occupations Lists for the 24 Regional Workforce Boards were posted on the website.
- **Produced the Science, Technology, Engineering, and Math (STEM) Occupations List:** Identified STEM occupations using a set of job subject knowledge, skills and abilities criteria. The STEM occupations list has been shared with the Florida Department of Education and with the Florida Legislature and forms the basis for measuring current STEM employment and labor demand in Florida.
- **Prepared Special Reports:** Prepared numerous special reports on employment and unemployment; wage and income data; occupations and industries; older/younger workers; housing; foreclosures; engineering technology occupations; wildlife/fisheries; fishermen and related seafood industry; veterans; nursing occupations; wages for teachers of healthcare occupations; information technology wages; employment demand for college level occupations; target industries meeting wage criteria for the Qualified Target Industry (QTI) program; Florida's High Tech industry; new experimental small area time series by industry by county; entertainment industry statistics for counties and metro areas; forecasting methodology procedures; employment reports for science, technology, engineering, and mathematics (STEM); detailed analysis reports on the overall job market; Employ Florida Marketplace (EFM) job orders; wages for all Regions; employment projections; and Unemployment Compensation claimants.
- **Prepared Maps for Analysis:** Prepared special maps on job orders and registrants from EFM, poverty/elderly, employers in flood zones, Reemployment Assistance claims, aerospace, origin-destination commuting, One-Stop jobseeker density maps, employers in the film industry, Florida Enterprise Zones and other maps as requested.
- **Prepared Occupational Employment and Wage Data:** Prepared and released the final 2011 occupational employment and wage estimates for Florida, all metro areas, and each of the 24 Workforce Regions. The wage data are currently indexed to the second quarter of 2012 using the second quarter Employment Cost Index.
- **Produced Industry Profile Reports:** Produced detailed analyses of Florida's leading industry clusters including aviation and aerospace; life sciences; financial and professional services; information technology; logistics and distribution; and manufacturing.
- **Provided Standard Income Level:** Calculated the 2012 Lower Level Standard Income Level adjusted by the Florida Price Level Index for each Region for Workforce Florida, Inc., and the One-Stop Program Support office to use for program performance measures.

- **Coordinated and Conducted the Semi-annual Workforce Estimating Conferences:** Conducted and coordinated the workshop and conference and presented a proposed statewide demand occupations list for 2013-2014.
- **Responded to Requests for Information:** Provided information for 3.4 million requests from customers via mail, phone, email, and the website.
- **Distributed Publications Statewide:** Distributed over 140,311 LMS publications to Regional Workforce Boards, One-Stop Career Centers, schools, and school districts throughout the state.
- **Presented, Promoted, and Trained on Labor Market Statistics Data:** Presented overviews of Florida and local area economic and job market conditions, exhibited LMS data at several conferences, and conducted training workshops on the availability and usage of labor market statistics data. LMS provided statistical overviews and training to 2,545 people in 37 presentations and five customized training sessions.

Labor Market Statistics' most critical challenge has been extreme workload demands relative to resource constraints. One frustration has been the continuing slow economy, with more jobseekers relative to available job openings. There has also been a continuing need to identify reemployment opportunities for out-of-work Floridians.

Labor Market Statistics Center has developed a number of goals for FY 2012-2013 designed to improve data availability and services to the extent possible. They are highlighted below:

- Work with the U.S. Bureau of Labor Statistics Work Groups and Policy Councils to improve federal/state statistical procedures to improve data quality.
- Expand GIS mapping capabilities and economic impact analysis to support workforce, economic development and emergency management.
- Continue to improve Internet data delivery by providing easier and more complete access.
- Expand remote training capabilities for workforce and economic development.
- Improve local area data profiles to meet customers' needs.
- Continue to innovate in areas such as data visualization to deliver products and services.

VETERANS' PROGRAMS AND INITIATIVES

Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) Program: The U.S. Department of Labor, Veterans' Employment and Training Service (VETS) awards Jobs for Veterans' Act grant funds to the Department of Economic Opportunity (DEO) to support the funding of DVOP and LVER staff, and associated support expenses. DVOP and LVER staff members are assigned to Florida's One-Stop Career Centers. DVOPs, LVERs and all One-Stop Career Center staff are tasked with providing priority workforce services to veterans, especially veterans with barriers to employment, and employers on behalf of veterans. In FY 2011-2012, DEO was awarded approximately \$11.3 million that will support 92 DVOPs, 82 LVER's and 12 Transition Assistance Programs (TAP) at military bases across the state. One percent of Florida's total FY 2011-2012 Jobs for Veterans State Grant (JVSG) award, or \$112,000, was designated for performance incentive awards to recognize One-Stop Career Centers that provide exceptional services to Florida's veterans.

LVER staff members are responsible for the functional oversight of the local One-Stop Career Center Veterans' Program, ensuring that mandated priority services for veterans are provided by all staff in the One-Stop Career Centers. They also conduct outreach to employers to develop jobs for veterans, conduct seminars for employer organizations and trade associations, conduct TAP workshops for transitioning military members and their spouses, and facilitate the provision of workforce services for veterans and eligible persons. DVOP specialists focus on staff-assisted intensive services to meet the needs of veterans with barriers to employment, e.g., disabled veterans, homeless veterans, etc., using the case management approach to deliver services. DVOPs also participate in TAP activities when needed and coordinate with other area service providers to assist veterans and other eligible persons to overcome barriers to employment.

LVERs and DVOPs are considered part of the One-Stop Career Center Team and are responsible for promoting all One-Stop Career Center services, especially services in the employer marketing arena, e.g., employer visits, employer job fairs, and employer recruitments, among others. Veterans' Program service-delivery strategies are fully integrated into the One-Stop Career Center delivery system. This seamless integration ultimately benefits veterans.

The DEO Veterans' Program includes the following ancillary services:

- **Transition Assistance Program (TAP)**, which provides employability skills training and other benefits information to military members and their spouses in their transition from military to civilian society;
- **Vocational Rehabilitation and Employment (VR&E)** is an employment and training program facilitated by DVOP staff to assist disabled veterans who are being trained/retrained and rehabilitated for new careers by the U.S. Department of Veterans' Affairs (VA). DEO DVOP specialists are currently located at VA VR&E Centers in Pensacola, Ft. Walton Beach, Jacksonville, Orlando, St. Petersburg, and Ft. Lauderdale. All returning disabled/injured veterans are exposed to education/training and rehabilitation services through the VA VR&E Program;

- **The REALifelines Program** provides priority workforce services to participating disabled veterans and injured military members and their families. The REALifelines Program provides the following assistance:
 - Economic recovery and reemployment of transitioning, wounded and injured military service members and their families by identifying barriers to employment or reemployment and by addressing those identified barriers;
 - Personalized intervention for military service members and their families during recovery and rehabilitation;
 - Early access to job and career service professionals, i.e., DVOP/LVER staff (guaranteed in veterans' home communities); and
 - Exposure to U.S. Department of Veterans' Affairs (VA) Vocational Rehabilitation and Employment (VR&E) services as well as all One-Stop Career Center services.
- **Transitioning Incarcerated Veterans' Program (TIVP)**, an employment and training program facilitated by DVOP specialists, provides intensive case management and other workforce services to incarcerated veterans who are transitioning from correctional centers back to society and the workforce. These services will result in reducing the risk of homelessness and prevent a reversion back to crime among this population. See the DEO Veterans' Program Web Page at: <http://www.floridajobs.org/office-directory/division-of-workforce-services/workforce-programs/veterans-employment-program>

The State Coordinator provides guidance and planning instructions to Regional Workforce Boards to ensure they are aware of the Jobs for Veterans' State Grant (JVSG) requirements as set forth in Title 38 USC, Chapters 41 and 42. The State Coordinator also provides guidance, as set forth in the Federal Register, dated August 15, 2009 and 20 CFR Part 1010, Priority of Service for Covered Persons. The Regional Workforce Boards have updated their local plans based on guidance from the State Coordinator.

The following are highlights for the program year:

DEO enhanced the Veterans' Web Portal with an improved military occupational code cross-walk tool that links veterans to equivalent civilian occupations in the Employ Florida Marketplace (EFM) website. The web portal's valuable information – including employment resources, veterans' services, and links to additional important resource sites which the veteran may need as they work toward accomplishing their employment goals – was also updated. This web portal links employers to EFM and provides valuable information to assist them in recruiting veterans statewide. The Veterans' Web Portal has been accessed by persons in the United States, Kuwait, Germany, Canada, Iraq, Puerto Rico, Qatar, the United Kingdom, and Japan since being launched. The Web Portal is available at: <https://veterans.employflorida.com/portals/veteran/Default.asp>.

- In an effort to prepare staff for the anticipated influx of returning OEF/OIF veterans and Florida's National Guard (FLNG) members, DEO evaluated existing workforce services

for veterans and implemented procedures to specifically identify and assist Post 9/11 Veterans and FLNG members to improve employment opportunities upon their return.

- The State Veterans' Program Coordinator and Assistant State Coordinator provided five regional staff training sessions and one management staff training. These sessions included presentations from staff of the National Veterans Training Institute (NVTI) and USDOL Veterans Employment and Training Services (VETS). The primary objective of these training sessions were to raise awareness and focus on the roles, responsibilities and regulations for the Veterans' Employment Program in order to ensure appropriate delivery of services by veterans' program staff to veterans and eligible persons.
- To eliminate the need for more than 60 out of state trips, DEO (formerly the Agency for Workforce Innovation) contracted NVTI to provide the mandatory Labor Employment Specialist (LES), Case Management (CM) and Promoting Partnerships for Employment (PPE) courses in-state. The JVSG funding requires staff to complete mandatory training within 18 months of hire in order to maintain compliance with the grant.
- The DEO's Mobile One-Stop Career Center continues to be utilized for Veterans' Job Fairs and Stand Downs throughout the state. In addition to Job Fairs and Stand Downs, the Mobile Unit has proven to be an invaluable asset in providing services to veterans in rural areas.

Florida has one of the fastest growing veterans' populations in the nation with more than 1.6 million veterans. Responding to their workforce needs will present special challenges to the state's workforce system. In response to this challenge, Florida received additional Jobs for Veterans State Grant (JVSG) funds and was able to add 12 new full-time positions and convert 10 of the 50/50 funded veterans' staff positions to six full-time positions for the 2011-12 program year.

The state and the Regional Workforce Boards will continue to submit quality proposals for competitively awarded grant funds such as VWIP and HVRP in order to assist veterans with training, housing, and other supportive and workforce services.

DEO will continue assessment of workforce initiatives and projects that will improve overall state workforce development services for veterans, transitioning military members, and National Guard Members and Reservists.

Military Family Employment Advocacy Program: The Military Family Employment Advocacy (MFEA) Program provides advocates in Florida's One-Stop Career Centers in Regions where military bases and communities are located. Persons eligible for assistance through this program include spouses and dependents of active-duty military personnel and activated Florida National Guard members and military reservists. Approximately 37,000 military spouses, not including military spouses of mobilized National Guard Members/Reservists, currently reside in Florida. An increase is projected in the military spouse population due to returning and reassigned military members and their families.

Services include, but are not limited to: job search and placement assistance; career planning and counseling; case management; resume assistance; assessment and testing services; interviewing

skills training; referral to educational and training programs; job fairs; and job clubs. Military spouses are also eligible to receive training and other support services under the Workforce Investment Act (WIA) and may be eligible to collect unemployment compensation if they need to quit their jobs to relocate with their active duty military spouse.

The state's role is to fund the seven Regions' programs, set the vision and expectations for the program year, and provide a statewide coordinator that: delivers technical assistance and training to local advocates, develops the statewide marketing of the program, and collects and analyzes service data from EFM. The state's strategy is to support the efforts of the local advocates as they develop tailored programs to meet the military family employment needs of their regional area, and to provide technical assistance, guidance and feedback as needed.

Seven (MFEA) Military Family Employment Advocates are currently assigned to One-Stop Career Centers in Pensacola, Ft. Walton Beach, Crestview, Panama City, Jacksonville, Melbourne, Tampa Bay, and Miami/Dade. Many of the advocates are co-located at the Family Support Centers and frequently participate in welcome events and briefings for newly stationed families and job fairs throughout their Regions.

- There were 10,978 military family members registered in EFM during the program year, and 3,754 secured employment for a statewide Entered Employment Rate (EER) of 50 percent; a statewide Employment Retention Rate (ERR) of 71 percent; and an average statewide salary of \$11,810 for a six-month period.
- MFEA program advocates participated in numerous employer recruitments, employment workshops and job-seeker outreach activities on and around military installations statewide.
- MFEA program advocates worked with staff at local military installations and family support centers to assist military family members in developing resumes, performing job searches, and coordinating military and state activities. Additionally, one advocate was provided an office by the military staff for more accessibility to military family members on base.
- Military family outreach initiatives, peer employment support groups, and related activities were initiated and coordinated by MFEA program advocates on and around the military installations in their Regions.

The target clients, military family members, are a challenging group to support for a number of reasons. This population is highly transitory by nature of the active duty member's national security commitments. Military family members may only reside in a location for a limited period of time before relocation. This can limit their ability to build a strong work history when seeking employment at a new location. This unique transitory lifestyle can also limit their abilities to participate in education and/or training to establish or update competitive work skills. Finally, military family members, particularly spouses, who possess a good work history and/or education to compete for high paying and/or personally rewarding positions, experience limited opportunities in and around military installations.

Funding for state-level MFEA program is at \$600,000, which has remained stagnant since the last program year. The stagnant funding creates challenges in retaining experienced program advocates at the Regional Workforce Board level and limits the number of specialized, military family activities that the applicable Regional Workforce Boards can accomplish. Additional funding would support retention of highly motivated and experienced advocates that could help with the successful delivery of workforce development services throughout the applicable Regions.

Workforce Florida funded the MFEA Program, using Wagner-Peyser 7(b) funds, for the 2011-12 program year. The funding was continued for MFEA advocates at Regional Workforce Boards 1, 2, 4, 8, 13, 15, and 23 where this program is successful.

For the program year 2011-12, DEO is using production reports, a programmatic questionnaire, SWOT analysis and performance planning to identify opportunities to build on successes, address areas for improvement, and to set realistic targets to assure a positive return on investment for the funding and beneficial impacts for military family members in Florida.

Department of Military Affairs Program: In March 2012, Workforce Florida, Inc. provided funds totaling \$250,000 for the Department of Military Affairs to provide the Operation Kickstart Program. The Department of Military Affairs contracted with a service provider to operate the program.

The Operation Kickstart Program provided a comprehensive, intelligent career search process that merged the power of technology with the personal attention of a career coach in assisting Florida National Guardsmen and Guardswomen (soldiers) in securing meaningful employment in the private sector. The program period was March 2, 2011 to June 30, 2012.

DEO provided guidance to the service provider based on the conditions of the award made by the Department of Military Affairs. This included program requirements and monitoring guidance. DEO also processed invoices and provided technical assistance regularly to the contractor.

As of June 30, 2012, 100 soldiers were enrolled in the Operation Kickstart program and benefited from its services.

Base Realignment and Closures (BRAC): On June 30, 2007, the USDOL awarded Florida up to \$4,000,000 to provide early community planning and workforce services to military personnel and their families affected by base realignment and closures in Regions 1, 2 and 8. The funds were used to develop and implement a strategic plan to provide workforce services to military personnel and their families affected by BRAC movements. The state expended \$2,575,904 of the grant funds.

The grant period was June 30, 2007 through May 31, 2012. This grant is now closed. The state provided technical assistance to the Regions and prepared monthly and quarterly performance reports.

As of May 31, 2012, there were 3,057 participants enrolled under this grant with 1,454 placed into jobs, a 48 percent placement rate.

Wagner-Peyser Programs

Wagner-Peyser 7(a) Program: The Wagner-Peyser Act of 1933 created the nationwide public employment service. This program is funded under the Federal Unemployment Tax Act (FUTA) for labor exchange services to match employers with qualified workers. In the 1990's, the Wagner-Peyser funded public labor exchange system became a core component of the new workforce development system; and in 2000, Wagner-Peyser became the universal access component of the nation's One-Stop Career Centers. Changes in traditional employment service planning, coordination and funding have occurred as a result of amendments to the Wagner-Peyser Act, but labor exchange continues to be the primary purpose and mandate of the Wagner-Peyser program.

Current federal regulations require that One-Stop Career Centers have the capacity to: assist job seekers in finding employment; assist employers in filling jobs; facilitate the match between job seekers and employers; participate in a national system for labor exchange; and meet the work test requirements of the state unemployment compensation law.

Additionally, the U.S. Department of Labor, Employment and Training Administration (USDOL/ETA) established equity and minimum service level performance standards for Migrant Seasonal Farm Workers (MSFWs) which must be met annually. These federal standards are designed to measure the quality and level of employment services provided to MSFWs. To meet compliance standards, services provided to the total registered applicant pool must be proportionate to services provided to MSFW participants.

Performance highlights for Program Year (PY) 2011-12 include:

- The number of job seekers that entered employment remained close to the number that entered employment from the previous program year. The total number of job seekers who entered employment for PY 2010-2011 was 499,642 and for PY 2011-12 was 489,975.
- The state met all five equity ratio indicators for services to MSFWs for PY 2011-2012. These indicators are: referred to jobs, received staff assisted services, referred to support services, career guidance, and job development contacts. Additionally, 58.6 percent of MSFW job seekers entered employment.

Achieving the level of services attained at One-Stop Career Centers is attributed to the unique Florida One-Stop delivery system and its intensified efforts to reach and serve all customers. Emphasis by One-Stop Career Centers on proper identification of agricultural workers (MSFWs) and proper coding of applicants and the services provided to them contributed to the state's accomplishments. Agency training and technical assistance, on-site monitoring, more comprehensive and expanded data analysis, and the Monitor Advocate's oversight also supported this higher level of achievement during the program year.

An ongoing challenge facing the provision of Wagner-Peyser services is the consistently high number of job seekers requiring employment, training, and supportive services. The workforce system has addressed this by providing a seamless, integrated online job-matching system for both job seekers and employers through the Employ Florida Marketplace. Workforce Florida Inc., the Department of Economic Opportunity (DEO) and the Regional Workforce Boards are actively seeking opportunities to enhance, consolidate and streamline these critical applications and services to both employers and job seekers.

The Wagner-Peyser program serves as the basis for core activities and services provided through the One-Stop Career Centers. The goals that have been established for this program are based on the premise that Wagner-Peyser is a labor exchange function, serving both job seekers and employers. The performance goals that have been established for the Wagner-Peyser Program in Florida directly reflect the degree to which program success is achieved.

Continued training is being offered to the Regions to improve Wagner-Peyser program business and reporting requirements. Additionally, the Wagner-Peyser Team is developing standalone presentations on basic Wagner-Peyser issues and is in the process of updating the Wagner-Peyser Resource Guide.

Wagner-Peyser 7(b) Program: The Wagner-Peyser Act provides that 7(a) funds are to be used to provide basic employment services in the One-Stop Career Centers. Section 7(b) of the Wagner-Peyser Act reserves 10 percent of the available grant funds to be used for state level activities, including services to groups with special needs such as youth and offenders; exemplary workforce models and performance incentives for the Regional Workforce Boards. Regions that meet or exceed required performance goals are eligible for performance incentive funds. The Workforce Florida Board approves the use of all Wagner-Peyser 7(b) funds.

The following projects were either partially or fully funded from Wagner-Peyser 7(b) funds during Program Year 2011-2012:

- Military Family Employment Advocacy Program, which provides services to spouses and dependants of active-duty military personnel and activated National Guard members. Services include, but are not limited to, job search and job placement assistance; career planning and counseling; resume assistance; assessment and testing services; and referrals to educational and training programs.
- Operation of the Disability Program Navigator (DPN) due to its statewide success. Anticipated that local funding and the additional revenue generated by the Ticket to Work Program will sustain the DPN program which provides services to job seekers with disabilities in order to enhance their career advancement.
- Business Outreach Initiatives as they relate to facilitating business awareness and access to workers from special population groups (e.g., youth, veterans, elders, disabled), as well as addressing workforce needs in targeted industry sector groups.

- Integrated Communications and Employ Florida Business Outreach, which includes continued facilitation of an integrated communications program that provides a comprehensive outreach and marketing effort to build a skilled, high-quality and competitive Florida workforce.
- Youth Outreach Efforts – Outreach through *Florida Trend* NEXT magazine, which serves as an outstanding tool to inform and educate Florida youth about career opportunities.
- Regional Performance Incentive funds, to be distributed to the Regional Workforce Boards in accordance with the approved Workforce Florida performance incentive policy.

At the state level, Workforce Florida continues to lead strategic investment in numerous workforce initiatives and programs that address critical, statewide workforce needs. The projects are varied but all lead to helping Floridians get back to work and ensuring that businesses have the talent they need today to compete in the future.

The state has laid the groundwork for enhancing opportunities to improve alignment of resources, collaboration and responsiveness to businesses and embraced key partners and stakeholders in workforce, education, industry and economic development to build on our successes.

Funding for state-level 7(b) Wagner-Peyser services has remained stagnant over the past several years and creates special challenges to funding new initiatives while continuing to maintain current 7(b) activities such as performance incentive funding to Regional Workforce Boards, business outreach, etc. Additional funding is needed to support new state-level initiatives that could help with the successful delivery of workforce services throughout the state.

To continue funding state-level activities including special projects and performance incentives that are aligned to Florida’s five-year statewide strategic plan for workforce development, *Creating the Strategy for Today’s Needs and Tomorrow’s Talent*, the 5-Year State Strategic Workforce Plan for 2012-2016 submitted to USDOL, and Florida’s Strategic Plan for Economic Development. These plans are currently linked and aligned with specific workforce components.

Targeted Populations

Non-Custodial Parent Employment Program: In October 1996, the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) eliminated the open-ended federal entitlement program, Aid to Families with Dependent Children (AFDC), and replaced it with the Temporary Assistance for Needy Families (TANF) block grant. In addition to ending the entitlement program, it encouraged states to implement pilot programs that fall under the four purposes of TANF to help eliminate issues plaguing families in the United States. TANF’s four purposes are:

1. Assisting needy families so that children can be cared for in their own homes;
2. Reducing the dependency of needy parents by promoting job preparation, work and marriage;
3. Preventing out-of-wedlock pregnancies; and
4. Encouraging the formation and maintenance of two-parent families.

PRWORA also mandated that states continue efforts to enforce child support payments from non-custodial parents who either refuse or are unable to pay child support. The federal government encouraged states to implement pilot programs that would:

- Help non-custodial parents pay or contribute to child support they owe; or
- Fulfill all financial obligations and meet all conditions imposed on non-custodial parents, such as participation in a work program or other related activity.

Florida complied by including the ability for the Regional Workforce Boards to implement and manage local Non-Custodial Parent Employment Programs (NCPEP). Section 414.065(5), F.S., provides the acceptable work activity requirements for non-custodial parents. Under Section 414.065(5), F.S., the court may order a parent who is delinquent in support payments, pursuant to the terms of the support order, to participate in work activities so the parent may obtain employment and fulfill the obligation to provide support payments. A parent who fails to satisfactorily engage in court-ordered work activities may be held in contempt. Florida's plan also allows non-custodial parents to volunteer to participate in a non-custodial program if they meet TANF eligibility requirements.

The Department of Economic Opportunity (DEO) develops NCPEP reporting instructions and pulls monthly reports of program enrollees and benchmarks. The DEO will continue to clarify instructions for program administration and provide participating Regional Workforce Boards with regional performance information for program participants.

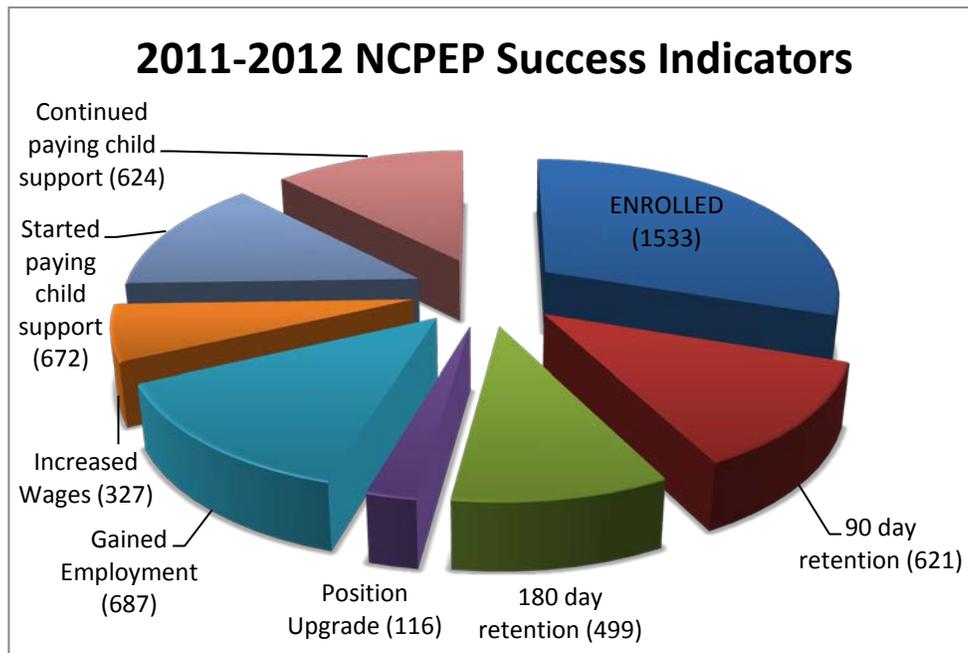
NCPEP participant information is tracked in the One-Stop Service Tracking (OSST) system. The success of the NCPEP program may be measured by the number of enrollees who become employed or maintain employment and who report they are making regular child support payments. Program benchmarks are designed to capture program and participant success. Success indicators include.

- The number of enrollees who retained employment for 90 days for at least 20 hours per week;
- The number of enrollees who retained employment for 180 days for at least 20 hours per week;
- The number of enrollees who earned a position upgrade;
- The number of enrollees who enter employment while in the program;
- The number of enrollees who report a wage increase while in the program;
- The number of enrollees who report they have started and continued to pay child support; and
- The number of enrollees who report they continued to pay child support for more than three months.

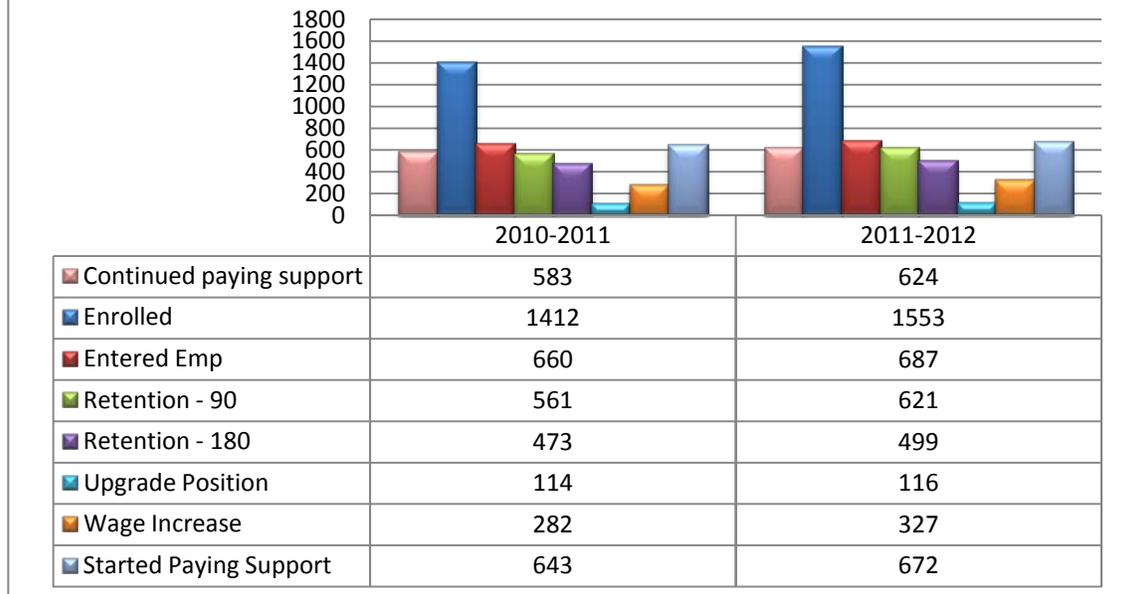
Currently, two Regional Workforce Boards manage a local Non-Custodial Parent Employment Program. The operating regions are:

- RWB 14 – WorkNet Pinellas, which serves Pinellas County and two neighboring counties: Hillsborough and Pasco; and
- RWB 23 – South Florida Workforce Board, which serves Miami-Dade and Monroe counties.

In Program Year 2011 - 2012, there were 1,533 NCPEP enrollees in the five counties offering services to non-custodial parents. The charts below show the program’s success indicators for SFY 2011-2012 and a comparison of the program’s success indicators from SFY 2010-2011 to SFY 2011-2012.



Increase from 2010-2011 to 2011-2012



The NCPEP has been beneficial to families in the areas that offer and manage a local program. Non-custodial parents and their children can benefit from a program that assists with overcoming educational and employment barriers to help non-custodial parents obtain and retain employment so that they can contribute financially to the maintenance and well being of their child or children. A challenge that the program faces is funding. Since the program is a TANF-funded special project, the funds to manage a NCPEP are limited.

The first goal is to solicit more Regional Workforce Board participation to manage a local NCPEP. However, the major goal of the NCPEP is to assist as many non-custodial parents as possible so they can obtain and retain employment to improve the quality of life for themselves and their children.

ARRA Healthcare Pilot (Promotoras): The U.S. Department of Labor (USDOL) awarded \$547,500 in ARRA funds to the Department of Economic Opportunity to create a pilot training program for community health workers (CHWs), otherwise known as *promotoras*. The grant covered the period of July 1, 2010 – June 30, 2012. CHWs address the health care needs of underserved communities. They have proven to be successful in improving the health of migrant farmworker communities across the nation. The program was managed by Southwest Florida Works (Region 24) and their Immokalee One-Stop Career Center, the Region with the largest migrant and seasonal farmworker population.

DEO provided technical assistance and guidance to the Region based on the conditions of the award. DEO also prepared quarterly narrative and financial reports for USDOL, as well as final grant product submission.

The Region worked on identifying key community partners; conducting research and outreach to the community; program recruitment; and developing a curriculum for the pilot training program

throughout the first phase of the grant. The main collaboration was formed with the Immokalee Technical Center for training. A curriculum was developed to enhance several healthcare courses, including the Certified Nursing Assistant, Licensed Practical Nurse, Medical Assistant, Home Health Aide, and Pharmacy Technician courses to include additional topics that affect the local migrant farmworker community.

Throughout the grant life, 32 participants were enrolled, 24 of whom completed training. Eight participants also completed paid work experience opportunities with employers. At the end of the contract, a total of 13 individuals had entered employment and nine remained on the job after six months.

DEO submitted 18 grant products to USDOL for review and publication on the workforce3one.org website. These materials will become available to the public for others to use as a model for *promotora* programs. Materials included outreach tools, tri-lingual needs assessment survey, training materials, and health information/activities for the general public.

A major barrier during the last program year of the grant was the limited job opportunities in the service area. Most participants were not willing to relocate or travel long distances for work. This also affected the availability of employers willing to participate in work experience contracts. Technical assistance and guidance provided by DEO and USDOL helped overcome some of these challenges.

DEO and the Region would like to see the grant's products be used as a model by other *promotora* programs or healthcare projects. A main goal of this grant was to spread the awareness of the CHW/promotora workforce and catalogue the critical skills and knowledge needed to do their work. This program fulfilled its purpose by providing its *promotoras* with a certified and/or licensed healthcare background, supplemented with the outreach skills needed to target special populations.

Disability Program Navigator (DPN): The primary objectives of the DPN initiative are to increase the ability of the One-Stop Career Center system to enhance the employability of job seekers with disabilities and increase the number of career advancement opportunities available to them.

The Disability Navigator:

- Guides One-Stop Career Center staff in assisting persons with disabilities to access and navigate the complexities of various programs and services that affect their ability to gain/retain employment by providing periodic training.
- Identifies appropriate community resources for job seekers with disabilities to remove barriers to employment (i.e., training, transportation, housing, assistive technology needs, etc.).
- Develops linkages and collaborates on an ongoing basis with employers to facilitate job placements for persons with disabilities.
- Facilitates the transition of in- or out-of-school youth with disabilities to obtain employment and economic self-sufficiency.

- Serves as a resource for referrals on Social Security Administration's initiatives: work incentives and employment support programs; Protection and Advocacy systems (P&A); and employment-related demonstration projects.
- Serves as a resource to the workforce development community to ensure the availability of comprehensive knowledge of federal, state, local and private programs that impact the ability of persons with disabilities to enter and remain in the workforce.
- Creates systemic change and transforms the culture of how the One-Stop Career Centers serve customers with disabilities.

The DPN Initiative was initially a joint venture between the Department of Labor, Office of Disability Employment Policy, and the Social Security Administration (SSA) and was formerly administered by the Agency for Workforce Innovation, now reorganized and renamed the Department of Economic Opportunity. Although federal funding ended June 30, 2010, Workforce Florida, Inc., funded the project for two additional years ending June 30, 2012, due to its success. In June, 2012, Workforce Florida extended funding to those Regions participating in the Ticket to Work program with the Social Security Administration (SSA) as Employment Networks (ENs).

The DPN initiative provides dedicated staff to One-Stop Career Centers who train other staff members to better serve persons with disabilities; make contact with employers in their communities; develop job opportunities for persons with disabilities; become acquainted with the resources in their communities that can assist their customers; and ensure that all persons with disabilities entering a One-Stop do not encounter barriers to using the facility.

The state's role is to monitor and support the DPN's and Disability Specialists in their efforts. The state facilitates technical assistance for the Regions that participate in the Ticket to Work program and provides information that informs and assists the Regions in better serving all persons with disabilities.

The following are highlights and accomplishments:

- Increased employment and self-sufficiency for Social Security beneficiaries and others with disabilities by identifying and facilitating employment and training opportunities and helping individuals understand how earnings may affect their Social Security benefits and other support programs.
- Facilitated seamless and comprehensive services to persons with disabilities in One-Stop Career Centers through collaboration and partnerships with in the community.
- Facilitated access and referrals to other local programs and services and linkages to the employer community.
- Increased participation of Regional Workforce Boards in the Ticket to Work Program. Currently, 16 of the 24 Boards have become Employment Networks under the Social Security Ticket to Work program.
- Participation in a pilot initiative with the Social Security Administration (SSA), in which the Department became an administrative Employment Network in the Ticket to Work Program. This facilitates information between the SSA and the Regional Workforce Boards that are Employment Networks and helps them identify and market to those people with Tickets that are already registered in Employ Florida Marketplace.

One of the primary challenges is conducting outreach to develop and maintain long-term relationships with advocacy groups, community organizations, and agencies that facilitate the employment of persons with disabilities. The rural regions report that lack of public transportation hinders their customers' ability to find and keep a job.

Regional Workforce Boards will continue to expand employment and training opportunities for persons with disabilities by leveraging workforce and community resources. Regional Workforce Boards will continue to work with community partners to promote systemic change within the One-Stop Career Centers.

To further assist the program the Workforce Florida Board, at its May 2012 Board meeting, allocated \$821,656 to continue operating the program through June 2014. These funds went to those Boards that are Employment Networks.

From inception of the DNP Program, USDOL viewed Ticket to Work as a potential funding stream to support services to persons with disabilities. Ticket to Work is an employment program for people with disabilities who are interested in going to work. The goal is to increase opportunities and choices for Social Security disability beneficiaries to obtain employment, vocational rehabilitation and other support services. Under the Program, the Social Security Administration provides disability beneficiaries with a Ticket they may use to obtain the services they need from organizations called Employment Networks to assist them as they prepare to enter the workforce. When beneficiaries assign their Ticket to an EN, they are assured of maintaining their medical benefits and have other advantages. The loss of medical benefits has been identified as the number one reason beneficiaries are reluctant to enter the workforce. As a result of the money that can be earned from SSA by taking the Ticket assignment, the state goal is that the program will become self-supporting over time.

Florida Goodwill Association Program: Effective July 1, 2009, the Florida Legislature has annually provided funds for the Florida Goodwill Association Program to provide vocational training services. In FY 2011- 2012, the Florida Legislature appropriated \$500,000 for the Florida Goodwill Association Program to provide vocational training services and employment opportunities to mentally and physically handicapped individuals.

DEO provides guidance to the service provider based on the conditions of the award. This includes program requirements and monitoring guidance. DEO processes invoices and provides technical assistance regularly to the service provider and monitors performance via the Quarterly Performance Report provided to Workforce Florida, Inc.

As of June 30, 2012, all funds were expended. Florida Goodwill Association created over 200 jobs in new Goodwill stores and stores that were expanded.

Displaced Homemaker Program: The Florida Displaced Homemaker Program (DHP) was created by the Florida Legislature with funding provided through the Displaced Homemaker Trust Fund. The purpose of the DHP is to address the job training and educational needs of eligible individuals who:

- Are 35 years of age or older;
- Have worked in the home providing unpaid household services for family members;
- Have been dependent on the income of another family member and are no longer supported by that income;
- Have been dependent on federal assistance; and
- Are unemployed or underemployed and need assistance in attaining or upgrading employment.

The goal of the Displaced Homemaker Program is to assist program participants in attaining independence, economic security and self-sufficiency.

The Department of Economic Opportunity (DEO) provides funding for employment and training services to displaced homemakers through a competitive grants process. These services include, but are not limited to: assessment and testing services; job search and placement assistance; career planning and counseling; case management; resume assistance and interviewing skills training, etc. Additionally, DEO provides contract administration, guidance, training, state management information system training and assistance, monitoring, and technical assistance on program requirements. DEO also processes invoices and payment requests based on verifiable contract deliverables. Funding for the program in Fiscal Year (FY) 2011-2012 was \$1,802,778. Funds were issued to 18 contractors throughout the state.

For FY 2011-12 (July 1, 2011 through June 30, 2012), the 18 Displaced Homemaker Programs served a total of 1,444 eligible individuals. Of the number of individuals served, 1,067 completed their training requirements and 507 entered unsubsidized jobs.

The DHP has challenges in meeting their contracted goals to place Displaced Homemakers into jobs in light of the current economy and limited number of jobs available.

The Displaced Homemaker Programs will search for additional funding to serve the masses of individuals being displaced due to the current economic downturn while cultivating new alliances with private sector employers to develop employment opportunities for these customers.

Federal Fidelity Bonding Program: In 1966, the U.S. Department of Labor established the Federal Bonding Program to provide Fidelity Bonds that guarantee honesty for “at-risk”, hard-to-place job seekers. The Federal Bonding Program provides a fidelity bond, free of charge, to employers who hire ex-offenders or others who have some risk factor in their personal background. The bonds cover the first six months of employment. The bond protects the employers in the event of any loss of money or property due to employee dishonesty. The average bond coverage is \$5,000 per applicant, although larger bonds are possible.

Local One-Stop Career Centers complete and submit bonding applications to the Department of Economic Opportunity (DEO). DEO reviews the application and issues the bond. The state provides marketing materials to the Regional Workforce Boards to publicize the program to

employers and potential applicants. In addition, staff provides information to individuals regarding the program requirements and directs them to the local One-Stop Career Center.

In Fiscal Year 2011 - 2012, 372 individuals with barriers to employment have been employed due to the bonds being provided to the employer.

Future program goals and strategies include continuation of working with One-Stop Career Centers to develop more effective marketing strategies so that a greater number of at risk applicants can take advantage of the program, and employment.

WELFARE TRANSITION AND SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAMS

Welfare Transition Program: In October 1996, the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), Public Law 104-193, eliminated the open-ended federal entitlement program, Aid to Families with Dependent Children (AFDC). The AFDC program was replaced with the Temporary Assistance for Needy Families (TANF) block grant. Federal funds are now used to provide time-limited cash assistance to needy families in exchange for participation in work activities designed to move the family towards self-sufficiency. Flexibility in the legislation allows TANF funds to be utilized creatively to serve families.

To implement the requirements outlined in PRWORA, Florida's Work and Gain Economic Self-Sufficiency (WAGES) Act was passed in 1998. The WAGES legislation emphasized work, self-sufficiency, personal responsibility and accountability. The Workforce Innovation Act of 2000 substantially redefined the welfare delivery model in Florida, replacing WAGES with the Welfare Transition (WT) program. In an innovative effort to establish the workforce system as a substantial contributor to the reduction of public dependency, the reduction of poverty and the catalyst for economic development, the legislation consolidated the state workforce and welfare support service programs.

The PRWORA was scheduled to sunset in 2001 and instead of being reauthorized in 2001, the federal WAGES Act was extended. The TANF block grant was reauthorized through 2010 when President George W. Bush signed the Deficit Reduction Act (DRA) of 2005 into law. The TANF Block Grant has been extended three times under the Obama administration - first through September 2011, then through December 2011. The third extension and the most recent bill, The Middle Class Tax Relief and Job Creation Act (H.R. 3630), extends the grant through September 30, 2012.

DEO provides guidance on TANF and WT program requirements in accordance with federal law, Florida Statutes, Florida Administrative Code (FAC) and policy outlined by Workforce Florida. DEO offers technical assistance in various WT program areas including program implementation and creating local procedures and offers on-site, web-based, and/or telephonic technical assistance at local board request, as well. DEO also conducts quality assurance reviews of the WT program to ensure that Regional Workforce Boards are adhering to laws, rules, and regulations set forth in federal or state law and guidance.

Florida has established itself as a leader in national welfare reform and continues to make strides. Prior to the passage of the PRWORA, states could not utilize welfare dollars to implement a self-sufficiency program except by federal waiver. Florida was one of the innovative states that sought and secured a waiver to offer support services, employment services, training and work activities in exchange for cash assistance. Florida is also one of the states to make up-front work registration an eligibility requirement for Temporary Cash Assistance (TCA) and is still called upon by many states to discuss and provide more information about this process.

In response to a memorandum from the Department of Health and Human Services (HHS) encouraging the use of TANF funds to promote the creation and expansion of subsidized youth summer employment programs, DEO provided guidance on how to use available TANF funds to support regional summer youth programs.

DEO also implemented a fraud referral process to ensure the program's integrity and to decrease instances of fraud, waste and abuse. DEO implemented a fraud referral process that will allow Regional Workforce Boards to report suspected incidents of public assistance fraud directly to the Public Assistance Fraud (PAF) Unit. If a case manager suspects that a participant is committing or has committed fraudulent acts to continue to receive TCA and WT program services, they will provide a fraud report to a regional designee. DEO created a fraud report template for case managers to use to report these instances. Once the fraud report has been provided to the regional designee, he or she will enter a Benefit Recovery request directly into DCF's FLORIDA system. Once the information has been entered, DCF will conduct an initial claim review and flag the case for investigation by the PAF Unit.

DEO continues to coordinate with the Department of Children and Families in its modernization of the public assistance eligibility process. As partner agencies, DEO and DCF continue to work on system interfaces between the two agencies.

In light of a slowly rebounding economy, DEO finds that many TANF recipients that remain on or enter into Florida's TANF caseload do not have the education and or skills to enter into the workforce with self-sustaining employment. Many are first time or brand new recipients with multiple barriers. Some of these barriers include basic educational skills and basic life skills. Life skills such as managing family, money and work are essential to the upcoming workforce. Without these skills, program participants may falter in the program and in their efforts to become self-sufficient, and consequently may continue in a cycle of dependency. Additionally, because providing young families with these skills is not counted in the consideration of meeting federally established participation rates, meeting them may pose a challenge.

The state continues to make strides in its All Family participation rate. Florida uses two methods to measure the state's participation rate performance. The state's Monthly Management Report (MMR) is a monthly indicator of how each region is performing and how the state is performing as a whole. The Participation Report closely mirrors the federal methodology for determining participation rates for all states. Florida continues to struggle with the Two-Parent Family Participation Rate. The federal requirement is 90 percent; however, the state peaked at 58.6 percent in October 2011.

Major goals of the program include continuing the collaborative relationship between DEO, DCF and Workforce Florida; providing training to Regions to meet performance requirements; and, improving the performance of the WT program. Efforts are ongoing to identify ways to improve and enhance data entry systems, communication with the Regions, and methods for reporting programmatic outcomes. DEO has also begun efforts to automate WT program system processes to eliminate some of the up-front processes that cost program staff time while managing caseloads. Automation of certain processes will allow WT program staff the ability to provide more intensive case management services to program participants.

DEO has also begun efforts to further automate the fraud referral process by eliminating the need to enter information directly into the Florida On-Line Recipient Integrated Data Access (FLORIDA) system and make fraud referrals via the One-Stop Service Tracking System (OSST)/FLORIDA interface. The OSST system is managed by DEO. Plans for system enhancements for a fraud referral section in OSST are underway and are expected to be completed by September 30, 2013.

The WT caseload is expected to decline as the economy continues to rebound. However, the caseload reduction credit will possibly decrease with each passing year, making it imperative for Florida to meet the required 50 percent All Family participation rate and 90 percent two-parent family participation rate. The state strives to achieve a consistent All Family participation rate greater than 50 percent. Year-to-date for the state Program Year, Florida's All Family participation rate is 45.3 percent and peaked in October 2011 at 50.1 percent.

Florida strives to provide the best possible service to its WT participants and program staff. DEO continues to create training materials that are useful and practical to the Regional Workforce Boards by appealing to different learning styles. DEO will continue to offer web training, step-by-step how to guides for system navigation and usage, and resource guides to help understand and apply WT program policy. A major focus of program training for the upcoming year is practical application of program policy with hands-on exercises and peer modeling.

Supplemental Nutrition Assistance Program (SNAP) Employment and Training: Florida's Supplemental Nutrition Assistance Program (SNAP) is designed to provide food assistance recipients who are interested in volunteering in the program with the training, education, support services, and skills needed to increase the likelihood of self-sufficiency through employment. The Department of Children and Families (DCF) staff registers participants for work and refers them for participation in SNAP components delivered by participating Regional Workforce Boards. Federal funds from the U.S. Department of Agriculture (USDA) and state General Revenue are used to support the program.

The Department of Economic Opportunity (DEO) provides guidance on SNAP program requirements in accordance with federal law, Florida Statutes, Florida Administrative Code (FAC) and policy outlined by Workforce Florida, Inc. DEO offers technical assistance in various SNAP program areas including program implementation and creating local procedures, as well as on-site, web-based, and/or telephonic technical assistance at the Region's request. DEO also conducts quality assurance reviews of the DEO program to ensure that Regional Workforce Boards are adhering to laws, rules and regulations set forth in federal or state law and guidance.

With the passing of the American Recovery and Reinvestment Act (ARRA), Florida took advantage of the opportunity to apply for a statewide waiver for the FSET program. The statewide waiver exempts food stamp recipients from time limits and sanctions. In May 2009, the state applied for the statewide waiver which also allows the state the ability to operate a voluntary SNAP Employment & Training (E&T) program. Florida received the waiver and set in motion the elements to transition from a pledge state serving all Able-Bodied Adults Without Dependents (ABAWDs) to a waiver state serving SNAP volunteers.

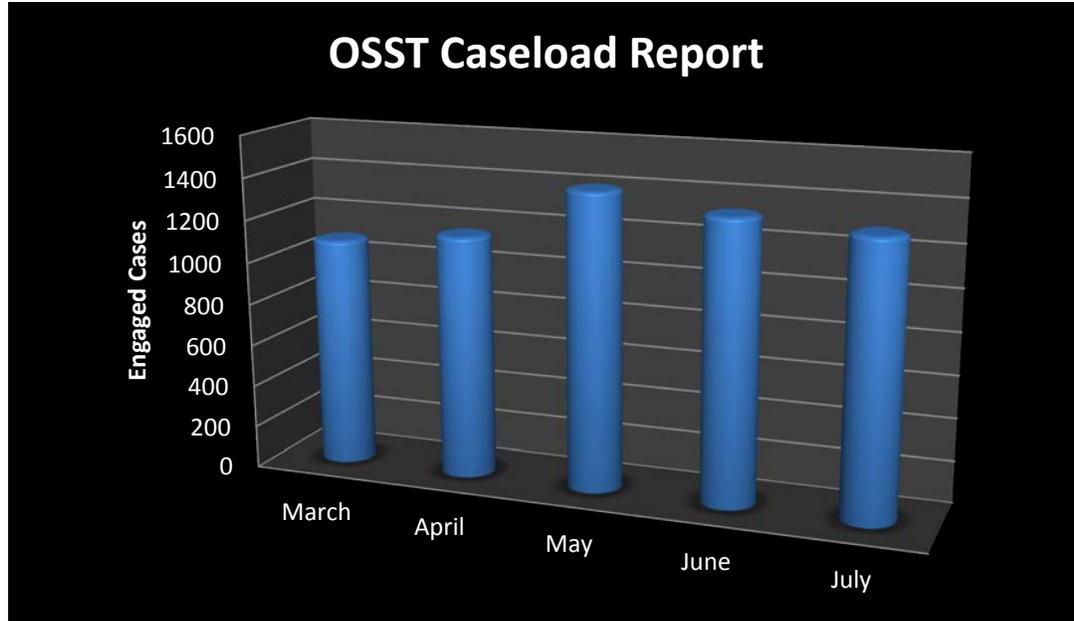
Florida currently operates a volunteer SNAP E & T program based on its eligibility for extended unemployment benefits as indicated by the Department of Labor's Extended Benefit Trigger Notice 2011-13. Under longstanding guidance, states that meet the EB criteria can qualify for a 12-month statewide waiver, up to 12 months after the trigger date. The Food and Nutrition Services (FNS) can approve a waiver if the state's unemployment triggers the criteria for extended benefits (EB), regardless of whether the state has elected the option to offer EB itself. Florida is one of 46 states that met the EB criteria under DOL Trigger Notice 2011-52, effective January 8, 2012. Therefore, the state of Florida will continue to operate a volunteer Employment and Training (E&T) program in Federal Fiscal Year (FFY) 2013.

Although the SNAP E & T is voluntary, participants are still referred to the program via a system interface. Recipients between the ages of 16-39 who do not meet an exemption are mailed letters to inform them about available services and provided instructions on how to start participating if they choose to volunteer. If the customer does not take steps to volunteer, DEO's One-Stop Service Tracking (OSST) system will automatically close their OSST case after 90 days of inactivity.

In early 2012, The Gulf Coast Workforce Board started piloting Employment Retention Services (ERS) for SNAP E & T customers. Employment Retention Services allowed program volunteers who gained employment while participating in SNAP E & T to receive transitional services for up to three months. These services included additional transportation services beyond the traditional Food Stamp Reimbursement (FSR) transportation, childcare reimbursement, clothing, tools and equipment. Program participants who met ERS criteria were eligible to receive a reimbursement for these expenses. The OSST system was updated to track eligibility for ERS for the piloting area. The pilot proved to be successful, with the Region providing nearly \$10,000 in reimbursable services to volunteers who subsequently went to work as a result of engagement in SNAP E & T.

In an effort to help Regional Workforce Boards increase participation in SNAP E & T, DEO developed an online report that Regions can use to monitor local SNAP E & T engagement. The Caseload Report displays counts of SNAP E&T participants engaged in countable components with Job Participation Rate (JPR) hours reported on the JPR screen by the 10th day of the following report month. The report contains baseline caseload data from March 2012 as a starting/reference point. This static data is used to gauge the caseload engagement progress of subsequent months. The baseline is compared to all data returned on the report for any given month. The baseline data is available at the statewide, Regional, unit and case manager levels located at the bottom of the report. Below is a graph showing progress from the March 2012 baseline through July 2012 engagement and a table showing percentage increase from the baseline month.

OSST Caseload Report



Month/Year	Engaged Participants	Percentage Increase from Baseline
March 2012	1093	N/A – Baseline Month
April 2012	1156	5.7%
May 2012	1404	28.45
June 2012	1331	21.77
July 2012	1294	18.11

Since the release of the report, the state seems to have an increase in program engagement with percentages that are consistently in the double digits, with the exception of the month after the report's release. A preliminary analysis of the data for the months of June and July 2012 seems to indicate that as Regions start to exhaust their funding allocation, program engagement also decreases.

While SNAP E & T engagement is on an incline, the state still faces challenges with engagement due to funding. Regions are using SNAP E & T funds to help program volunteers gain education and training that will ultimately help them gain employment. These funds are used to pay for General Equivalency Diploma (GED) classes and tests, adult education, and vocational education. The education and skills gained by participants in E & T program help them become more marketable and employable job seekers. As previously indicated, the ability to pay for these classes may decrease as Regions start to exhaust their allocation.

Effective October 1, 2012, the Employment and Training (E & T) program will officially become SNAP E & T statewide. All online and system forms will be updated to reflect the name change and will be in place on October 1.

In light of the success of ERS in the Gulf Coast area, two more regions have answered the call to provide these services to SNAP E & T customers. Program volunteers who meet eligibility criteria will be able to receive transitional services for up to 90 days. These changes are also expected to take place effective October 1, 2012.

State-Level Programs

Alien Labor Certification (ALC) Programs: The Alien Labor Certification (ALC) Programs are designed to ensure that the admission of foreign workers into the United States on a temporary basis will not adversely affect the job opportunities, wages and working conditions of American workers. The programs also enable American businesses to employ the skills and labor not readily available in the domestic labor force in order to effectively compete in the global economy.

The ALC Program Unit is divided into two major areas:

- **H-2A – Certification for Temporary Seasonal Work:** This program is for agricultural employers who anticipate a shortage of domestic workers to bring non-immigrant foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature. This includes agricultural clearance orders, housing inspections and agricultural prevailing wage surveys, which establish wage and practice activities of employers.
- **H-2B – Certification for Temporary Nonagricultural Work:** This program permits employers to hire foreign workers to come to the United States and perform non-agricultural work, which may be one-time, seasonal, peak-load or intermittent workload needs for 12 months or less.

During fiscal year 2011-2012 (July 1, 2011 – June 30, 2012), the ALC Unit:

- Conducted 62 H-2A housing inspection visits;
- Completed a combined total of 34 H-2A prevailing wage and practices surveys;
- Posted 391 H-2A job orders into Employ Florida Marketplace; and
- Posted 150 H-2B job orders into Employ Florida Marketplace.

Changes in federal regulations for both the H-2A and H-2B Temporary Certification have resulted in the state's re-evaluation of the ALC Program, including the substantially increased workload and a reduction in staff.

DEO plans to monitor the operation of the ALC Program given the noted challenges to ensure continuation of successful program implementation.

Work Opportunity Tax Credit (WOTC) Program: The Work Opportunity Tax Credit Program (WOTC) is designed to help jobseekers from certain target groups, who consistently have a particularly high unemployment rate, enter employment. By hiring from these targeted groups, employers may receive a potential maximum tax credit of up to \$9,600 during the first year of employment or up to \$9,000 over two years, depending on the qualified applicant. The targeted groups are: Qualified Temporary Assistance for Needy Families Recipients; Qualified Veterans/Disabled Veterans; Unemployed Veterans; Qualified Ex-Felons; Designated Community Residents; Vocational Rehabilitation Referrals; Qualified Food Stamp Recipients; Qualified Supplemental Security Income Recipients; Long Term Family Assistance Recipients.

Noted below are programmatic highlights and accomplishments:

- During Fiscal Year 2011-2012 (July 1, 2011 – June 30, 2012), the WOTC Program issued 40,545 certifications which resulted in a potential tax credit savings of over 97 million to Florida employers.
- The online application processing system (e-WOTC) currently has a total of 25 WOTC consulting companies and 80 Florida employers who are participating.
- From July 1, 2010 to June 30, 2012, DEO received over 197,000 electronic applications from employers and tax credit consultants.

Traditionally the WOTC application process required employers to mail original, signed copies of IRS forms and supporting documentation to their state Workforce Agency (DEO) in order to apply for the tax credit. However, the new electronic Work Opportunity Tax Credit (“e-WOTC”) application process is a paperless alternative to the traditional process. The electronic process streamlines application submittal and processing for businesses, resulting in increased program efficiencies. As the program continues to be publicized, DEO anticipates that more business organizations will begin using the e-WOTC application process resulting in quicker approvals of their tax credit certifications.

Effective December 31, 2011, the legislative authority for the WOTC Program expired for all non-Veteran target groups. During this period of hiatus, applications for all target groups are being accepted by the state workforce agencies; however, issuance of certifications can only be provided to those employers who are hiring individuals that fall into the Veteran target groups. All other target group certifications are withheld pending program reauthorization.

DEO will continue to promote the WOTC Tax Credit Program and the e-WOTC online system through outreach initiatives with our workforce partners, Regional Workforce Boards and other interested organizations by providing training and technical assistance. Additionally, DEO is working to better publicize the program so that more employers are aware of the potential tax benefits.

LOOKING AHEAD

Driven by the vision to develop a globally competitive workforce, Florida leaders and workforce professionals are proud of the contributions the state's nationally recognized workforce system makes every day to the continued economic recovery and growth of the nation's fourth most-populous state. With an increasingly shared and better aligned vision for ensuring Florida has a ready pipeline of skilled talent at every level, the state workforce system looks forward to emerging to an even greater position of strength in the coming year.

APPENDIX OF TABLES

DEFINITIONS FOR WIA PERFORMANCE MEASURES

Customer Satisfaction Measures

Participant Satisfaction

The weighted averages 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 averages 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 exit 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

Of those adult participants who are employed in the first, second, and third quarters after the exit quarter:

Total earnings in the second quarter plus total earnings in the third quarter after the exit quarter divided by the number of adult participants 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 Average Earnings*Of those dislocated worker participants who are employed in the first, second, and third quarters after the exit quarter:*

Total earnings in the second quarter plus total earnings in the third quarter after the exit quarter divided by the number of adult participants who exit during the quarter.

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 Increase 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).

All Youth

Placement in Employment or Education – New Measure

Of those who are not in post-secondary education or employment (including the military) at the date of participation:

Number of youth participants who are in employment (including the military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the first quarter after the exit quarter divided by the number of youth participants who exit during the quarter.

Attainment of a Degree or Certificate – New Measure

Of those enrolled in education (at the date of participation or at any point during the program):

Number of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter divided by the of youth participants who exit during the quarter.

Literacy and Numeracy Gains – New Measure

Of those out-of-school youth who are basic skills deficient:

The number of youth participants who increase one or more educational functioning levels divided by the number of youth participants who have completed a year in the program (i.e., one year from the date of first youth program service) plus the number of youth participants who exit before completing a year in the youth program.

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance	Actual Performance	
Participant Customer Satisfaction Score (For exiters 01/01/2011 - 12/31/2011)	NA		Number of Exiters
			Number of Completed Surveys
			Sample Size
Employers Customer Satisfaction Score (For exiters 01/01/2011 - 12/31/2011)	NA		Number of Employer Customers
			Number of Completed Surveys
			Sample Size
Adult Entered Employment Rate (10/01/2010 - 09/30/2011)	74.00	74.20	Numerator
			Denominator
Adult Employment Retention Rate (04/01/2010 - 03/31/2011)	86.00	91.80	Numerator
			Denominator
Adult Average Earnings (04/01/2010 - 03/31/2011)	15,500	20,479	Numerator
			Denominator
Adult Employment and Credential Rate (10/01/2010 - 09/30/2011)	NA	75.60	Numerator
			Denominator
Dislocated Worker Entered Employment Rate (10/01/2010 - 09/30/2011)	80.00	84.20	Numerator
			Denominator
Dislocated Worker Employment Retention Rate (04/01/2010 - 03/31/2011)	86.00	90.00	Numerator
			Denominator
Dislocated Worker Average Earnings (04/01/2010 - 03/31/2011)	15,000	16,835	Numerator
			Denominator
Dislocated Worker Employment and Credential Rate (10/01/2010 - 09/30/2011)	NA	66.00	Numerator
			Denominator
Older Youth Entered Employment Rate (10/01/2010 - 09/30/2011)	NA	58.80	Numerator
			Denominator
Older Youth Employment Retention Rate (04/01/2010 - 03/31/2011)	NA	83.00	Numerator
			Denominator
Older Youth Average Earnings (04/01/2010 - 03/31/2011)	NA	3,892	Numerator
			Denominator
Older Youth Employment and Credential Rate (10/01/2010 - 09/30/2011)	NA	46.30	Numerator
			Denominator
Younger Youth Skill Attainment Rate (04/01/2011 - 03/31/2012)	NA	78.90	Numerator
			Denominator
Younger Youth Diploma or Equivalent Attainment Rate (04/01/2011 - 03/31/2012)	NA	72.00	Numerator
			Denominator
Younger Youth Retention Rate (04/01/2010 - 03/31/2011)	NA	60.70	Numerator
			Denominator
Youth Placement in Employment or Education Rate (10/01/2010 - 09/30/2011)	58.50	47.70	Numerator
			Denominator
Youth Attainment of Degree or Certificate Rate (10/01/2010 - 09/30/2011)	57.50	69.80	Numerator
			Denominator
Youth Literacy and Numeracy Gains (07/01/2011-06/30/2012)	29.00	45.30	Numerator
			Denominator

**Balanced Scorecard Report Measures
Beginning Program Year 2006-2007
As Approved by the Workforce Florida Board**

SERVICES TO JOB SEEKERS:

JOB SEEKER ENTERED EMPLOYMENT RATE

For those Wagner-Peyser (WP) applicants not employed at participation, the percentage employed the 1st quarter after exit based on a match with quarterly UI wage report data. The measure is the same as the federal common measure required by USDOL.

VETERAN'S ENTERED EMPLOYMENT RATE

For those veterans not employed at Wagner-Peyser (WP) participation, the percentage employed the 1st quarter after exit based on a match with quarterly UI wage report data. The measure is the same as the federal common measure required by USDOL.

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 the ASCI (American Customer Satisfaction Index) 0–100-point scale. The methodology is that employed for regional Wagner-Peyser (WP) job seekers in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

SERVICES TO EMPLOYERS

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 the ASCI 0–100-point scale (American Customer Satisfaction Index). The methodology is that was employed under for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI. The employer survey was discontinued in mid-year 2009.

EMPLOYER MARKET PENTRATION

This measure expresses the unduplicated number of employers receiving Employ Florida services as a percentage of the region's employers. Uses LMS universe of employers (The Enhanced Quarterly Unemployment Insurance Address File or EQUI) as the best indicator of businesses that actually exist in a region and tracks the percentage of these employers that receive workforce services.

The measure is reported annually on a statewide basis only and therefore is not included on the standard Balance Scorecard Report which displays comparative regional rankings. Results are broken down for 1) large businesses with greater than 100 employees, 2) medium businesses with 10-99 employees, and 3) small businesses with 5-9 employees.

SERVICES TO DISADVANTAGED GROUPS, UNEMPLOYED ADULTS, AND YOUTH

EMPLOYMENT RATE (WORKFORCE INVESTMENT ACT)

This measure combines the Workforce Investment Act (WIA) current short-term measures for entered employment/employment for WIA adults and dislocated workers at exit. The denominator is the unduplicated total number of all adult and dislocated worker exiters regardless of employment status at registration. The numerator is the total employed at exit.

EMPLOYMENT EARNINGS RATE (WORKFORCE INVESTMENT ACT)

The average Workforce Investment Act (WIA) adult and dislocated worker earnings the first quarter after exit for those employed the first quarter after 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). Average earnings for the unduplicated total of adults and dislocated workers based on UI quarterly wage report data.

EMPLOYMENT RETENTION RATE (WORKFORCE INVESTMENT ACT)

The unduplicated total of Workforce Investment Act (WIA) adults and dislocated workers employed the 2nd and 3rd quarters after exit expressed as a percentage of the total of all those employed the 1st quarter after exit. Employment based on UI wage report data.

YOUTH AVERAGE GRADE LEVEL GAIN (WORKFORCE INVESTMENT ACT)

The average annual grade level increase for all Workforce Investment Act (WIA) basic skills deficient youth based on pre- and post-test results at 1 year or exit. The measure applies to both in-school and out-of-school participants who are assessed as basic skills deficient at registration. The higher of the 2 results for either numeracy or literacy gain will be used to calculate the measure.

YOUTH POSITIVE OUTCOME RATE (WORKFORCE INVESTMENT ACT)

For all Workforce Investment Act (WIA) youth, the percentage with positive outcomes at the 3rd quarter after exit. The numerator is the count of all older and younger youth, including those 18-21 served as only as adults, who by the 3rd quarter after exit obtain a credential, or obtain a diploma, or who are in post-secondary education or advanced training or qualified apprenticeships or the military or who are employed.

CUSTOMER SATISFACTION – WORKFORCE INVESTMENT ACT PARTICIPANTS

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a ASCI (American Customer Satisfaction Index) 0–100-point scale. The methodology is that employed under Workforce Investment Act (WIA) for regional WIA adult, dislocated worker, and youth customers in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

SERVICES TO WELFARE RECIPIENTS**WELFARE CLOSED CASE OUTCOME RATE**

The percentage of closed TANF funded Temporary Cash Assistance (TCA) cases that were closed due to earned income. The numerator is the unduplicated sum of TCA cases that received TANF during the report period that were closed due to earnings (based on 13 reasons defined by DCF, but also includes individuals whose TCA case closed for reasons not represented in the 13 codes that had an unsubsidized job open in the WT data entry system during the report period). The denominator is the unduplicated sum of closed TCA cases that received TANF during the report period. Calculated at point of case closure. This is the same as the former Red & Green Report measure.

WELFARE TRANSITION EARNINGS RATE

The welfare transition program average wage the first quarter after case closure for TANF closed cases closed due to earned income 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). Average wage based on UI quarterly wage report data.

WELFARE TRANSITION RETENTION RATE

Of those TANF the cases closed due to earnings, the number employed the 2nd and 3rd quarters after case closure based on a match with quarterly UI wage report data.

ANNUAL THRESHOLD YES/NO INDICATORS

LEVEL OF SERVICE INDICATOR FOR ALL CUSTOMER GROUPS

To achieve this threshold, the level of service for all Workforce Investment Act and Wagner-Peyser participants must equate to at least 80% of the level of funding allocated by formula to the regional workforce board.

LEVEL OF SERVICE INDICATOR FOR SPECIAL CUSTOMER GROUPS

To achieve this threshold, the level of service for specified Workforce Investment Act and Wagner-Peyser special customer groups must equate to at least 80% of the level of funding allocated by formula to the regional workforce board. The special groups include the disabled, veterans, offenders, and youth aging out of foster care.

INDICATOR FOR YOUTH DIPLOMA ATTAINMENT

To achieve this threshold, the regional workforce board must attain a youth diploma attainment rate of at least 48% based on the WIA core measure methodology.

INDICATOR FOR WELFARE PARTICIPATION RATE

To achieve this threshold, the regional workforce board must report an all-family participation rate of at least 50% based on Department of Health and Human Services requirements for the Temporary Assistance for Needy Families (TANF) Program.

INDICATOR FOR DATA VALIDITY

To achieve this threshold, the regional workforce board must have data element validation results that meet each program's standards once these standards are established by the United States Department of Labor (USDOL).

**TABLE 4: PROGRAM YEAR 2011-2012 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/10 TO 9/30/11**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,309,995	100.0%				
TOTAL EXPEND.	\$597,512	25.9%	435	\$1,374	169	\$3,536
EXPEND. OTHER SERVICES**	\$240,665	40.3%	435	\$553		
EXPEND. TRAINING	\$306,861	51.4%	410	\$748		

REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,013,205	100.0%				
TOTAL EXPEND.	\$571,003	56.4%	294	\$1,942	141	\$4,050
EXPEND. OTHER SERVICES**	\$65,963	11.6%	291	\$227		
EXPEND. TRAINING	\$461,105	80.8%	274	\$1,683		

REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$864,006	100.0%				
TOTAL EXPEND.	\$456,416	52.8%	194	\$2,353	48	\$9,509
EXPEND. OTHER SERVICES**	\$106,510	23.3%	194	\$549		
EXPEND. TRAINING	\$346,576	75.9%	172	\$2,015		

REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,512,874	100.0%				
TOTAL EXPEND.	\$1,044,064	69.0%	819	\$1,275	415	\$2,516
EXPEND. OTHER SERVICES**	\$93,520	9.0%	819	\$114		
EXPEND. TRAINING	\$908,183	87.0%	614	\$1,479		

REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,765,033	100.0%				
TOTAL EXPEND.	\$757,885	42.9%	324	\$2,339	97	\$7,813
EXPEND. OTHER SERVICES**	\$553,975	73.1%	324	\$1,710		
EXPEND. TRAINING	\$139,671	18.4%	200	\$698		

REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$981,827	100.0%				
TOTAL EXPEND.	\$360,058	36.7%	156	\$2,308	90	\$4,001
EXPEND. OTHER SERVICES**	\$313,880	87.2%	156	\$2,012		
EXPEND. TRAINING	\$20,696	5.7%	98	\$211		

REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$742,219	100.0%				
TOTAL EXPEND.	\$392,703	52.9%	223	\$1,761	125	\$3,142
EXPEND. OTHER SERVICES**	\$304,341	77.5%	223	\$1,365		
EXPEND. TRAINING	\$58,772	15.0%	214	\$275		

REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$8,260,147	100.0%				
TOTAL EXPEND.	\$4,844,080	58.6%	2,067	\$2,344	821	\$5,900
EXPEND. OTHER SERVICES**	\$414,649	8.6%	2,067	\$201		
EXPEND. TRAINING	\$4,138,906	85.4%	2014	\$2,055		

REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,419,571	100.0%				
TOTAL EXPEND.	\$903,990	63.7%	353	\$2,561	126	\$7,175
EXPEND. OTHER SERVICES**	\$647,613	71.6%	353	\$1,835		
EXPEND. TRAINING	\$178,985	19.8%	229	\$782		

* 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 4: PROGRAM YEAR 2011-2012 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/10 TO 9/30/11

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,560,724	100.0%				
TOTAL EXPEND.	\$796,644	31.1%	1,114	\$715	386	\$2,064
EXPEND. OTHER SERVICES**	\$149,981	18.8%	1,114	\$135		
EXPEND. TRAINING	\$598,860	75.2%	933	\$642		

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,611,565	100.0%				
TOTAL EXPEND.	\$2,185,031	60.5%	2,263	\$966	1208	\$1,809
EXPEND. OTHER SERVICES**	\$162,132	7.4%	2,263	\$72		
EXPEND. TRAINING	\$1,866,936	85.4%	1223	\$1,527		

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$14,616,269	100.0%				
TOTAL EXPEND.	\$7,311,450	50.0%	2,582	\$2,832	634	\$11,532
EXPEND. OTHER SERVICES**	\$5,141,657	70.3%	2,582	\$1,991		
EXPEND. TRAINING	\$2,037,859	27.9%	1541	\$1,322		

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,436,596	100.0%				
TOTAL EXPEND.	\$2,729,509	79.4%	432	\$6,318	95	\$28,732
EXPEND. OTHER SERVICES*	\$1,115,163	40.9%	432	\$2,581		
EXPEND. TRAINING	\$1,479,212	54.2%	352	\$4,202		

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,984,312	100.0%				
TOTAL EXPEND.	\$1,992,903	50.0%	2,355	\$846	1,463	\$1,362
EXPEND. OTHER SERVICES**	\$769,715	38.6%	2,355	\$327		
EXPEND. TRAINING	\$1,179,857	59.2%	1392	\$848		

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$5,162,603	100.0%				
TOTAL EXPEND.	\$1,995,617	38.7%	1,121	\$1,780	500	\$3,991
EXPEND. OTHER SERVICES**	\$929,546	46.6%	1,121	\$829		
EXPEND. TRAINING	\$1,011,242	50.7%	880	\$1,149		

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,018,835	100.0%				
TOTAL EXPEND.	\$1,528,531	50.6%	1,464	\$1,044	859	\$1,779
EXPEND. OTHER SERVICES**	\$814,541	53.3%	1,464	\$556		
EXPEND. TRAINING	\$713,990	46.7%	1331	\$536		

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,028,166	100.0%				
TOTAL EXPEND.	\$2,272,778	75.1%	1,197	\$1,899	285	\$7,975
EXPEND. OTHER SERVICES**	\$355,359	15.6%	1,197	\$297		
EXPEND. TRAINING	\$1,806,543	79.5%	992	\$1,821		

* 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 4: PROGRAM YEAR 2011-2012 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/10 TO 9/30/11**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,194,823	100.0%				
TOTAL EXPEND.	\$2,515,497	60.0%	888	\$2,833	591	\$4,256
EXPEND. OTHER SERVICES**	\$1,456,651	57.9%	888	\$1,640		
EXPEND. TRAINING	\$877,450	34.9%	853	\$1,029		

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,421,994	100.0%				
TOTAL EXPEND.	\$660,298	46.4%	312	\$2,116	179	\$3,689
EXPEND. OTHER SERVICES**	\$56,832	8.6%	312	\$182		
EXPEND. TRAINING	\$564,942	85.6%	280	\$2,018		

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,413,683	100.0%				
TOTAL EXPEND.	\$1,853,007	54.3%	849	\$2,183	353	\$5,249
EXPEND. OTHER SERVICES**	\$217,350	11.7%	849	\$256		
EXPEND. TRAINING	\$1,450,426	78.3%	724	\$2,003		

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$10,442,060	100.0%				
TOTAL EXPEND.	\$4,505,287	43.1%	1,203	\$3,745	847	\$5,319
EXPEND. OTHER SERVICES**	\$2,991,777	66.4%	1,203	\$2,487		
EXPEND. TRAINING	\$1,292,525	28.7%	1082	\$1,195		

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$8,072,163	100.0%				
TOTAL EXPEND.	\$4,985,145	61.8%	1,872	\$2,663	400	\$12,463
EXPEND. OTHER SERVICES**	\$1,222,471	24.5%	1,872	\$653		
EXPEND. TRAINING	\$3,352,988	67.3%	1412	\$2,375		

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$16,741,148	100.0%				
TOTAL EXPEND.	\$7,111,854	42.5%	5,017	\$1,418	1,723	\$4,128
EXPEND. OTHER SERVICES**	\$3,926,096	55.2%	5,017	\$783		
EXPEND. TRAINING	\$2,541,529	35.7%	2972	\$855		

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$5,582,202	100.0%				
TOTAL EXPEND.	\$1,710,801	30.6%	1,597	\$1,071	622	\$2,750
EXPEND. OTHER SERVICES**	\$716,208	41.9%	1,597	\$448		
EXPEND. TRAINING	\$874,028	51.1%	1289	\$678		

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$108,156,019	100.0%				
TOTAL EXPEND.	\$54,121,133	50.0%	29,128	\$1,858	12,177	\$4,445
EXPEND. OTHER SERVICES**	\$22,766,596	42.1%	29128	\$782		
EXPEND. TRAINING	\$28,208,141	52.1%	21481	\$1,313		

* 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 5: PROGRAM YEAR 2011-2012 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/10 TO 9/30/11**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,987,322	100.0%				
TOTAL EXPEND.	\$551,675	27.8%	316	\$1,746	143	\$ 3,858
EXPEND. OTHER SERVICES*	\$176,737	32.0%	316	\$559		
EXPEND. TRAINING	\$331,018	60.0%	310	\$1,068		
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$881,151	100.0%				
TOTAL EXPEND.	\$415,251	47.1%	125	\$3,322	53	\$7,835
EXPEND. OTHER SERVICES*	\$55,644	13.4%	125	\$445.15		
EXPEND. TRAINING	\$323,470	77.9%	112	\$2,888		
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$635,449	100.0%				
TOTAL EXPEND.	\$300,677	47.3%	80	\$3,758	32	\$9,396
EXPEND. OTHER SERVICES*	\$60,427	20.1%	80	\$755		
EXPEND. TRAINING	\$205,812	68.4%	74	\$2,781		
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,636,320	100.0%				
TOTAL EXPEND.	\$867,927	53.0%	295	\$2,942	77	\$11,272
EXPEND. OTHER SERVICES*	\$99,936	11.5%	295	\$ 339		
EXPEND. TRAINING	\$724,512	83.5%	228	\$3,178		
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,659,773	100.0%				
TOTAL EXPEND.	\$886,948	53.4%	251	\$3,534	104	\$8,528
EXPEND. OTHER SERVICES*	\$783,380	88.3%	251	\$3,121		
EXPEND. TRAINING	\$27,081	3.1%	39	\$694		
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$857,191	100.0%				
TOTAL EXPEND.	\$618,572	72.2%	38	\$16,278	19	\$32,556
EXPEND. OTHER SERVICES*	\$365,386	59.1%	38	\$9,615		
EXPEND. TRAINING	\$180,951	29%	35	\$4,762		
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$637,831	100.0%				
TOTAL EXPEND.	\$347,216	54.4%	81	\$4,287	25	\$13,889
EXPEND. OTHER SERVICES*	\$279,585	80.5%	81	\$3,452		
EXPEND. TRAINING	\$41,830	12.0%	68	\$615		
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$8,694,649	100.0%				
TOTAL EXPEND.	\$3,736,922	43.0%	1,150	\$3,249	345	\$10,832
EXPEND. OTHER SERVICES*	\$394,338	10.6%	1150	\$343		
EXPEND. TRAINING	\$3,175,042	85.0%	1123	\$2,827		
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,127,945	100.0%				
TOTAL EXPEND.	\$369,097	32.7%	242	\$1,525	95	\$3,885
EXPEND. OTHER SERVICES*	\$260,980	70.7%	242	\$1,078		
EXPEND. TRAINING	\$79,214	21.5%	130	\$609		

* 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 5: PROGRAM YEAR 2011-2012 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/10 TO 9/30/11**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,249,580	100.0%				
TOTAL EXPEND.	\$1,769,136	41.6%	1,580	\$1,120	502	\$3,524
EXPEND. OTHER SERVICES*	\$590,825	33.4%	1580	\$374		
EXPEND. TRAINING	\$1,093,331	61.8%	1185	\$923		
REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,248,847	100.0%				
TOTAL EXPEND.	\$1,897,007	36.1%	693	\$2,737	249	\$7,619
EXPEND. OTHER SERVICES*	\$163,704	8.6%	693	\$236		
EXPEND. TRAINING	\$1,619,777	85.4%	463	\$3,498		
REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$14,847,905	100.0%				
TOTAL EXPEND.	\$5,738,165	38.6%	2,735	\$2,098	762	\$7,530
EXPEND. OTHER SERVICES*	\$2,367,060	41.3%	2735	\$865		
EXPEND. TRAINING	\$3,047,521	53.1%	1324	\$2,302		
REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$3,456,566	100.0%				
TOTAL EXPEND.	\$1,944,782	56.3%	416	\$4,675	105	\$18,522
EXPEND. OTHER SERVICES*	\$679,325	34.9%	416	\$1,633		
EXPEND. TRAINING	\$1,102,970	56.7%	313	\$3,524		
REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$6,606,882	100.0%				
TOTAL EXPEND.	\$4,443,866	67.3%	2,127	\$2,089	749	\$5,933
EXPEND. OTHER SERVICES*	\$548,218	12.3%	2127	\$258		
EXPEND. TRAINING	\$3,765,106	84.7%	1929	\$1,952		
REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$9,053,597	100.0%				
TOTAL EXPEND.	\$2,917,525	32.2%	1,601	\$1,822	618	\$4,721
EXPEND. OTHER SERVICES*	\$992,562	34.0%	1601	\$620		
EXPEND. TRAINING	\$1,815,930	62.2%	1412	\$1,286		
REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$3,809,331	100.0%				
TOTAL EXPEND.	\$1,766,125	46.4%	654	\$2,700	156	\$11,321
EXPEND. OTHER SERVICES*	\$1,100,224	62.3%	654	\$1,682		
EXPEND. TRAINING	\$607,501	34.4%	582	\$1,044		
REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,841,205	100.0%				
TOTAL EXPEND.	\$2,605,772	53.8%	1115	\$2,337	152	\$17,143
EXPEND. OTHER SERVICES*	\$420,044	16.1%	1115	\$377		
EXPEND. TRAINING	\$2,061,273	79.1%	814	\$2,532		

* 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 5: PROGRAM YEAR 2011-2012 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/10 TO 9/30/11**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,988,459	100.0%				
TOTAL EXPEND.	\$2,275,592	45.6%	457	\$4,979	153	\$14,873
EXPEND. OTHER SERVICES*	\$1,197,080	52.6%	457	\$2,619		
EXPEND. TRAINING	\$946,124	41.6%	381	\$2,483		
REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$761,864	100.0%				
TOTAL EXPEND.	\$439,631	57.7%	56	\$7,851	12	\$36,636
EXPEND. OTHER SERVICES*	\$16,318	3.7%	56	\$291		
EXPEND. TRAINING	\$274,804	62.5%	50	\$5,496		
REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,253,870	100.0%				
TOTAL EXPEND.	\$1,846,393	43.4%	842	\$2,193	360	\$5,129
EXPEND. OTHER SERVICES*	\$264,621	14.3%	842	\$314		
EXPEND. TRAINING	\$1,404,906	76.1%	714	\$1,968		
REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$8,297,298	100.0%				
TOTAL EXPEND.	\$2,354,088	28.4%	656	\$3,589	304	\$7,744
EXPEND. OTHER SERVICES*	\$1,069,664	45.4%	656	\$1,631		
EXPEND. TRAINING	\$988,324	42.0%	511	\$1,934		
REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$13,754,365	100.0%				
TOTAL EXPEND.	\$6,199,793	45.1%	2,447	\$2,534	774	\$8,010
EXPEND. OTHER SERVICES*	\$1,078,851	17.4%	2447	\$441		
EXPEND. TRAINING	\$4,600,214	74.2%	1897	\$2,425		
REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$20,689,938	100.0%				
TOTAL EXPEND.	\$8,208,273	39.7%	3,176	\$2,584	732	\$11,213
EXPEND. OTHER SERVICES*	\$4,418,600	53.8%	3176	\$1,391		
EXPEND. TRAINING	\$3,099,960	37.8%	2734	\$1,134		
REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$10,187,311	100.0%				
TOTAL EXPEND.	\$2,553,238	25.1%	1,399	\$1,825	591	\$4,320
EXPEND. OTHER SERVICES*	\$736,189	28.8%	1399	\$526		
EXPEND. TRAINING	\$1,670,719	65.4%	1188	\$1,406		
REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$133,164,650	100.0%				
TOTAL EXPEND.	\$55,053,671	41.3%	22,532	\$2,443	7,112	\$7,741
EXPEND. OTHER SERVICES*	\$18,119,698	32.9%	22532	\$804		
EXPEND. TRAINING	\$33,187,388	60.3%	17616	\$1,884		

* 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 2011-2012 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUTH PROGRAMS
10/1/10 TO 9/30/11**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,588,372	100.0%				
TOTAL EXPEND.	\$1,214,420	46.9%	445	\$2,729	111	\$10,941
OTHER SERVICES***	\$508,911	41.9%	445	\$1,144		
TRAINING	\$295,813	24.4%	87	\$3,400		

REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$681,260	100.0%				
TOTAL EXPEND.	\$245,951	36.1%	142	\$1,732	20	\$12,298
OTHER SERVICES***	\$82,486	33.5%	142	\$581		
TRAINING	\$113,665	46.2%	34	\$3,343		

REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$704,506	100.0%				
TOTAL EXPEND.	\$284,046	40.3%	133	\$2,136	41	\$6,928
OTHER SERVICES***	\$4,224	1.5%	133	\$32		
TRAINING	\$225,380	79.3%	83	\$2,715		

REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,237,054	100.0%				
TOTAL EXPEND.	\$707,302	57.2%	371	\$1,906	181	\$3,908
OTHER SERVICES***	\$35,793	5.1%	371	\$96		
TRAINING	\$497,169	70.3%	155	\$3,208		

REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,917,936	100.0%				
TOTAL EXPEND.	\$729,329	38.0%	213	\$3,424	103	\$7,081
OTHER SERVICES***	\$0	0.0%	213	\$0		
TRAINING	\$301,400	41.3%	110	\$2,740		

REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$875,535	100.0%				
TOTAL EXPEND.	\$425,706	48.6%	238	\$1,789	155	\$2,746
OTHER SERVICES***	\$381,739	89.7%	238	\$1,604		
TRAINING	\$5,251	1.2%	213	\$25		

REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$681,260	100.0%				
TOTAL EXPEND.	\$268,281	39.4%	179	\$1,499	50	\$5,366
OTHER SERVICES***	\$243,650	90.8%	179	\$1,361		
TRAINING	\$0	0.0%	21	\$0		

REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$5,174,114	100.0%				
TOTAL EXPEND.	\$1,815,771	35.1%	674	\$2,694	288	\$6,305
OTHER SERVICES***	\$74,554	4.1%	671	\$111		
TRAINING	\$534,680	29.4%	218	\$2,453		

REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,688,854	100.0%				
TOTAL EXPEND.	\$904,099	53.5%	512	\$1,766	187	\$4,835
OTHER SERVICES***	\$168,111	18.6%	512	\$328		
TRAINING	\$504,553	55.8%	264	\$1,911		

* Positive Outcomes for WIA Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship; or the military; and attainment of a diploma or certificate. And for summer youth, also completion of work experience .

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

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

**TABLE 6: PROGRAM YEAR 2011-2012 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUTH PROGRAMS
10/1/10 TO 9/30/11**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,263,592	100.0%				
TOTAL EXPEND.	\$1,176,486	52.0%	385	\$3,056	137	\$8,587
OTHER SERVICES***	\$287,288	24.4%	385	\$746		
TRAINING	\$526,597	44.8%	321	\$1,640		

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,329,867	100.0%				
TOTAL EXPEND.	\$1,451,772	43.6%	442	\$3,285	149	\$9,743
OTHER SERVICES***	\$0	0.0%	442	\$0		
TRAINING	\$1,357,395	93.5%	14	\$96,957		

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$8,292,527	100.0%				
TOTAL EXPEND.	\$3,801,407	45.8%	1,161	\$3,274	989	\$3,844
OTHER SERVICES***	\$257,978	6.8%	1161	\$222		
TRAINING	\$3,317,093	87.3%	1130	\$2,935		

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,428,348	100.0%				
TOTAL EXPEND.	\$822,871	57.6%	266	\$3,094	78	\$10,550
OTHER SERVICES***	\$35,845	4.4%	266	\$135		
TRAINING	\$560,374	68.1%	89	\$6,296		

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,073,494	100.0%				
TOTAL EXPEND.	\$1,477,728	48.1%	1,140	\$1,296	399	\$3,704
OTHER SERVICES***	\$679,117	46.0%	1140	\$596		
TRAINING	\$613,763	41.5%	645	\$952		

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$6,676,288	100.0%				
TOTAL EXPEND.	\$3,329,006	49.9%	931	\$3,576	469	\$7,098
OTHER SERVICES***	\$1,633,272	49.1%	931	\$1,754		
TRAINING	\$857,567	25.8%	585	\$1,466		

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,604,007	100.0%				
TOTAL EXPEND.	\$662,374	41.3%	256	\$2,587	94	\$7,047
OTHER SERVICES***	\$194,500	29.4%	256	\$760		
TRAINING	\$393,099	59.3%	222	\$1,771		

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,731,546	100.0%				
TOTAL EXPEND.	\$1,174,168	43.0%	456	\$2,575	246	\$4,773
OTHER SERVICES***	\$92,379	7.9%	456	\$203		
TRAINING	\$942,505	80.3%	326	\$2,891		

* Positive Outcomes for WIA Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship; or the military; and attainment of a diploma or certificate. And for summer youth, also completion of work experience .

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

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

**TABLE 6: PROGRAM YEAR 2011-2012 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUTH PROGRAMS
10/1/10 TO 9/30/11**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,319,296	100.0%				
TOTAL EXPEND.	\$1,107,841	47.8%	215	\$5,153	129	\$8,588
OTHER SERVICES***	\$336,911	30.4%	215	\$1,567		
TRAINING	\$625,983	56.5%	103	\$6,078		

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,244,720	100.0%				
TOTAL EXPEND.	\$535,373	43.0%	209	\$2,562	113	\$4,738
OTHER SERVICES***	\$0	0.0%	209	\$0		
TRAINING	\$518,541	96.9%	96	\$5,401		

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,683,607	100.0%				
TOTAL EXPEND.	\$905,151	33.7%	504	\$1,796	122	\$7,419
OTHER SERVICES***	\$305,800	33.8%	504	\$607		
TRAINING	\$239,129	26.4%	129	\$1,854		

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$6,355,751	100.0%				
TOTAL EXPEND.	\$2,299,033	36.2%	388	\$5,925	196	\$11,730
OTHER SERVICES***	\$1,402,785	61.0%	388	\$3,615		
TRAINING	\$620,690	27.0%	274	\$2,265		

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$5,629,394	100.0%				
TOTAL EXPEND.	\$2,255,721	40.1%	989	\$2,281	429	\$5,258
OTHER SERVICES***	\$644,917	28.6%	989	\$652		
TRAINING	\$1,348,319	59.8%	152	\$8,871		

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$15,775,862	100.0%				
TOTAL EXPEND.	\$7,068,087	44.8%	4,720	\$1,497	1,957	\$3,612
OTHER SERVICES***	\$4,657,853	65.9%	4,720	\$987		
TRAINING	\$901,017	12.7%	1,963	\$459		

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$4,569,254	100.0%				
TOTAL EXPEND.	\$1,681,727	36.8%	583	\$2,885	216	\$7,786
OTHER SERVICES***	\$166,876	9.9%	583	\$286		
TRAINING	\$1,335,319	79.4%	378	\$3,533		

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$83,556,568	100.0%				
TOTAL EXPEND.	\$36,343,651	43.5%	15,549	\$2,337	6,859	\$5,299
OTHER SERVICES***	\$12,194,991	33.6%	15,549	\$784		
TRAINING	\$16,635,303	45.8%	7,612	\$2,185		

* Positive Outcomes for WIA Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship; or the military; and attainment of a diploma or certificate. And for summer youth, also completion of work experience .

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

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

**Workforce Florida Program Expenditure Report
Annual Report (July 1, 2011 to June 30, 2012)
State-Level WIA Rapid Response**

	Total Funds Available	Total Expenditures	Direct Client Services (DCS)	% DCS
<i>Supplemental Awards</i>				
PY 2010 DW Supplemental Funding - RWB 03	195,000	80,660	80,660	100%
PY 2010 DW Supplemental Funding - RWB 05	773,900	688,581	650,065	94%
PY 2011 DW Supplemental Funding - RWB 13	759,050	156,181	146,430	94%
Sub-Total	1,727,950	925,422	877,155	95%
<i>Operations/Management</i>				
Department of Economic Opportunity	826,893	536,541	536,541	100%
Total State-Level	2,554,843	1,461,963	1,413,696	97%

STW

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 (01/01/2011 - 12/31/2011)						
Employers (01/01/2011 - 12/31/2011)						

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/2010 - 09/30/2011)	74.00	74.20	5,789
			7,803
Employment Retention Rate (04/01/2010 - 03/31/2011)	86.00	91.80	13,968
			15,221
Average Earnings (04/01/2010 - 03/31/2011)	15,500	20,479	273,417,972
			13,351
Employment and Credential Rate (10/01/2010 - 09/30/2011)	NA	75.60	9,732
			12,879

STW

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 (10/01/2010 - 09/30/2011)	67.70	1,505	68.10	359	60.50	159	58.20
		2,223		527		263		759
Employment Retention Rate (04/01/2010 - 03/31/2011)	84.10	1,306	88.20	521	92.50	258	91.90	1,653
		1,553		591		279		1,799
Average Earnings (04/01/2010 - 03/31/2011)	11,968	14,636,463	20,902	10,179,134	19,828	4,798,296	23,282	36,761,708
		1,223		487		242		1,579
Employment and Credential Rate (10/01/2010 - 09/30/2011)	56.00	1,140	63.50	356	51.60	96	74.70	1,116
		2,036		561		186		1,561

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Training Services	
	Entered Employment Rate (10/01/2010 - 09/30/2011)	74.00	3,082	74.40
		4,163		3,640
Employment Retention Rate (04/01/2010 - 03/31/2011)	93.40	11,310	85.40	2,658
		12,108		3,113
Average Earnings (04/01/2010 - 03/31/2011)	21,789	237,630,080	14,637	35,787,892
		10,906		2,445

STW

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/10 - 09/30/2011)	80.00	84.20	7,551
			8,967
Employment Retention Rate (04/01/2010 - 03/31/2011)	86.00	90.00	5,637
			6,261
Average Earnings (04/01/2010 - 03/31/2011)	15,000	16,835	89,341,681
			5,307
Employment and Credential Rate 10/01/10 - 09/30/2011)	NA	66.00	4,597
			6,961

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate (10/01/10 - 09/30/2011)	80.20	681	85.40	280	76.20	1,090	74.40	58
		849		328		1,431		78
Employment Retention Rate (04/01/2010-3/31/2011)	88.20	521	91.20	172	87.30	733	90.30	65
		591		188		840		72
Average Earnings (04/01/2010-3/31/2011)	18,855	9,106,832	16,874	2,615,457	16,886	11,685,195	13,258	835,236
		483		155		692		63
Employment and Credential Rate (10/01/09 - 09/30/2010)	60.90	407	73.50	191	60.30	625	63.60	49
		668		260		1,037		77

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Training Services	
Entered Employment Rate (10/01/10 - 09/30/2011)	84.90	5,861	81.80	1,690
		6,900		2,067
Employment Retention Rate (04/01/2010 - 03/31/2011)	89.70	4,272	91.00	1,365
		4,761		1,500
Average Earnings (04/01/2010 - 03/31/2011)	17,129	68,616,816	15,930	20,724,866
		4,006		1,301

STW

Table H.1 - Youth (14 - 21) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education (10/01/2010 - 09/30/2011)	58.50	47.70	2,720
			5,704
Attainment of Degree or Certificate (10/01/2010 - 09/30/2011)	57.50	69.80	4,279
			6,130
Literacy and Numeracy Gains (7/1/2011-6/30/2012)	29.00	45.30	1,162
			2,566

Table H.2 - Older Youth (19 - 21) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/2010 - 09/30/2011)	NA	58.80	1,116
			1,897
Employment Retention Rate (04/01/2010 - 03/31/2011)	NA	83.00	1,107
			1,334
Six Months Earnings Increase (04/01/2010 - 03/31/2011)	NA	3,891.60	4,739,995
			1,218
Credential Rate (10/01/2010 - 09/30/2011)	NA	46.30	1,037
			2,241

Table I- Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate (10/01/2010 - 09/30/2011)	59.40	627	100.00	1	50.00	63	62.40	960
		1,056		1		126		1,538
Employment Retention Rate (04/01/2010 - 03/31/2011)	81.80	496	50.00	2	86.50	45	82.80	953
		606		4		52		1,151
Six Months Earnings Increase (04/01/2010 - 03/31/2011)	3,713	2,027,303	2,228	8,910	3,518	168,849	3,903	4,113,224
		546		4		48		1,054
Credential Rate (10/01/2010 - 09/30/2011)	45.40	543	100.00	1	42.40	64	48.30	880
		1,196		1		151		1,821

STW

Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate (04/01/2011 - 03/31/2012)	NA	78.90	7,042
			8,923
Diploma or Equivalent Attainment Rate (04/01/2011 - 03/31/2012)	NA	72.00	1,316
			1,828
Retention Rate (04/01/2010 - 03/31/2011)	NA	60.70	1,506
			2,480

Table K- Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate (04/01/2011 - 03/31/2012)	79.80	4,018	75.60	837	83.90	2,351
		5,038		1,107		2,803
Diploma or Equivalent Attainment Rate (04/01/2011 - 03/31/2012)	72.40	692	71.70	160	42.20	220
		956		223		521
Retention Rate (04/01/2010 - 03/31/2011)	61.20	622	47.50	116	59.00	559
		1,016		244		947

STW

Table L - Other Reported Information

Reported Information	12 Month Employment Retention (1/01/2010 - 12/31/2010)		12 Month Earnings Increase or Earnings Replacement (1/01/2010 - 12/31/2010)		Placements in Non-Traditional Employment (10/01/2010 - 09/30/2011)		Wages at Entry into Employment for Those Individuals who entered unsubsidized employment (10/01/2010 - 09/30/2011)		Entry Into Unsubsidized Employment Related To The Training Received Of Those Who Received Training Services (10/01/2010 - 09/30/2011)	
Adults	88.80	13,870	3,811	55,637,955	7.80	453	5,811	31,721,389	37.00	1,139
		15,622		14,599		5,789		5,459		3,082
Dislocated Workers	85.80	4,818	117.70	76,536,603	7.80	590	7,525	54,616,040	34.30	2,009
		5,617		65,042,649		7,551		7,258		5,861
Older Youth	75.60	953	3,622	4,082,221	6.10	68	2,698	2,787,380		
		1,260		1,127		1,116		1,033		

Table M - Participation Levels

Reported Information	Total Participants Served (07/01/2011 - 06/30/2012)	Total Exiters (04/01/2011 - 03/31/2012)
Total Adult Customers	51,116	26,596
Total Adults (Self-service Only)	Not Reported	
WIA Adults	30,874	17,483
WIA Dislocated Workers	21,448	9,667
Total Youth (14 - 21)	15,560	5,755
Younger Youth (14 - 18)	10,001	3,507
Older Youth (19 - 21)	5,559	2,248
Out-of-School Youth	7,574	2,804
In-School Youth	7,986	2,951

NOTE: NEG Paaticipants are not included in the counts in accordance with OMB Control Number 1205-0420

TABLE N - COST OF PROGRAM ACTIVITIES*
July 1, 2011 - June 30, 2012

PROGRAM ACTIVITY		TOTAL FEDERAL SPENDING
LOCAL ADULTS		\$57,643,716
LOCAL DISLOCATED WORKERS		47,861,445
LOCAL YOUTH		37,286,626
RAPID RESPONSE (UP TO 25%)134(a)(2)(A)		1,461,963
STATEWIDE REQUIRED ACTIVITIES (UP TO 15%)134(a)(2)(B)		8,892,798
STATEWIDE ALLOWABLE ACTIVITIES (134(a)(3))		
Project	Project Descriptions	Spending
Incumbent Worker	Funding to assist Florida companies with skills upgrade training for their existing workforce to help them remain competitive.	\$ 4,082,190
Banner Centers	14 Grants awarded to aid the development of new centers and continued support of existing industry-driven career centers focusing areas critical to Florida's economy.	\$ 2,941,756
Strategic Plan Implementation	9 Grants for projects implementing the State Strategic Plan and its objectives.	\$ 1,860,834
Youth Projects	6 Grants targeting low-income at-risk youth including the Florida Career Academy model and special initiatives for youth aging out of foster care and for youth with juvenile records.	\$ 1,432,892
Rural Initiatives	Funding to regions within Rural Areas of Critical Economic Concern (RACEC) to sustain operations, for employer outreach, and other strategies to address rural needs.	\$ 527,805
Miscellaneous	8 Various projects providing capacity building, targeted workforce services, and other services.	\$ 971,183
TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE		\$ 164,963,208

Table O - Performance

9/27/2012

Local Regional Workforce Board Number: 1

Local Area Name: Workforce Escarosa Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	533
		DISLOCATED	254
		OLDER YOUTH	69
		YOUNGER YOUTH	347
ETA ASSIGNED # 12135	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	149
		DISLOCATED	107
		OLDER YOUTH	17
		YOUNGER YOUTH	71
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	77.00	79.20
	DISLOCATED WORKER	77.00	92.20
	OLDER YOUTH	NA	60.00
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.00	86.20
	DISLOCATED WORKER	85.50	86.70
	OLDER YOUTH	NA	71.40
	YOUNGER YOUTH	NA	65.10
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,250	13,320
	DISLOCATED WORKER	13,950	15,265
	OLDER YOUTH	NA	2,465
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	78.20
	DISLOCATED WORKER	NA	84.10
	OLDER YOUTH	NA	42.90
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	73.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	75.30
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	52.00	82.1
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	74.5
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	52.4

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 2

Local Area Name: Workforce Development Board of Okaloosa and Walton Counties	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	185
		DISLOCATED	91
		OLDER YOUTH	27
		YOUNGER YOUTH	106
ETA ASSIGNED # 12140	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	95
		DISLOCATED	42
		OLDER YOUTH	5
		YOUNGER YOUTH	10
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	77.50	94.10
	DISLOCATED WORKER	77.00	98.10
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	84.50	94.00
	DISLOCATED WORKER	85.50	92.50
	OLDER YOUTH	NA	100.00
	YOUNGER YOUTH	NA	80.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	13,550	20,150
	DISLOCATED WORKER	13,500	17,241
	OLDER YOUTH	NA	6,459
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	88.50
	DISLOCATED WORKER	NA	95.60
	OLDER YOUTH	NA	100.00
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	85.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	74.30
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	70.0
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	90.9
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	13.0

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	0	8

Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 3

Local Area Name: Chipola Regional Workforce Dev. Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	158
		DISLOCATED	60
		OLDER YOUTH	37
		YOUNGER YOUTH	89
ETA ASSIGNED # 12145	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	61
		DISLOCATED	32
		OLDER YOUTH	11
		YOUNGER YOUTH	34
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	76.50	77.80
	DISLOCATED WORKER	76.50	94.10
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.00	82.80
	DISLOCATED WORKER	80.50	97.30
	OLDER YOUTH	NA	100.00
	YOUNGER YOUTH	NA	50.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	13,750	12,902
	DISLOCATED WORKER	13,500	13,441
	OLDER YOUTH	NA	7,851
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	83.00
	DISLOCATED WORKER	NA	83.90
	OLDER YOUTH	NA	100.00
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	73.90
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	98.00
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	57.00	50.0
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	78.1
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	0.0

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	4	4
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 4

Local Area Name: Gulf Coast Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	686
		DISLOCATED	270
		OLDER YOUTH	9
		YOUNGER YOUTH	268
ETA ASSIGNED # 12150	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	466
		DISLOCATED	124
		OLDER YOUTH	3
		YOUNGER YOUTH	65
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	81.00	86.10
	DISLOCATED WORKER	80.00	76.00
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	87.00	92.70
	DISLOCATED WORKER	86.00	90.90
	OLDER YOUTH	NA	80.00
	YOUNGER YOUTH	NA	64.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	15,500	20,835
	DISLOCATED WORKER	15,000	15,058
	OLDER YOUTH	NA	3,974
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	84.90
	DISLOCATED WORKER	NA	61.50
	OLDER YOUTH	NA	0.00
YOUNGER YOUTH DIPLOMA or EQUAIVLENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	93.90
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	99.60
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	60.00	65.8
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	45.00	93.2
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	40.0

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 5

Local Area Name: Workforce Plus	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	402
		DISLOCATED	281
		OLDER YOUTH	109
		YOUNGER YOUTH	75
ETA ASSIGNED # 12155	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	171
		DISLOCATED	106
		OLDER YOUTH	39
		YOUNGER YOUTH	42
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	76.50	86.40
	DISLOCATED WORKER	78.00	95.40
	OLDER YOUTH	NA	53.10
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.00	91.00
	DISLOCATED WORKER	84.50	94.00
	OLDER YOUTH	NA	82.50
	YOUNGER YOUTH	NA	52.80
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,400	13,782
	DISLOCATED WORKER	14,250	15,407
	OLDER YOUTH	NA	3,481
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	74.60
	DISLOCATED WORKER	NA	91.70
	OLDER YOUTH	NA	59.60
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	45.50
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	90.30
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	61.9
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	79.5
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	64.7

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 6

Local Area Name: North Florida Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	75
		DISLOCATED	24
		OLDER YOUTH	44
		YOUNGER YOUTH	141
ETA ASSIGNED # 12160	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	96
		DISLOCATED	20
		OLDER YOUTH	28
		YOUNGER YOUTH	77
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	76.50	76.20
	DISLOCATED WORKER	76.50	95.00
	OLDER YOUTH	NA	50.00
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.00	100.00
	DISLOCATED WORKER	86.00	91.70
	OLDER YOUTH	NA	66.70
	YOUNGER YOUTH	NA	46.20
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,500	15,936
	DISLOCATED WORKER	14,250	13,559
	OLDER YOUTH	NA	5,828
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	82.10
	DISLOCATED WORKER	NA	90.00
	OLDER YOUTH	NA	30.00
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	68.40
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	69.10
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	44.50	29.2
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	88.2
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	4.3

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	2	2	5
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 7

Local Area Name: Florida Crown Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	150
		DISLOCATED	60
		OLDER YOUTH	43
		YOUNGER YOUTH	129
ETA ASSIGNED # 12165	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	101
		DISLOCATED	24
		OLDER YOUTH	14
		YOUNGER YOUTH	36
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	76.50	100.00
	DISLOCATED WORKER	77.50	96.20
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.50	92.60
	DISLOCATED WORKER	85.00	86.20
	OLDER YOUTH	NA	60.00
	YOUNGER YOUTH	NA	50.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	13,550	19,021
	DISLOCATED WORKER	13,750	16,420
	OLDER YOUTH	NA	-48
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	97.50
	DISLOCATED WORKER	NA	70.00
	OLDER YOUTH	NA	88.90
YOUNGER YOUTH DIPLOMA or EQUAIVLENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	93.90
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	100.00
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	57.00	69.7
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	100.0
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	31.7

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 8

Local Area Name: First Coast Workforce Development Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	2,472
		DISLOCATED	980
		OLDER YOUTH	255
		YOUNGER YOUTH	763
ETA ASSIGNED # 12170	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	1,004
		DISLOCATED	364
		OLDER YOUTH	96
		YOUNGER YOUTH	259
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	76.00	84.90
	DISLOCATED WORKER	76.00	86.00
	OLDER YOUTH	NA	55.60
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	84.00	95.70
	DISLOCATED WORKER	85.50	89.60
	OLDER YOUTH	NA	78.90
	YOUNGER YOUTH	NA	63.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,000	26,111
	DISLOCATED WORKER	14,225	19,922
	OLDER YOUTH	NA	3,004
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	89.60
	DISLOCATED WORKER	NA	78.40
	OLDER YOUTH	NA	48.90
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	69.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	77.10
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	48.5
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	78.1
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	61.5

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 9

Local Area Name: FloridaWorks	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	317
		DISLOCATED	149
		OLDER YOUTH	85
		YOUNGER YOUTH	390
ETA ASSIGNED # 12175	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	118
		DISLOCATED	87
		OLDER YOUTH	27
		YOUNGER YOUTH	98
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	76.00	85.20
	DISLOCATED WORKER	76.00	71.00
	OLDER YOUTH	NA	61.30
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	84.00	94.30
	DISLOCATED WORKER	85.00	90.80
	OLDER YOUTH	NA	76.50
	YOUNGER YOUTH	NA	53.20
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,500	16,309
	DISLOCATED WORKER	14,500	18,256
	OLDER YOUTH	NA	2,982
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	81.10
	DISLOCATED WORKER	NA	69.00
	OLDER YOUTH	NA	17.60
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	82.40
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	66.90
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	53.4
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	63.9
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	4.8

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	2	6
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 10

Local Area Name: CLM Workforce Connection Enterprise Center	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	948
		DISLOCATED	1,207
		OLDER YOUTH	188
		YOUNGER YOUTH	173
ETA ASSIGNED # 12180	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	487
		DISLOCATED	588
		OLDER YOUTH	86
		YOUNGER YOUTH	79
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	81.00	86.90
	DISLOCATED WORKER	80.00	93.30
	OLDER YOUTH	NA	77.30
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	87.00	93.40
	DISLOCATED WORKER	86.00	90.80
	OLDER YOUTH	NA	81.60
	YOUNGER YOUTH	NA	82.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,200	16,130
	DISLOCATED WORKER	14,000	13,983
	OLDER YOUTH	NA	5,123
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	77.90
	DISLOCATED WORKER	NA	74.50
	OLDER YOUTH	NA	67.90
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	51.50
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	85.90
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	56.00	71.4
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	80.00	88.5
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	38.0

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 11

Local Area Name: Workforce Development Board of Flagler and Volusia Counties Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	2,212
		DISLOCATED	611
		OLDER YOUTH	153
		YOUNGER YOUTH	263
ETA ASSIGNED # 12185	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	1,331
		DISLOCATED	314
		OLDER YOUTH	80
		YOUNGER YOUTH	180
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	77.00	79.80
	DISLOCATED WORKER	77.00	85.50
	OLDER YOUTH	NA	45.30
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.00	85.30
	DISLOCATED WORKER	84.50	87.00
	OLDER YOUTH	NA	88.20
	YOUNGER YOUTH	NA	56.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,500	16,450
	DISLOCATED WORKER	13,250	14,840
	OLDER YOUTH	NA	1,937
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	85.60
	DISLOCATED WORKER	NA	80.40
	OLDER YOUTH	NA	40.70
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	49.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	65.00
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	44.9
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	79.0
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	64.5

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	0	8
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 12

Local Area Name: Workforce Central Florida	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	2,805
		DISLOCATED	2,315
		OLDER YOUTH	403
		YOUNGER YOUTH	1,280
ETA ASSIGNED # 12190	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	929
		DISLOCATED	1,139
		OLDER YOUTH	203
		YOUNGER YOUTH	628
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	78.00	63.80
	DISLOCATED WORKER	78.00	74.40
	OLDER YOUTH	NA	49.90
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	87.00	86.20
	DISLOCATED WORKER	86.00	87.70
	OLDER YOUTH	NA	81.90
	YOUNGER YOUTH	NA	69.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	13,800	14,679
	DISLOCATED WORKER	13,750	12,687
	OLDER YOUTH	NA	3,708
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	51.70
	DISLOCATED WORKER	NA	47.60
	OLDER YOUTH	NA	49.10
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	0.00
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	18.30
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	29.1
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	96.0
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	0.0

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	2	4	3
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 13

Local Area Name: Brevard Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	507
		DISLOCATED	456
		OLDER YOUTH	147
		YOUNGER YOUTH	107
ETA ASSIGNED # 12010	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	155
		DISLOCATED	143
		OLDER YOUTH	39
		YOUNGER YOUTH	18
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	76.00	89.30
	DISLOCATED WORKER	76.00	85.10
	OLDER YOUTH	NA	56.30
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	84.00	92.00
	DISLOCATED WORKER	85.00	88.70
	OLDER YOUTH	NA	78.80
	YOUNGER YOUTH	NA	54.50
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	13,972	16,083
	DISLOCATED WORKER	13,750	15,812
	OLDER YOUTH	NA	3,858
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	72.00
	DISLOCATED WORKER	NA	63.00
	OLDER YOUTH	NA	48.70
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	60.00
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	68.80
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	59.5
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	75.0
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	49.4

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 14

Local Area Name: WorkNet Pinellas Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	2,357
		DISLOCATED	2,089
		OLDER YOUTH	543
		YOUNGER YOUTH	475
ETA ASSIGNED # 12085	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	1,505
		DISLOCATED	973
		OLDER YOUTH	209
		YOUNGER YOUTH	267
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	76.00	99.00
	DISLOCATED WORKER	76.00	97.00
	OLDER YOUTH	NA	92.30
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	84.00	96.50
	DISLOCATED WORKER	84.00	95.40
	OLDER YOUTH	NA	94.20
	YOUNGER YOUTH	NA	79.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,000	22,957
	DISLOCATED WORKER	12,250	18,215
	OLDER YOUTH	NA	4,744
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	95.90
	DISLOCATED WORKER	NA	82.50
	OLDER YOUTH	NA	88.80
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	79.80
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	98.80
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	63.7
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	72.6
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	87.3

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 15

Local Area Name: Tampa Bay Workforce Alliance	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	2,299
		DISLOCATED	1,547
		OLDER YOUTH	592
		YOUNGER YOUTH	414
ETA ASSIGNED # 12225	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	593
		DISLOCATED	606
		OLDER YOUTH	306
		YOUNGER YOUTH	283
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	77.00	86.00
	DISLOCATED WORKER	77.00	86.00
	OLDER YOUTH	NA	61.90
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.00	87.40
	DISLOCATED WORKER	86.00	86.70
	OLDER YOUTH	NA	84.20
	YOUNGER YOUTH	NA	53.10
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	15,000	14,770
	DISLOCATED WORKER	14,250	17,328
	OLDER YOUTH	NA	3,367
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	74.10
	DISLOCATED WORKER	NA	61.60
	OLDER YOUTH	NA	40.80
YOUNGER YOUTH DIPLOMA or EQUAIVLENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	73.00
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	90.60
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	52.1
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	75.4
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	49.7

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	2	7
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 16

Local Area Name: Pasco-Hernando Jobs & Education Partnership Regional Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	889
		DISLOCATED	735
		OLDER YOUTH	182
		YOUNGER YOUTH	113
ETA ASSIGNED # 12195	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	689
		DISLOCATED	169
		OLDER YOUTH	71
		YOUNGER YOUTH	40
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	77.00	93.30
	DISLOCATED WORKER	77.00	95.10
	OLDER YOUTH	NA	74.40
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	84.00	94.20
	DISLOCATED WORKER	85.50	93.40
	OLDER YOUTH	NA	83.70
	YOUNGER YOUTH	NA	71.20
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,000	20,485
	DISLOCATED WORKER	14,000	15,970
	OLDER YOUTH	NA	4,110
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	96.80
	DISLOCATED WORKER	NA	91.20
	OLDER YOUTH	NA	74.40
YOUNGER YOUTH DIPLOMA or EQUAVILENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	21.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	79.50
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	55.00	76.7
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	65.00	100.0
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	31.6

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 17

Local Area Name: Polk County Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	1,218
		DISLOCATED	1,019
		OLDER YOUTH	175
		YOUNGER YOUTH	207
ETA ASSIGNED # 12200	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	310
		DISLOCATED	273
		OLDER YOUTH	106
		YOUNGER YOUTH	115
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	78.00	90.60
	DISLOCATED WORKER	78.00	87.90
	OLDER YOUTH	NA	65.30
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.50	94.30
	DISLOCATED WORKER	86.00	95.80
	OLDER YOUTH	NA	85.50
	YOUNGER YOUTH	NA	55.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	13,750	25,857
	DISLOCATED WORKER	13,750	13,910
	OLDER YOUTH	NA	3,461
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	86.60
	DISLOCATED WORKER	NA	79.00
	OLDER YOUTH	NA	65.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	81.40
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	92.50
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	68.3
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	95.8
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	72.8

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 18

Local Area Name: Suncoast Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	790
		DISLOCATED	438
		OLDER YOUTH	87
		YOUNGER YOUTH	124
ETA ASSIGNED # 12050	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	618
		DISLOCATED	199
		OLDER YOUTH	62
		YOUNGER YOUTH	80
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	71.00	88.90
	DISLOCATED WORKER	75.00	97.40
	OLDER YOUTH	NA	52.20
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	83.00	97.60
	DISLOCATED WORKER	86.00	94.50
	OLDER YOUTH	NA	73.30
	YOUNGER YOUTH	NA	51.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	13,600	24,924
	DISLOCATED WORKER	12,600	14,007
	OLDER YOUTH	NA	3,009
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	94.40
	DISLOCATED WORKER	NA	76.00
	OLDER YOUTH	NA	39.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	80.40
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	76.80
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	70.00	50.4
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	70.00	61.0
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	27.6

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	2	6
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 19

Local Area Name: Heartland Workforce	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	206
		DISLOCATED	56
		OLDER YOUTH	32
		YOUNGER YOUTH	104
ETA ASSIGNED # 12205	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	156
		DISLOCATED	14
		OLDER YOUTH	19
		YOUNGER YOUTH	48
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	77.00	69.70
	DISLOCATED WORKER	77.00	92.30
	OLDER YOUTH	NA	68.80
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.50	85.20
	DISLOCATED WORKER	79.00	83.30
	OLDER YOUTH	NA	87.50
	YOUNGER YOUTH	NA	83.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	13,750	17,541
	DISLOCATED WORKER	13,500	15,046
	OLDER YOUTH	NA	7,403
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	90.30
	DISLOCATED WORKER	NA	84.60
	OLDER YOUTH	NA	61.90
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	90.50
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	98.90
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	51.00	79.4
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	31.50	86.3
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	25.0

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	3	6
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 20

Local Area Name: Workforce Solutions	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	612
		DISLOCATED	558
		OLDER YOUTH	174
		YOUNGER YOUTH	273
ETA ASSIGNED # 12210	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	391
		DISLOCATED	408
		OLDER YOUTH	49
		YOUNGER YOUTH	76
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	77.00	74.90
	DISLOCATED WORKER	77.00	82.60
	OLDER YOUTH	NA	60.40
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.50	89.80
	DISLOCATED WORKER	86.00	93.30
	OLDER YOUTH	NA	75.00
	YOUNGER YOUTH	NA	60.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,750	16,286
	DISLOCATED WORKER	14,750	15,080
	OLDER YOUTH	NA	3,024
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	58.80
	DISLOCATED WORKER	NA	51.30
	OLDER YOUTH	NA	13.50
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	71.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	35.10
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	53.3
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	61.4
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	13.4

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	2	6
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 21

Local Area Name: Workforce Alliance Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	948
		DISLOCATED	389
		OLDER YOUTH	467
		YOUNGER YOUTH	424
ETA ASSIGNED # 12075	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	865
		DISLOCATED	387
		OLDER YOUTH	131
		YOUNGER YOUTH	68
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	76.00	49.40
	DISLOCATED WORKER	76.25	67.50
	OLDER YOUTH	NA	53.30
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	84.25	95.70
	DISLOCATED WORKER	85.00	89.60
	OLDER YOUTH	NA	81.20
	YOUNGER YOUTH	NA	60.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	14,125	29,065
	DISLOCATED WORKER	14,250	24,915
	OLDER YOUTH	NA	3,913
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	83.60
	DISLOCATED WORKER	NA	60.20
	OLDER YOUTH	NA	44.40
YOUNGER YOUTH DIPLOMA or EQUAVILENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	84.40
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	89.50
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	57.00	59.2
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	73.4
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	50.0

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	1	7
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 22

Local Area Name: Workforce One	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	1,971
		DISLOCATED	2,464
		OLDER YOUTH	556
		YOUNGER YOUTH	613
ETA ASSIGNED # 12015	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	656
		DISLOCATED	1,080
		OLDER YOUTH	153
		YOUNGER YOUTH	159
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	77.50	74.30
	DISLOCATED WORKER	77.00	92.20
	OLDER YOUTH	NA	85.10
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	84.40	90.80
	DISLOCATED WORKER	84.00	92.30
	OLDER YOUTH	NA	82.40
	YOUNGER YOUTH	NA	74.80
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31, 2011	ADULT	13,750	21,484
	DISLOCATED WORKER	14,000	21,544
	OLDER YOUTH	NA	3,619
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	73.30
	DISLOCATED WORKER	NA	78.00
	OLDER YOUTH	NA	36.20
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	89.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	85.40
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	57.50	74.1
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	66.00	55.9
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	80.2

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	2	7
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 23

Local Area Name: South Florida Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	4,904
		DISLOCATED	3,210
		OLDER YOUTH	996
		YOUNGER YOUTH	2,277
ETA ASSIGNED # 12055	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	1,695
		DISLOCATED	878
		OLDER YOUTH	216
		YOUNGER YOUTH	443
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	81.00	85.70
	DISLOCATED WORKER	80.25	92.30
	OLDER YOUTH	NA	73.30
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	85.10	86.40
	DISLOCATED WORKER	85.00	90.40
	OLDER YOUTH	NA	91.90
	YOUNGER YOUTH	NA	63.40
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31,2011	ADULT	13,500	14,274
	DISLOCATED WORKER	14,356	17,664
	OLDER YOUTH	NA	6,134
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	82.30
	DISLOCATED WORKER	NA	83.20
	OLDER YOUTH	NA	44.60
YOUNGER YOUTH DIPLOMA or EQUAIVLENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	82.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	86.30
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	58.00	62.6
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	80.1
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	46.0

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "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

9/27/2012

Local Regional Workforce Board Number: 24

Local Area Name: Southwest Florida Workforce Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2011 - June 30, 2012	ADULT	1,269
		DISLOCATED	848
		OLDER YOUTH	141
		YOUNGER YOUTH	373
ETA ASSIGNED # 12215	TOTAL EXITERS April 1, 2011 - March 31, 2012	ADULT	666
		DISLOCATED	751
		OLDER YOUTH	51
		YOUNGER YOUTH	79
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2011 - December 31, 2011	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2010 - September 30, 2011	ADULT	78.50	63.70
	DISLOCATED WORKER	79.00	73.50
	OLDER YOUTH	NA	64.70
RETENTION RATE April 1, 2010 - March 31, 2011	ADULT	86.00	91.60
	DISLOCATED WORKER	85.50	89.60
	OLDER YOUTH	NA	71.40
	YOUNGER YOUTH	NA	52.50
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2010 - March 31,2011	ADULT	14,250	21,617
	DISLOCATED WORKER	14,125	15,458
	OLDER YOUTH	NA	4,314
CREDENTIAL/DIPLOMA RATE October 1, 2010 -September 30, 2011	ADULT	NA	55.70
	DISLOCATED WORKER	NA	43.70
	OLDER YOUTH	NA	69.00
YOUNGER YOUTH DIPLOMA or EQUAVILENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	66.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2011 -March 31,2012	YOUNGER YOUTH	NA	97.70
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2010 - Sept.30,2011	YOUTH	54.50	62.3
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2010 -September 30, 2011)	YOUTH	43.00	86.1
YOUTH LITERACY OR NUMERACY GAINS (July 1, 2011 - June 30, 2012)	YOUTH	29.00	64.8

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 (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	2	7
Based on the USDOL, TEGL 29-10ACC, "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.			