

October 1, 2008

U. S. Department of Labor  
Employment and Training Administration  
ATTN: John R. Beverly, III, Administrator  
Office of Performance and Technology  
200 Constitution Avenue, NW  
Room S-5206  
Washington, D.C. 20210

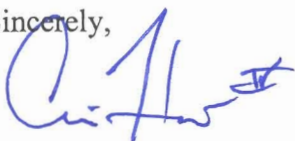
Dear Mr. Beverly:

The State of Florida is pleased to submit our Workforce Investment Act (WIA) Annual Report for the 2007-2008 Program Year. The information contained in the annual report has been compiled and transmitted in accordance with the Workforce Investment Act Annual Report: General Reporting Instructions and ETA Form 9091, Revised 2006, and the Training and Employment Guidance Letter No. 17-05, dated February 17, 2006, and No. 14-00, Change 2, dated September 25, 2008, and the Training and Employment Notices No. 9-06 dated August 15, 2006 and No.19-07 dated December 11, 2007.

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

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

Sincerely,



Chris Hart IV  
President/CEO

Enclosures

cc: Katherine Wilson, Chairman, Workforce Florida  
Monesia T. Brown, Director, Agency for Workforce Innovation  
Helen N. Parker, Regional Administrator, U.S. Department of Labor



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

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**PROGRAM YEAR  
2007-2008**

**OCTOBER 1, 2008**

**WorkforceFlorida.com**



# WORKFORCE FLORIDA 2007-2008 ANNUAL REPORT

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# WORKFORCE FLORIDA 2007-2008 ANNUAL REPORT

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

***Introduction***

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

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

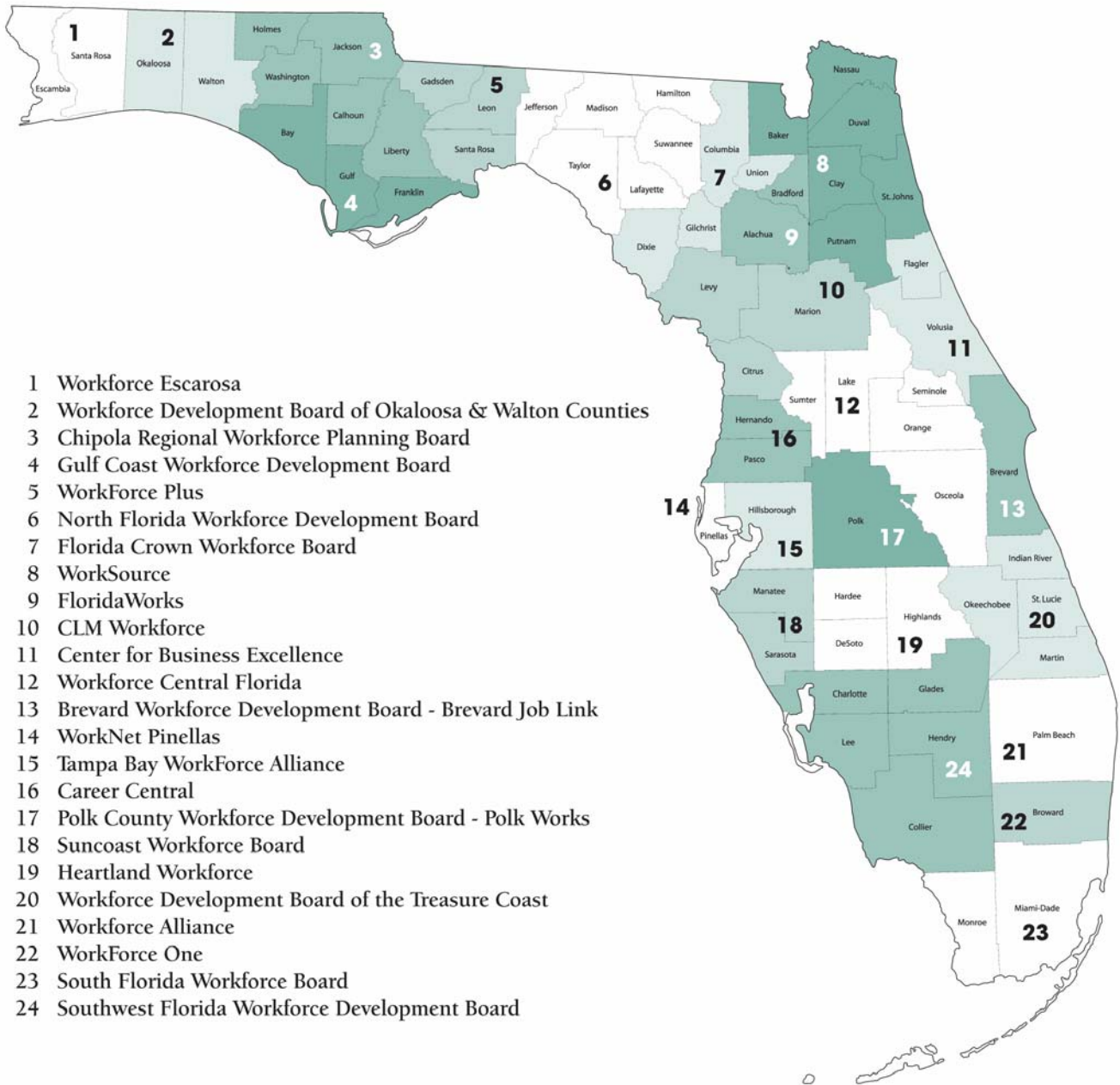
This report provides the performance outcome data and other information required to be reported by federal WIA law covering services and programs funded through WIA, Wagner-Peyser and related programs under the jurisdiction of the U.S. Department of Labor. In Florida, the primary roles in WIA-related governance and service delivery were as follows during the 2007-2008 Program Year:

- Workforce Investment Board (WIA Section 111): Workforce Florida Inc. (WFI), Governor Charlie Crist, Chairman Katherine Wilson, President Chris Hart IV <http://www.WorkforceFlorida.com>
- State-level Administrative/Fiscal Agency (WIA Sections 132, 303, etc.): Agency for Workforce Innovation (AWI), Director Monesia T. Brown <http://www.floridajobs.org>
- Local Workforce Investment Boards (WIA Section 117): Florida's 24 Regional Workforce Board areas are shown on the attached map and at <http://www.WorkforceFlorida.com>
- One-Stop Delivery System (WIA Section 121): Florida's network of One-Stop Operators and Centers are listed at <http://EmployFlorida.com>

***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 2007 -2008 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 2*).

# FLORIDA'S WORKFORCE REGIONS



***Adults***

1. Entry into unsubsidized employment;
2. Retention in unsubsidized employment six months after entry into employment;
3. Average Earnings;
4. Employment and Credential Rate

***Dislocated Worker***

5. Entry into unsubsidized employment;
6. Retention in unsubsidized employment six months after entry into employment;
7. Average Earnings;
8. Employment and Credential Rate

***Youth (aged 14-21) – Effective 7/1/2006  
Reported for PY 2005 to Establish Base Data***

9. Placement in Employment or Education
10. Attainment of Degree or Certificate
11. Literacy and Numeracy Gains

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

12. Entry into unsubsidized employment;
13. Retention in unsubsidized employment six months after entry into employment;
14. Earnings change six months after entry into employment;
15. Credential attainment

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

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

***All Programs***

19. Customer satisfaction for individuals;
20. Customer satisfaction for employers.

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

**Table 1** presents the total number of participants and exiters leaving the WIA program during the 2007-2008 Program Year.

**Table 1**  
**2007-2008 WIA Participants/Exiters**

<b>WIA Program</b>	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	26,543	18,468
<b>Dislocated Workers</b>	6,539	3,180
<b>Older Youth</b>	3,383	1,508
<b>Younger Youth</b>	7,864	2,916

With the exception of an increase in the adult program, the number of customers served in each program during 2007-2008 decreased from the prior year.

***Reporting Time Periods***

Federal guidelines require varying time periods for reporting the counts of participants served, counts of those exiting programs, and the 19 WIA measures. The first reporting period is the 4/1/06 to 3/31/07 period prior to the Program Year, used for the retention and earnings change measures. The second period is comprised of the four quarters beginning 10/1/06 and ending 9/30/07 prior to the Program Year, used for all entered employment measures, and the youth degree or certificate attainment measure. These delayed reporting periods are required so that follow-up data from Unemployment Insurance (UI) Wage Reports can be collected on participants six months after exit. The third reporting period is the 1/1/07 to 12/31/07 calendar year, used for the customer satisfaction measures. The fourth reporting period is the period beginning 4/1/07 to 3/31/08, used for the counts of exiters and the younger youth diploma and skill attainment measures. The final reporting period is the actual 2007-2008 Program Year – or the four quarters beginning 7/1/07 and ending 6/30/08, used for 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. Federal guidelines describe core measures as the key measures of success in achieving the legislative goals of WIA. The measures are used to:

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

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



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

**Table 2** below displays Florida's negotiated rate for each of the required measures along with the actual statewide outcomes achieved. Federal policy requires states to achieve at least 90% of the negotiated goal. The 90% criterion is shown in parentheses.

**Table 2**

**State WIA Performance Measures 2007-2008**

<b>WIA CORE MEASURE</b>	<b>NEGOTIATED GOAL (90% of Goal)</b>	<b>ACTUAL PERFORMANCE</b>	<b>DIFFERENCE COMPARED TO 90% OF GOAL</b>
<b>Adult Entered Employment Rate</b>	<b>80.0% (72.00 %)</b>	<b>77.7%</b>	<b>+5.70%</b>
<b>Adult Employment Retention Rate</b>	<b>85.0% ( 76.50 )</b>	<b>89.5%</b>	<b>+13.0%</b>
<b>Adult Average Earnings</b>	<b>\$15,000(\$13,500 )</b>	<b>\$19,531</b>	<b>+\$6,031</b>
<b>Adult Employment and Credential Rate</b>	<b>78.0% (70.2%)</b>	<b>74.4%</b>	<b>+4.20</b>
<b>Dislocated Worker Entered Employment Rate</b>	<b>79.0% (71.1%)</b>	<b>89.2%</b>	<b>+18.1 %</b>
<b>Dislocated Worker Employment Retention Rate</b>	<b>85.0% (76.5%)</b>	<b>89.9%</b>	<b>+13.4%</b>
<b>Dislocated Worker Average Earnings</b>	<b>\$14,500 (\$13,500)</b>	<b>\$16,887</b>	<b>+\$3,387</b>
<b>Dislocated Worker Employment and Credential Rate</b>	<b>70.0% (63.0%)</b>	<b>73.3%</b>	<b>+10.3 %</b>
<b>Older Youth (19-21) Entered Employment Rate</b>	<b>73.0% (65.7%)</b>	<b>74.1%</b>	<b>+8.4%</b>
<b>Older Youth (19-21) Employment Retention Rate</b>	<b>61.0% (54.9%)</b>	<b>81.1%</b>	<b>+16.2%</b>
<b>Older Youth (19-21) Earnings Gain</b>	<b>\$3,400 (\$3060)</b>	<b>\$3,292</b>	<b>+\$232</b>
<b>Older Youth (19-21) Credential Rate</b>	<b>55.0% (49.5%)</b>	<b>47.9%</b>	<b>-1.6%</b>
<b>Younger Youth (14-18) Skill Attainment Rate</b>	<b>86.0% (77.4%)</b>	<b>85.8%</b>	<b>+8.4%</b>
<b>Younger Youth (14-18) Diploma Attainment Rate</b>	<b>48.0% (43.2%)</b>	<b>57.5%</b>	<b>+14.3%</b>
<b>Younger Youth (14-18) Retention Rate</b>	<b>61.0% (54.9%)</b>	<b>74.5%</b>	<b>+9.6%</b>
<b>Youth Placement in Employment or Education</b>	<b>58.0%(52.2%)</b>	<b>61.3%</b>	<b>+9.1</b>
<b>Youth Attainment of Degree or Certificate</b>	<b>43.0% (38.7%)</b>	<b>58.3%</b>	<b>+9.6</b>
<b>Customer Satisfaction-Individuals</b>	<b>79.0 (71.1)</b>	<b>82.9</b>	<b>+11.8</b>
<b>Customer Satisfaction-Employers</b>	<b>75.0 (67.5)</b>	<b>79.1</b>	<b>+11.6</b>

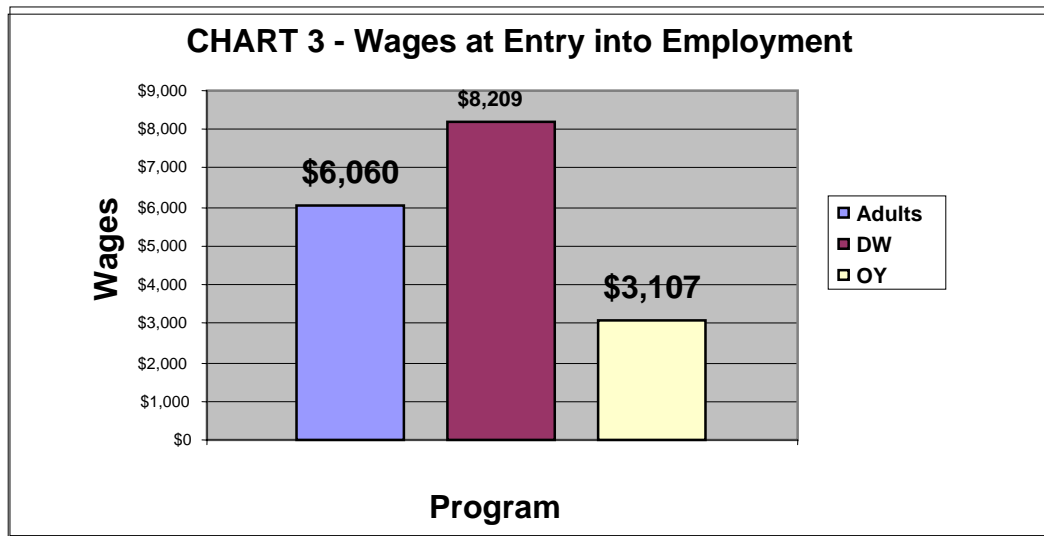
As the above table indicates, Florida’s 2007-2008 performance exceeded the federal criterion of 90% of goal for each of the core measures, with the exception of the Older Youth Credential Rate. Compared with 2006 Program Year outcomes PY 2007 results generally

increased. However, rates for the Dislocated Worker Employment and Credential rate, the Older Youth Entered Employment Rate, the Younger Youth Skill Attainment Rate, the Younger Youth Retention Rate, and the Youth Placement in Employment or Education were down.

***Wages at Entry into Employment***

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

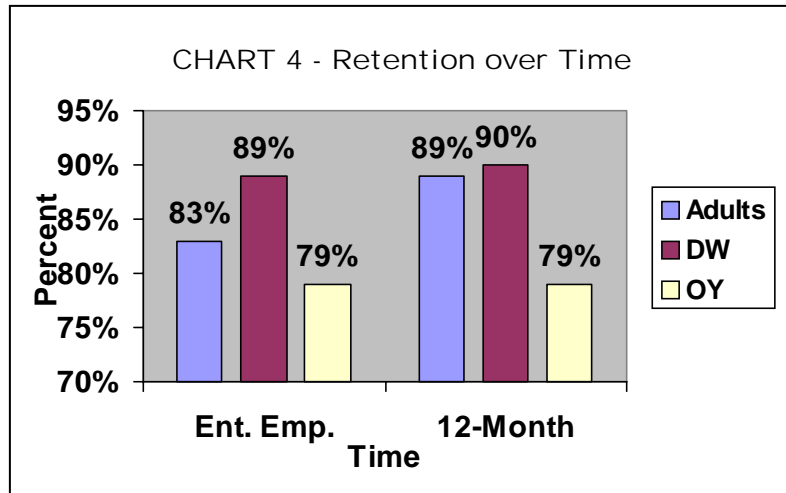
Dislocated Worker earnings are well above Adult earnings, while Older Youth earnings are understandably lower. Dislocated Worker earnings are significantly higher because they already have skills many employers desire.



***12-Month Retention and Earnings Change***

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

**Chart 4** displays the trend of individuals as they hold employment over time. Twelve-month figures are taken from the percentage at exit (for adults, 83% entered employment; 89% of those still had a job at 12 months).



Since a primary goal of the WIA is to promote self-sufficiency for its participants, income of participants after they receive employment is also tracked. The Earnings Change/ Earnings Replacement measure uses the same UI data to track former participants after they exit. 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 for the period from 1/1/06 to 12/31/06, the Adult Average Earnings Change in 12 Months was \$4,555 and the Older Youth Average Earnings Change in 12 Months was \$ 3,940 for Dislocated Worker exiting during the same period the Dislocated Earnings Replacement Rate in 12 Months was 115.9%.

***State-Level Discretionary Funding***

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

Allocation of these funds was handled under three different ways. One, 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. Finally, funds were disbursed for regional workforce board performance incentives based on the state short-term and federal long-term core measures.

All Request 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 many projects to meet local needs and created many agency and community-based partnerships within the state to carry on these activities geared to creating an effective workforce. Various workforce development strategies funded from state-level discretionary funds during the year include:

- **Performance Incentives** – Awards were made to high-performing regional workforce boards based on the state short-term and federal core measures.
- **Youth** – The provision of youth in-school, youthful offender, mentoring, internship, job experience and job placement services. This included grants to start or expand career institutes in selected school districts in the areas of information technology, health sciences, and construction technology.
- **Entrepreneurial Training** – Various projects to conduct entrepreneurial training and to provide technical assistance for the provision of entrepreneurial training.
- **Innovation** – Various Business Employment Solutions and Training (B.E.S.T.) grants to regional workforce boards for innovative projects to support employed workers, the hard-to-serve populations, and employers.
- **Measuring progress** – Projects and contracts that contributed to the ability to measure progress and evaluate the workforce system, which included contracts with the Florida Education and Training Placement Information Program (FETPIP) for placement data and a contract with Brandt Information Systems to provide the mandated customer satisfaction phone survey of employers and participants.
- **Banner Centers** – to provide training, certification, and support for industries critical to Florida’s economy.

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

For more complete descriptions of key special initiatives see the section of this report entitled “Workforce Florida Activities and Accomplishments.”

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

The Federal Workforce Investment Act (WIA) of 1998 requires that up to 25 percent of the state’s annual Dislocated Worker (DW) allocation be used for rapid response activities to respond to major layoffs and emergency situations. Pursuant to the state Workforce Innovation Act of 2000, the expenditure of these rapid response funds is to be carried out in accordance with approved policies by the Agency for Workforce Innovation (AWI) under

contract with Workforce Florida, Inc. (WFI). At the beginning of each program year, the United States Department of Labor awards the state an allocation in DW funds. The state approved allocation for rapid response/dislocated worker assistance consists of funds budgeted for the state DW unit activities with a balance set aside as emergency reserve.

The Emergency Reserve funds set aside each program year are awarded as supplemental funds to Regional Workforce Boards based on need at the local level. During 2007-2008, \$808,858 was allotted for statewide services and awards to nine local boards to carry out rapid response activities. Funds awarded to five of these areas were for special rural initiatives. For the period ending June 30, 2008, \$801,639 of these funds had been expended. Appendix, *Table 3* itemizes expenditures of the state-level WIA Rapid Response funds.

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

The Reemployment and Emergency Assistance Coordination Team (REACT) functions as Florida's state-level Dislocated Worker Unit in accordance with the Workforce Investment Act of 1998. Upon receiving a Worker Adjustment and Retraining Notification (WARN) notice—layoff announcement—the State REACT staff makes initial contact with the employer by telephone to conduct preliminary fact-finding, thereby ensuring that complete information is secured. Examples include the name and number of the local contact person at each location, type of business, breakdown of worker residence by county, reason behind the layoff, and whether the Trade Act applies. They introduce the employer to Rapid Response (how it works, what to expect) and promote its benefits (how valuable rapid-response services are to both the employer and the affected workers) and provide the name of the Regional Workforce Board's (RWBs) Rapid-Response Coordinator who will be contacting the employer. REACT staff then distribute the WARN and the value-added background information to all appropriate workforce partners so that on-site rapid-response activities may begin.

The Agency for Workforce Innovation's Mobile One-Stop Unit is a self-contained vehicle equipped with state-of-the-art telecommunications equipment. The Mobile One-Stop Unit is capable of being deployed across the state to respond to lay-offs, participate in job fairs, and serve as a temporary One-Stop Career Centers in disasters. The Mobile Center offers a full array of employment, reemployment and employer services. It contains 9 computer workstations and a training room that can accommodate 8 additional computer stations that have Internet access for filing unemployment compensation claims, filing intake applications for welfare recipients, searching through automated job banks and providing skills training. Should the RWB staff determine the need for the AWI Mobile One-Stop Unit to handle intake or other special activities, then the State REACT staff schedule the vehicle, have the unit delivered to and from the site, set it up for use, tend to it during the visit, and secure it overnight.

State REACT staff has initiated services for 196 dislocation events this program year, identifying 23,875 eligible dislocated workers. State-level rapid response staff has been successful in making initial contacts with employers before receipt of WARN notices. Dislocated workers who subsequently received services from RWB and One-Stop Career Centers are now receiving unemployment benefits in record numbers. Many of these dislocated workers will be eligible to receive extended unemployment benefits.

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

- A lack of job openings due to an increase in the number of lay-offs that are occurring; and
- A lack of job development due to the economy.

AWI plans to:

- Continue to coordinate with the RWBs on rapid response activities and to provide technical assistance and staff support to any RWBs needing such assistance.
- Continue to work with companies by sharing information about the RWB and other companies in the region, averting lay-offs when possible.
- Increase the use of the Mobile One-Stop Unit to assist with plant layoffs and dislocations, especially in rural communities.

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

The purpose of Florida's Reemployment Services Program is to provide immediate reemployment assistance to Unemployment Compensation (UC) customers. The program uses the UI mainframe system to identify claims customers who have received their first benefit check (at the fourth week of the claim). An additional program that runs in the mainframe system also identifies claimants that are in the sixth week of their claim and who can be called in for reemployment services, as well.

Once these claimants have been identified, an interface with the One-Stop Management Information System (OSMIS) populates a pool of candidates for the One Stop Career Centers to schedule the claimant 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. The individual is automatically registered for work in the Employ Florida Marketplace system but is expected to provide a resume in the system.

Labor market information, including conditions of the claimant's customary employment and 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. The staff and claimant develop a work search plan that reflects the claimant's skills, experience, and required 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.

Florida was selected as one of the original pilot states for the Reemployment and Eligibility Assessment Program. Six Regional Workforce Boards in Florida were chosen to pilot the REA program which includes conducting an assessment, providing labor market information, development of an employability development plan, and placement services or referral to training.

During the past fiscal year, AWI has enhanced its information technology systems to ensure that all UC claimants who are not exempted (such as migrant seasonal workers) are registered in Wagner-Peyser. This includes the capture of veterans who are registering for UC benefits by telephone. Since these populations will now be work registered in Wagner-Peyser, the One-Stop Career Centers are able to reach more individuals and assist them in employment and training activities.

Additionally, Florida is in the 4<sup>th</sup> year of a USDOL pilot program, the Reemployment and Eligibility Assessment (REA) Program. This program requires that individuals meet one-on-one with One-Stop staff for an assessment of their employment skills and areas of interest. It is generally perceived that such one-on-one assistance results in a positive impact on the participant's ability to more quickly find employment. USDOL has engaged the services of a contractor to evaluate this program for its effectiveness. During the last program year, 6 regions were included in the pilot program and the state was required to conduct a serve a minimum of 22,000 individuals.

Although reemployment services are provided to all UC claimants, staffing reductions in the One-Stop Career Centers due to a decline in federal funds, have made it difficult for them to provide intensive reemployment services to claimants unless the claimant specifically requests such services. Additionally, One-Stop Career Centers sometimes meet resistance when requesting UC claimants to come into the One-Stops for reemployment assistance. The One Stop Career Centers report any individuals who fail to report to the One-Stop Career Center to UC Services. UC Adjudicators conduct fact-finding regarding the claimant's eligibility for unemployment compensation benefits.

Future goals include increasing the proportion of job-registered claimants who receive a reportable reemployment service and the proportion which enter employment. Earlier intervention dates and the requiring of more claimants to participate are being considered for PY 2008-2009. Studies suggest that the more intervention the claims customer receives, the more quickly the claimant will find suitable employment. The highly intensive services that are provided to claimants in the REA Pilot Program should make a marked difference in getting the claimant back to work more rapidly.

Also, Florida has established the Priority Re-Employment Planning (PREP) program. PREP is designed to identify individuals who may exhaust unemployment compensation benefits before returning to the workforce and who may not be able to or are less likely to return to



their former profession. PREP is actually a screening subsystem that identifies a large number of potential UC exhaustees. Individuals are randomly selected from the subsystem and sent a letter, establishing an appointment date for them to report to the One-Stop for an orientation. During orientation, these individuals are advised of the availability and benefits of re-employment services. Emphasis is placed on the benefits of re-employment services; however, attendance at the orientation session is a condition of UC eligibility and required by Florida Law. The agency has recently began re-assessing the criteria for PREP to ensure it includes those most likely to exhaust their UC benefits. Plans to establish a workgroup consisting of WFI and the Regions to further evaluate and make recommendations on the PREP criteria will be formulated this year.

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

The purpose of the NEG is to provide temporary employment and training assistance to workers affected by major economic dislocations, such as plant closures, mass layoffs affecting 50 or more workers at a single site of employment, closures of military installations, and multiple layoffs in a single local community, emergencies or natural disasters. The NEG provides federal assistance to states when it can be demonstrated that additional funds are needed to provide appropriate services for dislocated workers. The United States Department of Labor (USDOL) awarded Florida a total of \$2 million for the 2007 tornadoes with an initial release of \$1 million.

As of September 30, 2007, a total of 88 individuals had been served and 86 entered unsubsidized employment. This project ended on September 30, 2007.

### ***Local Performance***

Upon the completion of the State's negotiation with the USDOL on state performance goals for each of the twelve reportable WIA core measures, the state workforce board conducted negotiations at the state level with each regional workforce board. Federal policy requires states to achieve at least 90% of the negotiated goal. As a result of this process, expected levels of performance or goals were agreed upon for each region. **Table 3** summarizes outcomes based on these goals and the federal 90% criterion. Individual performance tables for each of Florida's 24 regions are also provided in the Appendices (**Appendix -Table O Performance**).

**Table 3  
Regional Program Year 2007-2008 WIA Performance**

WIA CORE MEASURE	STATE GOAL	RANGE OF REGIONAL PERFORMANCE	# OF REGIONS ACHIEVING REGIONAL GOAL	% OF REGIONS ACHIEVING GOAL
CUSTOMER SATISFACTION INDIVIDUALS	79.0	71.83 to 88.72	24 of 24	100%
CUSTOMER SATISFACTION EMPLOYERS	75.0	72.89 to 88.72	24 of 24	100%
ADULT ENTERED EMPLOYMENT RATE	80.0%	55.0% to 100%	21 of 24	87.5%
ADULT EMPLOYMENT RETENTION RATE	85.0%	81.3% to 97.3%	24 of 24	100%
ADULT AVERAGE EARNINGS	\$15,000	\$11,770 to \$28,482	22 of 24	91.7%
ADULT EMPLOYMENT AND CREDENTIAL RATE	78.0%	27.2% to 94.6%	18 of 24	75.0%
DISLOCATED WORKER ENTERED EMPLOYMENT RATE	79.0%	61.6% to 100%	23 of 24	95.8%
DISLOCATED WORKER EMPLOYMENT RETENTION RATE	85.0%	78.3% to 100%	24 of 24	100%
DISLOCATED WORKER AVERAGE EARNINGS	\$14,500	\$11,895 to \$34003	24 of 24	100%
DISLOCATED WORKER EMPLOYMENT AND CREDENTIAL RATE	70.0%	28.0% to 93.1%	22 of 24	91.7%
OLDER YOUTH (19-21) ENTERED EMPLOYMENT RATE	73.0%	33.3% to 100%	12 of 24	50.0%
OLDER YOUTH (19-21) EMPLOYMENT RETENTION RATE	61.0%	62.5% to 100%	19 of 24	79.1%
OLDER YOUTH (19-21) EARNINGS GAIN	\$3,400	\$437 to \$13,259	13 of 24	54.1%
OLDER YOUTH CREDENTIAL RATE	55.0%	0.0% to 87.5%	15 of 24	62.5%
YOUNGER YOUTH (14-18) SKILL ATTAINMENT RATE	86.0%	17.3% to 100%	19 of 24	79.1%
YOUNGER YOUTH (14-18) DIPLOMA ATTAINMENT RATE	48.0%	6.1% to 90.3%	17 of 24	70.8%
YOUNGER YOUTH (14-18) RETENTION RATE	61.0%	51.8% to 96.6%	24 of 24	100%

\*Based on the USDOL, new TEGL, No. 19-06, March 30, 2007 Not Met is defined as the number of performance measures less than 90% of the negotiated goal. Met is defined as the number of performance measures between 90% - 100% of the negotiated goal. Exceeded is defined as the number of performance measures above 100% 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-80's within the state Department of Education. This program was developed mainly to help evaluate the effectiveness of post-secondary education and training programs, particularly vocational education and similar career preparation programs. The scope of the groups to be tracked rapidly expanded to cover nearly all job training and placement programs including WIA, Wagner-Peyser, Job Corps, Veterans, welfare reform (TANF), Apprenticeship, Unemployment Compensation claimants, ex-offenders, and a total of nearly 600 groups or sub-cohorts being tracked.

The FETPIP follow-up data is electronically derived from Unemployment Compensation (Insurance) quarterly wage records, federal military and civilian personnel records, public assistance, incarceration/parole records, and continued education rosters. Access to this data allows for annual reports with extensive detail and longitudinal capabilities. Each group is typically tracked for at least 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***

A few years ago a "regional outcome matrix" was prepared to display key program outcomes statewide and for each workforce region. This report was designed as a first indicator of program performance to work in conjunction with other administrative short-term reports and longitudinal reports required by state and federal law. Key short-term measures were selected from exit data available through the State's administrative reporting systems. The "regional outcome matrix," often referred to as the Red and Green Report, addressed outcomes for the three major One-Stop partner programs in Florida: WIA programs, Wagner-Peyser programs, and the state's TANF/Welfare Transition Program.

The Red and Green Report's limitation to short-term measures that could be reported within one calendar quarter proved useful for many purposes, however it did not satisfy the need for the more comprehensive picture required for evaluation of the State's workforce system.

Therefore, Workforce Florida formed a data review taskforce composed of WFI board members as well as representatives of the State's regional workforce boards and charged it reviewing the Red and Green Report and other reports in order to develop recommendations for a key indicator or "dashboard" report that could provide a more comprehensive and balanced approach to evaluating regional workforce board activities and outcomes.

The Workforce Florida Board approved the task force recommendations in 2006 and directed staff to develop and implement the report. The approved recommendations included the following mix of long-term measures, short-term measures, and threshold indicators related to the state's three major partner programs:

- Job Seek Entered Employment Rate (Wagner-Peyser)
- Veteran's Entered Employment Rate (Wagner-Peyser)
- Customer Satisfaction – Job Seekers (Wagner-Peyser)
- Customer Satisfaction – Employers
- Employer Market Penetration
- 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
- Welfare Closed Case Outcome Rate
- Welfare Transition Earnings Rate
- Welfare Transition Retention Rate
- 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 regional 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.

Appendix Table 8 contains a more detailed description of the measures and threshold indicators included in the Balanced Scorecard Report.

The **Table 4** below shows statewide Program Year 2007-08 outcomes for each of the Balanced Scorecard measures available as of the calendar quarter ending March 31, 2008. As this report is based on the common measure definition of exit, the year-end report will not be available until after October 1, 2008.

**Table 4**  
**PY 2007-08 Balanced Scorecard Measures**  
**(7/1/07 to 3/31/08)**

Job Seeker Entered Employ. Rate	Veteran's Entered Employ. Rate	Customer Satisfaction – Job Seekers*	Customer Satisfaction – Employers*	WIA Entered Employ. Rate	WIA Employment Earnings Rate
62.4 %	61.4%	71.74	79.33	91.8%	154.6%

WIA Employ. Retention Rate	WIA Youth Avg. Grade Level Gain	WIA Youth Positive Outcome Rate	Customer Satisfaction – WIA Participants*	Welfare Closed Case Outcome Rate	Welfare Transition Earnings Rate
88.8%	NA	82.4%	83.21	35.7%	54.9%

Welfare Transition Retention Rate
72.6%

\*Score based on American Satisfaction Index (ACSI)

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

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 (almost) universally applied to all workforce-related indicators, including entered employment, job retention and earnings at various levels. Tier 2 measures are oriented to logical grouping of programs and/or targeted populations and provide additional measures that are uniquely relevant to that group. These measures include continued education status for youth programs and reduction in public assistance dependency for TANF recipients and other low-income individuals. Tier 3 includes process/output measures including those mandated for federally funded programs. These measures also disaggregate the Tier 1 and 2 measures to sub-state breakouts, some of which are regionally adjusted. Examples of process measures would include caseloads for specific programs or first-payment-time-lapse data for Unemployment Compensation. Disaggregated results would include the WIA performance of specific Workforce Regions or the number/percentage of youth who complete teen pregnancy prevention programs in a specific county or region.

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

1. Total Individuals.

2. Initial employment or those who exited/completed workforce programs and were found employed expressed as a percentage of the total number of those exiting/completing programs.
3. Earnings or Wage Levels expressed as the percentage of those found employed at each of four full-time earnings or wage levels listed below:
  - Level 0 – those earning below minimum wage of \$5.15/hour or \$2,678 quarterly.
  - Level 1 – those earning at least minimum wage of \$5.15/hour but less than \$7.50/hour (from \$2,678 quarterly to \$3,900 quarterly).
  - Level 2 – those earning at least \$7.50/hour but less than \$9.00/hour (from \$3,900 quarterly to \$4,680 quarterly).
  - Level 3 – those earning \$9.00/hour and greater (\$4,680 or more quarterly).
4. Continued Employment expressed as a percentage of those found employed at follow-up the year following program exit or completion.
5. Initial Earnings expressed as the average quarterly amount earned for those found employed the year after program exit/completion.
6. Earnings Growth expressed as the amount of gain or loss in average quarterly earnings as compared to the average initial earnings.
7. Public Assistance or those who exited/completed workforce programs and were found to be receiving public assistance expressed as a percentage of the total number of those exiting/completing programs.
8. Continued Public Assistance expressed as a percentage of those found to be receiving public assistance the year after program exit/completion.
9. Continuing Education or those who exited/completed workforce programs and were found to be in any education or training program expressed as a percentage of the total number of those exiting/completing programs.

The Tier Measure Report is produced annually. The next Tier report is scheduled to be issued by December 2008. Previous Tier Measure Reports can be reviewed as part of the Workforce Florida Annual Reports at: [www.WorkforceFlorida.com](http://www.WorkforceFlorida.com)

### ***Regional Review***

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

Workforce Florida executive staff made presentations to 22 of the 24 regional workforce boards. Preparation for the annual review presentations included evaluating, utilizing and linking all available performance data (including short-term exiter measures, longitudinal tier measures, monthly management reports), information and resources. AWI assesses the region’s compliance with applicable state and federal laws, regulations and policies, the extent to which regional boards incorporated the needs of the employer community into strategic planning efforts, operational plans/operational systems, sales and marketing efforts 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. This policy is aimed at continuous improvement and designed to cover all major programs under the state Board's oversight, including the Workforce Investment Act (WIA), Wagner-Peyser (WP) and Temporary Assistance to Needy Families (TANF). As a further policy matter, Florida's incentive/corrections apply to both short-term, interim outcomes (mainly EER-Entered Employment Rates) as revealed in our state quarterly reports based on administrative data, as well as the longer-term outcomes (mainly Job Retention) reported annually to the U.S. Department of Labor (WIA & WP) and the U.S. Department of Health and Human Services (TANF) using UC/UI wage records. Certain other requirements imposed by state law are used as "threshold" qualifiers/disqualifiers. For example, Regional Workforce Boards that do not achieve the state law requirement of the 50% rate of expenditures on Individual Training Accounts (ITAs) and other training are automatically disqualified for all WIA Incentive Payments.

Each year the Workforce Florida, Inc. Board of Directors approves an incentive pool "off the top" of the annual budget out of state-level discretionary WIA, WP and TANF funds. Additional incentive money for the pool comes from federal performance awards including WIA incentives and TANF High-Performance Bonuses, both of which Florida has won consistently. The resulting pool is then divided 50/50 for short-term and long-term performance awards for the three major programs/funding sources. RWBs that have met the "threshold" qualifications related to expenditures on training and TANF participation rate then compete to achieve individual targets and against their peers for comparative excellence awards. RWBs that perform in the top quartile compared to their peers get a superior performance award.

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

Florida's workforce system will continue to apply, re-examine, refine, and refresh its incentive/correction structure to maintain continuous improvement.

## ***Cost of Workforce Investment Activities***

### ***Expenditure Levels***

During the 2007-2008 program year, Florida had \$119,594,942 in available funds including carry-forward from all WIA formula funding sources. Of this amount, \$89,364,627 or approximately 75% was expended to carry out state-level and regional activities. Of the \$73,405,480 expended by the State's 24 regions, 92% went for direct client services. An additional \$15,959,147 in state-level funds was also expended for direct client services. For additional information on expenditures, see the WIA Financial Statement included in Appendix Table 4 and the Appendix **Table N**, Cost of Program Activities.

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

Florida tracks and evaluates the cost of program activities relative to effect in a number of ways. Cost per participant and cost per positive outcome are computed at the state and regional level for the adult, dislocated worker, and youth programs. The positive outcome tracked for the dislocated worker program was entered employment. Positive outcomes for the adult program included entered employment and the successful completion of program activities designed to assist employed workers in upgrading their employment in order to attain a greater degree of self-sufficiency. Florida has placed an emphasis on assisting the under-employed worker. As a result, the number of adult program exiters with positive outcomes included 9,104 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 10/1/06 to 9/30/07. 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 2 including cost per exit, costs for in-school and out-of-school youth and ITA costs (See pages 22-23). 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 the Appendix as **Tables 5 through 7**.



**Table 5  
FLORIDA PROGRAM YEAR 2007-2008  
WIA EXPENDITURES/COST PER POSITIVE OUTCOME**

**ADULT PROGRAM 10/1/06 TO 9/30/07**

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$49,274,638	100.0%	24,914	\$1,677	12,876	\$3,245
TOTAL EXPEND.	\$41,786,735	84.8%	20,543	\$762		
EXPEND. OTHER SERVICES	\$15,657,379	37.5%	20,543	\$1,116		
EXPEND. TRAINING	\$22,935,336	54.9%	24,914	\$1,677	12,876	\$3,245

**DISLOCATED WORKER PROGRAM 10/1/06 TO 9/30/07**

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$26,364,541	100.0%				
TOTAL EXPEND.	\$18,193,622	69.0%	7,351	\$2,475	2,660	\$6,840
EXPEND. OTHER SERVICES	\$7,586,101	41.7%	4,929	\$1,539		
EXPEND. TRAINING	\$9,144,629	50.3%	4,929	\$1,855		

**OLDER YOUTH PROGRAM 10/1/06 TO 9/30/07**

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$41,363,683	100.0%				
TOTAL EXPEND.	\$28,499,290	68.9%	11,016	\$2,587	3,139	\$9,079
OTHER SERVICES	\$12,452,207	43.7%	9,297	\$1,339		
TRAINING	\$13,852,506	48.6%	9,297	\$1,490		

Source: Agency for Workforce Innovation, 9/12/08.

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

Florida policy places emphasis on the provision of training services. Accordingly, State statute requires the tracking of the number of ITAs awarded and their average value. The statute also requires 50% of WIA pass-through funds for adults and dislocated workers to be allocated to ITAs and ITA-related expenses. For Program Year 2007 - 2008, 10,568 ITAs were awarded in the state. Of \$46,958,331 expended by Florida's 24 regions for the adult and dislocated worker programs during the program year, \$31,835,742 or 67.8% was expended for ITAs and ITA-related activities (see **Table 6** below).

**Table 6  
USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)  
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED  
7/1/07 Through 6/30/08**

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	583	282	48.37%	\$849	\$1,168,355	\$898,897	76.94%
2	398	72	18.09%	\$1,490	\$427,074	\$255,617	59.85%
3	164	79	48.17%	\$570	\$503,837	\$253,013	50.22%
4	650	168	25.85%	\$1,559	\$838,828	\$478,661	57.06%
5	89	46	51.69%	\$890	\$836,405	\$704,272	84.20%
6	66	48	72.73%	\$3,090	\$343,899	\$343,900	100.00%
7	188	131	69.68%	\$600	\$327,041	\$287,620	87.95%
8	2292	616	26.88%	\$1,701	\$3,246,446	\$1,982,445	61.07%
9	157	101	64.33%	\$834	\$489,451	\$130,771	26.72%
10	449	124	27.62%	\$2,429	\$947,677	\$512,210	54.05%
11	494	184	37.25%	\$6,269	\$1,416,655	\$1,204,756	85.04%
12	2892	804	27.80%	\$1,381	\$4,795,298	\$3,745,119	78.10%
13	316	136	43.04%	\$1,281	\$962,077	\$545,744	56.73%
14	2922	513	17.56%	\$1,385	\$2,421,553	\$1,533,770	63.34%
15	1197	707	59.06%	\$2,052	\$2,238,498	\$1,962,027	87.65%
16	550	344	62.55%	\$1,133	\$1,211,729	\$661,983	54.63%
17	314	277	88.22%	\$1,059	\$1,646,405	\$1,031,823	62.67%
18	255	191	74.90%	\$932	\$1,098,156	\$758,945	69.11%
19	126	45	35.71%	\$670	\$422,068	\$314,439	74.50%
20	597	375	62.81%	\$773	\$1,773,176	\$1,149,010	64.80%
21	1182	541	45.77%	\$3,200	\$4,515,222	\$2,900,335	64.23%
22	1461	1089	74.54%	\$1,202	\$5,127,944	\$3,346,450	65.26%
23	5495	3296	59.98%	\$1,065	\$8,160,465	\$5,894,827	72.24%
24	565	399	70.62%	\$655	\$2,040,072	\$939,108	46.03%
<b>Total All Regions</b>	<b>23,402</b>	<b>10,568</b>	<b>45.16%</b>	<b>\$1,414</b>	<b>\$46,958,331</b>	<b>\$31,835,742</b>	<b>67.80%</b>

\* Information from OSMIS participant data provided by the Agency for Workforce Innovation September 2008.

\*\*Based on data provided by the Agency for Workforce Innovation 9/12/08.

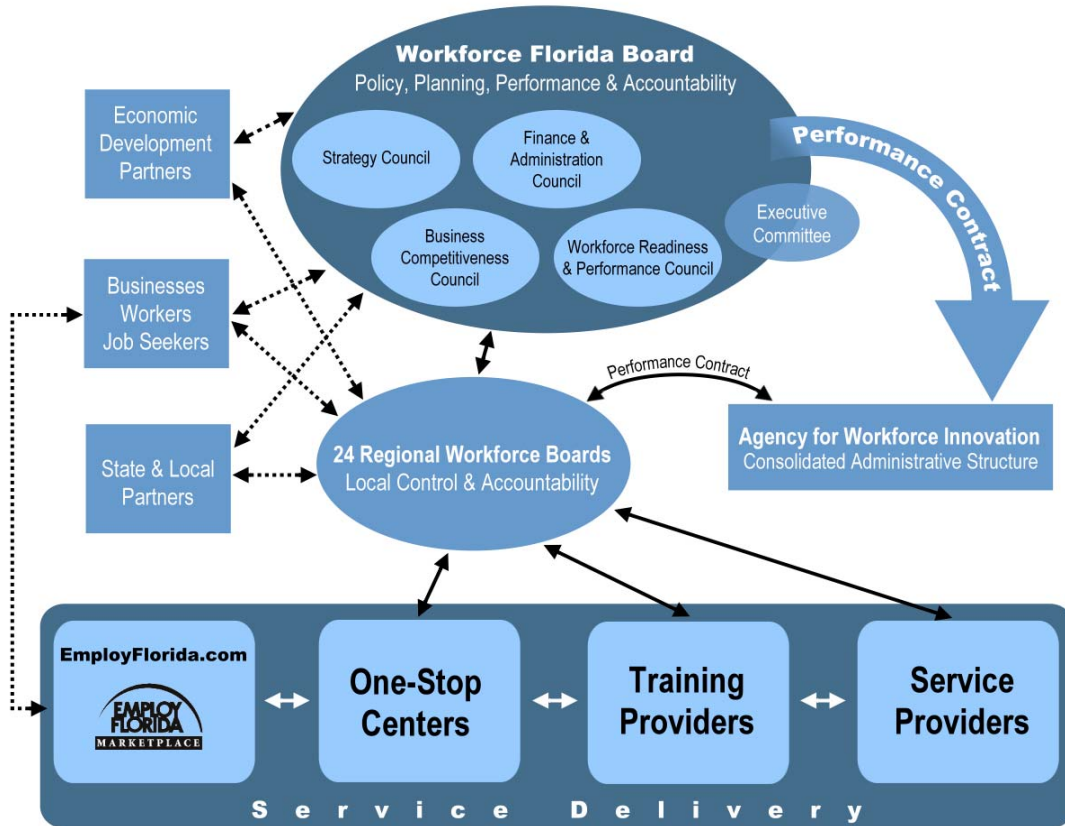
## ***WORKFORCE FLORIDA BACKGROUND AND OVERVIEW***

Florida's landmark Workforce Innovation Act of 2000 created and charged Workforce Florida, Inc., (WFI) to meet the workforce needs and challenges of Florida businesses. Consistent with its mission of developing the state's business climate by designing and creating strategies that help Floridians enter, remain and advance in the workforce, Workforce Florida continues to build on the foundation established by this landmark legislation. Collectively Florida's workforce system continues its firm focus on meeting the workforce needs of Florida's businesses and maintaining an innovative approach to addressing workforce issues and delivery systems at both the state and local levels. Workforce Florida accomplishes this by linking workforce and economic development strategies through business-driven initiatives and programs to ensure that Florida's workforce has the skills that will meet current and future business needs. It also promotes an environment in which Floridians have the opportunity to upgrade their education and skills to obtain jobs that lead to greater economic self-sufficiency.

Workforce Florida's board created by Chapter 445, Workforce Innovation Act, Florida Statutes, is appointed by the Governor, the Speaker of the Florida House of Representatives and the President of the Florida Senate. Administration of the state's workforce policy, programs and services is carried out by 24 business-led regional workforce boards and the Agency for Workforce Innovation (AWI)—with myriad services delivered through nearly 90 One-Stop Centers throughout Florida or through the state's "virtual one-stop," the Employ Florida Marketplace ([www.EmployFlorida.com](http://www.EmployFlorida.com)).

### ***Florida's Workforce System***

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



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

***Access to Florida’s Workforce Services and Resources***

***One-Stop Centers: The “Front Door” For Workforce Services***

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

strategically located within other community partners' facilities such as libraries and community-based organizations. All of Florida's One-Stops are affiliated with each other using the Employ Florida affiliate brand. Complementing the "bricks and mortar" One-Stops, is the Employ Florida Marketplace, 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 the mobile units has proven to be both cost effective and customer friendly.

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 Unemployment Compensation 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.

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

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

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

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

## ***Job Seekers***

One-Stop 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

## ***The Employ Florida Network of Workforce Resources & The Employ Florida Marketplace***

Employers, job seekers and other customers not familiar with the structure of Florida's workforce system or services at the local and/or state level can quickly locate One-Stop Centers and Florida's many other workforce solutions by using the Employ Florida website. 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 using the Employ Florida Marketplace.

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. The Employ Florida Marketplace is also used as a case management system by all of Florida's local workforce regions and their One-Stop center staff enabling them to efficiently and proactively assist job seekers and employers.

Visit [www.EmployFlorida.com](http://www.EmployFlorida.com) or call toll-free 866-FLA-2345.



## **WORKFORCE FLORIDA STATE-LEVEL ACTIVITIES**

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

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

The Workforce Florida Board may also create, as needed, special committees, work groups and task forces to address specific challenges and issues.

The next section provides highlights of Workforce Florida's state-level initiatives through its councils, committees and task forces. It concludes with a summary of Florida's methods of ensuring accountability and continuous improvement.

### ***Council and Committee Programs and Initiatives***

The Workforce Florida Board of Directors annually allocates each of its three policy council's state-level funds to implement training initiatives that build on policy objectives outlined in the strategic plan. These councils were renamed and realigned during this last fiscal year. These initiatives take the workforce system to the next level by changing behavior and emphasizing demand-driven services. Highlights of council and committee activities, programs and initiatives follow.

#### ***Business Competitiveness Council***

*The purpose of the Business Competitiveness Council is to address the needs of business and industry for workforce needs. The council decides how to allocate resources among competing priorities and competing industries to advance the Florida economy.*

The scope of work includes, but is not limited to, the following priorities of the board: Partnering with Business to Deliver a Demand Driven Workforce System; Strengthening Florida's Rural Workforce System; Marketing: Strengthen Awareness, Education and Image of Florida's Workforce System and Strengthening and Coordinating Economic Development Partnerships.

Council activities include:

#### ***BANNER CENTERS***





### **What are Employ Florida Banner Centers and where did the concept originate?**

The concept surfaced formally in the 2004-2009 *Roadmap to Florida's Future* and remains a world-class talent component of the latest economic development blueprint for Florida—the 2007-2010 plan. Workforce Florida, Inc., charged with serving as a catalyst for developing workforce talent in Florida, responded to the call with the creation of Employ Florida Banner Centers. Based on what the *Roadmap* says about these centers, referred to as Workforce Education Cluster Centers, the guiding principles are:

- ❖ 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, training, and 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.

They were given the name Banner Centers because they are 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 sectors.

### **What do they do and who is involved?**

With the first center designated in 2006, Banner Centers are 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 such as biotechnology, aviation/aerospace, health sciences, logistics and distribution, construction, energy, alternative energy, digital media and manufacturing. Each Banner Center is led by a Florida community college or university, using existing infrastructure to serve as its home base, designed to become new industry focused business units within the college.

Banner Centers partner with industry in targeted sectors to identify training needs and, among other things, create new curricula. A key objective is to create timely and relevant training that can be shared across multiple educational institutions for access by businesses in

other areas of the state, thus reducing duplication. In other words, you can create it in one place and use it in another without another institution having to start from the beginning to address identical industry training needs in its community. Currently, there are 11 Banner Centers involving at least 27 different educational partners. (Please see the map below.)

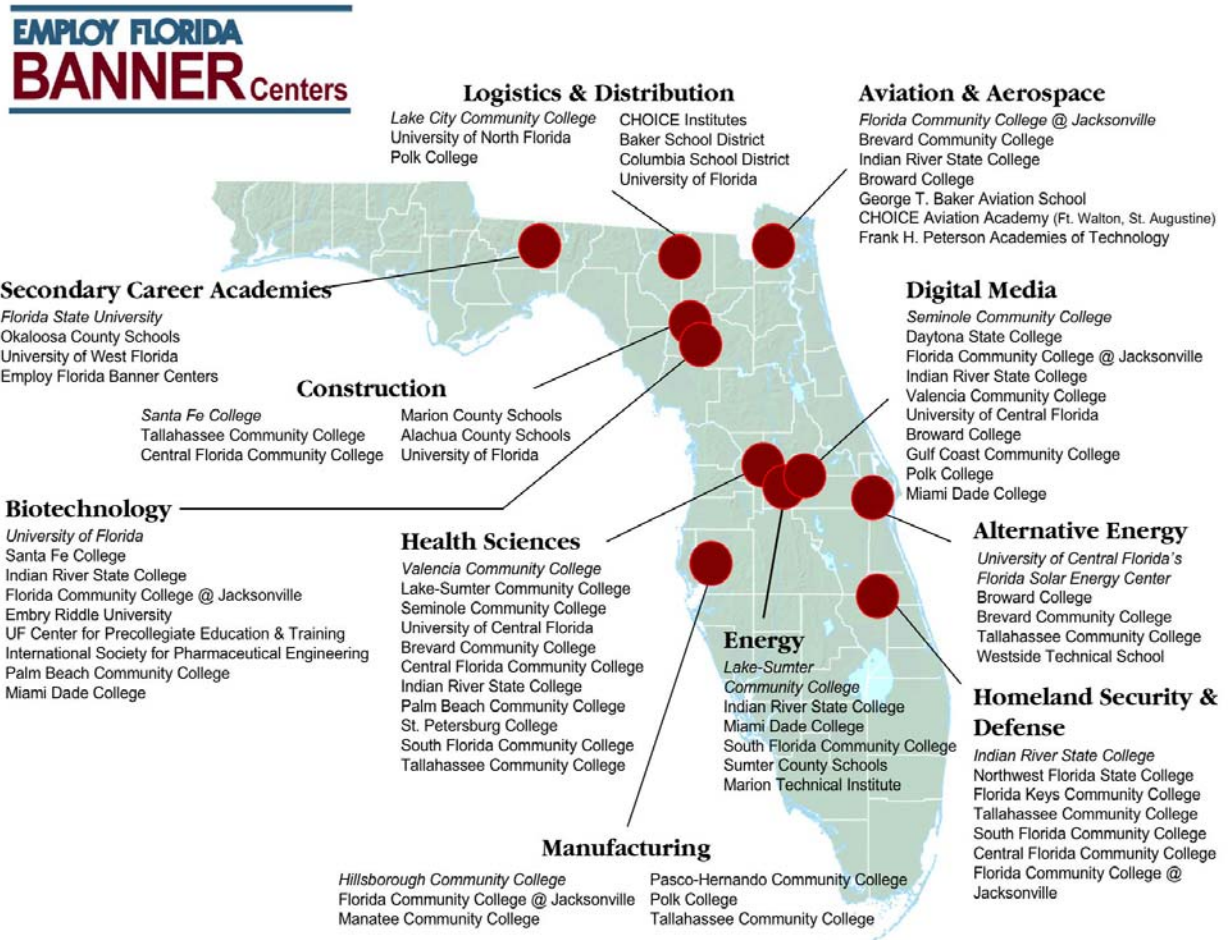
**What’s the Value of Banner Centers for Florida Business?**

Consider the workforce of 2020. According to labor market statistics, more than 70 percent of Florida’s *current* labor force will still be in the state’s workforce 12 years from now. That’s why skills upgrade training is critical to businesses and critical to Florida’s future. Banner Centers are being designed to respond to these needs in a way that hadn’t previously existed before in Florida with *workforce, education* and *industry* all working together through postsecondary institutions to address existing, real-time and emerging needs for training.

**How are they funded?**

Workforce Florida has invested more than \$8.8 million in state general revenue and federal Workforce Investment Act funding to create the Banner Centers. Another \$8 million has been leveraged through education and industry partnerships.

With support from Governor Charlie Crist, the 2008 Florida Legislature approved \$1.5 million in funding for Florida’s existing Banner Centers. At its May 15, 2008, meeting, Workforce Florida’s Board of Directors approved \$3.3 million in additional funding to support current centers as well as to establish new centers tied to state priorities, including one focused on bolstering skilled talent to support Florida’s water needs.



## **TARGETED INDUSTRY SECTORS & ECONOMIC DEVELOPMENT INTERFACE**

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, the public-private partnership serving as Florida's primary organization devoted to statewide economic development. These include: Life Sciences, Information Technology, Aviation/Aerospace, Homeland Security/Defense, Financial/Professional Services and 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 and the Manufacturers Association of Florida (MAF).

### ***WFI Administered Employer-Specific Training Programs***

**Title:** *Quick Response Training Program*

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

**Funding Allocation:** \$5,000,000 annually [Penalty & Interest Funds]

**State's Average Investment per Trainee:** \$704.81

**Progress to Date:** For FY 7-01-07 through 6-30-08, 2280 workers are receiving customized training for new jobs created by a total of three new-to-Florida companies and 13 expanding companies.

**Identified Issues/Lessons Learned:** Several counties in Florida, particularly rural counties, have never had a company benefit from QRT training assistance. Consistent with the Governor's desire that Florida's rural regions receive special assistance to participate in the state's economic diversification efforts, staff has developed a rural outreach plan that will be accomplished with input from the Governor's Office of Tourism, Trade and Economic Development. This fiscal year, 13.41% of QRT awarded funds were awarded in Florida's distressed communities. This accounted for 641 trainees.

**Proposed Solutions:** Ongoing.

**Title:** *Incumbent Worker Training Program*

**Purpose:** Provided grant funds to assist Florida companies with skills upgrade training for their existing workforce to help them remain competitive. Funding priority was given to businesses that are small, or located in rural, enterprise zone, brown-field or inner-city areas, and those businesses in a targeted industry. Florida's IWT program, established in 1999, is funded at \$2 million annually. Since the program's inception, more than \$63 million in requests have been received and, due to limited funding, only 44% of the requests have resulted in awards.

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

**State's Average Investment per Trainee:** \$430

**Progress to Date:** For FY 7-01-07 through 6-30-08, grants were awarded to 145 companies for the training of 8,441 incumbent workers.

**Identified Issues:** To ensure that as many small businesses as possible are aware of the benefits of the IWT program, Catherine Kennedy, IWT Program Administrator, conducted several presentations and workshops throughout the state. These organizations included community colleges, and other local organizations. The IWT program, which is very popular, continues to meet a critical need for Florida's businesses.

**Proposed Solutions:** Continued outreach and presentations to the business community.

### ***CAREER AND PROFESSIONAL EDUCATION (CAPE) ACT***

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

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

During this first year of the Act, the Agency for Workforce Innovation (AWI) identified the highest and best industry certifications – based upon the highest available national standards for specific industry certifications that would ensure student skill proficiency and to address emerging labor market and industry trends. This compilation of certifications that met the required standards was vetted by numerous entities which included 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. Workforce Florida approved and published a “Comprehensive Industry Certification List” and will continue to do this each year by publishing an updated list by March 1st.

### ***Career Council***

The Career Council is the primary focus for lifelong learning and continued improvement of employees' skills. The council will necessarily oversee access to workforce services for the universal customer. The Career Council's purpose is to address the needs of job seekers, employed workers and employers using an integrated approach to serving all customer populations. The scope of work includes, but is not limited to, the following strategic priorities of the Board: support training and development of Florida's talent pipeline; leverage technology to enhance Florida's workforce system; and marketing. The scope of work includes, but is not limited to, the following activities of the Board: One Stop Career Centers; The Employ Florida Job Matching System – Employ Florida Marketplace (EFM); targeted populations; welfare reform; and Incumbent/Employed Worker Training.

There are three main areas of focus for the council:

- 1. One-Stop Committee** – The elements of the One-Stop Committee will be incorporated into the Career Council and include the following; branding and marketing; One-Stop Minimum Standards/Credentialing; outreach to special populations and partnering with organizations directly servicing targeted populations; and best practices and excellence recognition. The quality of services and programs available at the One-Stops and through the Employ Florida Marketplace are critical in addressing the needs of job seekers, incumbent/ employed workers and employers.
- 2. Pre-employment programs for all job seekers** – Florida’s workforce system provides a broad array of pre-employment services to assist all job seekers in finding appropriate employment. The workforce system needs to be able to cost-efficiently link well-trained, work-ready job seekers with businesses. Workforce Florida is committed to ensuring every Floridian seeking a job has access to high quality workforce services and training resources required to successfully enter and advance in today’s knowledge-based workforce. The Career Council will ensure best practice service delivery models to address the services, programs and training resources needed by the diverse population of job seekers (see listing below) are available for replication throughout the state to maximize the ROI for regional funding.

Florida’s workforce system provides universal customer access and serves the following diverse segment of job seekers.

- Dislocated Workers
- Displaced Homemakers
- Ex-Offenders
- Educational System Graduates
- First Time/Entry Level
- Homeless
- Limited English Workers
- Mature Workers
- Migrant Farm Workers /Seasonal Workers
- Persons with Disabilities
- Professionals
- Teen Parents
- Trailing Spouses
- Veterans
- Persons Transitioning Off Welfare
- Youth
- Youth Offenders
- Youth Aging Out of Foster Care

Such diversity in the labor pool requires specialized workforce services and training programs.

- 3. Post-employment programs for employed/incumbent workers** - Importantly the workforce system also provides several post-employment programs that offer skills upgrade training and occupation-specific training in consultation with both employees and their employers. The goal is to help employees achieve job retention, earnings gains and advancement, which are critical for a family to build economic security/independence; and to help employers reduce costly turnover, improve

productivity and create additional jobs. Using a competitive procurement process, the Career Council will fund Regional Workforce Board innovative programs to provide post-employment services through local partnerships with employees, employers and training providers.

### ***Post-Employment Self-Sufficiency Projects***

#### **Title: *Passport to Economic Progress Project***

**Purpose:** The Passport to Economic Progress is a post-employment program and clients must be employed and earning less than 200% of the Federal poverty level to participate. Passport was designed to work with individual employees to provide incentives to gain skills to retain employment, increase earnings and achieve job/career upgrades. Passport offers performance-based incentive bonuses contingent upon achieving specific benchmarks prescribed in the client's self-sufficiency plan. The self-sufficiency plan is developed by the client in consultation with the career manager, is based on her/his objectives to become self-sufficient and emphasizes the importance of individual responsibility. The Legislature intended to create a demonstration program for the provision of such incentives and services with the goal of developing a model for the continued evolution and enhancement of welfare-reform efforts in Florida.

**Funding Allocation/Appropriation:** Passport is coordinated and tracked by the Career Council. Passport is funded through a line item TANF appropriation (\$2 million) by the Florida Legislature to three counties (Hillsborough, Manatee and Sarasota)/two Regional Workforce Boards.

**Outcomes as of 6/30/08 – longitudinal benchmarks will be tracked through 12/31/08:** 498 clients were enrolled; 320 or 64% of enrollees applied for and received the Earned Income Tax Credit (EITC); 1,089 vocational education certificates and/or job skills training certificates were earned as agreed to in the self-sufficiency plans; 226 or 45% of the enrollees received an upgrade in position and/or an increase in available income; 371 or 75% of the enrollees achieved 30-day job retention, 297 or 60% achieved 90-day job retention, 219 or 44% achieved 180-day job retention; and 405 or 81% of enrollees completed other self-sufficiency goals. Based on performance to date, it is expected that all longitudinal targets will be met or exceeded.

**Average Investment per Enrollee:** Approximately \$4,016, which includes work support services (childcare and transportation), training/education costs and performance incentives for achieving agreed upon benchmarks in self-sufficiency plan.

#### **Title: *Workplace Investment Now (WIN)***

**Purpose:** WIN is an employed worker training program that promotes critical workplace success outcomes for eligible and targeted employed workers such as a) job retention, b) earnings gains, and, c) career advancement for eligible employees; and that promotes outcomes that allow employers to remain competitive and expand their businesses such as, a) reducing employee turnover, b) improving productivity, and, c) upgrading skills of the existing workforce. A direct benefit for the local economy would be job creation.

'Eligible employees' as used here will include the following:

- Current and former temporary cash assistance (TCA) recipients;

- Temporary Assistance for Needy Families (TANF) eligible families earning less than 200% of the Federal Poverty Level (FPL) and at risk of welfare dependency; and
- Workforce Investment Act (WIA) eligible incumbent workers.

‘Targeted employees’ as used here includes groups that normally have barriers to employment and, when they are employed, experience difficulties retaining employment and achieving advancement. These groups are persons with disabilities, veterans, homeless, mature workers and the working poor. WIN projects may target all employed workers but also are expected to incorporate strategies that address one or more of these underserved groups.

All training strategies must target occupations on the current regional Targeted Occupations Lists (TOLs). All training providers must either be on the region’s eligible training provider list or must be provided and certified by the employer.

**Funding Allocation:** Local WIN projects are funded with WIA (\$500,000 set aside) and TANF (\$2 million). The use of either or both of those funding sources depends on the eligibility of the participants being served. Projects could be all WIA, all TANF or a combination of the two. This post-employment project was implemented as a partnership among the regional workforce boards, training providers, employees and employers. **The training providers and employers brought to the project an additional \$4.5 million in leveraged funds.**

**WIN outcomes as of 6/30/08: – longitudinal benchmarks will be tracked through 12/31/08:** 1,163 clients were enrolled; 1,036 or 89% of enrollees completed at least one training program; and 1,853 of enrollees completed certification/credentialing/ occupational skills/GED/skills upgrade programs. The program did not begin until mid September 2007 and this was the first year of the program so longitudinal benchmarks will be tracked through December 2008. Those benchmarks include an upgrade in position and/or an increase in available income; 330-day job retention, 90-day job retention and 180-day job retention.

**Average Investment per Enrollee:** Approximately \$2,150 of workforce dollars which includes work support services and training/education costs. The leveraged funds from the training providers and employers noted above in the Funding Allocation section included actual training delivery costs, salary for clients while attending training and facility costs.

### *Special Projects*

**Title: *Non-Custodial Parent Employment Program (NCPEP)***

**Purpose:** In the NCPEP, TANF eligible non-custodial parents, including the ex-offender population, are provided employment/post employment services including training/education to facilitate their being able to fulfill obligations to provide support payments and contribute to the family’s self-sufficiency. Performance benchmarks that are tracked include job retention, job upgrade, earnings gain, child support payment begun and maintained, and certifications acquired. Non-custodial parents are also offered parenting classes and encouraged to participate in the child’s life if appropriate. Regional Workforce Boards partner with several agencies in this program including the Department of Revenue (DOR) Child Support Enforcement (CSE).

**Funding Allocation/Appropriation:** NCPEP is coordinated and tracked by the Career Council. NCPEP is funded by a line item TANF appropriation (approximately \$1.4 million

dollars) by the Florida Legislature to four areas in the state - Pinellas, Pasco, Hillsborough counties and the Miami-Dade area.

**NCPEP outcomes as of 6/30/08 – longitudinal benchmarks will be tracked through 12/31/08:** Currently the performance benchmarks for NCPEP include: number enrolled in the program - 1,622 ; number placed in unsubsidized employment - 912 or 56% of the enrollees; number who retained employment for 90 days at a minimum of 32 hours a week while participating - 521 or 57% of those place in unsubsidized employment; number who retained employment for 180 days at a minimum of 32 hours per week – 388 or 43%; number who earned an upgraded position or increase in wages – 308 or 34%; number who maintained three months of child support payments – 665 or 73%; and 1,011 Vocational Education, Certificate program or other education programs were successfully completed by participants. Based on performance to date, it is expected that all longitudinal targets will be met or exceeded.

**Average Investment per Enrollee:** Approximately \$873 per enrollee, which includes employability services, family counseling services, work support services and training/education costs.

### ***Policy Issues & Initiatives***

**EITC Campaign to the Prosperity Initiative Resource Web Page:** Workforce Florida, Inc. (WFI), the Agency for Workforce Innovation (AWI), the Department of Children and Families (DCF) and the Regional Workforce Boards (RWBs) have partnered since 2002 to communicate and implement Earned Income Tax Credit (EITC) campaigns throughout the state. EITC provides a substantial benefit to millions of American families and increases net worker pay while also increasing revenue recirculation. The EITC campaign benefits both the individual citizens of Florida as well as the local economy.

During 2007-2008 the focus on expanding the EITC Campaign to the Prosperity Initiative, which is inclusive of EITC, CTC, asset building and financial literacy continued. The Prosperity Initiative Resource Page is offered to provide information, communication links, and contact information for state and local partners and share successful program designs among partners. These resources direct visitors to information and tools necessary to access and assist others to access information on EITC, CTC, financial literacy and asset building programs. The link to the resource page is <http://www.floridajobs.org/eitc/index.html>.

**Preparations to Implement the Deficit Reduction Act of 2005:** In February 2006, the President signed the Deficit Reduction Act (DRA) of 2005 into law, which reauthorized the Temporary Assistance for Needy Families (TANF) program. The Deficit Reduction Act of 2005 required the Department of Health and Human Services (DHHS) to define work eligible participants, each work activity and establish verification requirements. In June 2006, DHS distributed Interim Final Regulations, which detailed each work activity definition and supervision/documentation requirements. States were required to submit a work verification plan no later than June 29, 2007, with final approval and implementation no later than October 1, 2007. Florida submitted Florida's Work Verification Plan (WVP) that included a gradual implementation process, services provided under each work activity category, participation verification procedures, work activity definitions, verification procedures, and other required elements. Florida began operating under the Interim Final Regulations,



Florida's WVP (approved by DHHS September 5, 2007) and Florida Statutes effective October 1, 2007.

In February 2009, the TANF Final Rule was published and several of the elements that were required by the TANF Interim Rule were modified. Florida has revised our WVP and resubmitted to DHHS for review and approval and we expect to be operating under the TANF Final Rule, the revised Florida WVP and Florida Statutes effective October 1, 2008.

Florida has spent several months reviewing and modifying local one-stop service delivery models to ensure the State was on track to meet the required TANF participation rates of 50% for the All Family program and 90% for the Two Parent Family program. The potential negative budgetary impact and penalties if Florida does not meet the required performances are significant and warrant our multi-pronged efforts. State and local organizations and agencies have partnered in this project. The federal fiscal year to date results are promising, Florida is continually improving performance and expects to meet the required participation rate performance for the FFY ending September 30, 2008.

### ***Youth Development Council***

*The purpose of the Youth Development Council is to promote successful entry of youth into the workforce through education and job experience, including school-to-work transition initiatives that enlist business and community support to ensure that students have the educational and occupational skills required to succeed in the workforce. Additionally, the Federal Strategic Youth Vision requires a strong focus on the training and development of Florida's out-of-school youth, an important segment of the workforce talent pipeline. This council also addresses adults entering the workforce for the first time and youth programs related to welfare reform.*

### ***Training Projects***

**Title:** *Year III Funding for the Replication of the CHOICE Career Academies*

**Purpose:** The purpose of this grant opportunity was to seek applications from Regional Workforce Boards and their partnering school districts for projects that utilize the CHOICE Career Academies educational model. The intent was to fund projects that start new career academies or expand existing career academies that target one or more of the designated industries that lead to educational and industry-recognized certifications.

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

**Awards/Expected Outcomes:** Funding awards were made to six Regional Workforce Boards to provide skill training to 805 youth.

**Progress to Date:** These are planning and start-up awards in that it takes the schools one year to get the programs implemented and to allow ample time for instructors to become certified in the same industry-certification areas that will be made available to the students, who are enrolled at the beginning of a semester, once the groundwork has been completed. A total of 626 youth (or 77.76% of plan) were enrolled in an academy the start-up year. Youth enrolled will not start earning industry-recognized certifications until their senior year but are enrolled into the academies in their junior year. The program has long-term objectives:

graduation, obtainment of a nationally recognized industry certification, and employment. The regions and school districts that participated will be providing follow-up on youth until they graduate from high school. Regarding capacity building within the school districts, career institute instructors have been certified in one or more industry-recognized certifications. These include but are not limited to: Cisco Networking Network Associate (CCNA 1 and CCNA 2); Computer Technology Industry Association (CompTIA A+ and Network+); Internet and Computing Core Certification (IC3); Occupational Safety & Health Administration (OSHA) Trainer, Microsoft Certified Systems Engineer (MCSE/2000/2003), State of Florida Certified Residential Contractor; Certified Plumbing Contractor; Certified Energy Rater; Certified Softplan Architectural Design Advanced User; and others.

**Impact and Systematic Change to Education:** The CHOICE model has been recognized at the state and national levels for its responsiveness to the needs of business, the emphasis on partnerships including the workforce development board, the articulation with post-secondary education providers, and the requirement that educational academies provide a means for earning industry-recognized certifications while earning a diploma. The Career and Professional Academies Act passed by the Florida legislature in the 2007 session will revamp career education programs in Florida high schools using the CHOICE model, which the Youth Development Council endorsed for three years by directing funding for replications in 16 school districts. Students throughout Florida will be able to take courses resulting in national industry certification in high-demand careers while simultaneously earning a high school diploma and even college credits – all at no cost to them or their families. The legislation establishes career and professional academies in every school district within two years. The academies will be jointly developed by business groups, school districts, and private and public colleges and universities. The academies must be designed to meet economic development and workforce needs in the regional economy.

**State's Average Investment per Trainee:** \$1,397 (These funds were for start-up of programs that will continue to serve youth over time.)

**Business and Employment Solutions and Training (BEST) Initiative** – This initiative was launched by Workforce Florida in 2005 and has been funded for three years to promote innovative local solutions to providing employment training in high-skill, high-wage industries for **special populations including juvenile offenders, high school dropouts, other teens, people with disabilities and underemployed workers, among others.** Through BEST, Workforce Florida has provided about \$14.5 million to Regional Workforce Boards to train about 20,000 people in fields such as advanced manufacturing, health-care technicians and construction. Adults and youth are served through local training programs funded by this initiative. Youth programs are intended to advance the critical strategies outlined in the federal New Youth Vision: 1) focus on alternative education; 2) meet the demands of businesses, especially in high-growth industries; 3) focus on the neediest, most at-risk youth, including out-of-school youth; and 4) focus on improvement.

### *State and Local Initiatives*

#### *Strengthening Youth Partnership Initiative*

Workforce Florida initiated this statewide effort in 2003 to increase coordination, planning and resource alignment among state organizations and agencies with complementary youth goals and missions. This group includes representatives from the Departments of Juvenile Justice, Education, Children and Families, and Health along with Workforce Florida, the Agency for Workforce Innovation, Regional Workforce Boards, Associated Industries of Florida and Able Trust. It meets regularly to identify gaps in services, potential program duplication, and strategies to improve services to Florida's most at-risk youth. The partnership's work is in line with more recent federal directives through the Employment and Training Administration (New Youth Vision) and the White House Task Force on Disadvantaged Youth (Shared Youth Vision), among others, aimed at **fostering more collaboration** among those supporting youth services. Key to the visions of both the state and federal partners is increasing training opportunities for young people in high-growth industries that pay higher wages. Florida's record, as an early innovator in building bridges among those serving youth, contributed to its selection as one of 16 states earlier this year to receive a \$116,000 federal grant to fund two programs — through WorkSource in the Jacksonville area and the Southwest Florida Workforce Board in Charlotte County — that link youthful juvenile offenders with educational, health and social services that support successful employment outcomes.

WorkSource developed a community action assessment and action plan for serving youth with special needs with processes being documented to create a model for replication in any community. A link on WorkSource's website, [http://www.workforceleadership.net/project/shared\\_youth\\_vision](http://www.workforceleadership.net/project/shared_youth_vision), shares the information and tools that were developed. The Southwest Florida Workforce Board developed a one-stop prevention and intervention system for youth on probation at an existing Community Service Center and a Juvenile Justice Re-Entry Board was established. Both are being sustained by local funds of partner agencies.

### ***Statewide Shared Case Management Pilot Project***

#### ***Cross Council Project***

##### **Title: Business Employment & Solutions Training (BEST)**

**Purpose:** FY 07/08 was the third year the state funded BEST projects. The basic intent of this project was to provide funding for a multi-faceted, cross council approach to develop and implement regional projects that serve youth and first-time job entrants; persons transitioning from public assistance to meaningful employment; and the working poor and employed workers needing skills upgrade training to allow their employers to retain or expand their businesses. Under the BEST initiative, Regional Workforce Boards (RWBs) identified gaps in needed local services and submitted innovative projects to fill those gaps. Additionally RWBs were required to consider the framework provided by WFI in developing customized BEST projects to meet local needs. Listed below are the published goals of each council followed by language that focuses BEST III on those goals and provided the framework.

Youth Development Council – Has as its objective to promote successful entry into the workforce by youth and first-time job entrants through education and workplace experience that leads to self-sufficiency and career advancement. The Youth Development Council

supports the objectives of the Strengthening Youth Partnership and the federal Strategic Youth Vision.

**Funding for youth is intended to advance the critical strategies laid out in the ETA's New Youth Vision: 1) Focus on alternative education; 2) Meet the demands of business, especially in high growth industries; 3) Focus on the neediest, most at-risk youth, including out-of-school youth; and 4) Focus on improved performance.**

**KEY: Applications should therefore utilize a collaborative approach, involving to the greatest extent possible local youth partners and business, to**

- a) Enhance the quality of services
- b) Improve efficiencies or return on investment
- c) Improve the achievement of desired outcomes.

Career Council – Has as its objective to address the needs of all job seekers, including incumbent/employed workers, the disabled and the working needy poor with limited skills and earnings; and helping these job seekers and workers move toward self-sufficiency by employing job placement, retention and career advancement strategies.

**Funding is intended for the purpose of proactively partnering with business to focus on employed workers with limited skills and earnings to help those workers to move toward self-sufficiency by employing strategies to achieve career retention and advancement. The Career Council is also interested in funding collaborative projects that include placement, retention and career advancement for persons with disabilities.**

**KEY: Applications should therefore utilize a collaborative approach that advances these objectives of achieving economic self-sufficiency that**

- a) Target WIA-eligible persons with disabilities, and/or
- b) Target WIA-eligible employed workers.

Business Competitiveness Council – Has as its objective the development of high value jobs and the workforce to fill those jobs to retain, expand and attract quality job-creating businesses and thereby improve the overall economy.

**Funding is intended to promote and support a demand-driven and responsive workforce system that increases the number of workers with sufficient skills to retain, expand or recruit targeted, high-value industries thereby supporting Florida's economic development goals.**

**KEY: Applications should utilize a collaborative approach, involving business partners to the greatest extent possible (that is what is meant by 'demand-driven' - what are the needs of local businesses or those being recruited into the region?), that advance in upgrading the skills of employed workers to further the economic goals within the region.**

**Funding:** WFI utilized WIA state set-aside dollars to fund local projects. \$2 million was allocated at the state level to fund BEST III projects for 2007-08. Awards to individual regions could not exceed \$333,333 each. Seven projects were funded. Awards were made through a competitive bid process. **The training providers and employers brought to the project an additional \$3.5 million in leveraged funds.**

**Outcomes as of 6/30/08:** 1,792 participants have been enrolled; 1,789 enrollees have completed at least one training; 351 enrollees completed occupational training; 1,272 completed customized training; 166 completed OJT. This project began September 7, 2007 and data entry of all training outcomes must be completed 60 days after the end of the grant

period and state FY – June 30, 2008. The final applicable performance report will be published October 2008.

**Average Investment per Enrollee:** Approximately \$1,116 of workforce dollars paid for training. The leveraged funds from the training providers and employers noted above in the funding section funded training delivery costs and salary for clients while attending training.

### *Outreach to Employers and Job Seekers*

**Employ Florida and the Employ Florida web site.** The Employ Florida affiliate brand continues to be developed as a tool for customers to find state and local workforce resources and services throughout Florida. By affiliating with Employ Florida, local and state workforce entities and their service outlets are connected via a common name/brand. Employers and job seekers only need to know this one name to locate Florida's workforce services and resources anywhere in the state. All 24 Regional Workforce Boards as well as the two state partners, Workforce Florida and the Agency for Workforce Innovation, have representation on the state Employ Florida Communication Consortium, which meets several times each year for the following purposes:

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

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

The Employ Florida web site, [www.EmployFlorida.com](http://www.EmployFlorida.com), has been expanded to not only provide a consolidated point of access for locating one-stop centers and other local and state resources, but to also serves as the access point to the Employ Florida Marketplace (EFM). Launched March 1, 2005, the EFM is another component of the Employ Florida network of workforce services and resources. In addition to using the nearly 100 One-Stop Career Centers with physical locations throughout Florida, now customers can find and access services virtually anywhere using the Employ Florida Marketplace. The Marketplace's "spidering" technology, used to aggregate job listings from other web sites, has produced over 4 million jobs on the site since it was launched with more than 500,000 referrals to external jobs recorded.

The Employ Florida Marketplace (EFM) is a powerful online labor market exchange tool specifically designed for employers, job seekers, students, training providers, workforce customer service representatives and professionals, and others seeking benefits and services. The EFM provides fast access to a complete set of employment tools in one web site. This system is designed to be comfortable for everyone, even the person who has little computer experience.

Employer users will find the following features helpful:

- Define skills and post job orders to find potential candidates
- Research labor market information on salaries and economic data
- Set up a Virtual Recruiter search agent to automatically find candidates within the system that match the job skills of the job order
- Communicate with job seekers, workforce customer service representatives, training providers, and others within the system email and message center.

Features to help job seekers and students within the system include:

- Use a professional format to create and send resumes and cover letters to employers
- Assess your job skills, set goals, and research training providers
- Review available jobs and apply online
- Set up a Virtual Recruiter search agent to automatically review job postings and notify you of jobs that match your skills
- Track your job search efforts and resumes sent in a personal profile folder online
- Learn about services and benefits for which you may be eligible
- Determine a budget and plan for training
- Research regional labor market information, such as salaries
- Use the email/message center to contact employers and workforce customer service representatives

The Employ Florida web site averages around 47,000 unique visitors per day and, as of September 17, 2007, had 2.8+ million registered job seekers with over 369,000 resumes on the system. The number of employers registered on the system as of this same date exceeded 157,000. The Employ Florida web site is also supplemented by a toll-free telephone number, 1-866-FLA-2345, housed at the Agency for Workforce Innovation, manned by staff who can assist customers with a full range of inquiries related to the web site and Florida's workforce system in general.

### ***Other Outreach Activities***

A variety of communication strategies, vehicles and tactics have been used to connect workforce customers to resources, services and special workforce initiatives. These include state-level public relations campaigns, conference and meeting presentations, print, radio, television, outdoor (billboards) and online advertising.

To promote workforce services to the youth audience, Workforce Florida continued its participation in Florida Trend's highly successful NEXT magazine. Florida Trend's NEXT magazine is written by and for high school students. The magazine also has a companion website at [www.FloridaNext.com](http://www.FloridaNext.com) with additional expanded information, links, activities, surveys, teachers' resources and more. A copy of Florida Trend's NEXT magazine is provided free to 750,000 Florida youth, grades 9-12 enrolled in 1,358 schools. Florida Trend's NEXT magazine also provides a Teacher's Guide with suggestions on how to incorporate the magazine into lesson plans and classroom activities. Florida Trend's NEXT is also distributed to private and specialty schools, including technical schools, alternative schools, drug treatment education schools and teen parenting schools. Additional copies of the magazine are also shipped to the local workforce boards to use at youth job fairs and other relevant events.

## ***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 at least theoretical 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 under the state Board's oversight, including the Workforce Investment Act (WIA), Wagner-Peyser (WP) and Temporary Assistance to Needy Families (TANF). As a further policy matter, Florida's incentive/corrections apply to both short-term, interim outcomes (mainly EER-Entered Employment Rates) as well as the longer-term outcomes (mainly Job Retention) reported annually to the U.S. Department of Labor (WIA & WP) and the U.S. Department of Health and Human Services (TANF) using UC/UI wage records. Certain other requirements imposed by state law are used as indicators. For example, Florida tracks the state law requirement for a 50% rate of expenditures on Individual Training Accounts (ITAs) and other training. Similarly, the federal "participation" rate for TANF participants is also tracked.

Each year the Workforce Florida, Inc. Board of Directors approves an incentive pool "off the top" of the annual budget out of state-level discretionary WIA, WP and TANF funds. Additional incentive money for the pool may come from federal performance awards including WIA incentives and TANF High-Performance Bonuses. Based on state policy, performing Regional Workforce Boards are awarded monetary incentives from this incentive pool. High-performing Regional Workforce Boards are also awarded public recognition and plaques in the high-visibility annual Workforce Summit.

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

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.

# **APPENDIX**

**FEDERAL WORKFORCE INVESTMENT ACT  
ANNUAL REPORT SUPPORTING TABLES AND REQUIRED WIA TABLES**

**FEDERAL WIA ANNUAL REPORT PERFORMANCE DATA  
TABLES A THROUGH O**



Level: STW

FLORIDA PROGRAM YEAR 2007-2008 STATE WIA PERFORMANCE

9/25/2008

**Negotiated Performance Measures Summary**

Performance Measure	Negotiated Performance	Actual Performance		
Participant Customer Satisfaction Score (For exiters 01/01/2007 - 12/31/2007)	79.00	82.90	Number of Exiters	24,112
			Number of Completed Surveys	4,546
			Sample Size	7,012
Employers Customer Satisfaction Score (For exiters 01/01/2007 - 12/31/2007)	75.00	79.14	Number of Employer Customers	56,888
			Number of Completed Surveys	7,452
			Sample Size	10,789
Adult Entered Employment Rate (10/01/2006 - 09/30/2007)	80.00%	77.70%	Numerator	4,447
			Denominator	5,722
Adult Employment Retention Rate (04/01/2006 - 03/31/2007)	85.00%	89.50%	Numerator	13,461
			Denominator	15,048
Adult Average Earnings (04/01/2006 - 03/31/2007)	\$15,000	\$19,531	Numerator	\$251,907,356
			Denominator	12,898
Adult Employment and Credential Rate (10/01/2006 - 09/30/2007)	78.00%	74.40%	Numerator	10,042
			Denominator	13,493
Dislocated Worker Entered Employment Rate (10/01/2006 - 09/30/2007)	79.00%	89.20%	Numerator	2,573
			Denominator	2,884
Dislocated Worker Employment Retention Rate (04/01/2006 - 03/31/2007)	85.00%	89.90%	Numerator	2,881
			Denominator	3,206
Dislocated Worker Average Earnings (04/01/2006 - 03/31/2007)	\$14,500	\$16,887	Numerator	\$44,447,258
			Denominator	2,632
Dislocated Worker Employment and Credential Rate (10/01/2006 - 09/30/2007)	70.00%	73.30%	Numerator	1,304
			Denominator	1,779
Older Youth Entered Employment Rate (10/01/2006 - 09/30/2007)	73.00%	74.10%	Numerator	632
			Denominator	853
Older Youth Employment Retention Rate (04/01/2006 - 03/31/2007)	80.00%	81.10%	Numerator	918
			Denominator	1,132
Older Youth Average Earnings (04/01/2006 - 03/31/2007)	\$3,400	\$3,292	Numerator	\$3,528,787
			Denominator	1,072
Older Youth Employment and Credential Rate (10/01/2006 - 09/30/2007)	55.00%	47.90%	Numerator	557
			Denominator	1,164
Younger Youth Skill Attainment Rate (04/01/2006 - 03/31/2007)	86.00%	85.80%	Numerator	7,187
			Denominator	8,374
Younger Youth Diploma or Equivalent Attainment Rate (04/01/2006 - 03/31/2007)	48.00%	57.50%	Numerator	889
			Denominator	1,545
Younger Youth Retention Rate (04/01/2006 - 03/31/2007)	61.00%	74.50%	Numerator	1,699
			Denominator	2,281
Youth Placement in Employment or Education Rate (10/01/2006 - 09/30/2007)	N/A	61.30%	Numerator	2,084
			Denominator	3,399
Younger Youth Attainment of Degree or Certificate Rate (10/01/2006 - 09/30/2007)	N/A	58.30%	Numerator	2,066
			Denominator	3,541
Younger Youth Literacy and Numeracy Gains (07/01/2006 - 06/30/2007)	N/A	N/A	Numerator	N/A
			Denominator	N/A

## DEFINITIONS FOR WIA PERFORMANCE MEASURES

### Customer Satisfaction Measures

#### **Participant Satisfaction**

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

#### **Employer Satisfaction**

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

### Adult Measures

#### **Adult Entered Employment Rate**

*Of those who are not employed at registration:*

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

#### **Adult Employment Retention Rate at Six Months**

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

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

#### **Adult Average Earnings**

*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:*

*Workforce Florida 2004-2005 Annual Report – Appendix A Table 2*

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.

**Workforce Florida Program Expenditure Report  
Annual Report (July 1, 2007 to June 30, 2008)  
State-Level WIA Rapid Response**

<b>RWB Allotment</b>	<b>Total Available Funds</b>	<b>Total Expenditures</b>	<b>Total Direct Client Services (DCS)</b>	<b>% DCS</b>
WalMart Recruitment - RWB09	41,580	41,580	41,580	<b>100.0%</b>
Smithfield Foods - RWB06	17,986	17,986	17,986	<b>100.0%</b>
Targeted Industries Support - RWB05	30,398	30,398	30,398	<b>100.0%</b>
Targeted Industries Support - RWB08	115,585	115,585	115,585	<b>100.0%</b>
Service Learning for Adults - RWB24	132,549	132,549	126,437	<b>95.4%</b>
Service Learning for Adults Year Two - RWB24	200,000	192,781	187,238	<b>97.1%</b>
Rural Initiatives II - RWB02	95,660	95,660	94,803	<b>99.1%</b>
Rural Initiatives II - RWB03	97,561	97,561	89,792	<b>92.0%</b>
Rural Initiatives II - RWB07	77,539	77,539	68,967	<b>88.9%</b>
<b>Sub-Total</b>	<b>808,858</b>	<b>801,639</b>	<b>772,786</b>	<b>96.4%</b>
AWI	955,886	694,515	694,515	
<b>Total State-Level</b>	<b>1,764,744</b>	<b>1,496,154</b>	<b>1,467,301</b>	<b>98.1%</b>

## FLORIDA WIA FINANCIAL STATEMENT

7/1/07 TO 6/30/08

Operating Results	Available	Expended	Pct.	Balance Remaining
<b>Total All Funds Sources</b>	<b>\$119,594,942</b>	<b>\$89,364,627</b>	<b>74.7%</b>	<b>\$30,230,315</b>
Adult Program Funds	\$28,197,109	\$22,906,970	81.2%	\$5,290,139
Adult Carry in Monies	\$7,944,186	\$7,944,186	100.0%	\$0
<b>Total Available Local Adult</b>	<b>\$36,141,295</b>	<b>\$30,851,156</b>	<b>85.4%</b>	<b>\$5,290,139</b>
Dislocated Worker Program Funds	\$10,123,351	\$7,095,422	70.1%	\$3,027,929
Dislocated Wkr. Carry in Monies	\$5,148,995	\$5,148,995	100.0%	\$0
<b>Total Available Local Dislocated</b>	<b>\$15,272,346</b>	<b>\$12,244,417</b>	<b>80.2%</b>	<b>\$3,027,929</b>
Youth Program Funds	\$22,192,412	\$18,913,019	85.2%	\$3,279,393
Youth Carry in Monies	\$5,277,914	\$5,277,914	100.0%	\$0
<b>Total Available Local Youth</b>	<b>\$27,470,326</b>	<b>\$24,190,933</b>	<b>88.1%</b>	<b>\$3,279,393</b>
Out-of-School Youth		\$15,456,650		
In-School Youth		\$8,734,283		
Summer Employment Opportunities		\$389,627		
Local Administration Funds	\$6,723,652	\$2,486,644	37.0%	\$4,237,008
Carry in Monies	\$3,632,330	\$3,632,330	100.0%	\$0
<b>Total Available Local</b>	<b>\$10,355,982</b>	<b>\$6,118,974</b>	<b>59.1%</b>	<b>\$4,237,008</b>
Rapid Response Funds	\$1,327,926	\$198,780	15.0%	\$1,129,146
Carry in Monies	\$1,297,374	\$1,297,374	100.0%	\$0
<b>Total Available State Level Rapid</b>	<b>\$2,625,300</b>	<b>\$1,496,154</b>	<b>57.0%</b>	<b>\$1,129,146</b>
Statewide Activity Funds	\$11,960,879	\$0	0.0%	\$11,960,879
Carry in Monies	\$15,768,814	\$14,462,993	91.7%	\$1,305,821
<b>Total Available Statewide Activity</b>	<b>\$27,729,693</b>	<b>\$14,462,993</b>	<b>52.2%</b>	<b>\$13,266,700</b>

**TABLE 5: PROGRAM YEAR 2007-2008 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
ADULT PROGRAM  
10/1/06 TO 9/30/07**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,631,120	100.0%				
TOTAL EXPEND.	\$1,811,466	111.1%	565	\$3,206	215	\$8,425
EXPEND. OTHER SERVICES**	\$636,399	35.1%	558	\$1,141		
EXPEND. TRAINING	\$1,025,716	56.6%	558	\$1,838		
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$415,579	100.0%				
TOTAL EXPEND.	\$230,484	55.5%	156	\$1,477	70	\$3,293
EXPEND. OTHER SERVICES**	\$26,707	11.6%	128	\$209		
EXPEND. TRAINING	\$174,174	75.6%	128	\$1,361		
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$542,491	100.0%				
TOTAL EXPEND.	\$332,177	61.2%	136	\$2,442	62	\$5,358
EXPEND. OTHER SERVICES**	\$64,126	19.3%	110	\$583		
EXPEND. TRAINING	\$256,107	77.1%	110	\$2,328		
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$815,711	100.0%				
TOTAL EXPEND.	\$726,288	89.0%	631	\$1,151	402	\$1,807
EXPEND. OTHER SERVICES**	\$83,858	11.5%	394	\$213		
EXPEND. TRAINING	\$579,392	79.8%	394	\$1,471		
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$664,887	100.0%				
TOTAL EXPEND.	\$399,355	60.1%	326	\$1,225	205	\$1,948
EXPEND. OTHER SERVICES**	\$161,702	40.5%	203	\$797		
EXPEND. TRAINING	\$196,972	49.3%	203	\$970		
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$368,828	100.0%				
TOTAL EXPEND.	\$368,828	100.0%	207	\$1,782	85	\$4,339
EXPEND. OTHER SERVICES**	\$170,002	46.1%	126	\$1,349		
EXPEND. TRAINING	\$181,532	49.2%	126	\$1,441		
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$337,272	100.0%				
TOTAL EXPEND.	\$317,553	94.2%	246	\$1,291	90	\$3,528
EXPEND. OTHER SERVICES**	\$171,495	54.0%	218	\$787		
EXPEND. TRAINING	\$121,790	38.4%	218	\$559		
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,429,315	100.0%				
TOTAL EXPEND.	\$4,429,315	100.0%	2,438	\$1,817	1,664	\$2,662
EXPEND. OTHER SERVICES**	\$2,125,842	48.0%	2,404	\$884		
EXPEND. TRAINING	\$1,947,926	44.0%	2,404	\$810		
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$790,192	100.0%				
TOTAL EXPEND.	\$608,194	77.0%	239	\$2,545	51	\$11,925
EXPEND. OTHER SERVICES**	\$223,711	36.8%	164	\$1,364		
EXPEND. TRAINING	\$335,434	55.2%	164	\$2,045		

\* 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 2007-2008 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\***  
**ADULT PROGRAM**  
**10/1/06 TO 9/30/07**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,098,169	100.0%				
TOTAL EXPEND.	\$865,341	78.8%	1,267	\$683	423	\$2,046
EXPEND. OTHER SERVICES**	\$191,095	22.1%	945	\$202		
EXPEND. TRAINING	\$603,755	69.8%	945	\$639		

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,399,930	100.0%				
TOTAL EXPEND.	\$1,171,524	83.7%	993	\$1,180	703	\$1,666
EXPEND. OTHER SERVICES**	\$255,942	21.8%	519	\$493		
EXPEND. TRAINING	\$789,849	67.4%	519	\$1,522		

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$6,613,320	100.0%				
TOTAL EXPEND.	\$5,762,602	87.1%	2,030	\$2,839	1,066	\$5,406
EXPEND. OTHER SERVICES**	\$2,011,339	34.9%	1,772	\$1,135		
EXPEND. TRAINING	\$3,361,375	58.3%	1,772	\$1,897		

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,084,630	100.0%				
TOTAL EXPEND.	\$1,084,630	100.0%	377	\$2,877	181	\$5,992
EXPEND. OTHER SERVICES*	\$407,228	37.5%	328	\$1,242		
EXPEND. TRAINING	\$568,153	52.4%	328	\$1,732		

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,711,649	100.0%				
TOTAL EXPEND.	\$1,068,860	62.4%	3,162	\$338	1,942	\$550
EXPEND. OTHER SERVICES**	\$450,150	42.1%	2,547	\$177		
EXPEND. TRAINING	\$556,579	52.1%	2,547	\$219		

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,209,560	100.0%				
TOTAL EXPEND.	\$1,818,141	82.3%	690	\$2,635	417	\$4,360
EXPEND. OTHER SERVICES**	\$516,709	28.4%	662	\$781		
EXPEND. TRAINING	\$1,082,321	59.5%	662	\$1,635		

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$732,504	100.0%				
TOTAL EXPEND.	\$603,891	82.4%	737	\$819	470	\$1,285
EXPEND. OTHER SERVICES**	\$202,058	33.5%	630	\$321		
EXPEND. TRAINING	\$401,833	66.5%	630	\$638		

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,533,588	100.0%				
TOTAL EXPEND.	\$981,679	64.0%	280	\$3,506	116	\$8,463
EXPEND. OTHER SERVICES**	\$223,305	22.7%	271	\$824		
EXPEND. TRAINING	\$636,545	64.8%	271	\$2,349		

\* 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 2007-2008 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\***  
**ADULT PROGRAM**  
**10/1/06 TO 9/30/07**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,216,416	100.0%				
TOTAL EXPEND.	\$1,143,855	94.0%	352	\$3,250	249	\$4,594
EXPEND. OTHER SERVICES**	\$787,584	68.9%	350	\$2,250		
EXPEND. TRAINING	\$278,952	24.4%	350	\$797		

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$498,311	100.0%				
TOTAL EXPEND.	\$440,617	88.4%	214	\$2,059	100	\$4,406
EXPEND. OTHER SERVICES**	\$143,244	32.5%	129	\$1,110		
EXPEND. TRAINING	\$265,977	60.4%	129	\$2,062		

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,495,112	100.0%				
TOTAL EXPEND.	\$1,233,119	82.5%	626	\$1,970	262	\$4,707
EXPEND. OTHER SERVICES**	\$315,957	25.6%	540	\$585		
EXPEND. TRAINING	\$810,939	65.8%	540	\$1,502		

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,164,066	100.0%				
TOTAL EXPEND.	\$3,509,021	84.3%	1,347	\$2,605	752	\$4,666
EXPEND. OTHER SERVICES**	\$1,018,680	29.0%	1,170	\$871		
EXPEND. TRAINING	\$2,346,470	66.9%	1,170	\$2,006		

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,675,237	100.0%				
TOTAL EXPEND.	\$3,292,969	89.6%	1,467	\$2,245	619	\$5,320
EXPEND. OTHER SERVICES**	\$1,751,383	53.2%	1,144	\$1,531		
EXPEND. TRAINING	\$1,341,007	40.7%	1,144	\$1,172		

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$10,244,451	100.0%				
TOTAL EXPEND.	\$7,966,400	77.8%	5,810	\$1,371	2,453	\$3,248
EXPEND. OTHER SERVICES**	\$3,294,039	41.3%	4,718	\$698		
EXPEND. TRAINING	\$4,036,378	50.7%	4,718	\$856		

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,602,300	100.0%				
TOTAL EXPEND.	\$1,570,654	98.0%	618	\$2,542	279	\$5,630
EXPEND. OTHER SERVICES**	\$424,824	27.0%	513	\$828		
EXPEND. TRAINING	\$1,036,160	66.0%	513	\$2,020		

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$49,274,638	100.0%				
TOTAL EXPEND.	\$41,786,735	84.8%	24,914	\$1,677	12,876	\$3,245
EXPEND. OTHER SERVICES**	\$15,657,379	37.5%	20,543	\$762		
EXPEND. TRAINING	\$22,935,336	54.9%	20,543	\$1,116		

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

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

**TABLE 6: PROGRAM YEAR 2007-2008 WIA EXPENDITURES  
DISLOCATED WORKER PROGRAM  
10/1/06 TO 9/30/07**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$214,787	100.0%				
TOTAL EXPEND.	\$132,459	61.7%	43	\$3,080	8	\$16,557
EXPEND. OTHER SERVICES*	\$52,109	39.3%	43	\$1,212		
EXPEND. TRAINING	\$69,608	52.6%	43	\$1,619		
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$75,827	100.0%				
TOTAL EXPEND.	\$75,827	100.0%	11	\$6,893	9	\$8,425
EXPEND. OTHER SERVICES*	\$9,758	12.9%	5	\$1,952		
EXPEND. TRAINING	\$64,162	84.6%	5	\$12,832		
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$210,615	100.0%				
TOTAL EXPEND.	\$131,944	62.6%	43	\$3,068	23	\$5,737
EXPEND. OTHER SERVICES*	\$20,422	15.5%	30	\$681		
EXPEND. TRAINING	\$91,019	69.0%	30	\$3,034		
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$360,345	100.0%				
TOTAL EXPEND.	\$235,898	65.5%	35	\$6,740	19	\$12,416
EXPEND. OTHER SERVICES*	\$68,202	28.9%	30	\$2,273		
EXPEND. TRAINING	\$147,935	62.7%	30	\$4,931		
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$584,134	100.0%				
TOTAL EXPEND.	\$376,952	64.5%	125	\$3,016	75	\$5,026
EXPEND. OTHER SERVICES*	\$221,064	58.6%	79	\$2,798		
EXPEND. TRAINING	\$120,571	32.0%	79	\$1,526		
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$138,289	100.0%				
TOTAL EXPEND.	\$94,576	68.4%	42	\$2,252	25	\$3,783
EXPEND. OTHER SERVICES*	\$57,748	61.1%	22	\$2,625		
EXPEND. TRAINING	\$27,314	29%	22	\$1,242		
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$141,737	100.0%				
TOTAL EXPEND.	\$138,127	97.5%	19	\$7,270	11	\$12,557
EXPEND. OTHER SERVICES*	\$122,780	88.9%	14	\$8,770		
EXPEND. TRAINING	\$6,600	4.8%	14	\$471		
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,042,058	100.0%				
TOTAL EXPEND.	\$339,010	32.5%	103	\$3,291	58	\$5,845
EXPEND. OTHER SERVICES*	\$171,280	50.5%	102	\$1,679		
EXPEND. TRAINING	\$129,328	38.1%	102	\$1,268		
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$227,549	100.0%				
TOTAL EXPEND.	\$100,727	44.3%	76	\$1,325	17	\$5,925
EXPEND. OTHER SERVICES*	\$41,257	41.0%	16	\$2,579		
EXPEND. TRAINING	\$53,021	52.6%	16	\$3,314		

\* 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 2007-2008 WIA EXPENDITURES  
DISLOCATED WORKER PROGRAM  
10/1/06 TO 9/30/07**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$586,914	100.0%				
TOTAL EXPEND.	\$312,955	53.3%	110	\$2,845	51	\$6,136
EXPEND. OTHER SERVICES*	\$67,395	21.5%	25	\$2,696		
EXPEND. TRAINING	\$220,690	70.5%	25	\$8,828		

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$502,936	100.0%				
TOTAL EXPEND.	\$315,357	62.7%	295	\$1,069	108	\$2,920
EXPEND. OTHER SERVICES*	\$119,567	37.9%	96	\$1,245		
EXPEND. TRAINING	\$176,343	55.9%	96	\$1,837		

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,585,592	100.0%				
TOTAL EXPEND.	\$639,707	40.3%	657	\$974	239	\$2,677
EXPEND. OTHER SERVICES*	\$0	0.0%	427	\$0		
EXPEND. TRAINING	\$636,541	99.5%	427	\$1,491		

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$587,243	100.0%				
TOTAL EXPEND.	\$465,233	79.2%	83	\$5,605	34	\$13,683
EXPEND. OTHER SERVICES*	\$119,950	25.8%	56	\$2,142		
EXPEND. TRAINING	\$296,648	63.8%	56	\$5,297		

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,404,303	100.0%				
TOTAL EXPEND.	\$2,213,917	92.1%	645	\$3,432	135	\$16,399
EXPEND. OTHER SERVICES*	\$738,123	33.3%	596	\$1,238		
EXPEND. TRAINING	\$1,406,136	63.5%	596	\$2,359		

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,513,708	100.0%				
TOTAL EXPEND.	\$1,385,606	55.1%	532	\$2,605	122	\$11,357
EXPEND. OTHER SERVICES*	\$442,061	31.9%	490	\$902		
EXPEND. TRAINING	\$734,021	53.0%	490	\$1,498		

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$957,377	100.0%				
TOTAL EXPEND.	\$705,825	73.7%	204	\$3,460	92	\$7,672
EXPEND. OTHER SERVICES*	\$225,446	31.9%	166	\$1,358		
EXPEND. TRAINING	\$419,857	59.5%	166	\$2,529		

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$782,956	100.0%				
TOTAL EXPEND.	\$533,999	68.2%	103	\$5,184	38	\$14,053
EXPEND. OTHER SERVICES*	\$135,426	25.4%	97	\$1,396		
EXPEND. TRAINING	\$337,433	63.2%	97	\$3,479		

\* 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 2007-2008 WIA EXPENDITURES  
DISLOCATED WORKER PROGRAM  
10/1/06 TO 9/30/07**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$640,673	100.0%				
TOTAL EXPEND.	\$441,524	68.9%	29	\$15,225	9	\$49,058
EXPEND. OTHER SERVICES*	\$335,005	75.9%	24	\$13,959		
EXPEND. TRAINING	\$60,735	13.8%	24	\$2,531		

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$175,771	100.0%				
TOTAL EXPEND.	\$69,513	39.5%	29	\$2,397	16	\$4,345
EXPEND. OTHER SERVICES*	\$16,596	23.9%	12	\$1,383		
EXPEND. TRAINING	\$50,680	72.9%	12	\$4,223		

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,548,542	100.0%				
TOTAL EXPEND.	\$1,229,451	79.4%	269	\$4,570	70	\$17,564
EXPEND. OTHER SERVICES*	\$461,589	37.5%	169	\$2,731		
EXPEND. TRAINING	\$674,354	54.9%	169	\$3,990		

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,199,749	100.0%				
TOTAL EXPEND.	\$1,324,119	60.2%	211	\$6,275	72	\$18,391
EXPEND. OTHER SERVICES*	\$688,332	52.0%	154	\$4,470		
EXPEND. TRAINING	\$582,629	44.0%	154	\$3,783		

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$3,458,108	100.0%				
TOTAL EXPEND.	\$2,370,410	68.5%	1,426	\$1,662	692	\$3,425
EXPEND. OTHER SERVICES*	\$1,471,381	62.1%	560	\$2,627		
EXPEND. TRAINING	\$680,855	28.7%	560	\$1,216		

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,025,055	100.0%				
TOTAL EXPEND.	\$3,309,422	82.2%	2,006	\$1,650	632	\$5,236
EXPEND. OTHER SERVICES*	\$1,635,025	49.4%	1,555	\$1,051		
EXPEND. TRAINING	\$1,374,622	41.5%	1,555	\$884		

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,400,273	100.0%				
TOTAL EXPEND.	\$1,251,064	89.3%	255	\$4,906	105	\$11,915
EXPEND. OTHER SERVICES*	\$365,585	29.2%	161	\$2,271		
EXPEND. TRAINING	\$783,527	62.6%	161	\$4,867		

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$26,364,541	100.0%				
TOTAL EXPEND.	\$18,193,622	69.0%	7,351	\$2,475	2,660	\$6,840
EXPEND. OTHER SERVICES*	\$7,586,101	41.7%	4,929	\$1,539		
EXPEND. TRAINING	\$9,144,629	50.3%	4,929	\$1,855		

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

**TABLE 7: PROGRAM YEAR 2007-2008 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
YOUTH PROGRAMS  
10/1/06 TO 9/30/07**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,241,819	100.0%				
TOTAL EXPEND.	\$819,412	66.0%	245	\$3,345	48	\$17,071
OTHER SERVICES***	\$484,720	59.2%	191	\$2,538		
TRAINING	\$268,782	32.8%	191	\$1,407		

REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$255,782	100.0%				
TOTAL EXPEND.	\$179,073	70.0%	97	\$1,846	25	\$7,163
OTHER SERVICES***	\$74,936	41.8%	93	\$806		
TRAINING	\$74,110	41.4%	93	\$797		

REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$648,665	100.0%				
TOTAL EXPEND.	\$389,124	60.0%	134	\$2,904	38	\$10,240
OTHER SERVICES***	\$25,470	6.5%	132	\$193		
TRAINING	\$312,149	80.2%	132	\$2,365		

REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$902,772	100.0%				
TOTAL EXPEND.	\$704,069	78.0%	333	\$2,114	78	\$9,027
OTHER SERVICES***	\$159,314	22.6%	232	\$687		
TRAINING	\$466,348	66.2%	232	\$2,010		

REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$877,555	100.0%				
TOTAL EXPEND.	\$255,108	29.1%	706	\$361	346	\$737
OTHER SERVICES***	\$189,434	74.3%	583	\$325		
TRAINING	\$42,270	16.6%	583	\$73		

REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$535,415	100.0%				
TOTAL EXPEND.	\$439,082	82.0%	87	\$5,047	30	\$14,636
OTHER SERVICES***	\$299,114	68.1%	63	\$4,748		
TRAINING	\$108,625	24.7%	63	\$1,724		

REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$255,782	100.0%				
TOTAL EXPEND.	\$163,627	64.0%	209	\$783	67	\$2,442
OTHER SERVICES***	\$128,064	78.3%	199	\$644		
TRAINING	\$22,187	13.6%	199	\$111		

REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,325,696	100.0%				
TOTAL EXPEND.	\$2,428,507	73.0%	664	\$3,657	253	\$9,599
OTHER SERVICES***	\$1,563,545	64.4%	610	\$2,563		
TRAINING	\$726,480	29.9%	610	\$1,191		

REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$665,990	100.0%				
TOTAL EXPEND.	\$294,107	44.2%	300	\$980	69	\$4,262
OTHER SERVICES***	\$65,544	22.3%	200	\$328		
TRAINING	\$206,484	70.2%	200	\$1,032		

\* 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.

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

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

**TABLE 7: PROGRAM YEAR 2007-2008 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
YOUTH PROGRAMS  
10/1/06 TO 9/30/07**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$803,704	100.0%				
TOTAL EXPEND.	\$666,130	82.9%	282	\$2,362	75	\$8,882
OTHER SERVICES***	\$108,767	16.3%	193	\$564		
TRAINING	\$509,325	76.5%	193	\$2,639		

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,172,601	100.0%				
TOTAL EXPEND.	\$740,774	63.2%	271	\$2,733	111	\$6,674
OTHER SERVICES***	\$1,755	0.2%	171	\$10		
TRAINING	\$627,940	84.8%	171	\$3,672		

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,269,895	100.0%				
TOTAL EXPEND.	\$2,522,185	77.1%	459	\$5,495	121	\$20,845
OTHER SERVICES***	\$511,958	20.3%	151	\$3,390		
TRAINING	\$1,804,376	71.5%	151	\$11,950		

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$565,378	100.0%				
TOTAL EXPEND.	\$519,619	91.9%	140	\$3,712	90	\$5,774
OTHER SERVICES***	\$189,392	36.4%	103	\$1,839		
TRAINING	\$279,168	53.7%	103	\$2,710		

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,198,871	100.0%				
TOTAL EXPEND.	\$824,729	68.8%	310	\$2,660	136	\$6,064
OTHER SERVICES***	\$516,749	62.7%	274	\$1,886		
TRAINING	\$278,757	33.8%	274	\$1,017		

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,412,183	100.0%				
TOTAL EXPEND.	\$1,425,780	59.1%	537	\$2,655	142	\$10,041
OTHER SERVICES***	\$862,081	60.5%	482	\$1,789		
TRAINING	\$342,423	24.0%	482	\$710		

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$577,580	100.0%				
TOTAL EXPEND.	\$474,091	82.1%	234	\$2,026	127	\$3,733
OTHER SERVICES***	\$132,321	27.9%	184	\$719		
TRAINING	\$308,635	65.1%	184	\$1,677		

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,393,771	100.0%				
TOTAL EXPEND.	\$899,737	64.6%	238	\$3,780	140	\$6,427
OTHER SERVICES***	\$92,582	10.3%	234	\$396		
TRAINING	\$689,214	76.6%	234	\$2,945		

\* 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.

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

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

**TABLE 7: PROGRAM YEAR 2007-2008 WIA EXPENDITURES/COST PER POSITIVE OUTCOME\*  
YOUTH PROGRAMS  
10/1/06 TO 9/30/07**

REGION 18			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL YOUTH FUNDS AVAIL.**	\$526,174	100.0%				
TOTAL EXPEND.	\$421,504	80.1%	108	\$3,903	73	\$5,774
OTHER SERVICES***	\$159,170	37.8%	105	\$1,516		
TRAINING	\$230,541	54.7%	105	\$2,196		

REGION 19			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL YOUTH FUNDS AVAIL.**	\$616,833	100.0%				
TOTAL EXPEND.	\$299,625	48.6%	146	\$2,052	34	\$8,813
OTHER SERVICES***	\$17,525	5.8%	126	\$139		
TRAINING	\$254,575	85.0%	126	\$2,020		

REGION 20			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL YOUTH FUNDS AVAIL.**	\$1,664,873	100.0%				
TOTAL EXPEND.	\$1,365,759	82.0%	437	\$3,125	148	\$9,228
OTHER SERVICES***	\$40,751	3.0%	399	\$102		
TRAINING	\$1,203,146	88.1%	399	\$3,015		

REGION 21			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL YOUTH FUNDS AVAIL.**	\$3,541,073	100.0%				
TOTAL EXPEND.	\$2,328,123	65.7%	453	\$5,139	217	\$10,729
OTHER SERVICES***	\$987,351	42.4%	448	\$2,204		
TRAINING	\$1,246,305	53.5%	448	\$2,782		

REGION 22			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL YOUTH FUNDS AVAIL.**	\$3,058,789	100.0%				
TOTAL EXPEND.	\$2,307,503	75.4%	707	\$3,264	463	\$4,984
OTHER SERVICES***	\$361,461	15.7%	403	\$897		
TRAINING	\$1,747,665	75.7%	403	\$4,337		

REGION 23			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL YOUTH FUNDS AVAIL.**	\$10,190,034	100.0%				
TOTAL EXPEND.	\$6,879,718	67.5%	3,631	\$1,895	308	\$22,337
OTHER SERVICES***	\$5,168,454	75.1%	3,452	\$1,497		
TRAINING	\$1,339,710	19.5%	3,452	\$388		

REGION 24			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL YOUTH FUNDS AVAIL.**	\$1,686,964	100.0%				
TOTAL EXPEND.	\$1,151,904	68.3%	288	\$4,000	98	\$11,754
OTHER SERVICES***	\$311,749	27.1%	269	\$1,159		
TRAINING	\$763,291	66.3%	269	\$2,838		

REGIONS 1-24 TOTALS			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL YOUTH FUNDS AVAIL.**	\$41,363,683	100.0%				
TOTAL EXPEND.	\$28,499,290	68.9%	11,016	\$2,587	3,139	\$9,079
OTHER SERVICES***	\$12,452,207	43.7%	9,297	\$1,339		
TRAINING	\$13,852,506	48.6%	9,297	\$1,490		

\* 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.

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

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



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

**PERFORMANCE MEASURES**

**SERVICES TO JOB SEEKERS:**

**JOB SEEKER ENTERED EMPLOYMENT RATE**

For those Wagner-Peyser (WP) applicants not employed at participation, the percentage employed the 1<sup>st</sup> quarter after exit based on a match with quarterly UI wage report data. 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 1<sup>st</sup> quarter after exit based on a match with quarterly UI wage report data. The same as the 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 the same as that currently 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 currently employed under for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

## **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 2<sup>nd</sup> and 3<sup>rd</sup> quarters after exit expressed as a percentage of the total of all those employed the 1<sup>st</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 currently 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 2<sup>nd</sup> and 3<sup>rd</sup> 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).

**USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)  
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED  
7/1/07 Through 6/30/08**

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	583	282	48.37%	\$849	\$1,168,355	\$898,897	76.94%
2	398	72	18.09%	\$1,490	\$427,074	\$255,617	59.85%
3	164	79	48.17%	\$570	\$503,837	\$253,013	50.22%
4	650	168	25.85%	\$1,559	\$838,828	\$478,661	57.06%
5	89	46	51.69%	\$890	\$836,405	\$704,272	84.20%
6	66	48	72.73%	\$3,090	\$343,899	\$343,900	100.00%
7	188	131	69.68%	\$600	\$327,041	\$287,620	87.95%
8	2292	616	26.88%	\$1,701	\$3,246,446	\$1,982,445	61.07%
9	157	101	64.33%	\$834	\$489,451	\$130,771	26.72%
10	449	124	27.62%	\$2,429	\$947,677	\$512,210	54.05%
11	494	184	37.25%	\$6,269	\$1,416,655	\$1,204,756	85.04%
12	2892	804	27.80%	\$1,381	\$4,795,298	\$3,745,119	78.10%
13	316	136	43.04%	\$1,281	\$962,077	\$545,744	56.73%
14	2922	513	17.56%	\$1,385	\$2,421,553	\$1,533,770	63.34%
15	1197	707	59.06%	\$2,052	\$2,238,498	\$1,962,027	87.65%
16	550	344	62.55%	\$1,133	\$1,211,729	\$661,983	54.63%
17	314	277	88.22%	\$1,059	\$1,646,405	\$1,031,823	62.67%
18	255	191	74.90%	\$932	\$1,098,156	\$758,945	69.11%
19	126	45	35.71%	\$670	\$422,068	\$314,439	74.50%
20	597	375	62.81%	\$773	\$1,773,176	\$1,149,010	64.80%
21	1182	541	45.77%	\$3,200	\$4,515,222	\$2,900,335	64.23%
22	1461	1089	74.54%	\$1,202	\$5,127,944	\$3,346,450	65.26%
23	5495	3296	59.98%	\$1,065	\$8,160,465	\$5,894,827	72.24%
24	565	399	70.62%	\$655	\$2,040,072	\$939,108	46.03%
<b>Total All Regions</b>	<b>23,402</b>	<b>10,568</b>	<b>45.16%</b>	<b>\$1,414</b>	<b>\$46,958,331</b>	<b>\$31,835,742</b>	<b>67.80%</b>

\* Information from OSMIS participant data provided by the Agency for Workforce Innovation September 2008.

\*\*Based on data provided by the Agency for Workforce Innovation 9/12/08.

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**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 (01/01/2007 - 12/31/2007)	79.00	82.90	4,546	24,112	7,012	65.00%
Employers (01/01/2007 - 12/31/2007)	75.00	79.14	7,452	56,888	10,789	69.00%

**Table B - Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/2006 - 09/30/2007)	80.00%	77.70%	4,447
			5,722
Employment Retention Rate (04/01/2006 - 03/31/2007)	85.00%	89.50%	13,461
			15,048
Average Earnings (04/01/2006 - 03/31/2007)	\$15,000	\$19,531	\$251,907,356
			12,898
Employment and Credential Rate (10/01/2006 - 09/30/2007)	78.00%	74.40%	10,042
			13,493

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**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 (10/01/2006 - 09/30/2007)	67.20%	156 232	77.20%	264 342	57.30%	263 459	67.90%
Employment Retention Rate (04/01/2006 - 03/31/2007)	83.40%	262 314	87.10%	708 813	82.30%	283 344	90.00%	1,266 1,407
Average Earnings (04/01/2006 - 03/31/2007)	\$10,891	\$2,679,110 246	\$18,716	\$12,783,226 683	\$14,423	\$3,879,895 269	\$22,357	\$27,119,030 1,213
Employment and Credential Rate (10/01/2006 - 09/30/2007)	56.90%	120 211	73.30%	440 600	58.30%	109 187	71.00%	1,154 1,625

**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 (10/01/2006 - 09/30/2007)	79.10%	2,442 3,086	76.10%
Employment Retention Rate (04/01/2006 - 03/31/2007)	91.30%	10,887 11,918	82.20%	2,574 3,130
Average Earnings (04/01/2006 - 03/31/2007)	\$20,605	\$216,678,912 10,516	\$14,789	\$35,228,444 2,382

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**Table E - Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/06 - 09/30/2007)	79.00%	89.20%	2,573
			2,884
Employment Retention Rate (04/01/2006 - 03/31/2007)	85.00%	89.90%	2,881
			3,206
Average Earnings (04/01/2006 - 03/31/2007)	\$14,500.00	\$16,887.30	\$44,447,258
			2,632
Employment and Credential Rate 10/01/06 - 09/30/2007)	70.00%	73.30%	1,304
			1,779

**Table F - Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	%	Count	%	Count	%	Count	%	Count
Entered Employment Rate (10/01/06 - 09/30/2007)	85.50%	183	79.60%	86	83.80%	294	84.90%	45
		214		108		351		53
Employment Retention Rate (04/01/2006 - 03/31/2007)	87.00%	208	93.20%	110	84.00%	310	84.60%	44
		239		118		369		52
Average Earnings (04/01/2006 - 03/31/2007)	\$18,938.90	\$3,617,333	\$15,837.10	\$1,520,359	\$15,758.70	\$4,428,196	\$16,733.50	\$702,806
		191		96		281		42
Employment and Credential Rate (10/01/06 - 09/30/2007)	65.10%	97	56.30%	40	74.40%	160	64.10%	25
		149		71		215		39

**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	
	%	Count	%	Count
Entered Employment Rate (10/01/06 - 09/30/2007)	89.40%	1,566	89.00%	1,007
		1,752		1,132
Employment Retention Rate (04/01/2006 - 03/31/2007)	90.40%	1,718	89.10%	1,163
		1,901		1,305
Average Earnings (04/01/2006 - 03/31/2007)	\$16,023.20	\$24,980,114	\$18,142.70	\$19,467,144
		1,559		1,073



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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education (10/01/2006 - 09/30/2007)	N/A	61.30%	2,084
			3,399
Attainment of Degree or Certificate (10/01/2006 - 09/30/2007)	N/A	58.30%	2,066
			3,541
Literacy and Numeracy Gains	N/A	25.00%	372
			1,487

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/2006 - 09/30/2007)	73.00%	74.10%	632
			853
Employment Retention Rate (04/01/2006 - 03/31/2007)	80.00%	81.10%	918
			1,132
Six Months Earnings Increase (04/01/2006 - 03/31/2007)	\$3,400	\$3,291.80	\$3,528,787
			1,072
Credential Rate (10/01/2006 - 09/30/2007)	55.00%	47.90%	557
			1,164

**Table I- Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate (10/01/2006 - 09/30/2007)	64.60%	62	75.00%	3	60.80%	45	74.30%	574
		96		4		74		773
Employment Retention Rate (04/01/2006 - 03/31/2007)	77.90%	88	100.00%	5	79.70%	59	80.40%	835
		113		5		74		1,038
Six Months Earnings Increase (04/01/2006 - 03/31/2007)	\$3,213	\$327,760	\$4,841	\$24,205	\$2,938	\$202,715	\$3,274	\$3,211,957
		102		5		69		981
Credential Rate (10/01/2006 - 09/30/2007)	35.60%	37	20.00%	1	45.00%	45	46.40%	485
		104		5		100		1,046

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**Table J - Younger Youth (14 - 18 ) Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate (04/01/2007 - 03/31/2008)	86.00%	85.80%	7,187
			8,374
Diploma or Equivalent Attainment Rate (04/01/2007 - 03/31/2008)	48.00%	57.50%	889
			1,545
Retention Rate (04/01/2006 - 03/31/2007)	61.00%	74.50%	1,699
			2,281

**Table K- Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate (04/01/2007 - 03/31/2008)	85.90%	954	86.50%	1,440	81.90%	2,157
		1,111		1,665		2,635
Diploma or Equivalent Attainment Rate (04/01/2007 - 03/31/2008)	56.00%	84	63.10%	159	32.80%	177
		150		252		540
Retention Rate (04/01/2006 - 03/31/2007)	70.70%	208	74.70%	275	69.30%	610
		294		368		880

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**Table L - Other Reported Information**

Reported Information	12 Month Employment Retention ( 1/01/2006 - 12/31/2006)		12 Month Earnings Increase or Earnings Replacement ( 1/01/2006 - 12/31/2006)		Placements in Non-Traditional Employment ( 10/01/2006 - 09/30/2007)		Wages at Entry into Employment for Those Individuals who entered unsubsidized employment ( 10/01/2006 - 09/30/2007)		Entry Into Unsubsidized Employment Related To The Training Received Of Those Who Received Training Services ( 10/01/2006 - 09/30/2007)	
	<b>Adults</b>	88.70%	13,739	\$4,555	\$66,810,117	3.30%	146	\$6,060	\$25,579,951	24.10%
		15,484		14,667		4,447		4,221		2,442
<b>Dislocated Workers</b>	89.60%	3,176	\$115.90	\$48,820,784	3.30%	86	\$8,210	\$19,645,710	20.60%	322
		3,546		\$42,122,338		2,573		2,393		1,565
<b>Older Youth</b>	78.60%	1,097	\$3,140	\$4,050,530	3.00%	19	\$3,108	\$1,864,598		
		1,395		1,290		632		600		

**Table M - Participation Levels**

Reported Information	Total Participants Served (07/01/2007 - 06/30/2008)	Total Exiters (04/01/2007 - 03/31/2008)
<b>Total Adult Customers</b>	32,527	21,394
Total Adults (Self-service Only)	Not Reported	
WIA Adults	26,543	18,468
WIA Dislocated Workers	6,539	3,180
<b>Total Youth (14 - 21)</b>	11,247	4,424
Younger Youth (14 - 18)	7,864	2,916
Older Youth (19 - 21)	3,383	1,508
Out-of-School Youth	5,449	2,363
In-School Youth	5,798	2,061

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

**TABLE N - COST OF PROGRAM ACTIVITIES  
July 1, 2007 - June 30, 2008**

PROGRAM ACTIVITY		TOTAL FEDERAL SPENDING
LOCAL ADULTS		\$30,851,156
LOCAL DISLOCATED WORKERS		12,244,417
LOCAL YOUTH		24,190,933
RAPID RESPONSE (UP TO 25%)134(a)(2)(A)		1,496,154
STATEWIDE REQUIRED ACTIVITIES (UP TO 15%)134(a)(2)(B)		5,200,396
<b>STATEWIDE ALLOWABLE ACTIVITIES (134(a)(3))</b>		
Project	Project Descriptions	Spending
Incumbent Worker	Statewide projects to train workers in danger of losing their jobs and/or in need of new skills for advancement	\$ 1,605,574
Entrepreneurial Training	3 projects providing entrepreneurial training, education and technical assistance for targeted groups to train and assist in developing new businesses.	\$ 645,865
Targeted Group Projects	8 projects providing career exploration, employment and training services to underserved groups, elderly, homeless disabled, veterans, persons with disabilities, exoffenders, youthful offenders and youth aging out of foster care.	\$ 826,381
Business Employment Solutions and Training (B.E.S.T.)	14 Grants to regional workforce boards for developing and implementing multi-faceted cross council regional projects that serve youth and first time job entrants; persons transitioning from public assistance to meaningful employment and the working poor, and employed workers needing skills upgrade training to allow their employers to retain or expand their businesses.	\$ 1,980,139
CHOICE II and III	11 Grants to regional workforce boards to support, initiate or expand existing career academies in school districts targeting industries of informational technology, health sciences, aviation/aerospace, industrial electrical utilities training, manufacturing, construction or a high demand occupations modeled after the Community High Okaloosa Institutes for Career Education (CHOICE).	\$ 985,678
Workplace Investment Now (WIN)	4 Grants to regional workforce boards to develop innovative, employed worker training programs targeting persons with disabilities, veterans, homeless, mature workers and the working poor.	\$ 427,631
Banner Centers	11 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.	\$ 1,196,950
Florida Trend	To produce publication for use of teachers and workforce personnel to orient youth on careers, job skills, education and training. Also additional marketing and advertising services.	\$ 241,559
Zero G Program (Florida Aerospace Workforce Microgravity Certification Program)	Grant to regional workforce board to provide for training to engineers, technicians and scientists currently employed in the aerospace industry with priority given to those individuals whose knowledge and skills will be required on the CEV/Orion or other Constellation work projects	\$ 423,823
Dynamic Works	Grant to provide internet-based professional development training	\$ 200,549
Miscellaneous	8 Small projects providing workforce services	\$ 529,547
<b>TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE</b>		<b>\$ 83,046,752</b>

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 1

Local Area Name: Workforce Escarosa Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	561
		DISLOCATED	82
		OLDER YOUTH	25
		YOUNGER YOUTH	202
ETA ASSIGNED # 12135	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	295
		DISLOCATED	13
		OLDER YOUTH	9
		YOUNGER YOUTH	70
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77.5	82.51
	EMPLOYERS	75	79.72
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	76.00%	98.20%
	DISLOCATED WORKER	76.00%	100.00%
	OLDER YOUTH	79.50%	100.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.50%	97.30%
	DISLOCATED WORKER	84.50%	100.00%
	OLDER YOUTH	79.50%	80.00%
	YOUNGER YOUTH	57.50%	90.80%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,925.00	\$16,113.80
	DISLOCATED WORKER	\$13,650.00	\$14,769.10
	OLDER YOUTH	\$3,288.00	\$2,193.50
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	65.00%	57.40%
	DISLOCATED WORKER	59.50%	87.50%
	OLDER YOUTH	46.25%	33.30%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	60.40%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	80.50%	87.50%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	82.90%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	59.10%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	3	0	16
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

### Table O - Performance

9/29/2008

Local Regional Workforce Board Number: 2

Local Area Name: Workforce Development Board of Okaloosa and Walton Counties	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	443
		DISLOCATED	10
		OLDER YOUTH	14
		YOUNGER YOUTH	100
ETA ASSIGNED # 12140	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	104
		DISLOCATED	6
		OLDER YOUTH	9
		YOUNGER YOUTH	22
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	78	87.16
	EMPLOYERS	75	85.15
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	76.00%	67.10%
	DISLOCATED WORKER	75.50%	100.00%
	OLDER YOUTH	79.50%	33.30%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.50%	91.10%
	DISLOCATED WORKER	84.50%	100.00%
	OLDER YOUTH	79.50%	100.00%
	YOUNGER YOUTH	58.00%	92.90%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,000.00	\$15,850.60
	DISLOCATED WORKER	\$13,000.00	\$18,936.60
	OLDER YOUTH	\$3,200.00	\$2,187.10
CREDENTIAL/DIPLOMA RATE October 1, 2006 - September 30, 2007	ADULT	66.00%	45.90%
	DISLOCATED WORKER	59.50%	75.00%
	OLDER YOUTH	47.00%	0.00%
YOUNGER YOUTH DIPLOMA April 1, 2007 - March 31, 2008	YOUNGER YOUTH	48.00%	60.00%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 - March 31, 2008	YOUNGER YOUTH	81.50%	99.50%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	64.70%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	68.40%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	5	0	14
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

### Table O - Performance

9/29/2008

Local Regional Workforce Board Number: 3

Local Area Name: Chipola Regional Workforce Dev. Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	146
		DISLOCATED	43
		OLDER YOUTH	14
		YOUNGER YOUTH	140
ETA ASSIGNED # 12145	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	88
		DISLOCATED	17
		OLDER YOUTH	13
		YOUNGER YOUTH	69
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77	88.08
	EMPLOYERS	75	86.69
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	75.00%	88.60%
	DISLOCATED WORKER	76.00%	100.00%
	OLDER YOUTH	78.50%	100.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.50%	88.90%
	DISLOCATED WORKER	80.00%	95.00%
	OLDER YOUTH	78.50%	100.00%
	YOUNGER YOUTH	58.00%	94.70%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,700.00	\$11,769.90
	DISLOCATED WORKER	\$13,250.00	\$13,704.70
	OLDER YOUTH	\$3,300.00	\$13,259.00
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	64.00%	86.30%
	DISLOCATED WORKER	58.50%	77.80%
	OLDER YOUTH	46.50%	87.50%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	66.70%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	79.50%	92.50%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	53.50%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	60.90%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	0	18
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 4

Local Area Name: Gulf Coast Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	849
		DISLOCATED	28
		OLDER YOUTH	71
		YOUNGER YOUTH	327
ETA ASSIGNED # 12150	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	632
		DISLOCATED	24
		OLDER YOUTH	21
		YOUNGER YOUTH	60
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	79	85.57
	EMPLOYERS	75	82.79
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	80.00%	97.60%
	DISLOCATED WORKER	79.00%	100.00%
	OLDER YOUTH	80.00%	100.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	85.00%	94.30%
	DISLOCATED WORKER	85.00%	95.80%
	OLDER YOUTH	80.00%	90.50%
	YOUNGER YOUTH	62.00%	96.60%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$15,500.00	\$19,134.70
	DISLOCATED WORKER	\$14,500.00	\$15,194.90
	OLDER YOUTH	\$3,400.00	\$6,170.30
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	78.00%	93.90%
	DISLOCATED WORKER	70.00%	66.70%
	OLDER YOUTH	55.00%	77.80%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	58.00%	87.50%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	86.00%	100.00%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	83.80%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	95.40%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	1	18
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			



**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 5

Local Area Name: Workforce Plus	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	140
		DISLOCATED	21
		OLDER YOUTH	71
		YOUNGER YOUTH	130
ETA ASSIGNED # 12155	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	130
		DISLOCATED	26
		OLDER YOUTH	29
		YOUNGER YOUTH	151
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77.5	71.83
	EMPLOYERS	75	77.45
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	75.50%	55.00%
	DISLOCATED WORKER	77.00%	61.60%
	OLDER YOUTH	77.50%	60.70%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.50%	87.50%
	DISLOCATED WORKER	83.50%	87.50%
	OLDER YOUTH	77.50%	75.00%
	YOUNGER YOUTH	58.00%	58.70%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$14,000.00	\$12,197.10
	DISLOCATED WORKER	\$13,850.00	\$12,751.90
	OLDER YOUTH	\$3,200.00	\$4,504.10
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	66.50%	38.60%
	DISLOCATED WORKER	60.50%	28.00%
	OLDER YOUTH	52.50%	40.00%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	6.10%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	80.50%	17.30%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	37.30%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	29.30%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	9	3	7
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 6

Local Area Name: North Florida Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	106
		DISLOCATED	14
		OLDER YOUTH	14
		YOUNGER YOUTH	54
ETA ASSIGNED # 12160	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	100
		DISLOCATED	13
		OLDER YOUTH	9
		YOUNGER YOUTH	14
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	78	74.68
	EMPLOYERS	75	80.94
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	75.50%	66.30%
	DISLOCATED WORKER	76.00%	92.30%
	OLDER YOUTH	80.00%	64.30%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.50%	92.20%
	DISLOCATED WORKER	85.00%	89.50%
	OLDER YOUTH	80.00%	83.30%
	YOUNGER YOUTH	57.00%	68.40%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$14,000.00	\$15,464.30
	DISLOCATED WORKER	\$13,750.00	\$13,804.00
	OLDER YOUTH	\$3,400.00	\$4,991.80
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	64.00%	35.40%
	DISLOCATED WORKER	57.50%	91.70%
	OLDER YOUTH	45.00%	17.60%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	41.70%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	78.50%	17.00%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	62.50%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	44.80%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	6	0	13
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 7

Local Area Name: Florida Crown Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	196
		DISLOCATED	19
		OLDER YOUTH	38
		YOUNGER YOUTH	133
ETA ASSIGNED # 12165	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	99
		DISLOCATED	10
		OLDER YOUTH	12
		YOUNGER YOUTH	53
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77	85.13
	EMPLOYERS	75	80.29
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	76.00%	100.00%
	DISLOCATED WORKER	77.00%	100.00%
	OLDER YOUTH	79.50%	100.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	84.50%	90.80%
	DISLOCATED WORKER	84.50%	92.30%
	OLDER YOUTH	79.50%	89.70%
	YOUNGER YOUTH	58.50%	90.90%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,300.00	\$14,533.50
	DISLOCATED WORKER	\$13,500.00	\$17,544.60
	OLDER YOUTH	\$3,275.00	\$3,871.10
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	66.00%	93.10%
	DISLOCATED WORKER	61.00%	71.40%
	OLDER YOUTH	47.50%	56.30%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	59.50%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	82.50%	95.20%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	75.00%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	77.60%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	0	19
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 8

Local Area Name: First Coast Workforce Development Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	2,299
		DISLOCATED	56
		OLDER YOUTH	121
		YOUNGER YOUTH	542
ETA ASSIGNED # 12170	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	1,699
		DISLOCATED	49
		OLDER YOUTH	57
		YOUNGER YOUTH	274
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77.5	86.18
	EMPLOYERS	75	78.96
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	75.00%	84.80%
	DISLOCATED WORKER	75.50%	94.60%
	OLDER YOUTH	79.50%	67.70%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.00%	92.50%
	DISLOCATED WORKER	84.50%	91.80%
	OLDER YOUTH	79.50%	89.80%
	YOUNGER YOUTH	58.00%	89.20%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,750.00	\$20,475.50
	DISLOCATED WORKER	\$13,500.00	\$20,172.90
	OLDER YOUTH	\$3,250.00	\$4,667.70
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	68.00%	89.20%
	DISLOCATED WORKER	58.00%	93.10%
	OLDER YOUTH	45.00%	54.40%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	47.00%	63.50%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	79.50%	80.40%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	60.40%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	68.50%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	0	18
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 9

Local Area Name: FloridaWorks	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	433
		DISLOCATED	99
		OLDER YOUTH	37
		YOUNGER YOUTH	292
ETA ASSIGNED # 12175	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	75
		DISLOCATED	30
		OLDER YOUTH	2
		YOUNGER YOUTH	95
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77.5	76.66
	EMPLOYERS	74	76.30
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	75.50%	100.00%
	DISLOCATED WORKER	75.50%	90.50%
	OLDER YOUTH	79.50%	50.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.00%	89.20%
	DISLOCATED WORKER	84.50%	78.30%
	OLDER YOUTH	79.50%	66.70%
	YOUNGER YOUTH	57.50%	63.40%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$14,250.00	\$15,369.30
	DISLOCATED WORKER	\$14,250.00	\$17,129.60
	OLDER YOUTH	\$3,300.00	\$2,779.70
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	65.50%	93.60%
	DISLOCATED WORKER	59.50%	50.00%
	OLDER YOUTH	46.00%	0.00%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	64.10%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	81.00%	82.60%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	56.50%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	41.80%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	5	1	13
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

### Table O - Performance

9/29/2008

Local Regional Workforce Board Number: 10

Local Area Name: CLM Workforce Connection Enterprise Center	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	884
		DISLOCATED	111
		OLDER YOUTH	81
		YOUNGER YOUTH	218
ETA ASSIGNED # 12180	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	914
		DISLOCATED	66
		OLDER YOUTH	33
		YOUNGER YOUTH	84
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77	85.37
	EMPLOYERS	75	80.97
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	80.00%	90.90%
	DISLOCATED WORKER	79.00%	87.70%
	OLDER YOUTH	80.00%	81.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	85.00%	90.90%
	DISLOCATED WORKER	85.00%	96.90%
	OLDER YOUTH	80.00%	76.50%
	YOUNGER YOUTH	61.00%	65.00%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,750.00	\$17,152.90
	DISLOCATED WORKER	\$13,500.00	\$19,835.10
	OLDER YOUTH	\$3,300.00	\$2,618.50
CREDENTIAL/DIPLOMA RATE October 1, 2006 - September 30, 2007	ADULT	78.00%	27.20%
	DISLOCATED WORKER	70.00%	66.70%
	OLDER YOUTH	55.00%	40.70%
YOUNGER YOUTH DIPLOMA April 1, 2007 - March 31, 2008	YOUNGER YOUTH	50.00%	50.00%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 - March 31, 2008	YOUNGER YOUTH	80.00%	53.10%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	52.90%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	50.00%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	4	3	12
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

### Table O - Performance

9/29/2008

Local Regional Workforce Board Number: 11

Local Area Name: Workforce Development Board of Flagler and Volusia Counties Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	961
		DISLOCATED	296
		OLDER YOUTH	67
		YOUNGER YOUTH	203
ETA ASSIGNED # 12185	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	721
		DISLOCATED	184
		OLDER YOUTH	36
		YOUNGER YOUTH	124
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	78	80.60
	EMPLOYERS	75	80.08
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	76.00%	79.60%
	DISLOCATED WORKER	76.00%	88.70%
	OLDER YOUTH	78.50%	69.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.50%	81.30%
	DISLOCATED WORKER	83.50%	89.10%
	OLDER YOUTH	78.50%	69.20%
	YOUNGER YOUTH	60.00%	55.40%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$14,000.00	\$12,970.50
	DISLOCATED WORKER	\$12,750.00	\$11,895.30
	OLDER YOUTH	\$3,075.00	\$437.30
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	69.00%	80.60%
	DISLOCATED WORKER	59.00%	90.80%
	OLDER YOUTH	47.50%	55.90%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	39.00%	26.20%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	80.00%	89.20%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	60.60%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	54.00%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	4	4	11
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 12

Local Area Name: Workforce Central Florida	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	2,893
		DISLOCATED	623
		OLDER YOUTH	446
		YOUNGER YOUTH	139
ETA ASSIGNED # 12190	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	1,755
		DISLOCATED	388
		OLDER YOUTH	322
		YOUNGER YOUTH	68
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	78	82.89
	EMPLOYERS	74	77.58
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	77.00%	79.10%
	DISLOCATED WORKER	77.00%	86.40%
	OLDER YOUTH	75.00%	77.10%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	85.00%	88.70%
	DISLOCATED WORKER	85.00%	92.50%
	OLDER YOUTH	75.00%	75.30%
	YOUNGER YOUTH	58.00%	70.90%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,550.00	\$15,143.60
	DISLOCATED WORKER	\$13,500.00	\$13,356.70
	OLDER YOUTH	\$3,000.00	\$1,825.10
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	69.00%	72.60%
	DISLOCATED WORKER	65.00%	78.10%
	OLDER YOUTH	55.00%	33.60%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	43.00%	11.80%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	83.00%	65.80%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	78.80%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	25.90%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	4	1	14
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			



**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 13

Local Area Name: Brevard Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	327
		DISLOCATED	71
		OLDER YOUTH	77
		YOUNGER YOUTH	55
ETA ASSIGNED # 12010	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	164
		DISLOCATED	35
		OLDER YOUTH	41
		YOUNGER YOUTH	49
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	76.5	84.65
	EMPLOYERS	75	82.80
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	75.50%	92.90%
	DISLOCATED WORKER	75.50%	93.90%
	OLDER YOUTH	79.50%	59.30%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.00%	95.60%
	DISLOCATED WORKER	84.50%	91.90%
	OLDER YOUTH	79.50%	84.20%
	YOUNGER YOUTH	57.50%	83.00%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,722.00	\$23,393.70
	DISLOCATED WORKER	\$13,500.00	\$18,858.80
	OLDER YOUTH	\$3,275.00	\$2,712.80
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	63.50%	84.30%
	DISLOCATED WORKER	58.00%	70.40%
	OLDER YOUTH	45.50%	64.90%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	47.00%	80.60%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	79.50%	85.30%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	67.80%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	90.00%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	0	17
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 14

Local Area Name: WorkNet Pinellas Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	3,203
		DISLOCATED	586
		OLDER YOUTH	195
		YOUNGER YOUTH	277
ETA ASSIGNED # 12085	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	2,629
		DISLOCATED	153
		OLDER YOUTH	47
		YOUNGER YOUTH	111
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77	88.72
	EMPLOYERS	73	75.25
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	75.50%	98.50%
	DISLOCATED WORKER	75.50%	92.70%
	OLDER YOUTH	77.50%	83.30%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	82.50%	95.50%
	DISLOCATED WORKER	83.50%	90.70%
	OLDER YOUTH	77.50%	81.00%
	YOUNGER YOUTH	57.00%	91.40%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$14,000.00	\$21,479.60
	DISLOCATED WORKER	\$12,250.00	\$16,774.10
	OLDER YOUTH	\$2,700.00	\$3,245.60
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	64.00%	71.20%
	DISLOCATED WORKER	59.00%	81.80%
	OLDER YOUTH	46.00%	82.60%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	80.70%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	79.00%	98.10%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	88.10%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	96.10%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	0	19
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 15

Local Area Name: Tampa Bay Workforce Alliance	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	725
		DISLOCATED	611
		OLDER YOUTH	139
		YOUNGER YOUTH	351
ETA ASSIGNED # 12225	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	268
		DISLOCATED	155
		OLDER YOUTH	42
		YOUNGER YOUTH	87
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77.5	83.22
	EMPLOYERS	75	77.01
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	76.00%	79.00%
	DISLOCATED WORKER	76.00%	84.70%
	OLDER YOUTH	80.00%	66.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.50%	94.70%
	DISLOCATED WORKER	85.00%	92.00%
	OLDER YOUTH	80.00%	71.40%
	YOUNGER YOUTH	57.50%	72.30%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$14,500.00	\$28,482.30
	DISLOCATED WORKER	\$13,750.00	\$21,806.00
	OLDER YOUTH	\$3,262.00	\$2,453.90
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	64.50%	91.60%
	DISLOCATED WORKER	59.00%	70.10%
	OLDER YOUTH	46.00%	41.00%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	47.50%	77.00%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	80.00%	94.00%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	65.20%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	62.00%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	4	0	15
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 16

Local Area Name: Pasco-Hernando Jobs & Education Partnership Regional Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	565
		DISLOCATED	169
		OLDER YOUTH	94
		YOUNGER YOUTH	118
ETA ASSIGNED # 12195	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	479
		DISLOCATED	75
		OLDER YOUTH	97
		YOUNGER YOUTH	95
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77	80.88
	EMPLOYERS	76	80.62
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	76.00%	69.30%
	DISLOCATED WORKER	76.00%	87.30%
	OLDER YOUTH	75.50%	60.90%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	82.50%	90.60%
	DISLOCATED WORKER	84.50%	86.00%
	OLDER YOUTH	75.50%	80.00%
	YOUNGER YOUTH	57.00%	71.00%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,750.00	\$17,215.90
	DISLOCATED WORKER	\$13,750.00	\$15,585.30
	OLDER YOUTH	\$2,950.00	\$4,348.30
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	66.50%	63.30%
	DISLOCATED WORKER	60.00%	70.50%
	OLDER YOUTH	47.00%	49.30%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	50.00%	11.40%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	80.50%	79.80%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	65.60%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	87.40%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	2	15
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 17

Local Area Name: Polk County Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	259
		DISLOCATED	101
		OLDER YOUTH	69
		YOUNGER YOUTH	175
ETA ASSIGNED # 12200	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	126
		DISLOCATED	54
		OLDER YOUTH	42
		YOUNGER YOUTH	128
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77.5	84.95
	EMPLOYERS	76	78.66
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	77.00%	95.50%
	DISLOCATED WORKER	77.50%	100.00%
	OLDER YOUTH	80.00%	80.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	84.50%	92.60%
	DISLOCATED WORKER	85.00%	94.50%
	OLDER YOUTH	80.00%	69.20%
	YOUNGER YOUTH	57.00%	51.80%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,500.00	\$25,689.60
	DISLOCATED WORKER	\$13,500.00	\$34,003.40
	OLDER YOUTH	\$3,200.00	\$1,936.00
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	69.00%	87.70%
	DISLOCATED WORKER	65.00%	88.60%
	OLDER YOUTH	55.00%	63.30%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	44.00%	22.50%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	81.00%	89.20%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	65.60%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	79.10%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	2	15
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 18

Local Area Name: Suncoast Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	233
		DISLOCATED	75
		OLDER YOUTH	22
		YOUNGER YOUTH	76
ETA ASSIGNED # 12050	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	183
		DISLOCATED	10
		OLDER YOUTH	35
		YOUNGER YOUTH	42
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	74.5	85.19
	EMPLOYERS	74	78.69
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	70.00%	75.80%
	DISLOCATED WORKER	74.00%	80.00%
	OLDER YOUTH	79.50%	69.20%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	82.00%	92.40%
	DISLOCATED WORKER	85.00%	96.00%
	OLDER YOUTH	79.50%	62.50%
	YOUNGER YOUTH	53.00%	66.70%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,500.00	\$18,334.50
	DISLOCATED WORKER	\$12,500.00	\$14,148.30
	OLDER YOUTH	\$2,000.00	\$1,495.20
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	54.00%	93.10%
	DISLOCATED WORKER	50.00%	66.70%
	OLDER YOUTH	38.00%	66.70%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	73.70%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	77.00%	76.70%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	62.50%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	75.00%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	3	1	15
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 19

Local Area Name: Heartland Workforce	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	159
		DISLOCATED	13
		OLDER YOUTH	44
		YOUNGER YOUTH	116
ETA ASSIGNED # 12205	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	95
		DISLOCATED	12
		OLDER YOUTH	11
		YOUNGER YOUTH	35
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77.5	85.65
	EMPLOYERS	75	79.55
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	76.00%	88.30%
	DISLOCATED WORKER	76.50%	94.10%
	OLDER YOUTH	80.00%	100.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	84.00%	88.60%
	DISLOCATED WORKER	78.00%	95.80%
	OLDER YOUTH	80.00%	100.00%
	YOUNGER YOUTH	58.00%	95.50%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,500.00	\$13,189.20
	DISLOCATED WORKER	\$13,250.00	\$14,485.70
	OLDER YOUTH	\$3,200.00	\$5,039.10
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	65.50%	78.90%
	DISLOCATED WORKER	59.00%	60.00%
	OLDER YOUTH	46.00%	54.50%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	90.30%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	79.50%	75.20%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	100.00%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	84.80%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	2	17
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 20

Local Area Name: Workforce Development Board of the Treasure Coast	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	517
		DISLOCATED	255
		OLDER YOUTH	87
		YOUNGER YOUTH	351
ETA ASSIGNED # 12210	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	415
		DISLOCATED	145
		OLDER YOUTH	58
		YOUNGER YOUTH	83
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	78	76.71
	EMPLOYERS	75	79.51
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	76.00%	86.30%
	DISLOCATED WORKER	76.00%	91.90%
	OLDER YOUTH	80.00%	63.00%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.50%	92.00%
	DISLOCATED WORKER	85.00%	93.00%
	OLDER YOUTH	80.00%	87.50%
	YOUNGER YOUTH	58.50%	59.70%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$14,750.00	\$16,993.90
	DISLOCATED WORKER	\$14,500.00	\$15,739.80
	OLDER YOUTH	\$2,950.00	\$2,327.20
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	74.00%	80.60%
	DISLOCATED WORKER	65.00%	68.90%
	OLDER YOUTH	55.00%	58.60%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	44.00%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	85.50%	91.10%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	70.40%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	84.20%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	2	15
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			



**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 21

Local Area Name: Workforce Alliance Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	1,151
		DISLOCATED	172
		OLDER YOUTH	141
		YOUNGER YOUTH	284
ETA ASSIGNED # 12075	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	740
		DISLOCATED	95
		OLDER YOUTH	98
		YOUNGER YOUTH	154
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77	83.21
	EMPLOYERS	74.5	77.43
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	75.00%	91.70%
	DISLOCATED WORKER	75.50%	94.70%
	OLDER YOUTH	79.50%	81.80%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.00%	92.30%
	DISLOCATED WORKER	84.25%	89.70%
	OLDER YOUTH	79.50%	89.50%
	YOUNGER YOUTH	57.75%	80.30%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,722.00	\$28,191.40
	DISLOCATED WORKER	\$13,750.00	\$17,259.50
	OLDER YOUTH	\$3,400.00	\$3,419.10
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	69.00%	94.60%
	DISLOCATED WORKER	65.50%	84.20%
	OLDER YOUTH	46.50%	79.70%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	46.25%	25.00%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	78.50%	88.40%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	72.20%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	78.70%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	0	19
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 22

Local Area Name: Workforce One	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	1,194
		DISLOCATED	1,051
		OLDER YOUTH	258
		YOUNGER YOUTH	374
ETA ASSIGNED # 12015	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	779
		DISLOCATED	796
		OLDER YOUTH	252
		YOUNGER YOUTH	293
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77	83.83
	EMPLOYERS	76.5	72.89
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	76.50%	90.30%
	DISLOCATED WORKER	76.00%	91.40%
	OLDER YOUTH	78.50%	83.10%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	83.00%	91.70%
	DISLOCATED WORKER	83.50%	90.20%
	OLDER YOUTH	78.50%	87.20%
	YOUNGER YOUTH	57.50%	72.90%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,500.00	\$17,944.40
	DISLOCATED WORKER	\$13,500.00	\$20,960.40
	OLDER YOUTH	\$3,250.00	\$3,171.00
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	74.00%	81.00%
	DISLOCATED WORKER	70.00%	72.40%
	OLDER YOUTH	52.50%	29.90%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	60.00%	85.60%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	81.50%	97.80%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	82.10%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	68.80%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	2	16
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/29/2008

Local Regional Workforce Board Number: 23

Local Area Name: South Florida Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	6,020
		DISLOCATED	1,696
		OLDER YOUTH	1,046
		YOUNGER YOUTH	2,764
ETA ASSIGNED # 12055	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	3,314
		DISLOCATED	675
		OLDER YOUTH	115
		YOUNGER YOUTH	264
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	77	81.69
	EMPLOYERS	75	76.15
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	80.60%	89.10%
	DISLOCATED WORKER	79.75%	91.00%
	OLDER YOUTH	80.00%	83.90%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	84.10%	83.80%
	DISLOCATED WORKER	85.00%	87.90%
	OLDER YOUTH	80.00%	86.00%
	YOUNGER YOUTH	61.00%	84.50%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,000.00	\$15,271.30
	DISLOCATED WORKER	\$14,106.00	\$14,909.70
	OLDER YOUTH	\$3,300.00	\$6,215.40
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	64.50%	83.40%
	DISLOCATED WORKER	59.10%	73.70%
	OLDER YOUTH	46.00%	51.30%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	48.00%	68.50%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	80.50%	91.10%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	79.30%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	57.20%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	1	18
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

### Table O - Performance

9/29/2008

Local Regional Workforce Board Number: 24

Local Area Name: Southwest Florida Workforce Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	662
		DISLOCATED	307
		OLDER YOUTH	163
		YOUNGER YOUTH	132
ETA ASSIGNED # 12215	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	362
		DISLOCATED	114
		OLDER YOUTH	78
		YOUNGER YOUTH	74
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	78	79.00
	EMPLOYERS	75	78.43
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	77.50%	76.90%
	DISLOCATED WORKER	78.00%	89.60%
	OLDER YOUTH	79.50%	70.60%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	84.50%	87.00%
	DISLOCATED WORKER	84.50%	84.60%
	OLDER YOUTH	79.50%	82.80%
	YOUNGER YOUTH	57.50%	71.90%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$13,750.00	\$16,743.50
	DISLOCATED WORKER	\$13,625.00	\$14,599.10
	OLDER YOUTH	\$3,200.00	\$4,284.70
CREDENTIAL/DIPLOMA RATE October 1, 2006 -September 30, 2007	ADULT	71.50%	61.10%
	DISLOCATED WORKER	66.00%	60.80%
	OLDER YOUTH	50.50%	50.00%
YOUNGER YOUTH DIPLOMA April 1, 2007 -March 31,2008	YOUNGER YOUTH	46.00%	42.40%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 -March 31,2008	YOUNGER YOUTH	81.00%	62.90%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	62.70%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	57.00%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	3	4	12
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

### Table O - Performance

9/29/2008

Local Regional Workforce Board Number: STW

Local Area Name: Statewide	TOTAL PARTICIPANTS SERVED July 1, 2007 - June 30, 2008	ADULT	26,543
		DISLOCATED	6,539
		OLDER YOUTH	3,383
		YOUNGER YOUTH	7,864
ETA ASSIGNED #	TOTAL EXITERS April 1, 2007 - March 31, 2008	ADULT	18,468
		DISLOCATED	3,180
		OLDER YOUTH	1,508
		YOUNGER YOUTH	2,916
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2007 - December 31, 2007	PROGRAM PARTICIPANTS	79	82.90
	EMPLOYERS	75	79.14
ENTERED EMPLOYMENT October 1, 2006 - September 30, 2007	ADULT	80.00%	77.70%
	DISLOCATED WORKER	79.00%	89.20%
	OLDER YOUTH	80.00%	74.10%
RETENTION RATE April 1, 2006 - March 31, 2007	ADULT	85.00%	89.50%
	DISLOCATED WORKER	85.00%	89.90%
	OLDER YOUTH	80.00%	81.10%
	YOUNGER YOUTH	61.00%	74.50%
AVERAGE EARNINGS April 1, 2006 - March 31, 2007	ADULT	\$15,000.00	\$19,531.00
	DISLOCATED WORKER	\$14,500.00	\$16,887.00
	OLDER YOUTH	\$3,400.00	\$3,292.00
CREDENTIAL/DIPLOMA RATE October 1, 2006 - September 30, 2007	ADULT	78.00%	74.40%
	DISLOCATED WORKER	70.00%	73.30%
	OLDER YOUTH	55.00%	47.90%
YOUNGER YOUTH DIPLOMA April 1, 2007 - March 31, 2008	YOUNGER YOUTH	48.00%	57.50%
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2007 - March 31, 2008	YOUNGER YOUTH	86.00%	85.80%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION (10/1/2006 - 09/30/2007)	YOUNGER YOUTH	N/A	61.30%
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (10/1/2005 - 09/30/2006)	YOUNGER YOUTH	N/A	58.30%
YOUNGER YOUTH LITERACY OR NUMERACY GAINS Partial Data	YOUNGER YOUTH	N/A	N/A

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	5	11
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			