

October 3, 2011

Ms. Jane Oates, Assistant Secretary
Employment and Training Administration
U.S. Department of Labor
Frances Perkins Building
200 Constitution Ave., NW
Washington, DC 20210

Dear Assistant Secretary Oates:

The State of Florida is pleased to submit our Workforce Investment Act (WIA) Annual Report for the 2010-2011 Program Year. The information contained in the annual report has been compiled and transmitted in accordance with guidance found in the Training and Employment Guidance Letter (TEGL) No. 14-00 Changes 1, 2, and 3 as well as TEGLs No. 27-10, dated May 11, 2011, and No. 7-11 dated September 26, 2011.

We would like to thank our partners, the Florida Department of Economic Opportunity (formerly the Agency for Workforce Innovation), and the Florida Education and Training Placement Information Program of the Florida Department of Education, for their assistance in gathering the information and data contained in 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: Dwayne E. Ingram, Chairman, Workforce Florida
Doug Darling, Executive Director, Department of Economic Opportunity
Cynthia R. Lorenzo, Director, Agency for Workforce Innovation
Helen N. Parker, Regional Administrator, U.S. Department of Labor



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

**PROGRAM YEAR
2010 – 2011**

**October 3, 2011
WorkforceFlorida.com**



**WORKFORCE FLORIDA
2010-2011 ANNUAL REPORT**

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WORKFORCE FLORIDA 2010-2011 ANNUAL REPORT

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2010-2015 Strategic Plan for Workforce Development – January 1, 2011 Update

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

INTRODUCTION

Governance and Service Delivery Structures under the WIA

Against the backdrop of a recovering economy that continues to struggle with double-digit unemployment, Florida's workforce system has not wavered from its mission and resolve. Rather, its aim is more important than ever with a goal of helping unemployed Floridians get back to work while supporting job creation efforts to advance new economic opportunities for Florida families and the state's businesses. That aim includes: Promoting an environment with an improved alignment of strategies and resources to respond to the talent development needs of businesses and job seekers; cultivating a world-class talent base for every business, particularly those in targeted clusters identified as state economic development priorities for economic diversification; and making available to Floridians market-relevant training and education as well as connections to employment and career advancement opportunities.

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

Florida's workforce system is demand-driven and guided by core strategic principles that include collaboration, accountability, transparency, flexibility and alignment. Serving as the compass is the five-year Statewide Strategic Plan for Workforce Development, *Creating the Strategies for Today's Needs and Tomorrow's Talent*. The plan — resulting from a statewide collaborative effort engaging business, economic development, education, labor and other stakeholders — and its implementation have been recognized by the U.S. Department of Labor as a national model.

Through innovative, strategic initiatives, Workforce Florida and its many partners made significant strides during the year to advance the state strategic plan's six goals. Among the accomplishments were the launch of several leading projects including: a first-of-its-kind in the nation Talent Supply Chain Team involving leaders ranging from Prekindergarten-20 to lifelong learning in education, workforce and business, collectively committed to mapping Florida's talent-development assets and creating a seamless talent-

delivery system that better maximizes resources and supplies the skilled talent demanded by business; The Florida Eight, which provides research, marketing and other resources to regional teams across the state to build their capacity for economic development, talent development, job retention and international business opportunities; and Industry Cluster Task Forces, which engage C-level leaders in business to provide real-time intelligence on talent development and business climate issues and needs today and on the horizon.

Also serving the state's workforce well is the connectivity among state workforce and economic development efforts, which was bolstered by Workforce Florida President/CEO Chris Hart IV's dual role as head of both workforce and Interim Director of the Governor's Office of Tourism, Trade and Economic Development from December 2009 to May 2011. This connectivity has taken on an increased significance with the reorganization of Florida's economic development structure led by Florida's 45th Governor, Rick Scott, and the State Legislature. Governor Scott has set a goal for Florida to become the nation's job-generating leader, creating 700,000 new jobs in seven years.

The restructuring is intended to streamline the state's community, workforce and economic development functions, while bolstering public-private partnership and collaboration statewide with a single goal: strengthening job creation. Among the most significant changes resulting from the reorganization is the creation of a new state agency, the Department of Economic Opportunity, which is charged with working closely and cooperatively with Workforce Florida, Enterprise Florida Inc. (the public-private partnership that leads the state's economic development efforts) and other public-private partners to accelerate the state's economic recovery, promote job growth and ensure a better coordinated, efficient and streamlined approach to economic development by the entire state of Florida. This is essential to Florida's economic recovery efforts.

The economic outlook while showing improvements has remained challenging. From July 2010 to June 2011, Florida's seasonally adjusted unemployment rate peaked at 12 percent in December 2010, which was a record high. The lowest unemployment rate during this time period was 10.6 percent in May 2011, the lowest since August 2009.

Florida had a net gain of 50,200 nonagricultural jobs from July 2010 to June 2011. Most of the new jobs were in the leisure and hospitality industry (+46,600 jobs). Other major industries gaining jobs included education and health services (+19,700 jobs); retail trade (+6,200 jobs); transportation, warehousing, and utilities (+5,400 jobs); professional and business services (+3,100 jobs); and other services (+2,200 jobs). Industries that continued to lose jobs during this time period were construction (-17,200 jobs); wholesale trade (-5,800 jobs); government (-5,700 jobs); information (-4,000 jobs); manufacturing (-300 jobs); and financial activities (-200 jobs).

To be sure, the challenges remain great, but so too are the opportunities. Through the many efforts outlined in this annual report, Florida's workforce system is responding to employment and training needs in our state, supporting both job creation and job retention against a rapidly changing economic landscape. Florida's improving job outlook with a trend of overall growth propels the workforce system and our partners

forward in our shared vision for a globally competitive workforce and a reinvigorated and vibrant state economy.

This report provides the performance outcome data and other required reporting by federal WIA law covering services and programs funded through WIA, Wagner-Peyser (WP) and related programs under the jurisdiction of the U.S. Department of Labor. In Florida, the primary roles in WIA-related governance and service delivery were as follows during the 2010-2011 Program Year:

- State Workforce Investment Board (WIA Section 111): Workforce Florida, Inc. (WFI), Governor Rick Scott succeeding Governor Charlie Crist, Interim Chair Mary Lou Brunell, who served as Vice Chair of the State Board, succeeding Chair Belinda Keiser (Governor Scott named Dwayne E. Ingram, as the new Board Chairman on September 13, 2011), President/CEO Chris Hart IV. For more information, please go to www.workforceflorida.com.
- State-level Administrative/Fiscal Agency (WIA Sections 132, 303, etc.): Agency for Workforce Innovation (AWI), Director Cynthia Lorenzo. On October 1, 2011, this agency becomes the new Department of Economic Opportunity, led by Executive Director Doug Darling. More information is available at 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 www.workforceflorida.com.
- One-Stop Delivery System (WIA Section 121): Florida's network of One-Stop Career Centers are listed at www.employflorida.com

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

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

The Agency for Workforce Innovation (AWI) is the Governor's agency for workforce programs and is the administrative entity created by Chapter 445, Florida Statutes for this purpose. The agency receives and accounts for federal funds on behalf of the workforce system, is responsible for financial and performance reports which are provided to the U.S. Department of Labor and other federal organizations, distributes workforce guidance and policy initiatives, provides training and technical assistance to the regional workforce boards, monitors its sub-

recipients and provides other administrative duties. The Agency also operates Florida unemployment insurance program and labor market information office as well as a number of other programs and initiatives. On October 1, 2011, the new Department of Economic Opportunity (DEO) assumes the workforce and unemployment insurance responsibilities of AWI, among other others.

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

AWARDS

Florida's workforce system has continued its track record as a model for the nation, with top rankings and national recognitions including:

- No. 1 workforce and job training state ranking by the U.S. Chamber of Commerce and the National Chamber Foundation in its second annual *Enterprising States* report in June 2011. The ranking is based on measures including the job placement proficiency of its workforce system. The nationwide report also touted Florida's Quick Response Training (QRT) Program, which advances job creation and retention by supporting customized skills upgrade training for employees at new and expanding businesses. The state moved into the top spot after being ranked second in the nation in 2010 by the U.S. Chamber.
- A fourth consecutive top-three workforce ranking by CNBC in its annual evaluation of *America's Top States for Business*. The annual study examines states in multiple categories including workforce, looking at indicators such as the education level and relative success of worker training programs and the job-placement performance of the workforce development system. As a testament to its workforce quality and the efforts of its continually aligned and improving workforce development and education systems, Florida ranked No. 3 in 2011; No. 1 in 2010; No. 3 in 2009; and No. 1 in 2008.
- In August 2010, during the quarterly meeting of the Workforce Florida Board of Directors, U.S. Department of Labor Director of State Systems Lloyd E. "Pete" Fleming upheld *Creating the Strategy for Today's Needs and Tomorrow's Talent* — the state strategic plan for workforce development — and the open and inclusive process through which it was developed, as a national best practice. Mr. Fleming also cited exceptional and effective partnership efforts and plan implementation, noting the workforce system's performance and national leadership in two critical areas, helping the adults served find

employment and retain employment and wages after six months on the job.

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 2010 — 2011 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*).

Adults

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

Dislocated Worker

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

Youth (aged 14-21)

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

Older Youth (aged 19-21)

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

Younger Youth (aged 14-18)

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

All Programs

- Customer satisfaction for individuals
- Customer satisfaction for employers

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

Florida is a Common Measure State

Common Measures	
Adult Measures	PY 2010-2011 Goals
• Entered Employment Rate	74.0 %
• Employment retention Rate	86.0 %
• Average Six Months Earnings	\$15,500
Dislocated Worker Measures	
• Entered Employment Rate	80.0 %
• Employment retention Rate	86.0 %
• Average Six Months Earnings	\$15,000
Youth Common Measures	
• Placement in Employment or Education	58.5%
• Attainment of Degree or Certificate	57.5%
• Literacy or Numeracy Gains	29.0 %
Wagner-Peyser Measures	
• Entered Employment Rate	58.0 %
• Employment Retention Rate	76.0 %
• Average Six Months Earnings	\$12,000

Levels of Service

As a result of the continuing economic recession, Florida’s workforce system has experienced a significant demand for services, continuing the large increases realized during the previous program year. Total participants served during the program year, remained constant for Adults, increased 15% for Dislocated Workers, 12% for Older Youth, and 4% for Younger Youth. Additionally, the ARRA funded Summer Youth Program served 15,709 youth through June 30, 2011 that are not included in the above numbers for the year-round older and younger youth programs.

Table 1 presents the total number of participants and exiters leaving the WIA program during the 2010-2011 Program Year.

Table 1 2010-2011 WIA Participants/Exiters		
<i>WIA Program</i>	Total Participants Served	Total Exiters
Adults	34,548	17,531
Dislocated Workers	23,927	7,618
Older Youth	5,169	2,295
Younger Youth	10,876	5,179

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 4/1/09 to 3/31/10 period prior to the Program Year, used for the retention and earnings change measures. The second period is comprised of the four quarters beginning 10/1/09 and ending 9/30/10 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 1/1/10 to 12/31/10 calendar year, used for the customer satisfaction measures. The fourth reporting period is the period beginning 4/1/10 to 3/31/11, used for the counts of exiters and the younger youth diploma and skill attainment measures. The final reporting period is the actual 2010-2011 Program Year — or the four quarters beginning 7/1/10 and ending 6/30/11, 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. As a result of a waiver granted to the State, beginning with Program Year 2008-2009 Florida only reports the level of performance relating to the nine Common Measures. Performance on the remaining measures is still tracked; however, in accordance with the granted waiver, no proposed levels of performance are provided. Federal guidelines describe core measures and/or Common Measures as the key measures of success in achieving the legislative goals of WIA. The measures are used to:

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

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

Data on core measures and Common Measures is collected from Florida’s MIS system, 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 Common Measures along with the actual statewide outcomes achieved. Pursuant to federal policy states achieving at least 80% of the negotiated goal are considered to have met the goal. The 80% criterion is shown in parentheses.

Table 2 - State WIA Statewide Common Measures Performance 2010-2011

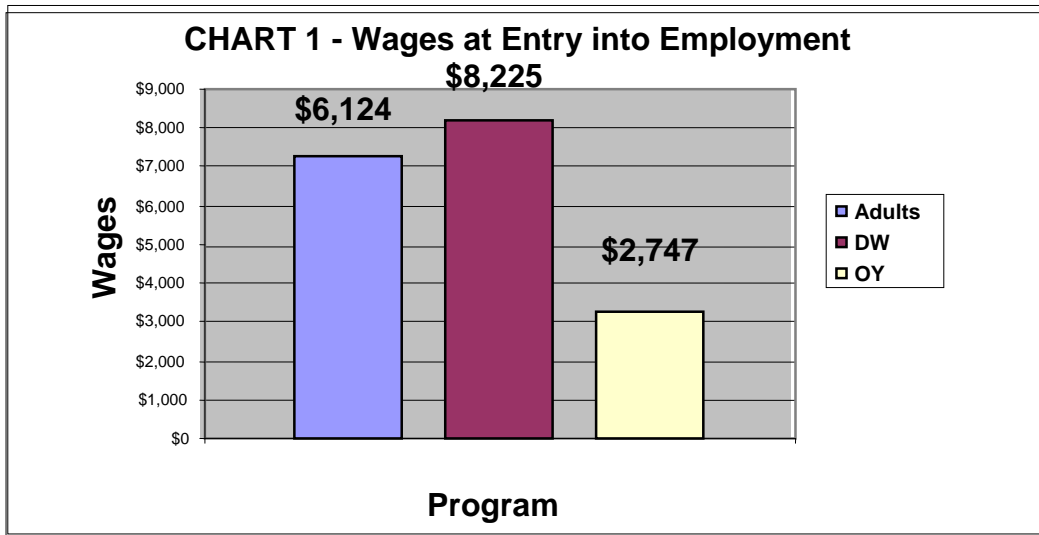
WIA CORE MEASURE	NEGOTIATED GOAL (80% of Goal)	ACTUAL PERFORMANCE	DIFFERENCE COMPARED TO 80% OF GOAL
Adult Entered Employment Rate	74.0% (59.2%)	79.9%	+20.7%
Adult Employment Retention Rate	86.0% (68.8%)	92.4%	+23.6%
Adult Average Earnings	\$15,500 (\$12,900)	\$22,671	+\$10,271
Dislocated Worker Entered Employment Rate	80.0% (64.0%)	84.5%	+20.5%
Dislocated Worker Employment Retention Rate	86.0% (68.8%)	89.0%	+20.2%
Dislocated Worker Average Earnings	\$15,000 (\$12,000)	\$17,293	+\$5,293
Youth Placement in Employment or Education	58.5% (46.8%)	49.3%	+2.5%
Youth Attainment of Degree or Certificate	57.0% (45.6%)	61.5%	+15.9%
Literacy or Numeracy Gains	29.0 (23.2%)	37.7%	+14.5%

As the above table indicates, Florida’s 2010-2011 performance met or exceeded the federal criterion of 80% of goal for each of the negotiated Common Measures. Compared with 2009-2010 Program Year outcomes PY 2010- 2011 results increased for six of the nine measures.

Wages at Entry into Employment for Individuals that entered Unsubsidized Employment

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

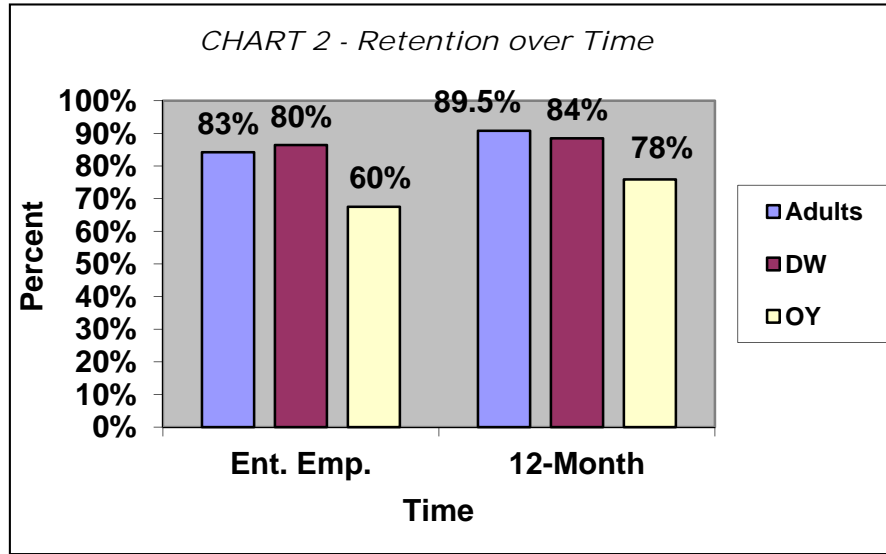
Dislocated Worker earnings are well above Adult earnings, while Older Youth earnings are understandably lower. Dislocated Worker earnings are significantly higher because they already have skills many employers desire.



12-Month Retention and Earnings Change

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

Chart 2 displays the trend of individuals as they hold employment over time. Twelve-month figures are taken from the percentage at exit (for adults, 83% entered employment; 89.5% 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 1/1/09 to 12/31/09, the Adult Average Earnings Change in 12 Months was \$2,072 and the Older Youth Average Earnings Change in 12 Months was \$3,966. For Dislocated Worker exiting during the same period the Dislocated Earnings Replacement Rate in 12 Months was 96%.

IMPLEMENTATION OF THE AMERICAN RECOVERY AND REINVESTMENT ACT (ARRA)

Florida’s Coordinated Response

During the year, Florida's workforce system partners — state and local — continued their investment of American Recovery and Reinvestment Act (ARRA) funding in efforts aimed at helping the unemployed get back to work, improving the skills of those seeking to enter or advance in the workforce and supporting the competitiveness of businesses by investing in training for their employees. With a goal of maximizing the use of these funds to address the state’s high unemployment, state and local partners continued to implement a series of employment and training initiatives focused on areas including healthcare, rural communities, reemployment and entrepreneurship. Established under then-Governor Charlie Crist, the

Governor's Office of Economic Recovery served as the Florida hub for stimulus-funded initiatives statewide.

Program Year 2010-2011 Use of ARRA Funds

ARRA WIA funding is included in the expenditure and cost tables included in the Appendix as discussed in the "Expenditure Levels" and "Cost of Program Activities" sections of this report. These tables include Table 4, Florida WIA Financial Statement; Table N, Cost of Program Activities; and Tables 5, 6 and 7 that report on WIA program cost relative to effect. Appendix Table 10 reports separately on the program year expenditure of available ARRA WIA and WP funds. For Program Year 2010-2011, the State carried in from the prior year, a total of \$41,482,405 in ARRA WIA funding, of which 100% was expended through June 30, 2011. The State also carried-in \$4,333,778 ARRA WP funding, including WP Reemployment funding of which 100% was expended in the same time period.

Cumulative outcomes as of June 30, 2011, based on the ARRA Supplemental Monthly Reports for the WIA, WP and Reemployment Services programs, are included in the Appendix as Tables 11, 12, and 13. As of June 30, 2011, 1,539,861 WIA adults, 29,461 WIA Dislocated Workers, and 17,710 WIA Youth were served. For the same period, 1,406,032 job seekers received WP staff-assisted services, and 1,004,632 received self-services. Additionally, 754,321 individuals received WP reemployment services.

State-level ARRA WIA funding was employed with regular WIA 15% to fund key state projects and initiatives described in "State Level Discretionary Funding" and the "Workforce Florida Activities and Accomplishments" sections of the report. ARRA funds were involved in the following state-level initiatives during Program Year 2010-2011:

- **WINGS** (Workforce Innovative New Generation Solutions) — Competitive grants addressing green jobs and rural needs relating to broad band/telecommunications access and business incubation/entrepreneurship.
- **Healthcare Initiative to Identify Sustainable and Innovative Solutions** — Competitive grants to establish partnerships with employers, training providers and others to help resolve critical needs of skilled workers in the healthcare sector.
- **Rural Initiatives** – Funding to rural areas of critical economic concern (RACEC) to sustain operations and for employer outreach and on-the-job training initiatives.
- **Reemployment** – Funding to selected regions for pilot approaches for providing intensive reemployment services and training to Unemployment Compensation claimants and exhaustees.
- **Scan Card Implementation** – Funding to regions applying to implement the scan card tracking modules within the Employ Florida Florida system giving them the capability of automatically tracking participant services and attendance.

State level ARRA funding was allocated for the Digital Access Initiative which provided approximately \$4.2 million to 19 of Florida's 24 Regional Workforce Boards to support specific training and education initiatives associated with digital literacy. This initiative targeted individuals aged 50 and older, the underemployed, unemployed and others considered hardest to serve. As a result, over 8,000 Microsoft training and exam vouchers were provided to approximately 5,000 participants to improve their digital literacy skills using Microsoft products such as Outlook, Word, Excel, Outlook and Access. While this initiative primarily used web based training, several Regional Workforce Boards developed on site digital literacy training opportunities for their one-stop customers.

State level ARRA funding in the amount of \$2.1 million was directed by the Workforce Readiness & Performance Council/Youth Opportunities Committee to target Youth Aging out of Foster Care. A total of 10 local projects, were administered by the regional workforce boards, Community Based Care (CBC) providers and other local partners who serve this critical targeted population. This project targeted those Foster Youth who had aged-out or would age-out by the end of the grant period affording them services such as, work readiness classes, paid work experience, basic skills remediation, mentoring, occupational skills training, on-the-job training, and supportive services. See additional information in the youth section.

State level ARRA funding in the amount of \$1 million was directed by the Workforce Readiness & Performance Council/Youth Opportunities Committee to the Regional Workforce Boards operating in the counties of Pinellas, Hillsborough, Manatee and Sarasota to successfully partner with the Department of Juvenile Justice to develop successful work experience opportunities and employment placement services to youth with juvenile records. This funding, covering three regional workforce boards was designated to match a \$1 million State appropriation to the Department of Juvenile Justice to contract with non-profit or faith-based organizations that had experience in providing services to this at-risk youth population in the counties of Pinellas, Hillsborough, Manatee and Sarasota. See additional information in the youth section.

In addition the Florida Agency for Workforce Innovation (AWI), Labor Market Statistics Center, was awarded \$1.25 million in ARRA funds by U.S. Department of Labor, Employment and Training Administration, to conduct a green jobs survey.

State-Level Discretionary Funding

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

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

workforce boards to provide innovative pilot projects to reach certain targeted populations such as youth, incumbent workers, etc. Finally, funds were disbursed for local board performance incentives based on the state short-term and federal long-term core measures.

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

- **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.
- **State Strategic Plan** – Projects in support of the development of a comprehensive state strategic plan and the accomplishment of its operational objects including the development of a methodology to determine demand-side satisfaction with the state’s talent production efforts, the development of workforce analytics for Florida’s targeted industry clusters, and the establishment of business-led task forces to leverage intelligence in developing talent for targeted industries.
- **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 the full array of allowable youth services. This included 17 grants awarded to target low-income, at-risk youth including youth with disabilities, supplemental grants provided to 8 Regional Workforce Boards, and additional grants for special initiatives for youth aging out of foster care and for youth with juvenile records.
- **Rural Initiatives** – Funding to five local boards in rural areas of critical economic concern (RACEC) to sustain operations and for employer outreach, on-the-job training initiatives, and strategies tailored to rural needs.
- **Banner Centers** – to provide training, certification and support for industries critical to Florida’s economy.
- **Healthcare Initiative to Identify Sustainable and Innovative Solutions** - Grants to the State’s regional workforce boards to establish partnerships with employers, training providers and others to help resolve critical needs of skilled workers in the healthcare sector.

- **Digital Access Initiative** – Competitive grants awarded to 19 of Florida’s 24 Regional Workforce Boards to support specific training and education initiatives associated with digital literacy.
- **TANF Case Management** – Six grants to assist Temporary Cash Assistance (TCA) recipients with one or more barriers through the provision of intensive case management services and educational activities.

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 Board policies by AWI under contract with Workforce Florida. 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. However, it should be noted that none of the ARRA WIA funds were reserved at the state level for rapid response activities or the state’s emergency reserve. Workforce Florida instead opted to allocate the entire amount to the state’s regions to address local needs resulting from the high unemployment rate.

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 2010-2011, a total of \$1,133,065 was allotted for statewide services and awards local boards to carry out rapid response activities. The funds awarded included funding for the Aerospace Workforce Transition program to address the downturn in one of Florida’s most critical industries. For the period ending June 30, 2011, \$157,445 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) serves as Florida's state-level Dislocated Worker Unit, as required by the Workforce Investment Act of 1998. When employers submit layoff and business closing notices under the WARN (Worker Adjustment and Retraining Notification) Act, AWI REACT staff make initial contact with the employer. REACT staff request such information as the name and telephone number of the employer’s local contact person at each location, the type of business issuing the WARN, the worker residences by county, the reason for the layoff or business closing, and the possible applicability of the Trade Act. Staff also introduce the employer to Rapid Response and explain

the benefits of Rapid Response to both the employer and the affected workers. REACT staff then enter the WARN notice into the REACT database and distribute the WARN and the background information to the affected Regional Workforce Board Director, Regional Rapid Response Coordinator, and to other appropriate workforce partners.

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

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

In support of Rapid Response activities the Agency for Workforce Innovation has a Mobile One-Stop Unit that can be deployed across the State to respond to lay-offs and participate in job fairs. The Mobile Center offers a full array of employment, reemployment and employer services. It contains nine computer workstations and a training room that can accommodate eight additional computer stations. Internet access is available for filing unemployment compensation claims, searching Employ Florida Marketplace (EFM) and other job banks. When the Regional Workforce Board staff have a need for the AWI Mobile One-Stop Unit, REACT staff schedule the vehicle, have the unit delivered to and from the site, set it up for use, manage the unit during the visit, and secure it overnight.

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

- Presentations to employers to show the advantages of working with the Regional Workforce Boards.
- Presentations to the affected workers explaining workforce services.
- Assistance to the workers in filing Unemployment Compensation Claims.
- Direct job referral and placement services.
- Providing information on maintaining health insurance and other separation issues.
- Arranging Job Fairs and other special employment events.

- Referral to community agencies for supportive services.
- Providing information on training opportunities:

State REACT staff initiated services for 128 dislocation events generated by WARN notices this program year, identifying 17,833 eligible dislocated workers. Record numbers of dislocated workers have received services from RWBs and their One-Stop Career Centers this year, but record numbers of workers are still receiving unemployment benefits. Many of the long-term dislocated workers will be eligible to receive benefits from the latest Unemployment Compensation extension.

Even though WARN notices declined during this year from the preceding program year, the unemployment rate for Florida in June 2011 remained at over 10 percent. With the persistent high unemployment, regional workforce boards continue to face increasing demands for services from workers.

Generally, there are:

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

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. We also plan to:

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

Reemployment Services Program

The purpose of Florida's Reemployment Services (RES) program is to provide immediate reemployment assistance to Unemployment Compensation (UC) customers. Reemployment services in Florida are fully integrated into Florida's One-Stop Career Centers along with all Wagner-Peyser (WP) services, Workforce Investment Act (WIA) services, the Trade Adjustment Assistance Program (TAA), the Food Stamp Employment and Training Program (FSET) or Supplemental Nutrition Assistance Program (SNAP), and the Temporary Assistance for Needy Families (TANF) Welfare Transition Program (WT). In this integrated context, Florida's goal is to have all partners work together to effectively serve UC claimants under the oversight of the Regional Workforce Boards (RWBs) with the ultimate objective of effecting their return to the active workforce as soon as possible.

The reemployment program uses the current Reemployment Planning system through the UI mainframe system and the Employ Florida Marketplace 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. The reemployment services are centered on the Priority Re-Employment Planning Program (PREP) which is the State's Worker Profiling and Reemployment System.

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

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

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

Labor market information, including conditions of the claimant's customary employment and the employment opportunities in the area, is used to help the claimant develop a realistic employment plan. Methods of developing leads and other job search techniques are also discussed. The staff are also now using the recently acquired Help Wanted On-Line (HWOL)

tool to assist participants in their reemployment efforts. The staff and claimant also develop a work search plan that reflects the claimant's skills, experience, and preferred wages.

The program consists of four strategic elements:

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

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

AWI, upon approval of WFI, issued policy guidance on the provision of reemployment services and the principles set forth in TEGL 14-08 related to the Recovery Act. This guidance requires each Region to, at a minimum:

- Develop a written Reemployment Services plan (RES plan) (for both formula and ARRA funds).
- Incorporate strategies in the local RES plan to address Frontline Walk-Ins and RES Intensive customers as defined in the guidance.
- Incorporate the Priority Reemployment Program (PREP) as part of the local RES strategy for the selection of the UC claimants targeted for RES and for those selected provide, at a minimum, an assessment and orientation service.
- Incorporate in the local RES plan a strategy to ensure that 62.5 percent of the Region's ARRA Wagner-Peyser Program funds are spent on reemployment services.
- If the Region is participating in the REA demonstration program then the plan must include how the REA program fits into the Region's overall RES strategy.

The guidance provides strategies and recommendations to assist the regions in developing their plans for each of the four RES components mentioned above: RES Frontline Walk-ins, RES Intensive Services, PREP, and REA.

The guidance also provides the regions with an assessment tool that will enable local staff to separate claimants into categories for tiers of service and encourages them to use this or a similar tool as part of their plans. The categories for tiers of service are: Tier 1 - Job Ready Claimants; Tier II – Claimants Needing Job Search Assistance; Tier III – Claimants Needing Skills Training

or Skills Transferability Analysis; and Tier IV – Claimants Needing Assessments, Intensive Services, and Training.

Though reemployment services are integrated with Wagner-Peyser and other partner programs, the state has established a comprehensive outreach effort unique to RES and in following the State's guidance local RES plans will include outreach, assessment and counseling approaches unique to these clients as well.

Florida's program has again proven successful in facilitating early intervention for new claimants. For example, claimants exiting the system between 2008 (4th quarter) and 2009 (3rd quarter) had an Entered Employment Rate (EER) of 43 percent. Claimants exiting the system between 2009 (4th quarter) and 2010 (3rd quarter) had an EER of 46 percent.

All Wagner Peyser (WP) participants exiting the system between 2008 (4th quarter) and 2009 (3rd quarter) had an EER of 46 percent. All WP participants exiting the system between 2009 (4th quarter) and 2010 (3rd quarter) had an EER of 50 percent.¹

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

As of the end of June 2011, there were approximately 266,125 long-term unemployed (those unemployed six months or longer.) As of June 2011, there were approximately 41,267 extended benefit claimants. Claimants eligible for extended benefits have been claiming the longest period of time, at least one year, some up to the maximum benefit period allowed which is 99 weeks. As of July 2011, approximately 508,805 claimants have exhausted their UC benefits. In addition, Florida's June 2011 unemployment rate was 10.6% percent representing 982,000 who are still jobless out of a labor force of 9,234,000.

These numbers represent a large number of individuals needing reemployment services. The sheer volume of unemployed individuals who sought and are seeking reemployment services has overwhelmed many of the One-Stop Career Centers which have had to reassess their service delivery strategies by expanding staff, operational hours, office space, and electronic services in order to meet the increased demand. The ability to respond quickly has been challenging as it has requires Regions to strategically reassess their operations and service delivery.

Profiling Program:

AWI is currently working in conjunction with Workforce Florida, Inc., to modify the PREP program. The modification includes utilizing a statistical targeting methodology using the claimants' characteristics to identify claimants that are most likely to exhaust and need intensive services or training. The State has been working with USDOL on revising the profiling methodology over the past year and has generated a model for use in prioritizing PREP services to those most in need. The project has now begun to integrate the model into the current processes using data from the UC-to-EFM Interface, EFM work registration records and Labor Market Information and ultimately identify claimants in the PREP pool with their potential for

exhaustion. This modification will be an enhancement to the PREP pool and assist the One-Stop Career Centers in identifying those claimants in need of more intensive staff assisted services.

Extended Benefit Claimants:

Due to the current economic downturn and the high rate of unemployment in the state, staff-assisted reemployment services will be targeted, in the interim, to claimants who qualify for state extended benefits. These claimants have been receiving unemployment benefits for a year or more. The Agency, working with WFI, developed an Extended Benefit dropdown list in Employ Florida Marketplace so that Regional Workforce Boards could easily identify and offer services to this group of UI claimants. The RWBs are currently utilizing this EB dropdown to target those long term unemployed for specialized reemployment services.

UI Exhaustees:

The Agency, working with WFI, has developed a UI Exhaustees drop down in EFM that allows the Regional Workforce Boards to more easily identify this target group to offer intensive reemployment services, as well.

Expansion of REA Program:

Additionally, although the State initially had only six Regions participating in the Reemployment and Eligibility Assessment (REA) Pilot Program, which is a more intensive, one-on-one assessment interview process, the State expanded the program in Fiscal Year 2010-2011 to a total of 18 of the 24 Regions.

Enhancement of Reemployment Services

Florida has piloted two software solutions to assist the delivery of local reemployment services. The State purchased two tools to assist the State's One-Stop Career Centers in assessing the needs of UI claimants and enhancing local reemployment services. These two tools are: Help-Wanted Online (HWOL) and the Workforce Associates' Transferable Occupation Relationship Quotient (TORQ).

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

The TORQ software allows the integration of multiple types of data files from the federal and state levels to include most widely used occupational attributes from the O*Net national database, Florida and substate projections by industry and occupation, national projections data, employer data from InfoUSA educational providers from the Integrated Postsecondary Educational Data System, and approved providers for WIA. This is single system that can

provide product integration on one platform from multiple data sources. This product will improve the analysis of O*Net tools including career pathing. TORQ software promises to be a very positive asset to local staff seeking to reemploy UC claimants. The state has purchased the TORQ software tool and is in the process of piloting it to ascertain how it can best be implemented and used in Florida to assist the RWBs in reemployment services efforts.

Automation Enhancements:

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

State Legislative Changes:

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

In preparation for these changes, the workforce services and UC staff are working collaboratively to prepare for and appropriately manage their impact on both the Workforce and UC systems. Additionally, numerous conference calls will take place with the RWB's to assure there are no unintended consequences and to successfully direct these new processes to the quantifiable benefit of claimants.

Reemployment and Eligibility Assessment (REA) Pilot Program

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

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

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

The state provides guidance, training, and technical assistance to the Regions participating in this initiative.

Although the State originally started the Reemployment and Eligibility Assessment (REA) Pilot Program with six Regions, the number expanded to a total of 18 of the 24 regions participating in the 2010-2011 REA Project.

Approximately \$7.3 million was requested with Florida agreeing to a performance standard of 68,338 assessments. The State surpassed that standard, however, and conducted more than 78,000 assessments during the grant period which ended March 31, 2011.

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

Additionally, the state is in the process of revising its methodology for its profiling program which includes UI claimants so that those most likely to exhaust can be more readily identified for REA services.

The State's future strategies/goals include:

- Implementation of a virtual orientation program which will provide claimants with access to a portion of the required services from any location with internet access prior to the scheduled on-site appointment.
- Completion of the revised methodology for the profiling program.

A number of automation enhancements are in process that continues to streamline the program at the Region level and enhance the integration and reporting requirements between UI and workforce development as well as management reporting and analysis tools.

Florida is participating in the 2011 program and is well underway in reaching the established performance goals.

National Emergency Grant (NEG)

The United States Department of Labor (USDOL) awarded the Agency for Workforce Innovation (AWI) \$7 million to provide re-employment services and long term training services to assist workers affected by the Deepwater Horizon Oil Spill in becoming re-employed in other industries. The grant covers the period of June 30, 2010 to June 30, 2012. Three Regional Workforce Boards (1, 2, and 4) are participating in this grant covering Escambia, Santa Rosa, Okaloosa, Walton, Bay, Gulf and Franklin counties.

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

At the first-year mark, the Regions report serving 91 participants and eight have entered employment.

The participating Regions report challenges in finding people willing to change careers and train for new occupations.

Since only three of the 15 Regional Workforce Boards that were eligible to participate are actually participating, AWI is de-obligating \$4,641,296 of the original grant award.

The Regions have found that using the On-the-Job Training model has increased their participation rate.

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

Florida's Great Northwest Workforce Innovation in Regional Economic Development (WIRED) Project

The U.S. Department of Labor awarded the Agency for Workforce Innovation (AWI) a grant based upon a proposal submitted by Florida's Great Northwest, Inc., (FGN). The period of performance is February 1, 2006 through January 31, 2011. The grant totals \$14,775,000 with \$3,693,750 obligated each year for the five-year period. The primary goal of the project is to increase the size and quality of the workforce necessary to support and expand the following high-skill, high-wage industries that will provide northwest Florida with a competitive advantage on the national and international levels. The primary target industries include: aerospace and defense, life sciences, information technology/electronic engineering, construction services, and alternative energy.

AWI provides guidance to FGN based on the terms and conditions of the contract award made by the USDOL. This includes program requirements, monitoring guidance and participant reporting instructions on how to enter program performance into Employ Florida Marketplace (EFM), the State's Management Information System. AWI also processes invoices and provides technical assistance regularly to FGN on a regular basis.

Since the project began, FGN has executed over 60 agreements/contracts with entities in the targeted industries and additional contracts are currently under negotiation. As of January 31, 2011, FGN had expended approximately \$14,775,000 for grants and generated approximately \$19,316,380 in local match and leveraged funds. Additionally, approximately 200 participants have completed training in high-skill, high-wage occupations.

Since the grant has ended, Florida Great Northwest will not have the same level of funding for program operations. Florida Great Northwest is actively seeking other grant and funding opportunities to continue the program’s successes.

Local Performance

Upon the completion of the State’s negotiation with the USDOL on state performance goals for the Common Measures, the state workforce board conducted negotiations at the state level with each Regional Workforce Board. Federal policy requires states to achieve at least 80% of the negotiated goal. As a result of this process, expected levels of performance or goals were agreed upon for each region. **Table 3** below summarizes outcomes based on these goals and the federal 80% 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 2010-2011 WIA Performance

WIA COMMON MEASURE	STATE GOAL	# OF REGIONS ACHIEVING REGIONAL GOAL	% OF REGIONS ACHIEVING GOAL
ADULT ENTERED EMPLOYMENT RATE	74.0%	23 of 24	95.8%
ADULT EMPLOYMENT RETENTION RATE	86.0%	24 of 24	100%
ADULT AVERAGE EARNINGS	\$15,500	23 of 24	95.8%
DISLOCATED WORKER ENTERED EMPLOYMENT RATE	80.0%	23 of 24	95.8%
DISLOCATED WORKER EMPLOYMENT RETENTION RATE	86.0%	24 of 24	100%
DISLOCATED WORKER AVERAGE EARNINGS	\$15,000	23 of 24	95.8%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION	58.5%	18 of 24	75.0%
YOUTH OF DEGREE OR CERTIFICATE	57.5%	21 of 24	87.5%
YOUTH LITERACY OR NUMERACY GAINS	29.0%	18 of 24	75.0%

*Based on the USDOL, new TEGL, No. 9-08, January 14, 2009 Not Met is defined as the number of performance measures less than 80% of the negotiated goal. Met is defined as the number of performance measures between 80% - 100% of the negotiated goal. Exceeded is defined as the number of performance measures above 100% of the negotiated goal.

A Closer Look At Florida Successes

Through innovation and action, Florida’s workforce system partners — state and local — are committed to advancing our mission to help Floridians enter, remain and advance in the workforce while strengthening the state’s climate for business. Here are a few snapshots of our success:

Job Seeker Success Stories

Eric Edwards



Eric Edwards, a single parent with two sons, age 8 and 9, was laid off from his job in West Palm Beach and facing financial hardships.

“I was almost losing my home and my car, but worst of all, my pride and dignity,” Mr. Edwards said. “I had driven past the Workforce Alliance sign many times, and finally I decided to stop in.”

When Mr. Edwards first visited Workforce Alliance in Palm Beach County, he was greeted by staff members, attended an orientation and learned how to post his resume into the Employ Florida Marketplace, the state’s online job-matching tool. A few weeks later, a career counselor called him to say he wanted to refer Mr. Edwards to Total Truck Parts Inc. for a job that seemed like an ideal match for his skills.

Edwards went for an interview and was hired as an assistant warehouse manager. Marc Karon, president of Total Truck Parts, later wrote to Workforce Alliance, saying: “I want to thank each of you for helping my company. You should know that you are doing a wonderful job and that your hard work has made someone very happy.”

“I am thankful to Workforce Alliance and to my new employer,” said Mr. Edwards. “I came here with nothing. He helped me out of a tough personal situation and asked for nothing in return. It comes straight from his heart. I have worked here for over three months now, and I feel that I am part of a large family. I have my pride and my dignity back.”

Deborah Dorn

Knowing the Space Coast’s long tradition of aerospace was about to be significantly downsized with the end of NASA’s operations in Brevard County, Deborah Dorn and other aerospace workers have turned to Brevard Workforce’s Aerospace Workforce

Transition (AWT) Program to find a career beyond the United Space Alliance at Kennedy Space Center, where she worked for 36 years.

Latisha Ali-Ramlogan, Ms. Dorn's AWT advisor, said: "She is a visionary. The minute she knew what was going to happen out here, she took steps to look into the future."

The AWT program provides scholarships of up to \$3,000 to prepare aerospace workers for jobs beyond aerospace that best suit their valuable and highly technical skill set through workshops on resume writing, how best to use the Employ Florida Marketplace, personal finance tips and more. Training helps workers transition out of aerospace with a focus on existing competencies and retraining for other emerging sectors in the Central Florida Region that promise employment opportunities including energy, aviation and biomedical fields.

Ms. Dorn says program officials have been attentive from the start. Working with Ms. Ali-Ramlogan, Ms. Dorn identified medical billing as a rising industry with 400 open jobs in Florida. She is using her program scholarship to get the necessary education and training for her new career.

"Within a week, I had my program voucher in my hand and I was on my way," said Ms. Dorn.

Michael Taft



Michael Taft enrolled at the University of North Florida soon after he exited the military in 2006. While studying, he also joined the work-study program, which helped him get a job at WorkSource — the Regional Workforce Board in Jacksonville.

Mr. Taft assisted fellow veterans in securing employment upon leaving or retiring from the military through networking with employers and providing them with workforce resources and tools to assist with securing a job. Then in July 2010, he found success in advancing his own career by landing his dream job — teaching geography at Green Cove Springs Junior High School.

Mr. Taft says his successful transition from the military to the civilian workforce is a result of the networking skills and relationships gained through WorkSource. He also attributes his improvements in resume writing and interview skills to WorkSource.

As a testament to the tools, resources and relationships built through the assistance he received from WorkSource, Mr. Taft encourages veterans and others to turn to their area One-Stop Career Centers and the Employ Florida Marketplace at www.EmployFlorida.com for help with their next career move.

“This is a tough economy we live in,” said Mr. Taft. “Having an edge over other potential employees is what job seekers should think of first to gain meaningful employment. WorkSource has resources immediately available for job seekers to utilize.”

Employer Success Stories

Blue Chip Energy LLC

As a fully integrated solar photovoltaic (PV) power generator, Blue Chip Energy has its hand in all aspects of solar power, from component manufacturing and solar panel installation to the sale of electricity and large-scale power plant financing. Business is booming at Blue Chip in Lake Mary and, as a result, the firm plans to add 560 new jobs over the next two years in manufacturing, installation, engineering, sales and administration. They’ll all require training, so Blue Chip partnered with Seminole State College to apply for a Quick Response Training grant from Workforce Florida.

Administered by the State Workforce Investment Board, Quick Response Training grants provided partial reimbursement for customized training for employees at new or expanding businesses, supporting the state’s job creation efforts. These state-funded grants are a key economic development resource.

“Seminole State shepherded us through the process,” said Thomas Gregory, Blue Chip’s vice president of finance. “They knew exactly what was required and helped us submit the correct information.” The training will be administered on the job by department managers. Said Mr. Gregory, “The grant helps us cover the cost of the hours they are required to be away from their regular jobs as well as the necessary training materials.”

Capital Regional Medical Center

Capital Regional Medical Center (CRMC) recruitment and retention manager Portia Huston, a registered nurse, has to select the best employees to ensure the hospital’s patients receive the most complete care. To best fill open positions at the Tallahassee hospital with a staff of approximately 1,000, Huston partners with WORKFORCE *plus* — the Regional Workforce Board covering Leon, Wakulla and Gadsden Counties — to quickly identify the most qualified job seekers registered in the Employ Florida Marketplace.



Ms. Huston estimates CRMC has received more than 1,000 referrals through this collaborative process since 2007.

“It really is an extension of our in-house recruiting efforts,” says Ms. Huston. “(The Employ Florida Marketplace) is an extra platform for us, and it is free! We really like that it is so user-friendly. And having WORKFORCE *plus* helps us to be more proactive.”

MedCo Data



MedCo Data in Tampa specializes in helping healthcare offices improve, expand and evolve their services through technology and electronic health records. Tampa Bay WorkForce Alliance, through its Summer Youth Program, provided MedCo Data with three interns who, according to MedCo Data Chief Operating Officer Rob Cash, played a major role in helping the company bring Workflow Centric™ — its trademarked system of analysis, evaluation and implementation methodologies to market.

One of the three interns, Larry Slater was hired full-time by MedCo Data and — along with Product Development Manager Scott Braico, who was hired through a Workforce Alliance On-the-Job Training initiative — played a key role in developing Chart Ready™ scanning software and bringing it to market, months ahead of schedule.

MedCo Data again turned to WorkForce Alliance for the talent needed to help physicians overcome a major hurdle in transitioning to electronic medical record systems: converting paper charts to digital records that can be imported into electronic medical records. WorkForce Alliance selected youth participating in its Youth Employment and Leadership Exploration Summer Program to work in practitioners' offices scanning paper charts into digital files using MedCo Data Chart Ready™ software and scanning equipment donated by Kodak. This initiative was so successful that four of the youth subsequently were hired by practitioners into permanent positions.

“MedCo Data’s partnership with (Tampa Bay WorkForce Alliance) has been life-changing for youth participants and for our company,” said Chief Operating Officer Rob Cash. “Without their help, our growth rate would have been slower and our employment numbers far lower. With Workforce’s ongoing support, we are confident that we will continue increasing our staff and enhancing our training initiatives, which enable us to continue growing revenues growth that translates into additional new jobs and higher wages to properly service customers.”

Metromont Corporation

Headquartered in Greenville, S.C., this 75-year-old producer of precast/prestressed concrete building systems for schools, stadiums, justice facilities, data centers, industrial plants and other permanent structures opened its first Florida-based plant in 2009. Working with Polk State College, Metromont-Florida in Bartow applied for a Quick Response Training grant to help defray training costs for the estimated 150 skilled workers — crew leaders, finishers, quality control specialists, welders and others — needed to staff the new facility.

“We produce highly specialized items which, even though they look simple in the plant or on the truck, are really quite complicated,” says Randal Romani, vice president and general manager of Metromont-Florida. “We need workers who are highly skilled and

well trained. Workforce Florida and Polk State College have made it easy for us to accomplish our training goals.”

STATE EVALUATION ACTIVITIES AND INCENTIVE POLICY

Overall Description and Background

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

Florida Education and Training Placement Information Program (FETPIP)

One of Florida’s earliest and most successful innovations in evaluation and performance tracking has been the Florida Education and Training Placement Information Program (FETPIP) established in the mid-1980 within the state Department of Education. This program was developed mainly to help evaluate the effectiveness of post-secondary education and training programs, particularly vocational education and similar career preparation programs. The scope of the groups to be tracked rapidly expanded to cover nearly all job training and placement programs including WIA, Wagner-Peyser, Job Corps, Veterans, welfare reform (TANF), Apprenticeship, Unemployment Compensation claimants, ex-offenders, and a total of nearly 600 groups or sub-cohorts being tracked.

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

State “Balanced Scorecard” Report

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

Services to Job Seekers:

Job Seek Entered Employment Rate (Wagner-Peyser)

Veteran’s Entered Employment Rate (Wagner-Peyser)

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

Services to Employers:

Customer Satisfaction – Employers (In the process of being revised)
Employer Market Penetration

Services to Disadvantaged Groups, Unemployed Adults and Youth:

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

Services to Welfare Recipients:

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

Threshold Indicators:

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

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

All Balanced Scorecard measures and indicators are reported quarterly with the exception of the Employer Market Penetration measure and the Threshold Indicator for Data Validity which report on an annual basis only. During the 2010-2011 year the customer satisfaction measures were in the process of being revised and tested and therefore outcomes for these measures are not available for the entire period.

Appendix Table 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 2010-2011 outcomes for each of the Balanced Scorecard measures available as of the calendar quarter ending June 30, 2011. As this report is based on the common measure definition of exit, the year-end report will not be available until after October 1, 2011.

Table 4
PY 2010-11 Balanced Scorecard Measures
(Third Quarter Report)

Job Seeker Entered Employ. Rate	Veteran’s Entered Employ. Rate	WIA Entered Employ. Rate	WIA Employment Earnings Rate	WIA Employ. Retention Rate
50.84%	49.36%	89.57%	151.17%	91.15%
WIA Youth Avg. Grade Level Gain	WIA Youth Positive Outcome Rate	Welfare Closed Case Outcome Rate	Welfare Transition Earnings Rate	Welfare Transition Retention Rate
NA	72.31	29.68%	51.94%	73.24%

The Balanced Scorecard approach has served the workforce system well toward a more balanced approach to performance management and throughput. To further this approach, as identified in the following section, Florida’s Workforce Investment Board—Workforce Florida, Inc. has endorsed and is implementing a more comprehensive move toward a truly defined balanced scorecard.

State Longitudinal Measures — “Tier Measures”

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 Regional Workforce Boards or the number/percentage of youth who complete teen pregnancy prevention programs in a specific county or region.

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

- Total Individuals.

- Initial employment or those who exited/completed workforce programs and were found employed expressed as a percentage of the total number of those exiting/completing programs.
- Earnings or Wage Levels expressed as the percentage of those found employed at each of four full-time earnings or wage levels listed below:
 - Level 0 – those earning below a minimum quarterly wage of \$3,468.
 - Level 1 – those earning at least minimum wage of \$3,468 but less than \$4,420 quarterly.
 - Level 2 – those earning at least \$4,420 but less than \$5,200 quarterly.
 - Level 3 – those earning \$5,200 and greater quarterly.
- Continued Employment expressed as a percentage of those found employed at follow-up the year following program exit or completion.
- Initial Earnings expressed as the average quarterly amount earned for those found employed the year after program exit/completion.
- Earnings Growth expressed as the amount of gain or loss in average quarterly earnings as compared to the average initial earnings.
- Public Assistance or those who exited/completed workforce programs and were found to be receiving public assistance expressed as a percentage of the total number of those exiting/completing programs.
- Continued Public Assistance expressed as a percentage of those found to be receiving public assistance the year after program exit/completion.
- Continuing Education or those who exited/completed workforce programs and were found to be in any education or training program expressed as a percentage of the total number of those exiting/completing programs.

The Tier Measure Report is produced annually. The next Tier report is scheduled to be issued by December 2010. Previous Tier Measure Reports can be reviewed as part of the Workforce Florida Annual Reports at: <http://www.workforceflorida.com>.

Regional Review

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

The regional annual review visits to the Regional Workforce Boards were performed by Workforce Florida staff. Preparation for the annual review presentations included evaluating, utilizing and linking all available performance data (including short-term exiter measures, longitudinal tier measures, and 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 WIA, WP and TANF. As a further policy matter, Florida's incentive/corrections apply to both short-term, interim outcomes as revealed in our state quarterly reports based on administrative data, as well as the longer-term outcomes reported annually to the U.S. Department of Labor (WIA & WP) and the U.S. Department of Health and Human Services (TANF) using UC/UI wage records. Certain other requirements imposed by state law are used as "threshold" qualifiers/disqualifiers. For example, Regional Workforce Boards that do not achieve the state law requirement of the 50% rate of expenditures on Individual Training Accounts (ITAs) and other training are automatically disqualified for all WIA Incentive Payments.

Each year the Workforce Florida Board of Directors approves an incentive pool "off the top" of the annual budget from the state-level discretionary funds. The resulting pool combines short-term and long-term performance awards for each of the contributing funding sources. Regional Workforce Boards that have met the "threshold" qualifications related to expenditures on training, direct services, and out of school youth then become eligible for incentive award based on the level of performance achieved.

Florida's approach also provides for consequences in situations where there is a pattern of low performance. Typically low-performing regional workforce boards are required to first provide their own Corrective Action Plans. Then if low performance persists, state-level staff work with Regional Workforce Board staff to design a state-approved Program Improvement Plan with specific deliverables, often supported by state and peer Technical Assistance and Training (TAT) and sometimes supplemental funding for specific interventions. Continued chronic performance and operational problems then result in progressive levels of direct, sustained on-site oversight by state staff or state-designated regional workforce board peer supervision, "receivership," or replacement of local executive staff. So far, no region has been re-designated or consolidated due to performance problems but that option remains as an ultimate sanction.

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

FEDERAL WAIVERS

Florida continues to take full advantage of the flexibility provisions in WIA for waivers. Florida has requested several waivers that have been approved. Currently, nine approved waivers are in

place. The following is a list of waivers previously approved by USDOL that were in effect during the 2010-2011 Program Year and remain in effect:

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

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

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

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

- This waiver originally was prompted by USDOL's Training and Employment Guidance Letter (TEGL) Number 180-05 and supported one of the state's key strategies. The focus of Florida's emphasis on incumbent or employed worker training had been part of our system's effort to align workforce priorities with economic development through helping Floridians enter, remain, and advance in the workforce. It had also been a strategy to support job creation and to enhance the competitiveness of small businesses. However, when the extension of the waiver was formally approved in November 2009, USDOL imposed conditions that limited the use the waiver to lay-off aversion situations and restricted the use of adult funds to serve lower income individuals. Due to the economic

downturn and continually high unemployment in the State, the waiver continues to be a key strategy in assisting individuals avoid layoff and retain their employment. However, due to the above mentioned recently imposed conditions the numbers of adults served under the waiver has declined.

- As employed worker initiatives often require participating business partners to provide a matching contribution, the waiver also has resulted in lower training costs and the local workforce system's access to additional resources.

A waiver of 20 CFR 667.300 to minimize participant data capture requirements for employed worker training programs operated with local WIA funds.

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

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

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

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

- Florida operates a totally integrated service delivery system and is an access point for the state's Department of Children and Families. The Agency also is the prime workforce provider for the state's TANF program. Customers come into local One-Stop centers for a

variety of workforce services. This waiver addresses one of the primary barriers faced by the staff of the key partner programs that are integrated in the state's One-Stop Centers managed by a single one-stop operator. It allows the state to consider intake and eligibility services for a program such as TANF and relieves the burden of the one-stop operator from having to collect customer data each and every time someone comes in order to meet federal cost allocation principles. Tracking and recording those costs create additional administrative costs to the program and trying to negotiate the funding from the other agencies/partners is problematic. Conducting a common intake that can determine their initial eligibility for those services is a benefit to our customers. One-Stop Center customers benefit from an increased level of services available at the One-Stops as they do not have to expend extra time and effort to go to other non-WIA and WP-funded staff for intake and eligibility determination for their enrollment in other supportive workforce programs such as TANF cash assistance or food stamps. The waiver also increases the number of individuals coming into the One-Stop Career Centers thus increasing the number of individuals who can benefit from the workforce services they offer.

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

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

- This waiver has allowed Florida to continue to remove the inconsistencies and complexities inherent in the current WIA performance reporting requirements. It has allowed the state to continue to effectively align accountability across all programs within the state's workforce system. The common measures more effectively support the state's goals of promoting OJT and customized training for adult workers including employed workers. The common measures also have more clearly targeted out-of school youth and youth most in need as identified by the USDOL's Youth Vision Statement.

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

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

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

- This waiver permits using a sliding-scale match, allowing no less than 10% match for employers with 50 or fewer employees, and no less than 25% match for employers with

51-250 employees. For employers with more than 250 employees, the statutory 50% contribution applies. As with the above referenced OJT waiver, this sliding scale has created the necessary flexibility for small employers to provide a required match more reasonably suited to their size. This has resulted in the increased participation of small businesses in customized training programs.

Waiver of the prohibition of WIA Regulations 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older and out-of-school youth

- Under this waiver, the State can use ITAs for older and out-of-school youth program participants. The State must ensure that funds used for ITAs are tracked and reflected in the individual service strategies for these youth. The waiver allows older youth to pursue their occupational goals without the additional barrier of having to meet adult or dislocated worker eligibility requirements. The waiver also eliminates duplication of paperwork for enrolling older youth into the adult programs and benefits training providers as they no longer have to follow two separate processes to provide services to Adult/Dislocated Worker and Older Worker/Youth. It also allows local workforce boards to improve their expenditures on out-of-school youth and meet the federal mandate to expend 30 percent of youth funds for this population. The waiver allows local workforce boards more flexibility in delivering services based on the individual needs of participants as intended under WIA.

COST OF WORKFORCE INVESTMENT ACTIVITIES

Expenditure Levels

During the 2010-2011 Program Year, Florida had \$274,311,769 in available funds including carry-forward from all WIA formula funding sources and funds made available late in the program year through the American Recovery and Reinvestment Act of 2009. Of this amount, \$178,230,034 or approximately 65% was expended to carry out state-level and regional activities. Of the \$146,896,537 expended by the State's 24 regions, 94% went for direct client services. An additional \$29,970,169 in state-level funds or over 95% 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 well as helping workers avoid layoff. As a result, the number of adult program exiters with positive outcomes included 11,070 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 10/1/09 to 9/30/10. Cost information was also tracked by major level of activity: core services, intensive services, and training for the adult and dislocated worker programs; and for other services and training for the youth programs. Florida also utilizes other means of gauging cost in relation to effect suggested by TEGL 14-00, Change 3 including cost per exit, costs for in-school and out-of-school youth and ITA costs. These data are regularly used in evaluating regional performance.

Statewide expenditure and cost data is displayed in *Table 5* below. Similar data for each of Florida's 24 regions are included in the *Appendix* as *Tables 5 through 7*.

**TABLE 5
FLORIDA PROGRAM YEAR 2010-2011
WIA EXPENDITURES/COST PER POSITIVE OUTCOME**

ADULT PROGRAM 10/1/09 TO 9/30/10

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$104,644,529	100.0%				
TOTAL EXPEND.	\$55,308,760	52.9%	34,758	\$1,591	15,933	\$3,471
EXPEND. OTHER SERVICES**	\$17,421,450	31.5%	34,758	\$501		
EXPEND. TRAINING	\$33,952,107	61.4%	27,449	\$1,237		

DISLOCATED WORKER PROGRAM 10/1/09 TO 9/30/10

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$147,950,693	100.0%				
TOTAL EXPEND.	\$69,863,260	47.2%	22,408	\$3,118	4,459	\$15,668
EXPEND. OTHER SERVICES*	\$19,216,680	27.5%	22,408	\$858		
EXPEND. TRAINING	\$46,707,482	66.9%	17,499	\$2,669		

YOUTH PROGRAM 10/1/09 TO 9/30/10

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.**	\$74,519,324	100.0%				
TOTAL EXPEND.	\$39,716,921	53.3%	29,747	\$1,335	19,227	\$2,066
OTHER SERVICES***	\$18,362,376	46.2%	29,747	\$617		
TRAINING	\$19,383,619	48.8%	20,878	\$928		

Use of Individual Training Accounts (ITAs)

Florida policy places emphasis on the provision of training services. Accordingly, State statute requires the tracking of the number of ITAs awarded and their average cost. The statute also requires 50% of WIA pass-through funds for adults and dislocated workers to be allocated to ITAs and ITA-related expenses. For Program Year 2010 - 2011, 30,827 ITAs were awarded in the state. Of \$109,735,201 expended by Florida's 24 regions for the adult and dislocated worker programs during the program year, \$78,538,346 or almost 72% was expended for ITAs and ITA-related activities (see **Table 6** below).

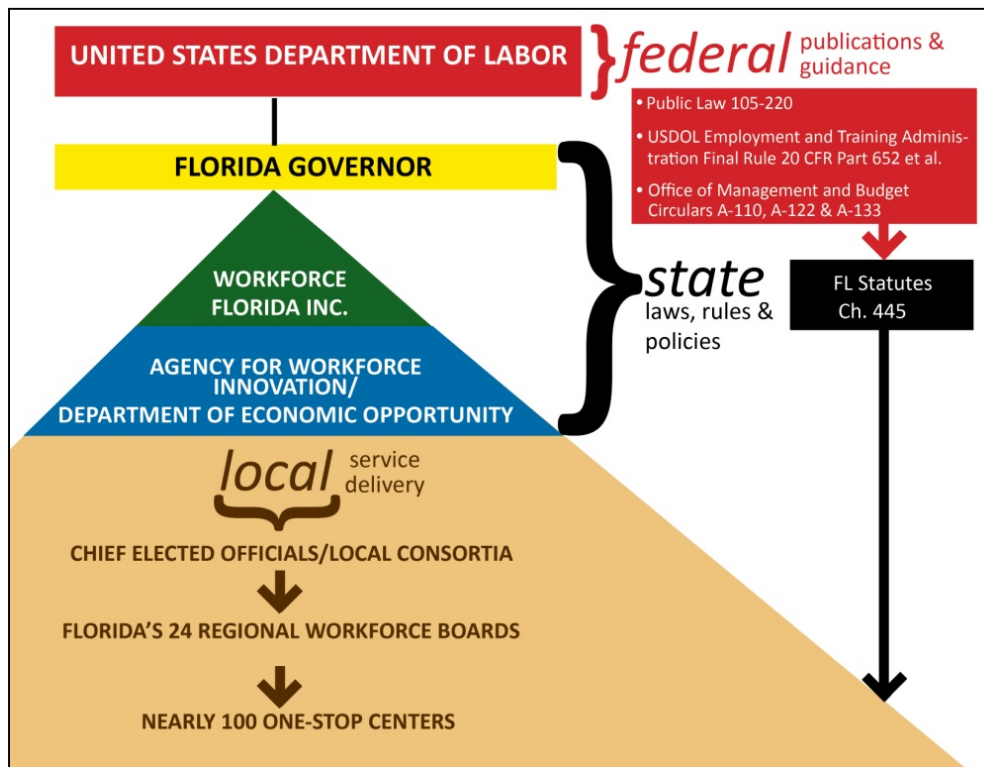
WORKFORCE FLORIDA OVERVIEW

Florida's Workforce System

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

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

Local flexibility is another key component of Florida's workforce system. While each Regional Workforce Board has performance measures and contracts to provide accountability, the choice of initiatives and programs it implements are under the local board's control. Local flexibility 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 Career Centers: The "Bricks-and-Mortar Front Door" For Workforce Services

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

Florida's One-Stop Career Center system was initially established to bring workforce and welfare transition programs together under one physical or virtual roof to simplify and improve access for employers seeking qualified workers or training programs for their existing employees as well as for job seekers. Over time many of Florida's One-Stop Career Centers have expanded their services and programs and have invited other partners to co-locate both physically and through website linkages. Some regions have created "satellite" One-Stops strategically located within other community partners' facilities such as libraries and community-based organizations. All of Florida's One-Stops are affiliated with each other using the Employ Florida affiliate brand. Complementing the physical One-Stops, is the Employ Florida Marketplace (www.employflorida.com), Florida's comprehensive, online self-service labor market exchange tool.

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

The self-contained vehicles are equipped with state-of-the-art telecommunications equipment offering a full array of workforce services including employment, re-employment and employer services. Providing on-site services such as participation at Job Fairs, Veterans Stand Downs, Employability Skills workshops, assistance to employers experiencing downsizing, and 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.

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

One-Stop Career Centers are a vital access point for Floridians seeking unemployment, temporary cash assistance, job placement, workforce education and training, and workforce support services such as childcare. The Federal Workforce Investment Act of 1998 mandates participation by nearly a dozen agencies that determine eligibility for and provide:

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

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

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

The primary goal of the affiliate brand is to promote and increase the use of the services and resources available through Florida's workforce system by providing customers with quick identification of and accessibility to local and state workforce partners. Each workforce partner highlights its link to the Employ Florida network in marketing and outreach materials.

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

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

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



WORKFORCE FLORIDA STATE-LEVEL ACTIVITIES

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

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

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

Strategy Council

Workforce Florida's Strategy Council is comprised of the chairs from all of the state board's Councils and Committees and includes a regional workforce board representative. It has three primary roles:

- To develop and implement the Statewide Strategic Plan for Workforce Development in fulfillment of the Board's legislative mandate to deliver a statewide strategic plan/annual report to the Governor and Legislative leaders.
- To conduct a continuous improvement process for Florida's workforce development, including review of emerging strategic and competitiveness issues brought forward through the Partners Council, Workforce Readiness and Performance Council, Business Competitiveness Council, and other stakeholders
- To create a platform for dialogue for Workforce Florida's Councils and Committees, stakeholders and other partners.

In 2009-2010 the Strategy Council served as the lead Council to develop the 2010-2015, five-year Statewide Strategic Plan for Workforce Development, *Creating the Strategies for Today's Needs and Tomorrow's Talent*. (A copy of the January 1, 2011, Strategic Plan Annual Update is contained in the Appendices; the Executive Summary and full plan are available on Workforce Florida's website, www.WorkforceFlorida.com.)

In January 2010, Workforce Florida delivered the new, five-year plan to the Governor, House Speaker and Senate President. The strategic plan outlines six goals and 39 achievements. It was created through model collaboration and openness to ensure Florida's workforce system continues to rise to today's challenges as well as those that lie ahead in addressing the workforce needs of Floridians and businesses that provide the economic foundation for Florida.

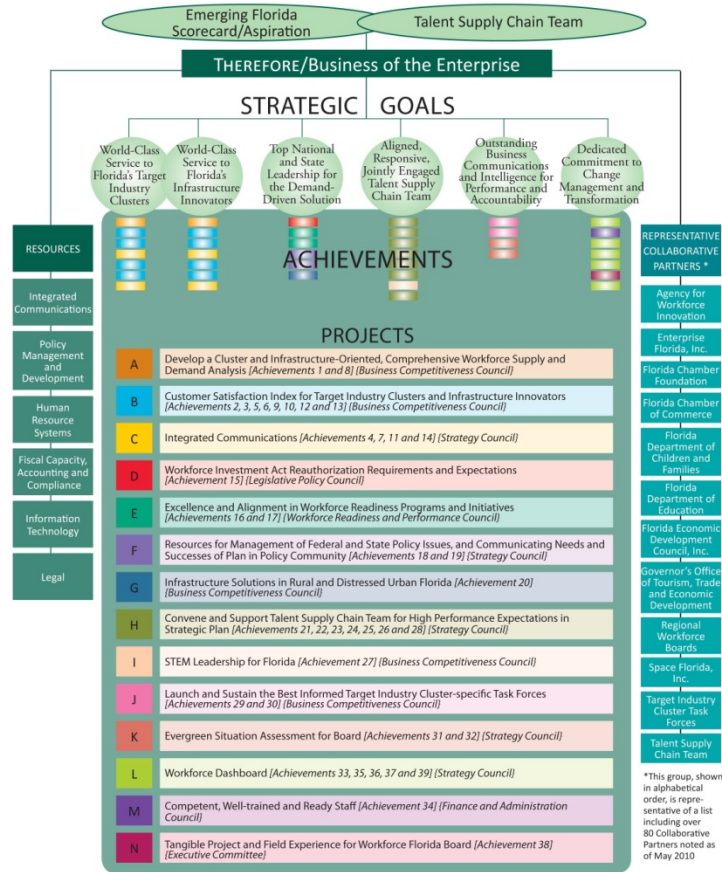
The plan confronts the challenges of getting Floridians back to work while focusing on the most promising opportunities to diversify our state's economy for national and global competitiveness. The six strategic goals are:

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

The six goals continue to aid Florida's economic recovery by supporting business retention and expansion that leads to employment opportunities and positioning our state to be globally competitive for years to come.

To transform those goals and achievements into a reality, Workforce Florida developed 14 operational project plans within a formal framework for advancing its strategic efforts. Below is a graphic representation of the framework. The strategic plan and efforts to implement it through operational planning engaging Workforce Florida, the Agency for Workforce Innovation and regional workforce boards, along with collaborative partners across Florida, has been recognized by the U.S. Department of Labor as a national best practice model.

WORKFORCE FLORIDA STRATEGIC FRAMEWORK

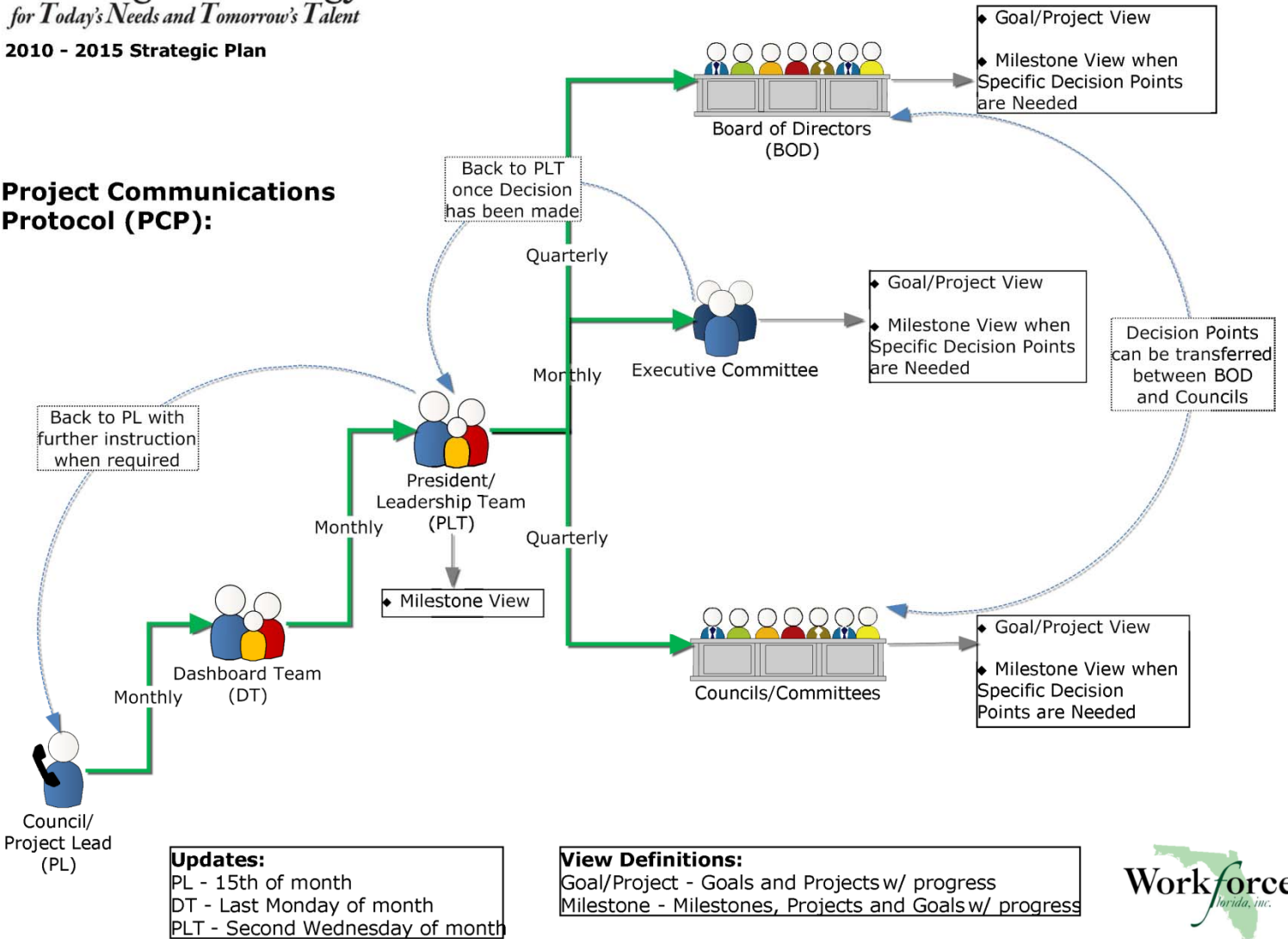


More recently, during the 2010-2011 Program Year, the State Board established priority resource allocations by aligning funds to implement the 14 operating projects. Additionally, each project was aligned to the 39 achievements and the substantive Council or Committee, charged with leading the implementation. This process also included the development of a Strategic Plan Dashboard to monitor project progress (note graphic below) and a formal Project Communications Protocol (note graphic below). Each Workforce Florida quarterly Board Meeting began with Strategic Plan/Operating Projects Update by the Workforce Florida President, using the Strategic Plan Dashboard.

Creating The Strategy
for Today's Needs and Tomorrow's Talent

2010 - 2015 Strategic Plan

Project Communications Protocol (PCP):



The first full year of Strategic Plan implementation resulted in notable achievements including:

- Workforce Florida Board and Council actions driven by six high-level goals and 14 operating projects
- Prioritization of funding allocations
- Enhanced external collaborative partners
- Greater efficiencies and effectiveness
- Informed internal and external leadership decisions (Workforce Florida Board/Councils/Staff)
- Integrated communications plan
- Human resource assessments for the state policy organization
- Workforce Florida Board tangible field and project experiences
- Advanced strategic initiatives aligned to new Governor's priorities
- Framework for 2011 legislative consideration and restructuring of Florida's economic development system, including workforce development
- Comprehensive workforce supply and demand analyses
- Increased services to target populations (youth, dislocated workers, Temporary Assistance to Needy Families, veterans, non-custodial parents, ex-offenders, foster youth training services, etc.)
- Demand-Ready Employ Florida Marketplace to respond to critical employment needs, such as the Florida Gulf Oil Spill Recovery, creation of veterans' portal, etc.
- Establishment of customer satisfaction assessments
- Establishment of Target Industry Cluster Task Forces
- Convening Florida's First Talent Supply Chain Team (representing Florida's highest-level education and business leaders)
- **STEM***florida* initiative leading to Florida's first statewide business-led, talent-focused STEM skills organization
- State-Led regional workforce and economic development capacity building resources
- Broadband training and diagnostics for rural and distressed urban areas
- Anticipating change and re-imagining State Board Council/Governance structure

Business Competitiveness Council

Workforce Florida’s Business Competitiveness Council, which is comprised of members selected from the Board of Directors’ membership by the Chairman of Workforce Florida, has three main roles.

Workforce Competitiveness

To provide advice and counsel on current and emerging business climate and workforce competitiveness issues in order to build Florida’s talent pipeline and support the creation of world-class talent. Examples of issues may include, but are not limited to:

- Aerospace Workforce transition from Shuttle to Constellation
- Employ Florida Banner Centers
- Sustainability sectors of interest including energy, water resources and green economy talent development
- Rural support

Workforce Ambassadors

To serve as workforce “ambassadors” for Florida’s overall workforce development, business and job retention, business recruitment, and training, including the marketing of Workforce Florida’s two flagship grant training programs:

- Quick Response Training
- Incumbent Worker Training

Dialogue Facilitators

To create a platform for dialogue for the members of the Business Competitiveness Council, committees, stakeholders, and other partners.

The Business Competitiveness Council has the authority assigned to it by the Workforce Florida Board of Directors. In coordination with the President/CEO, the Council has the resources and authority necessary to discharge its duties and responsibilities including the designation of standing and ad hoc committees as deemed necessary to facilitate the Council’s role. There are three standing committees and two ad-hoc committees:

- Emerging and Growth Markets Committee
- Sustainability/Infrastructure Committee
- Entrepreneurial & Small Business Committee
- Targeted Occupations List Ad Hoc Committee
- Healthcare Workforce Ad Hoc Committee

The Council advises the Board of Directors on the development and implementation of policies, strategies, programs and activities affecting workforce development. Workforce Florida’s Workforce and Business Development Opportunities Unit staffs the Business Competitiveness Council and related Committees and administers two employer-specific training programs - Quick Response Training and Incumbent Worker Training. This unit also is a liaison with the business and economic development communities in the state to foster economic growth.

Business Competitiveness Council Priorities

1) Aerospace Workforce Transition

With the Space Shuttle Program being phased out numerous aerospace workers, perhaps as many as 9,000, are being affected by the retirement of this program. The end of the Space Shuttle program is having a ripple effect on the regional economy. The Aerospace Workforce Transition Program is an initiative to promote lifelong learning and career preparation resources to affected aerospace workers to train and transition them with skills that could support their employment in other jobs, either aerospace-related or in a different industry. Brevard Workforce Board is actively working through its Aerospace Career Development Council to determine how best to transition the skills of the aerospace workers, a vital talent retention effort. For 50-plus years Florida has been known for its aerospace industry. It is important to retain the program's very highly skilled technicians in Florida, perhaps in other sectors of interest such as energy and modeling and simulation as well as other occupations whereby these highly skilled technicians might be re-purposed. Through a Memorandum of Understanding, Workforce Florida partnered with Space Florida, Florida's aerospace economic development agency, to form a Joint Aerospace Ad Hoc Committee. Among several of the objectives, the Committee is working to develop a plan to retain, train and retrain workers with the skills most relevant to aerospace employers and to identify future opportunities particularly in the commercial space area and the next generation of aerospace business and the workforce needs. The Committee is engaged in guiding the investment of \$3.2 million appropriated by the 2010 Florida Legislature for assistance to the impact on the aerospace workforce with the closeout of the Shuttle program.


2) Employ Florida 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, which is charged with serving as a catalyst for developing workforce talent in Florida, responded to the call with the creation of Employ Florida Banner Centers in 2006. Based on what the *Roadmap* says about these centers, which were referred to as Workforce Education Cluster Centers, the guiding principles are to:

- ❖ Become the **statewide nexus** for industry knowledge related to workforce needs of a targeted industry.
- ❖ Develop 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.
- ❖ Use a business model for becoming a self-sustaining entity within five years.

 the name, was selected because they are designed to serve as the leading resource and focal point for ensuring the state's economic priority for increasing talent in high-skill, high-wage targeted sectors is being addressed.

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 agriculture, advanced manufacturing, aviation and aerospace, clean energy, construction, energy, global logistics, homeland security and defense, career academies and water resources. Each Banner Center is led by a Florida community college, university or industry organization, which serves as the home base. In 2010-2011, Workforce Florida funded 13 Banner Centers adding three new centers focused on financial and professional services, life sciences and creative industries.

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. According to an analysis by the Florida Education and Training Placement Information Program, Banner Center trainees' wages increased on average by 21 percent one year after completion of training.

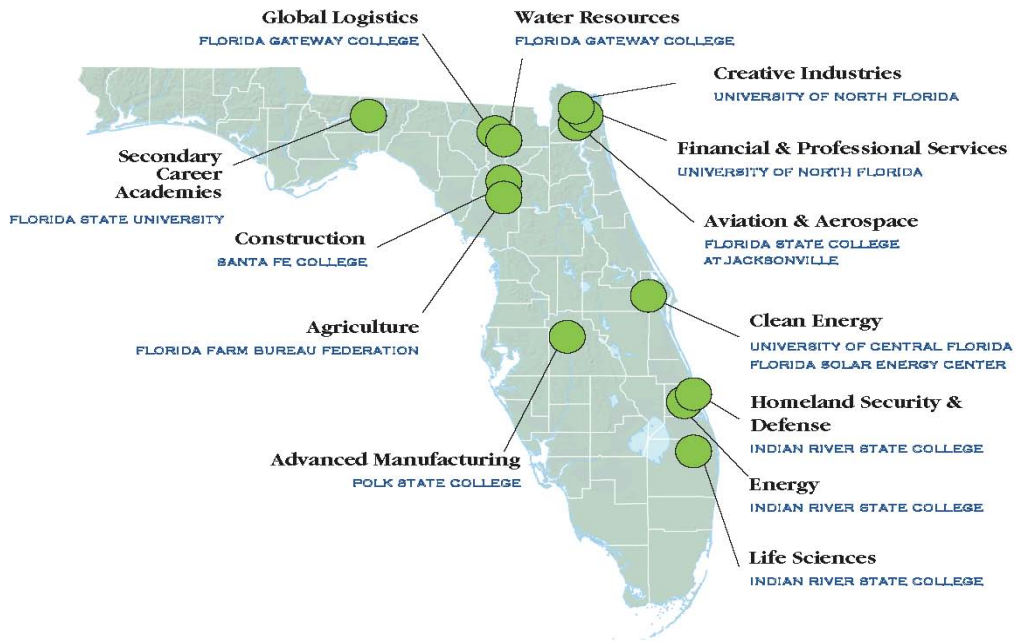
In October 2008, the *International Economic Development Council* (IEDC) presented Workforce Florida with an *Excellence Award* for partnership with educational institutions for the Banner Centers initiative. The IEDC is the world's largest professional organization for economic development professionals,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

What's the Value of Banner Centers for Florida Business?

If we consider the expectations of the workforce of 2020, the need for targeted skills upgrade training is clear. 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 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 primarily postsecondary institutions to address existing, real-time and emerging needs for training.

EMPLOY FLORIDA BANNER CENTERS MAP



3) Rural Needs

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

Rural communities have traditionally been disadvantaged and are unserved or underserved. The communities served by four local boards (Regions 3, 6, 7, and 19) are designated by the Governor's Office as a Rural Area of Critical Economic Concern (RACEC); one additional workforce region – Region 2, although not designated a

RACEC - has counties within its boundaries that face similar economic concerns. Several priorities have been previously identified by the executive directors of these regions, with the top priority being the issue of funding at some minimal level in order to sustain operations with the rural regions and to provide a minimal level of service to all their residents. Workforce Florida's Chair has identified workforce strategies that assist Florida's special rural needs as a top priority. Funding has been provided for the areas mentioned above for projects to develop strategies to build the future of rural Florida in order to help rebuild the economy and to assist funding for normal operations in these areas. A special annual allocation of \$600,000 is made available for Florida's four RACEC's and Region 2.

4) Employ Florida Healthcare Workforce Initiative

The Employ Florida Healthcare Workforce Initiative was launched as an innovative solution to help unemployed Floridians find jobs in the healthcare sector, and to help individuals already in the profession move up the career ladder in healthcare - the only state sector showing job growth consistently during the recession. Initially launched within four South Florida regional workforce boards, the program was expanded through statewide implementation. Among other goals, the initiative aims to provide training to entry-level and incumbent, high-demand healthcare professionals such as registered nurses (RNs), which are projected to generate more than 6,600 new jobs in Florida by 2016.

Key components of the program include identifying occupations of critical concern to healthcare employers; rigorously pre-assessing candidates to ensure an appropriate aptitude and interest "fit" with the healthcare profession; streamlining the employed worker training application processes; and creating up to two new two-year RN classes. A special ad-hoc committee of the

Workforce Florida Board was created to oversee and guide this initiative and to track best practices.

5) Health Care Sector Clinical Capacity/Space Needs Study Report

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

Further, it touches on the readiness and employment of nursing school graduates. The results suggest that Florida nursing programs are operating at or near capacity and barriers to expansion include the need for additional faculty, expanded clinical training slots, and increased use of simulation. Some of this increase in capacity may be achieved

by shifting resources at educational institutions, while other increases will need to come from changes in the nursing education workforce.

6) *Broadband Training and Diagnostics for Rural and Distressed Urban Florida*

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

Both Florida and the nation’s economies are undergoing lasting structural changes due to the impacts of the deep recession. Rural Florida faces unique challenges, especially in meeting transportation and infrastructure needs. For this reason, Workforce Florida’s Board has designated \$250,000 to support broadband access and training.

In 2010, three RACECs were awarded more than \$54 million to enable and enhance real access to Broadband and high-speed connectivity for regions designated as a Rural Area of Critical Economic Concern (RACEC) in Florida. The award will allow Florida’s rural counties to develop new, and enhance existing access to high-speed connectivity and, in doing so will give a substantial economic development boost to the state. Business requires access to 21st century technology. For example, businesses as diverse as manufacturing, logistics and distribution, agriculture, technology, medical and healthcare research, development and public safety all require reliable access. This initiative provides this region with an opportunity to connect to the future. Part of the Economic Stimulus Package, this funding is dedicated to creating infrastructure projects that serve communities and jumpstart economic opportunity. The communities served by this Authority include: Baker County, Bradford County, Cedar Key, Columbia County, Cross City, Dixie County, Gilchrist County, Hamilton County, Jefferson County, Lafayette County, Lake City, Levy County, Live Oak, Madison County, Monticello, Perry, Putnam County, Suwannee County, Taylor County, Union County, Town of White Springs, Wakulla County and Worthington Springs, Calhoun County, Holmes County, Jackson County, Liberty County, Washington County, Franklin County, Gulf County, Gadsden County, Freeport in Walton County, DeSoto County, Hardee County, Highlands County, Okeechobee County, Belle Glade, South Bay and Pahokee in Palm Beach County, Glades County, Hendry County, and Collier County.

Workforce Florida’s \$250,000 to support this rural need has been designated to build awareness and develop various training components for the citizens of these counties. The overall purposes of this project are to build an awareness initiative around the

Broadband Infrastructure Project, inform the deployment and configuration of the network, and increase the successful deployment and use of broadband at the various anchor institutions and community-based organizations in rural and distressed areas of Florida.

Specific project goals for this project include: 1) Increase the knowledge of anchor institutions and community-based organizations; 2) Provide training opportunities and services to the regions; and 3) Increase interest and knowledge in broadband, broadband training, broadband deployment, broadband services/applications, and broadband subscribership among anchor institutions, community-based organizations, and the underemployed and unemployed members of the general population.

7) Florida Eight: A Regional Capacity-Building Initiative

Given the critical importance of strengthening Florida's regions to be competitive and to help the state recover economically, WFI's Business Competitiveness Council approved funding in July 2010 for a two-year, state-led regional capacity building initiative. Now known as the Florida Eight Initiative and centered on the eight economic development regions of the state as adopted by Enterprise Florida and the Florida Economic Development Council, the effort was started in earnest in April 2011. The initiative is designed to help stage a platform for regional collaboration around business retention and related business growth, reevaluating opportunities in international trade, and of course, the important role of talent development needs. Using the regions of the state as a starting point, it calls for the formation of eight Regional Business Teams (RBTs) comprised of regional workforce boards, economic development organizations, educational entities and other collaborative partners. Each RBT will define its own priorities and agenda but specific areas of focus will include talent, international trade competitiveness and business retention. In some cases, RBTs are building off of regional partnership activities already underway. It gives regions an opportunity to reconnect and re-engage on the two statewide shared goals of critical importance to Florida - creating jobs and reducing unemployment.

A Historical Perspective

Although approved by WFI's Business Competitiveness Council in 2010, the roots for this initiative actually have been several years in the making. The Federal Workforce Investment Act (WIA) is quite supportive of capacity-building activities, particularly where economic development, workforce development, education and other collaborative partners can be brought together to further aid the state's economic recovery. A substate pilot was begun in 2008 in Southwest Florida and involved the economic development organizations in seven counties and two regional workforce boards. The purpose of that pilot was focused on business retention as well as ensuring that business had knowledge of all tools and resources available through the workforce system. In a final report from the pilot including lessons learned, it was suggested that this pilot be expanded statewide. Further, the report stressed that anything that WFI and Enterprise Florida could do to encourage regional collaboration at the ground level would be beneficial.

Further, in 2009, when WFI entered into its strategic planning process leading to the development of its strategic plan, *Creating the Strategy for Today's Needs and Tomorrow's Talent*, a session was focused on business recruitment, retention and expansion as well as economic development and workforce collaboration. Participants included Crystal Sircy, Enterprise Florida as well as Pete Tesch, Ocala/Marion County Economic Development Council, among others. Mr. Tesch asked some tough questions during that session (see October 12, 2009 WFI Strategy Council Session Five notes):

- What's our strategy to put Florida back to work?
- What's our current economic condition and do we fully understand the underlying issues and challenges?
- What is our competitive position regarding talent, infrastructure, existing business and collaboration?

At the end of that session, the collective recommendation was to take the right steps to encourage and reward collaboration.

8) *Customer Satisfaction*

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

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

Answering these critical strategic questions and enabling Florida's workforce system to measure progress is at the heart of the Customer Satisfaction Index project. Through expertise competitively procured from SRA, Inc. (based in Jupiter, Florida) in partnership with Cambridge Systematics, Inc., Workforce Florida will be able to determine demand-side satisfaction with our talent development production efforts — a landmark outcome that no other state in the country has tackled. Florida, through this strategic initiative of WFI, will be the first state to do so.

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

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

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

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

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

9) *Green Jobs*

Promoting green industries through training will strengthen our economy, create jobs, decrease our dependence on foreign oil and preserve our state's natural resources. Transforming Florida into a green economy is a massive and defining challenge for our time. It involves cross-agency collaboration and coordination, and the work of thousands of Floridians performing the jobs needed to build the green economy. Florida is poised to lead the nation in the creation of jobs in these fields. This is also a key consideration with re-employment as a cornerstone of the state's workforce strategy and efforts for the foreseeable future.

Workforce Florida's Sustainability/Infrastructure Committee has determined that the green Florida economy is based on efficient energy use, reducing polluting emissions and protecting our natural resources with a focus on using renewable power sources. In May 2009, the Executive Committee of Workforce Florida endorsed the Sustainability/Infrastructure Committee's report *Defining Green Jobs for Florida*. The report provides a definition for green jobs in Florida that serves as a unifying framework for assessing and addressing emerging workforce development needs: "*A green job increases the conservation and sustainability of natural resources for the benefit of Floridians. This includes jobs that reduce energy usage or lower carbon emissions, and protect Florida's natural resources. Green jobs should provide worker-friendly conditions, pay sustainable wages and offer opportunities for continued skill training and career growth.*"

The Florida Agency for Workforce Innovation (AWI), Labor Market Statistics Center, was awarded \$1.25 million in ARRA funds by U.S. Department of Labor, Employment and Training Administration, to conduct a green jobs survey. Following the award, Florida's first Green Jobs Survey was initiated in May 2010. The survey provides a detailed assessment of occupations with green job duties and has assisted the workforce system in devising strategies to ensure adequate training. Job training needs related to reducing energy usage, lowering carbon emissions and protecting Florida's natural resources were collected. In addition to the survey, Employ Florida Green Jobs Portal, powered by EFM, has been created to identify current green job openings and jobseekers looking for green jobs. The Green Jobs reports for statewide and by region have been

posted on the Labor Market Statistics website <http://labormarketinfo.com/pubs/index.htm#18>. A few highlights:

- The Florida Green Jobs Survey estimated 42,422 green jobs statewide in 2010. This represented 0.6 percent of total industry employment. There were 9,119 green establishments in Florida in 2010, representing 1.5 percent of all businesses.
- Employers expected to add 3,385 green jobs between 2010 and 2011, amounting to 45,807 green jobs in 2011 at a growth rate of 8.0 percent.
- Including employers who did not have green jobs currently but planned to add new green jobs and/or to convert non-green to green jobs within the next year, green jobs were expected to grow by 30.3 percent (12,841 jobs) from 2010 to 2011 for a total of 55,263 green jobs in 2011.
- Workforce Central Florida (Orange, Osceola, Seminole, Lake, and Sumter counties) had the most green jobs of any workforce region (9,912 jobs), followed by WorkSource (Baker, Clay, Duval, Nassau, Putnam, and St. Johns counties) with 3,947 green jobs, and Tampa Bay Workforce Alliance, Inc. (Hillsborough County) with 3,139 green jobs in 2010.
- South Florida Workforce (Miami-Dade and Monroe counties) had the lowest percentage of green jobs relative to total employment and also had the lowest share of green businesses of all 24 regional workforce boards.

10) STEMflorida – Phase II

In 2009 Workforce Florida funded The Florida STEM Council, with a grant totaling \$580,000. The purpose of this grant was to connect education, workforce, business and economic development leaders to identify opportunities to build and measure the state's supply of workers with skills and knowledge in science, technology, engineering and math to support innovation in existing and emerging industries. *STEMflorida* is a result of that grant.

Phase I of *STEMflorida* conducted a series of regional forums to engage stakeholders and better align and coordinate STEM education efforts across Florida. Its design also provided for externships for teachers and professors giving them opportunities to learn more about how to apply STEM curriculum that prepares students with relevant skills to meet business needs. Internships are also available to students studying STEM disciplines to introduce them to career opportunities and bolster efforts to retain such talent in Florida. Also participating on the council is the Florida Chamber of Commerce, Florida Council of 100 and Florida education leaders K-20, including representatives from the Florida Department of Education as well as public and private colleges and universities, among others. The idea for *STEMflorida* was originated by Enterprise Florida in response to gaps identified by Florida businesses in the *Roadmap to Florida's Future*, the state economic development plan.

STEMflorida is organized in a "hub and spoke" framework, with a Business Steering Committee (BSC) serving as the hub or umbrella organization and consisting of major

business leaders and organizations with representation from target industry sector companies.

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

STEMflorida's mission is to be a national leader for market relevant STEM talent development and retention. This mission of *STEMflorida* will serve as a platform to coordinate and leverage diverse and disparate STEM programs statewide; to facilitate easy access by Florida businesses thus accelerating industry engagement; to advocate for STEM education (in traditional, virtual and experiential settings) and to imbue STEM precepts from elementary through graduate-level education. *STEMflorida* is to be one business voice for Florida's STEM education and to be business-led but with educational participation. *STEMflorida* will focus on connectivity between business and STEM demands and STEM assets.

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

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

Launch and completion of the priority STEM Jobs Index, tailored to Florida's unique job growth and economic development strategies, will not only set Florida on a path for national and global leadership in the demand-driven and skills movements, but will ensure that state and regional measurements captured and reported in *The Best STEM Scorecard* and used to inform the *Talent Supply Chain Team* are market-relevant and grounded in objective definitions, informed by clear methodology and aligned with Florida's economic development strategy and aspirations for retention, diversification, and growth.

11) Targeted Industry Sectors

The Targeted Industry Sectors program was created to help ensure that training programs are coordinated with the needs of industry sectors that have the greatest potential for growth, high-paying job opportunities and overall economic impact. These sectors have been identified by Enterprise Florida and include: cleantech, 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 (FEWC) and the Manufacturers Association of Florida (MAF).

12) Targeted Industry Cluster Task Forces

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

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

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

WFI intends to create and stage launches of a total of six Target Industry Cluster Task Forces over the next three years (two each year). This year, WFI is focusing on Aviation/Aerospace and Clean Technology. The Task Forces have been named and

operational since late April 2011. The Task Forces are comprised of statewide business leaders (senior “C” level) that are focusing on the competitiveness of Florida’s talent and talent development system relative to other markets that advance or intend to advance similar clusters as well as the context of differences in capabilities, resources, and cluster makeup in and among Florida’s substate regions. The market intelligence derived from these meetings provides candid assessment of Florida’s talent position (nationally / globally) and holds promise for strengthening our talent development pipelines for the sector they represent as well as creating a climate that encourages additional job creation investment.

Among other things, the Task Forces’ initial scope of work (one year) will be on a customer satisfaction index that gauges business satisfaction with the Florida market and a rigorous supply/demand analysis that speaks to short- and long-term talent supply for the industry cluster.

To date, the Task Forces have developed dispatches identifying key issues of concern and opportunities to enable Florida to move forward move aggressively. The first dispatch from the Aviation and Aerospace Cluster Task Force, for example, was used by President Hart, Secretary of Commerce Gray Swoope and the new Department of Economic Opportunity Director Doug Darling to brief Governor Scott on business leader expectations about the new economic development and workforce development structure.

Later this year, WFI will create and launch Cluster Task Forces for the next two clusters of focus - Homeland Security and Defense and Life Sciences - to be followed by the final two Cluster Task Forces in 2012-2013 for Information Technology and Financial and Professional Services.

13) Supply & Demand Analysis

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

To be competitive and gain “world-class” status in a dynamic economy, Florida needs a workforce system that is not only responsive to the changing needs of employers and workers, but also anticipatory of the future skills and demands needed to compete in a global economy. It must be capable of bridging the gap between stagnating and emerging industries, addressing both workforce preparedness and workforce readiness, and based on a strong understanding of future workforce needs gained through data

analysis and qualitative business partnership insights. In addition to globalization, the retirement of Baby Boom generation and the move of business toward more innovative, knowledge-based markets have combined to make the skills of the workforce paramount to successful economic development. Analyzing occupations and critical skill sets within Florida's targeted industry clusters—at the state and regional level—can help identify which occupations provide the best opportunities for investment to build different types of skills, identify gaps and build career ladders—entry-level through advanced—in high growth areas. This supply/demand modeling focused on occupational skills can help guide both new entrants to the workforce as well as incumbent workers, Florida's workforce system and education providers by comparing workforce needs to the numbers and types of training, certificates and degrees awarded.

This year, work is underway to develop workforce analytics for the first two of six target industry clusters—Aviation and Aerospace and Clean Technology. Since one cluster is a legacy industry in Florida and well-defined from a traditional industry code and taxonomy perspective, and the other is not, WFI has approached this task in a hybrid fashion and will continue to do so in similar work on the remaining four industry clusters planned for years two and three.

14) Florida's Quick Response Training (QRT) and Incumbent Worker Training (IWT) Initiatives

These two initiatives serve as the flagship tools at Workforce Florida, are market relevant and provide timely training driven by industry's needs and choice of training providers. QRT and IWT serve as powerful tools for workforce investment in leveraging considerable public/private funds for targeted training for skills in demand thus achieving greater use of limited public sector training funds. Virtually all businesses receiving training grants are within the state's targeted industries, ensuring investment in wealth-generating jobs for Florida's economic growth.

The QRT and IWT programs have an outstanding track record of return on investment as it relates to wage income, and if there is any single economic indicator that really measures how effective a regional or even a state economy is, that measure is per capita income. Both of these programs drive up per capita income training wages, even though we do not mandate wage increases with usage in either of these programs. Per capita income wage increases actually occur to the extent that they're absolutely enormous. QRT has a 36.12% increase in wages pre-training to post-training and IWT pre-training to post-training has a 11.40% wage increase.

QRT & IWT Funding and Outcomes

Funded with state Penalty and Interest Funds, the annual appropriation for QRT for Fiscal Year 2010-2011 was \$3.3 million. From July 2010 through June 2011, along with recaptured funds, 8,106 workers received customized training at an average cost per trainee of \$1,054. Ten of the 41 companies served by QRT were in rural and/or distressed counties. Extensive outreach activities were focused on counties in the state, particularly

rural counties that have never had a company benefit from QRT training assistance. For every \$1 of QRT funds invested in training, companies matched \$7.51.

QRT also allows funds to be used to retain existing companies in the state. During the current economic downturn, many companies have faced the decision to remain in Florida or to consider financial incentives offered by other states. During 2010 – 2011 more than 737 jobs have been retained using QRT funds.

Established in 1999, Florida's IWT program is funded at \$2 million annually and provides grant funds to assist Florida companies with skills upgrade training for their existing workforce to help them remain competitive. Funding priority is given to businesses that are small, or located in rural, enterprise zone, brown-field or inner-city areas, and those businesses in a targeted industry. Since its inception, more than \$82 million in requests for IWT funding have been received and, due to limited funding, only 77% of the requests have resulted in awards. From July 2010 through June 2011, grants were awarded to 134 companies for the training of 7,374 incumbent workers. For the same fiscal year, the IWT program received \$2 million in supplemental funds, of which 81 companies received funding for the training of 6,365 incumbent workers. Extensive outreach through presentations and workshops has been conducted to ensure that as many small businesses as possible are aware of the benefits of the IWT program. IWT is very popular and continues to meet a critical need for Florida's businesses. For every \$1 of IWT funds invested in training, companies matched \$6.72.

15) Career and Professional Education (CAPE) Act

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

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

AWI identified the highest and best industry certifications – based upon the highest available national standards for specific industry certifications that will ensure student skill proficiency and to address emerging labor market and industry trends. This compilation of certifications that met the required standards is vetted by numerous entities which include regional workforce boards, several industry groups and associations. Responses from the reviewing entities were reviewed and final recommendations were presented to the Workforce Florida Board of Directors. Each

year, Workforce Florida approves and publishes a “Comprehensive Industry Certification List.”

Workforce Readiness and Performance Council

The Workforce Readiness and Performance Council has five main roles, each of which has a focused committee:

- **Workforce Readiness:** To provide guidance and make policy decisions regarding identified workforce readiness programs that assist in the transition from social welfare and need-based support to self-sufficiency in Florida’s workforce. (Under the previous governance model, these activities were conducted by the Career Council.)
- **Youth Opportunities:** To provide guidance and make policy decisions that support youth development, preparedness and opportunities in the workforce, with special emphasis on youth aging out of foster care, exiting the juvenile justice system or overcoming disadvantages that could prevent their successful transition to self-sufficiency. (Under the previous governance model, these activities were conducted by the Youth Development Council.)
- **Performance:** To evaluate and recommend policy and programs that assure effective stewardship of Federal and State funding to the workforce system, with particular focus on WIA, WP, and TANF funds and their application within the regional and state workforce system. One key aspect of workforce performance is the development and maintenance of a statewide Balanced Scorecard and the linked financial incentives tied to performance.
- **Technology:** To evaluate and recommend policy and strategy for the use of technology to streamline, expedite and automate supportive services to the workforce system and to support the measurement, accountability and reporting capabilities of the state.
- **Pathways:** To evaluate and recommend policy and strategy for providing services to Florida’s less fortunate populations to assure effective utilization of resources for the hardest to serve populations and to provide them greater opportunities for returning to the workforce and retaining employment.

The Chair and membership of the Workforce Readiness and Performance Council is selected from the Workforce Florida Board of Directors’ membership by the Chairman of Workforce Florida. The Council Chair has the ability to expand the Council’s membership at his or her discretion. The Council Chair is responsible for designating committee Chairs for the standing committees and any ad hoc committees that may be formed. Any Workforce Readiness and Performance Council committee must be comprised of a majority of members from Workforce Florida’s Board of Directors.

The Workforce Readiness and Performance Council has the authority assigned to it by the Workforce Florida Board of Directors. In coordination with the President/CEO it has the resources and authority necessary to discharge its duties and responsibilities including the designation of standing and ad hoc committees as deemed necessary to facilitate the Council's role. Additionally, the Council is tasked with advising Workforce Florida's Board of Directors on the development and implementation of policies, strategies, programs, and activities affecting workforce development. Below are highlights from the Youth Opportunities, Technology, and Pathways Committees.

Youth Opportunities Committee

The purpose of the Youth Opportunities Committee is to promote the 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 U.S. Department of Labor Shared Youth Vision requires a strong focus on the training and development of Florida's out-of-school and high-risk youth, an important segment of the workforce talent pipeline.

The Youth Opportunities Committee provided \$2.1 million to target Youth Aging out of Foster Care. A total of 10 local projects, were administered by the regional workforce boards, Community Based Care (CBC) providers and other local partners who serve this critical targeted population. This project targeted those Foster Youth who had aged-out or would age-out by the end of the grant period affording them services such as, work readiness classes, paid work experience, basic skills remediation, mentoring, occupational skills training, on-the-job training, and supportive services. By the end of the pilot, nearly 300 aged-out foster youth were served with 112 industry recognized credentials earned and approximately 70 obtaining employment or entry into post secondary education by the end of the project. Additional outcome data will continue to be tracked for this population.

The Youth Opportunities Committee provided a \$1 million match to the regional workforce boards operating in the counties of Pinellas, Hillsborough, Manatee and Sarasota to successfully partner with the Department of Juvenile Justice to develop successful work experience opportunities and employment placement services to youth with juvenile records. Using shared agency agreements the regional workforce boards were able to serve approximately 216 youth with work-readiness training, 129 youth were placed into subsidized employment (work experience), 86 youth earned a credential and 26 entered employment or post secondary education.

The Florida Career Academy Community Engagement Model, as funded by the Youth Opportunities Committee and Workforce Readiness and Performance Council in the amount of \$1 million, implements the FORD PAS Next Generation Learning community (NGLC) collaboration model to substantially enhance four additional communities (Bay, Clay, Pinellas and Polk Counties) and their respective career academies in Florida. This pilot is being administered by The Florida Association for Career and Technical Education (FACTE) and the Henry Ford Learning Institute with additional assistance provided by the University of West

Florida. The FORD PAS model provides a framework to: substantially build upon and expand the existing career academy network, increase the number of high school students in career academies to 35%, create a more effective partnerships among business, education and workforce professionals, allow business to become more active participants in the process of planning, implementing and/or improving career academies, and develop an improved workforce, more tailored to the specific skill sets demanded by the employer. Each community is working with a community coach from existing Ford NGL community and has: completed initial meetings with their respective community stakeholders; participated in the Kick-off Institute; and have implemented stakeholder meetings and mini institutes that will help guide them as they continue to develop their strategic plan. These four communities continue to build a remarkable array of business partnerships with a high level of commitment.

Technology Committee

Microsoft® Elevate America

Through its Microsoft® Elevate America initiative, Microsoft partnered with Workforce Florida to donate to the state 40,000 vouchers for no-cost, online technology training and certification through any of the state's 24 regional workforce boards. The vouchers made available E-Learning and Certification Exam vouchers for no-cost technology training and certifications through the state's 24 local boards.

With more than 36,000 vouchers issued for no cost technology training, Elevate America was a major success in the state. The initiative, led by the Workforce Readiness and Performance Council and its Technology Committee, under the leadership of Eric Kennedy and Andy Perez respectively, represents a prime example of what is possible with coordinated, system wide collaboration.

Microsoft announced the "Elevate America" program at the National Governors' Conference in February 2009. The initiative was expected to provide up to 1 million vouchers nationwide for Microsoft E-Learning courses and select Microsoft Certification exams at no or low cost to recipients. The program is a part of Microsoft's overall efforts to provide technology training for up to 2 million people during the next three years.

Digital Access Initiative

Chairman Andy Perez of the Technology Committee and Workforce Florida staff made the recommendation to the Workforce Readiness and Performance Council to develop/fund a supplemental digital access initiative to augment the short-term Elevate America initiative and enable local boards to create or enhance their existing digital literacy efforts with a goal of sustainable, longer-lasting technology-related workforce development solutions. This initiative was unanimously approved by the Council and is funded using the Council's remaining ARRA funds. A total of \$4.2 million dollars was awarded to 19 of Florida's 24 regional workforce boards to support specific training/education initiatives associated with digital literacy as well as facilitate meeting the goals and outcome measures of the adult programs. RWBs were encouraged to partner with community and faith-based organizations as well as place a priority on individuals aged 50 and older, underemployed, unemployed, dislocated and those hardest to serve. As a result, over 8,000 Microsoft training and exam vouchers were provided to approximately 5,000 participants to improve their digital literacy skills using Microsoft products

such as Outlook, Word, Excel, Outlook and Access. While this initiative primarily used web based training, several regional workforce boards developed on site digital literacy training opportunities for their one-stop customers.

Systems Reporting Assessment/One Stop Service Tracking Integration

Florida's One-Stop Career Center network was established to bring workforce and welfare transition programs together to simplify and improve access for employers seeking qualified workers or training programs for their existing employees and job seekers. Case managers at the One-Stop Career Centers use two software applications; the One-Stop Service Tracking (OSST) System and Employ Florida Marketplace (EFM), to assist customers in managing benefits, seeking jobs, and accessing services. Through an Invitation To Negotiate (ITN), Information Systems of Florida, Inc. (ISF) was selected to conduct a system-reporting assessment with the goal of inventorying the current reports in OSST, EFM and other reporting tools utilized by the regional workforce boards (RWB). At the same time, another ITN was issued to integrate the OSST and EFM systems to increase the efficiency of case managers when working with workforce and welfare transition customers. The objective of the project was to develop possible reporting solutions to assist the RWBs with consolidated and more effective reporting solutions.

ISF surveyed the RWBs for reporting needs, assessed the current state of reporting documents, performed a gap analysis, provided reporting solutions and proposed an implementation plan, project schedule and cost plan. Unfortunately, both the reporting implementation plan and the OSST/EFM integration was dependent upon the next year's 15% state set aside funding and when such was reduced to 5%, both improvements to the reporting and software systems had to be cancelled.

Scan Card Connection With Employ Florida Marketplace System

After a successful pilot program in one of Florida's 24 regional workforce boards (RWB), the Council offered to pay the statewide fee for the acquisition of the basic Scan Card module offered through Florida's statewide software program, Employ Florida Marketplace (EFM), and up to 100% of the initial equipment costs. Before the Scan Card, One-Stop staff was manually entering participants' attendance information into the EFM system. With the Scan Card, a staff member could scan the customer's card and select the various One-Stop services the customer would use during that visit under the centralized system or the customers could scan the card each time they use a service under the de-centralized system. Either way, the customers' data were captured on the EFM database as a service or a recurring or non-recurring event without further staff efforts. The Scan Card system provided the following uses and benefits:

- Save time for the attendees but eliminating timely manual sign-ins.
- Save staff time in no longer having to assist with sign-ins or manually transfer data to EFM.
- More accurate recording of customers' participation or attendance.
- Customers connect with One-Stop services being a "card-carrying" member.
- Customer more likely to participate when there is less time and effort in record keeping.

- Utilized as a local management tool for regional workforce boards.

Nine RWBs participated in the Scan Card grants. The equipment has been installed, personnel trained and Scan Cards are now being used in most of those RWBs.

Pathways Committee

Non-Custodial Parent/Ex-Offender Program

Two grants were given to two regional workforce boards for a total of \$289,140. The purpose of this grant was to assist non-custodial parents—with an emphasis on ex-offenders - through the application of intensive services, to obtain the life skills and education necessary to become self-sufficient and maintain employment. Recipients of the grant were to provide non-custodial parents a combination of the following services:

- One-on-one career counseling, recruitment, and referral services
- Basic life skills, work readiness, employability skills and work maturity skills training,
- Fast paced, short-term programs to obtain GEDs,
- Vocational training, enrollment in post secondary education, or industry recognized certification programs,
- On-the-job training
- Job placements
- Family-focused and special supportive services (e.g. parenting classes) post employment and job retention services

Priority for these funds was to be given to ex-offenders who were non-custodial parents.

Reemployment Initiative For Ex-Offender Veterans' Transition

Two grants were given to two regional workforce boards for a total of \$234,272. The purpose of this grant was to utilize creative and innovative methods to assist veterans - with a special focus on formerly incarcerated veterans--who were Unemployment Insurance (UI) claimants or who had exhausted UI, through the application of intensive services to obtain life skills, technical training and education necessary to become self-sufficient, live independently and maintain employment. Veterans were to be provided with the tools needed for long term success while also receiving training incentives that would ensure positive outcomes with the ultimate goal of empowering these veterans, especially those formerly incarcerated, contributing to them becoming economically self-sufficient. Veterans under this grant were to receive the following services:

- One-on-one intensive services, career counseling, recruitment, and referral services,
- Basic life skills, work readiness, employability skills and work maturity skills training

- Fast paced, short-term programs to obtain technical certifications, diplomas or GEDs,
- Vocational training, enrollment in post secondary education, or industry recognized certification programs,
- On-the-job training
- Job placements
- Family-focused and special supportive services (e.g. parenting classes)post employment and job retention services

Specialized And Intensive TANF Case Management/Outreach

Six RWB were recipients of these grants totaling \$1,476,415. The purpose of this grant was to assist Temporary Cash Assistance (TCA) recipients with multiple and/or extenuating barriers through the provision of intensive case management services, outreach services, barrier removal services/activities, and educational activities to help them become self-sufficient. Because the TANF population can face many barriers impeding self-sufficiency, and because some of these barriers were not eliminated by providing the general support services offered by the Welfare Transition (WT) program, some of these barriers could be better managed or even eliminated through the provision of intense and focused services specifically designed to combat these barriers. Some of these barriers include: medical limitations or incapacities; substance abuse and mental health issues; limited English proficiency (LEP) or refugees; victims of human trafficking; time limits and lack of education/skills to obtain sustainable employment or economic self-sufficiency, and; recidivism for individuals who previously transitioned off of TCA. Due to the services required, applicants were limited to regional workforce boards (RWB) and individual project awards were capped at \$300,000.

Reemployment Initiative For UI Claimants and Exhaustees

The purpose of this grant was to seek creative and innovative services and training to Unemployment Insurance (UI) claimants, including those who had exhausted their UI benefits (exhaustees). At the time of the grant, approximately 47,000 were claiming extended benefits (EB) and 210,000 were eligible for EBs through December 4, 2010. There were approximately 111,700 exhaustees. The intent of the grant was to provide intensive reemployment services and training to assist UI claimants and exhaustees in obtaining those skills sets, training and education necessary to re-enter the workforce, obtain employment and become once again economically self-sufficient. The following services were to be provided under the grant:

- Occupational skills training including training for nontraditional employment.
- On-the-job training
- Programs that combine workplace training with related instruction, including cooperative education programs
- Private sector training programs
- Skill upgrading and retraining
- Entrepreneurial training

- Job readiness training
- Adult education and literacy activities provided in combination with training
- Customized training
- Needs related payments

Florida’s “targeted occupations” were required to be considered for any training provided under the grant. Priority consideration was to be given to any UI claimant who had been unemployed for over a year (EB claimants) and exhaustees. Upon completion, the RWBs were to work with the UI claimant or exhaustee to assist them in job placement that resulted in wages equal to or greater than the prevailing wage at that occupation.

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, 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.

During USDOL’s Shared Youth Vision Peer-to-Peer Regional Forum, held April 2009 in Florida’s Great Northwest Region, teams from Shared Youth Vision (SYV) states shared successes, lessons and future plans. The Peer-to-Peer Regional Forum also gave state teams an

opportunity to delve deeper into statewide action planning – refining and modifying existing plans – and utilize proven tools and strategic planning concepts to solidify long-term local investment approaches and create a strategic action plan to be used in their state work. Florida had representation from the Department of Juvenile Justice, Department of Children and Families, Agency for Workforce Innovation, Workforce Florida and representatives from The Florida Governor’s Council on Indian Affairs, Inc. Results of this forum can be seen in the

Strengthening Youth Partnership Pilot Project(s): Intervention Programs for Court-Involved Youth (a/k/a dependent & delinquent youth) request for proposal.

The Strengthening Youth Partnership website has been developed to serve as a portal and central location to access all of the youth resources available through Florida’s government agencies and entities. Housed on the Agency for Workforce Innovation’s website, the site focuses heavily on educating youth about their workforce options while providing links to other Youth Partnership resources. The site was launched in March 2009 and can be found at: www.myfloridayouth.com.

Statewide Youth Shared Case Management Pilot

In 2007 the Workforce Florida Youth Development Council oversaw the development of a statewide pilot project for a shared services model between participating local boards for Juvenile Justice-involved and Foster Care youth. Beginning in July 2007, the two-year pilot project was initiated to encourage regions to “connect” with each other just as local agencies have connected to provide a better network of services to juvenile offenders and youth in foster care, as they sometimes are moved to other regions due to their legal status. The anticipated outcomes include increased levels of service and performance to these populations as well as the development of a transfer and shared services model that could be used with other at-risk populations.

The Council also recommended, and Workforce Florida’s Board approved, the appropriation of \$250,000 from funds under the discretion of the Youth Development Council for performance incentives for the pilot regions involved in the statewide shared case management pilot. The Council directed Workforce Florida, staff to work with the Agency of Workforce Innovation and the local boards to compose recommended criteria for awarding the incentive funds. The committee recommendations were subsequently approved by the Youth Council and presented to the Workforce Florida Board at its May 2008 meeting.

Incentive Methodology:

- **For the period July 1, 2007 – June 30, 2008:** Provide 40% or \$100,000 of the \$250,000 incentive funds to participating regions that increase the number of participants served that are juvenile offenders and foster youth as defined in the *Final Guidance Paper issued by the Agency for Workforce Innovation titled Targeting WIA Services to Youth in the Department of Juvenile Justice and the Foster Care Systems* using the two methods of calculation as defined below:

- Awarding \$50,000 to the regions based on year-to-date performance on the Youth Positive Outcome Rate as defined in the Balanced Scorecard Measure.
- Method of Distribution for Years One and Two:
 - Two-thirds of the incentive funding (\$100,000 year one and \$150,000 year two) will be awarded to the top performing quartile with 1/3 of the funding being awarded to the next highest quartile.
- **For the period July 1, 2008 – June 30, 2009:** Provide 60% or \$150,000 of the \$250,000 of the incentive funds to participating regions by:
 - Awarding \$100,000 to regions increasing participants service that are juvenile offenders and foster youth as defined in the Final Guidance Paper issued by the Agency for Workforce Innovation, *Targeting WIA Services to Youth in the Department of Juvenile Justice and the Foster Care Systems* using the same method as used for the previous year as defined in numbers one and two above, and awarding \$50,000 to the regions based on year-to-date performance on the Youth Positive Outcome Rate as defined in the Balanced Scorecard Measure.
 - Method of Distribution for Years One and Two:
 - Two-thirds of the incentive funding (\$100,000 year one and \$150,000 year two) will be awarded to the top performing quartile with 1/3 of the funding being awarded to the next highest quartile.

Analysis:

Program year 2007-2008 data were gathered from our partner agencies Department of Juvenile Justice and the Department of Children & Families through a data sharing interagency agreement. This data was calculated and the Regional Workforce Boards were given incentives based on their increase of services to these populations. Some highlights from the first year's results were:

- A 637% increase in the number of DJJ Youth served by our regional workforce boards and an 11% decrease in Foster Care Youth (Note: Foster Care Youth numbers saw a decrease statewide);
- Self-reported data for 2007-2008 showed 772 Foster Care youth and 199 DJJ youth being served;

- Data-matching by DCF and DJJ partners, with the results showing 4096 Foster Youth and 2818 DJJ Youth were served in our workforce systems in 07-08; and
- Data show that our workforce boards are serving 10.56 % of all Foster Care and 3.20% of all DJJ Youth in Florida.

Final program year 2008-2009 data were analyzed and the original workgroup was reconvened to analyze the affects of the program and speak to the successes failures and lessons learned. Some highlights from the second year's data results were:

- A 127% increase from the previous 07-08 year in the number of DJJ Youth served by our Regional Workforce Boards and a 15% decrease in Foster Care Youth (DCF's numbers continue to fall statewide).
- Self-reported data for 2008-2009 showed 763 Foster Care youth and 504 DJJ youth being served.
- After data-matching by DCF and DJJ partners, the results showed that 762 Foster Youth and 1737 DJJ Youth were served in the workforce system in 2008-2009.
- Data shows that local boards are serving 1.21% of all Foster Care Youth and 2.06% of all DJJ Youth in Florida.

In February 2010, the Youth Opportunities Committee approved the extension of the Shared Case Management Policy without additional funding incentives through June 30, 2011, and asked that staff continue to track and analyze data to measure its effectiveness.

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

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

This third year data will be further analyzed and sent to the new Global Talent Competitiveness Council for their consideration to continue this pilot.

Outreach to Employers and Job Seekers

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

In today's technology-driven marketplace, it's imperative that job seekers and businesses have access to workforce services 24 hours a day, seven days a week. As noted earlier in this report,

the Employ Florida Marketplace at www.employflorida.com is Florida's virtual job-matching tool, providing access at *no-charge* to the individuals and businesses that use it.

The Marketplace has more than 100,000 registered employers who are able to list job openings and conduct searches for qualified workers across the state, while also accessing other resources in support of their efforts to find, retain and train workers. More than 500,000 resumes are indexed on the Marketplace for workforce professionals and employers to access qualified talent and match job seekers to employment opportunities statewide. Meanwhile, more than 60,000 visitors use the site daily to search for jobs, screen applicant resumes and research the latest labor market information.

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

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

The website is consistently upgraded. Recent enhancements include improved site navigation, additional labor market tools for career planning, social network integration and multiple employer logins.

The development and continuing use of micro-portals, powered by the Marketplace, that provide specialized and targeted job-matching continue to demonstrate value. To date, Workforce Florida and the Agency for Workforce Innovation, working with regional workforce boards and other partners, have developed dedicated entry points with customized job-search information and resources for Florida veterans, job seekers age 50 and older, and those interested in green jobs.

In June 2010, as part of Florida's recovery response from the Gulf of Mexico Oil Spill, Florida's workforce partners launched the Florida Gulf Recovery Jobs website at, www.FloridaGulfRecoveryJobs.com. The site was retired in December 2010. On it, however, the state was able to connect workers and employers affected by the oil spill with training, re-employment and other resources including timely disaster updates. Throughout its six-month duration, nearly 13,300 gulf-related cleanup and recovery jobs were listed and more than 47,000 applicants were referred for positions including beach cleanup, chemists, lab technicians, administrative assistants and wildlife observers, among many others. The average placement wage was \$19.05 per hour. The temporary site served as a great example of the collaboration and responsiveness of Florida's workforce system partners.

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

Employ Florida Vets: (Employ Florida Vets at <http://veterans.employflorida.com>)

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



Among portal highlights are:

- This unique jobs-search function using the specialty code to help veterans find civilian jobs that best match the skills they learned in the military.
- Information and advice about writing resumes and finding apprenticeships and jobs ideally suited to their military experience.
- Information about the Florida law that gives veterans hiring preference when they apply for public-sector jobs.
- Information for Florida businesses and organizations about tax incentives available for hiring veterans.
- A centralized jobs posting site for employers seeking veterans with specialized skills.

Employ Florida Silver Edition: (Employ Florida Silver Edition at <http://silver.employflorida.com>)

Created to assist job seekers 50 and older as well as employers seeking seasoned, experienced workers, the statewide Employ Florida Silver Edition was initially launched as a regional pilot project. The micro-portal was developed through a collaborative process engaging Workforce Florida, the Agency for Workforce Innovation (AWI), Regional Workforce Boards, the Florida Department of Elder Affairs and Community-Based Organizations, among others.



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

Considering the fact that the Baby Boomer generation is already in or rapidly approaching this “50 plus” age group and will be looking at their next career moves, the site serves as a resource for Florida’s efforts to design a critical work model of the future,

in which the knowledge, experience and capabilities of this demographic group are accessible to the business and civic organizations that need them, on terms that are mutually acceptable.

Employ Florida Green Jobs Portal:
(Employ Florida Silver Edition at <http://silver.employflorida.com>)



In 2011, Florida launched its newest portal, Employ Florida Green Jobs, resulting from a U.S. Department of Labor grant that also facilitated a statewide Green Jobs Survey by the Florida Labor Market Statistics Center. Critical to both accomplishments was the effort to define what a green job is in Florida. Through the leadership of Workforce Florida, and in particular the Sustainability and Infrastructure Committee of the Business Competitiveness Council, as well as the Labor Market Statistics Center housed within AWI, a definition for Florida was developed following extensive research and vetting among experts, both across the state and the nation. That definition: “A green job *directly* produces green products or provides green services in any of the following sectors:

- Produce renewable energy
- Increase energy efficiency
- Conserve natural resources
- Prevent, reduce, and clean up pollution
- Produce clean transportation and fuels

A job is considered green regardless of the proportion of an employee's work time spent on green activities. Even if an employee spends 10% of the time on green projects or has one green project per year, this employee is still considered green.

The definition of green jobs only includes green employees who directly produce green products or directly provide green services. This does not count support staff, such as administrative assistants and accountants even if they work for a “green company.” The definition of green jobs also does not include jobs at businesses that have adopted environmentally friendly practices, such as recycling office paper.”

This definition provides an important foundation for the Green Jobs portal, which allows job seekers to search for employment and training information in this vital area. For employers, the site serves as a resource for understanding the definition of green jobs, listing green jobs and searching for qualified candidates to fill green-job openings. Like the information provided through the Green Jobs Survey (<http://greenjobs.employflorida.com/portals/greenjobs/default.asp?pg=survey>), the specialized portal supports green jobs growth in Florida, which helps to diversify the state economy.

Employ Florida Brand



Also noted earlier in this report, the Employ Florida affiliate brand continues to serve as the linking tool for helping customers access state and local workforce resources and services anywhere in Florida. By affiliating with Employ Florida, local and state workforce entities and their service outlets are connected via this common name/brand. Employers and job seekers need to know only this one name to locate Florida's workforce services and resources anywhere in the state online at www.EmployFlorida.com or by calling the Employ Florida toll-free helpline staffed by AWI: 866-FLA-2345.

Accountability and Continuous Improvement

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

Although federal law, regulations and instructions call for extensive reporting of multiple performance data for the array of federally funded programs, and some federal programs provide incentive bonuses for high performing states, coupled with 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 – WIA, WP and TANF – under the state Board's oversight. As a further policy matter, Florida's incentive/corrections apply to both short-term, interim outcomes (mainly EER-Entered Employment Rates) as well as the longer-term outcomes (mainly Job Retention) reported annually to the U.S. Department of Labor (WIA and WP) and the U.S. Department of Health and Human Services (TANF) using UC/UI wage records. Certain other requirements imposed by state law are used as indicators. For example, Florida tracks the state law requirement for a 50% 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's Board of Directors approves an incentive pool "off the top" of the annual budget of state-level discretionary WIA, WP and TANF funds. Additional incentive money for the pool may come from federal performance awards including WIA incentives. Based on state policy, performing regional workforce boards are awarded monetary incentives from this incentive pool.

Florida's approach also provides for consequences in situations where there is a pattern of low performance. Typically low-performing regional workforce boards are required to first provide their own Corrective Action Plans. Then, if low performance persists, state-

level staff work with regional workforce board staff to design a state-approved Program Improvement Plan with specific deliverables, often supported by state and peer Technical Assistance and Training (TAT) and sometimes supplemental funding for specific interventions. Continued chronic performance and operational problems then result in progressive levels of direct, sustained on-site oversight by state staff or state-designated regional workforce board peer supervision, “receivership,” or replacement of local executive staff, all of which have been applied in Florida. So far, no workforce 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.



Creating The Strategy for Today's Needs and Tomorrow's Talent

2010-2015 STRATEGIC PLAN FOR WORKFORCE DEVELOPMENT

JANUARY 1, 2011 UPDATE



2010 – 2015 STRATEGIC PLAN FOR WORKFORCE DEVELOPMENT ANNUAL UPDATE

Even as we work every day in Florida to foster economic growth and create new jobs, we must have a broad, forward-thinking vision for strengthening our state's workforce in the decades to come. For Florida's workforce system that vision is outlined in the new, 2010-2015 strategic plan for workforce development, *Creating the Strategy for Today's Needs and Tomorrow's Talent*. Workforce Florida, supported by the Agency for Workforce Innovation and Florida's 24 Regional Workforce Boards, collaborated with leaders in business, education and economic development, among others, to develop the bold, five-year plan.

This important road map was created through model collaboration and openness. Workforce Florida's partners and the public were invited to contribute to the work at every stage. What emerged from this collaborative process is a plan with six strategic goals and 39 achievements that will aid Florida's economic recovery by supporting business retention and expansion. The plan is aligned with talent priorities of key partners in business and economic development including the Florida Chamber Foundation and Enterprise Florida Inc.

Creating the Strategy confronts the challenges of getting Floridians back to work while also focusing on the most promising opportunities to diversify our state's economy for national and global competitiveness. This plan will drive our workforce-system priorities and investments. *(An Executive Summary of the strategic plan is attached to this report.)*

The work to create the plan was directed by Workforce Florida's business-led Board of Directors and guided by the Strategy Council, which is chaired by David Armstrong Jr., President of Broward College. Said Armstrong about the plan:

"Economic growth and industry excellence depend on customer satisfaction, foresight and seamless coordination among all of the people and groups that make up our Talent Supply Chain. This plan maps out, step by step, our commitment to turning Florida's vision for a world-class workforce into a reality."

Since the plan was delivered to the Governor and Legislature in January 2010, Workforce Florida has continued its collaboration to create an operational plan consisting of 14 projects to advance the strategic work. The strategic plan and implementation efforts have been recognized by the U.S. Department of Labor as a national best practice.

Following is a brief overview highlighting some of the work under way to implement the strategic plan.

2010-2015 STRATEGIC GOALS

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

To read the complete State Strategic Plan for Workforce Development, visit www.WorkforceFlorida.com.

IMPLEMENTING FLORIDA'S STRATEGIC VISION FOR WORKFORCE DEVELOPMENT

The future for Florida is bright, but economic challenges remain. The state's unemployment rate is projected to remain high: 11 percent by the end of June 2011. In December 2010, the Florida Agency for Workforce Innovation announced that the November 2010 rate was 12 percent, reflecting more than a million unemployed Floridians.

The focus for Florida continues to be job creation and retention. Workforce Florida's investment in advancing talent-development priorities will enhance economic opportunities for Floridians, who are working or seeking employment as well as for businesses of all sizes.

This investment is aligned with the plan's six strategic priorities and Workforce Florida has spent the past year developing a solid foundation for its implementation work. Among the highlights and progress to date:

- **Talent Supply Chain Team:** The main objective of this team, which is under development, is to advance a seamless pipeline of talent development for Florida from Pre-K through 20 and lifelong learning, which is vital to ensure Florida maintains a competitive workforce. Team members include: the Agency for Workforce Innovation, the Commission for Independent Education, Florida Department of Education, Florida Chamber Foundation, Florida Council of 100, Florida State College System, Independent Colleges & Universities of Florida, the State University System of Florida and Workforce Florida. Workforce Florida has committed developmental resources to launch the team's work. This team's formation is being followed closely by the Higher Education Coordinating Council, which has representative participation by many of the same partners, to ensure complementary efforts and to avoid duplication.
- **Workforce Supply and Demand Analyses/Industry Cluster Task Forces:** In support of Florida's economic development priorities to grow high-value, targeted industry clusters, the first in a series of comprehensive supply/demand analyses are in the early stages. These analyses are being designed to support and improve training and education by Florida's Talent Supply Chain. The first analyses will focus on the clean energy cluster and aviation and aerospace. Additionally, business-led task forces are being created to leverage business intelligence in developing talent for targeted clusters. Formation has begun for the first two industry task forces for aviation and aerospace and clean energy. Task forces for homeland security and defense and life sciences will follow in 2011. Financial and professional services and information technology task forces are slated to get underway in 2012.
- **Customer Satisfaction Index for Target Industry Clusters:** Developing and launching of indexes that assess and benchmark talent development efforts in critical industry clusters are key achievements in advancing the goals of world-class service to targeted clusters and infrastructure industries. This work also has begun with a schedule complementing the supply and demand analyses and the formation of task forces beginning with clean energy and aviation and aerospace.

- **Workforce Dashboard:** Workforce Florida has created a Dashboard to track and measure progress on implementing the operational projects. The Dashboard provides an at-a-glance status indication of progress toward the six strategic goals and notification of lagging achievements as well as best practices. Work to refine and improve the Dashboard continues including collaboration with the Florida Chamber Foundation to align with the Chamber’s talent objectives for the state and complement the Florida Scorecard. The Scorecard measures a broader group of measurements for how Florida is doing in areas critical to succeeding in talent supply and education, innovation and economic development, infrastructure and growth leadership, business climate and competitiveness, civic and governance systems and quality of life and quality of places.
- **STEM Leadership:** Efforts to improve business engagement in the development of Florida’s science, technology, engineering and math (STEM) talent are progressing through **STEMflorida** and the **STEMflorida** Business Steering Council. **STEMflorida** is a business-led partnership, funded by Workforce Florida. Designed to connect education, workforce, industry and economic development leaders, **STEMflorida** seeks to identify opportunities to build and measure the state’s supply of STEM-skilled workers. The Business Steering Council includes representation from Florida companies such as The MITRE Corporation, Gulf Power Company, IBM, Jabil Circuit, Scripps Florida, Harris Corporation and Lockheed Martin. The Council is working through Florida’s eight economic development regions to foster collaboration, track STEM activity and outcomes statewide, create a comprehensive STEM plan for Florida, increase the number of students entering and completing advanced STEM studies and increase internship and externship opportunities.
- **Work Readiness:** Several new initiatives are underway to assist Floridians who must overcome barriers to employment and to help unemployed Floridians find new jobs. These programs include providing intensive services to non-custodial parents and ex-offenders who need life skills, education and training, such as certifications and on-the-job training, to find employment and become self-sufficient. There are also programs for assisting the long-term unemployed with training for in-demand occupations that improve their employment opportunities. There also is a pilot initiative for providing workforce services and training to domestic violence victims. Partners for these programs include Regional Workforce Boards, the Department of Military Affairs, the Department of Juvenile Justice and the Agency for Workforce Innovation, among others.
- **State-Led Regional Workforce/Economic Development Capacity Building:** Throughout Florida’s eight economic development regions, efforts are underway to form business-retention teams, improve stakeholder engagement, advance best practices and enhance marketing and asset identification for regional business and job retention and expansion.
- **Entrepreneurship Training Initiative:** Through an initiative with the Economic Development Council of Collier County, efforts are being focused on expanding and enhancing entrepreneurial skills.

- **Infrastructure Solutions in Rural and Urban Areas:** Led by Workforce Florida’s Sustainability and Infrastructure Committee of the Business Competitiveness Council, work has started to identify training needs in both rural and urban areas with a specific focus on improving broadband access and use.
- **Workforce Investment Act (WIA) Reauthorization:** Florida’s workforce system is nationally recognized as a model for innovation and achievement. Through the leadership of Workforce Florida’s Legislative Council, a Florida position paper was collaboratively developed and efforts continue to monitor reauthorization efforts and identify appropriate opportunities to engage in dialogue and policy development with the executive and legislative branches as well as Congressional leaders.

These highlights demonstrate the commitment of Workforce Florida and the entire workforce system to advancing Florida’s strategic plan for workforce development. Both the state strategic plan and the operational plan for workforce development were designed as living documents, intended to undergo continuous review and improvements to confront emerging needs and priorities. For the latest information and updates on Workforce Florida’s strategic efforts, visit www.WorkforceFlorida.com. This strategic work will help pave the path to new opportunities in the new economy for Florida businesses, workers, families and communities. In fact, the results of a recent survey indicate just how critical talent development is to Florida’s economic development efforts. Florida ranked among the top 10 states for its business climate in the *Site Selection* magazine’s 2010 Executive Survey. In the same survey, executives were asked what the most important factors are when making site selection decisions and workforce skills was ranked No. 1 of the top 10 factors that also included state and local tax scheme, transportation infrastructure, availability of incentives and state economic development strategy, among others.

This emphasis on workforce quality affirms Florida’s focus on developing a world-class workforce and our improved alignment with state economic development priorities. Said Workforce Florida Board Member Mark Wilson, President and CEO of the Florida Chamber of Commerce, about the strategic plan:

“This strategic plan signifies something much greater than (Workforce Florida). It will probably be one to three years before the media, or the elected officials, or for that matter the rest of the business community actually sees what you’ve done in terms of aligning. ... I just hope everyone doesn’t see this as the conclusion of a chapter, but rather as opening day is approaching, and now we get to do the real work.”

The efforts in 2010, to begin implementing this plan, have provided a strong foundation for the work to come in 2011.

ABOUT WORKFORCE FLORIDA

“The role of Workforce Florida has never been more important than in today’s tough economy.”

FORMER LT. GOV. TONI JENNINGS

Two-time Florida Senate President and Chair of Workforce Florida’s first Board of Directors

A catalyst for creating world-class talent at every skill level, Workforce Florida Inc. is the statewide workforce investment board charged with policy setting and oversight of the workforce system. Governed by a 47-member Board of Directors, its mission is “to develop the state’s business climate by designing and implementing strategies that help Floridians enter, remain and advance in the workforce, becoming more highly skilled and successful, benefiting Florida business and the entire state.”

The Florida Legislature created Workforce Florida with bipartisan support in 2000 through the Florida Workforce Innovation Act. The Act was signed into law by Governor Jeb Bush. The federal Workforce Investment Act requires every state to have a statewide workforce board. As a not-for-profit corporation, Workforce Florida was designed to advance—through a public-private partnership—state priorities for creating and sustaining economic opportunities for businesses and all Floridians, including those with barriers to employment, through its public workforce development investment.

Board members include the Governor, four members of the Florida Legislature and leaders in business and government representing small business, industry, labor, economic development, education, youth, community-based organizations and seven state agencies. *(A current list of members follows on the next page. Some seats are open pending new appointments.)*

WORKFORCE FLORIDA BOARD OF DIRECTORS

As of December 30, 2010

Charlie Crist	Governor, State of Florida
Mary Lou Brunell, Vice Chair	Executive Director, Florida Center for Nursing at UCF
J. David Armstrong Jr.	President, Broward College
James Baiardi	President, FL Police Benevolent Association
Daniel "Dan" Baldwin	Management Consultant, Baldwin & Associates LLC
Robert "Bob" Beck	Owner & President, Staffing Professionals, Inc
Randolph "Randy" Berridge	President, Florida High Tech Corridor Inc.
Charles T. Corley/ Designee-JoAnn Williams	Interim Secretary, Department of Elder Affairs
James DeBeaugrine/ Designee-Tamara Demko	Director, Agency for Persons w/Disabilities
Mike Fasano	Florida Senator, District 11
Miguel Fuentes	Political Director, FL Carpenters Regional Council
Jennifer Grove	Workforce Development Coordinator, Gulf Power Company
Benedict Grzesik	Adjunct Professor, University of Maryland
Don Gugliuzza	Owner & Chief Operating Officer, Mileo and Associates, Inc.
George Hauer	VP for Engineering and Corporate CTO, L2 Aerospace LLC
Dwayne Ingram	Executive Vice President, Amadeus Americas
Leslie Ingram	Program Manager, Overgroup
Lila Jaber	Practice Leader, Shareholder, Gunster Attorneys at Law
Everett Kelly	CEO, Thomas Langley Medical Center
Eric Kennedy	Program Manager, Palm Beach State College
William "Bill" Law	President, St. Petersburg College
Cynthia R. Lorenzo	Director, Agency for Workforce Innovation
Violet Nikolici Lowrey	Owner, A Plus Professional Resumes

Lumon May	Co-owner, Mays Construction
W. Alexander "Alex" Moseley	Consultant, MoseSys
Marlene O'Toole	Florida House of Representatives, District 42
Tom Pelham/ Designee-Sheri Coven	Secretary, Department of Community Affairs
Andre "Andy" Perez	Owner & CFO, The Academy of South Florida
Frank Peterman, Jr./ Designee-Rod Love	Secretary, Department of Juvenile Justice
Stephen Precourt	Florida House of Representatives, District 41
Hilda Quintero	District Secretary to State Representative Larry Metz
Linda Reiter	Miami-Dade County Public Schools
Mark Sharpe	Hillsborough County Commissioner
George Sheldon/ Designee-Don Winstead	Secretary, Department of Children & Families
Stanley Britt Sikes	CEO, U.S. Imaging Solutions
Eric J. Smith/ Designee-Loretta Costin	Commissioner, Department of Education
Linda Sparks	Regional Executive Director, Jacksonville Academy of Electrical Technology
Alfredo "Al" Stimac	Owner & President, Metal Essence, Inc.
Samuel "Buddy" Streit	President/CEO, Success Schools LLC
Daniel Suarez	McGladrey & Pullen, LLP
Mark Wilson	President & CEO, Florida Chamber of Commerce
Stephen Wise	Florida Senator, District 5

Level: **STW**

FLORIDA PROGRAM YEAR 2010-2011 STATE WIA PERFORMANCE

9/20/2011

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance	Actual Performance		
Adult Entered Employment Rate (10/01/2009 - 09/30/2010)	74.00	79.90	Numerator	4,863
			Denominator	6,083
Adult Employment Retention Rate (04/01/2009 - 03/31/2010)	86.00	92.40	Numerator	16,570
			Denominator	17,938
Adult Average Earnings (04/01/2009 - 03/31/2010)	15,500	22,671	Numerator	362,762,571
			Denominator	16,001
Adult Employment and Credential Rate (10/01/2009 - 09/30/2010)	NA	83.90	Numerator	11,792
			Denominator	14,049
Dislocated Worker Entered Employment Rate (10/01/2009 - 09/30/2010)	80.00	84.50	Numerator	4,728
			Denominator	5,593
Dislocated Worker Employment Retention Rate (04/01/2009 - 03/31/2010)	86.00	89.00	Numerator	2,204
			Denominator	2,477
Dislocated Worker Average Earnings (04/01/2009 - 03/31/2010)	15,000	17,293	Numerator	36,054,844
			Denominator	2,085
Dislocated Worker Employment and Credential Rate (10/01/2009 - 09/30/2010)	NA	67.60	Numerator	2,775
			Denominator	4,105
Older Youth Entered Employment Rate (10/01/2009 - 09/30/2010)	NA	61.10	Numerator	949
			Denominator	1,554
Older Youth Employment Retention Rate (04/01/2009 - 03/31/2010)	NA	79.90	Numerator	775
			Denominator	970
Older Youth Average Earnings (04/01/2009 - 03/31/2010)	NA	4,092	Numerator	3,605,374
			Denominator	881
Older Youth Employment and Credential Rate (10/01/2009 - 09/30/2010)	NA	45.80	Numerator	891
			Denominator	1,944
Younger Youth Skill Attainment Rate (04/01/2010 - 03/31/2011)	NA	77.40	Numerator	8,399
			Denominator	10,852
Younger Youth Diploma or Equivalent Attainment Rate (04/01/2010 - 03/31/2011)	NA	70.20	Numerator	1,400
			Denominator	1,994
Younger Youth Retention Rate (04/01/2009 - 03/31/2010)	NA	52.20	Numerator	1,374
			Denominator	2,631
Youth Placement in Employment or Education Rate (10/01/2009 - 09/30/2010)	58.50	49.30	Numerator	2,677
			Denominator	5,429
Younger Youth Attainment of Degree or Certificate Rate (10/01/2009 - 09/30/2010)	57.50	61.50	Numerator	3,496
			Denominator	5,687
Younger Youth Literacy and Numeracy Gains (07/01/2009 - 06/30/2010)	29.00	37.70	Numerator	821
			Denominator	2,180

DEFINITIONS FOR WIA PERFORMANCE MEASURES

Customer Satisfaction Measures

Participant Satisfaction

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

Employer Satisfaction

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

Adult Measures

Adult Entered Employment Rate

Of those who are not employed at registration:

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

Adult Employment Retention Rate at Six Months

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

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

Adult Average Earnings

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

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

Adult Employment and Credential Rate

Of adults who received training services:

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

Dislocated Worker Measures

Dislocated Worker Entered Employment Rate

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

Dislocated Worker Employment Retention Rate at Six Months

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

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

Dislocated Worker Average Earnings

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

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

Dislocated Worker Employment and Credential Rate

Of dislocated workers who received training services:

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

Older Youth (Age 19-21) Measures**Older Youth Entered Employment Rate**

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

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

Older Youth Employment Retention Rate at Six Months

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

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

Older Youth Average Earnings Increase in Six Months

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

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of older youth who exit during the quarter. Older Youth Credential Rate Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth who exit during the quarter.

Younger Youth (Age 14-18) Measures

Younger Youth Skill Attainment Rate

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

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

Younger Youth Diploma or Equivalent Attainment

Of those who register without a diploma or equivalent:

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

Younger Youth Retention Rate

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

- post secondary education
- advanced training
- employment
- military service
- qualified apprenticeships

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

All Youth

Placement in Employment or Education – New Measure

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

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

Attainment of a Degree or Certificate – New Measure

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

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

Literacy and Numeracy Gains – New Measure

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

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

**Workforce Florida Program Expenditure Report
Annual Report (July 1, 2010 to June 30, 2011)
State-Level WIA Rapid Response**

	Total Funds Available	Total Expenditures	Direct Client Services (DCS)	% DCS
State Level Projects				
Shuttle to CEV Transition - RWB 13	\$22,102	\$22,102	\$22,102	100%
Supplemental Awards				
PY 2009 DW Supplemental Funding - RWB 15	\$131,163	\$124,443	\$116,476	94%
PY 2010 DW Supplemental Funding - RWB 03	\$195,000	\$0	\$0	
PY 2010 DW Supplemental Funding - RWB 05	\$784,800	\$10,900	\$10,000	92%
Operations/Management				
Agency for Workforce Innovation	\$824,726	\$517,025	\$517,025	100%
Total State-Level	\$1,957,791	\$674,470	\$665,603	99%

TABLE N - COST OF PROGRAM ACTIVITIES*
July 1, 2010 - June 30, 2011

PROGRAM ACTIVITY		TOTAL FEDERAL SPENDING
LOCAL ADULTS		\$50,135,356
LOCAL DISLOCATED WORKERS		53,042,914
LOCAL YOUTH		35,261,107
RAPID RESPONSE (UP TO 25%)134(a)(2)(A)		674,470
STATEWIDE REQUIRED ACTIVITIES (UP TO 15%)134(a)(2)(B)		8,220,030
STATEWIDE ALLOWABLE ACTIVITIES (134(a)(3))		
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	\$ 3,325,521
Banner Centers	20 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.	\$ 3,242,141
Digital Access	19 Grants awarded to support local initiatives associated with digital literacy through the provision of Microsoft training and exam vouchers.	\$ 3,326,612
Youth Projects	31 Grants targeting low-income at-risk youth including the Florida Career Academy model and special initiatives for youth aging out of foster care and for youth with juvenile records.	\$ 4,107,759
Healthcare Initiative to Identify Sustainable and Innovative Solutions	Grants to the State's regional workforce boards to establish partnerships with employers, training providers and others to help resolve critical needs of skilled workers in the healthcare sector. Also includes funding for a Health Care Sector Clinical/Space Needs study.	\$ 2,680,606
TANF Case Management	6 Grants to assist Temporary Cash Assistance (TCA) recipients with one or more barriers through the provision of intensive case management services and educational activities.	\$ 863,519
Rural Initiatives	Funding to regions within Rural Areas of Critical Economic Concern (RACEC) to sustain operations, for employer outreach, and other strategies to address rural needs.	\$ 742,440
Regional Supplemental Youth Funds	Additional funding provided 8 Regions who expended most of their ARRA youth funds in the prior 9 program years.	\$ 839,853
Miscellaneous	25 Various projects providing capacity building, targeted workforce services, and other services.	\$ 2,407,296
TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE		\$ 168,869,624

* Includes funds allocated under the American Recovery and Reinvestment Act of 2009.

**TABLE 5: PROGRAM YEAR 2010-2011 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/09 TO 9/30/10**

REGION 1			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,224,715	100.0%				
TOTAL EXPEND.	\$1,552,495	69.8%	717	\$2,165	258	\$6,017
EXPEND. OTHER SERVICES**	\$348,653	22.5%	717	\$486		
EXPEND. TRAINING	\$1,111,059	71.6%	699	\$1,589		
REGION 2			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$899,374	100.0%				
TOTAL EXPEND.	\$592,721	65.9%	365	\$1,624	126	\$4,704
EXPEND. OTHER SERVICES**	\$60,832	10.3%	365	\$167		
EXPEND. TRAINING	\$500,829	84.5%	342	\$1,464		
REGION 3			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$810,831	100.0%				
TOTAL EXPEND.	\$389,308	48.0%	245	\$1,589	60	\$6,488
EXPEND. OTHER SERVICES**	\$72,386	18.6%	245	\$295		
EXPEND. TRAINING	\$303,080	77.9%	172	\$1,762		
REGION 4			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,486,841	100.0%				
TOTAL EXPEND.	\$960,644	64.6%	1,032	\$931	574	\$1,674
EXPEND. OTHER SERVICES**	\$66,608	6.9%	1,032	\$65		
EXPEND. TRAINING	\$855,320	89.0%	785	\$1,090		
REGION 5			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,311,226	100.0%				
TOTAL EXPEND.	\$1,280,665	55.4%	638	\$2,007	292	\$4,386
EXPEND. OTHER SERVICES**	\$970,204	75.8%	638	\$1,521		
EXPEND. TRAINING	\$210,468	16.4%	473	\$445		
REGION 6			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$765,467	100.0%				
TOTAL EXPEND.	\$364,566	47.6%	121	\$3,013	44	\$8,286
EXPEND. OTHER SERVICES**	\$173,784	47.7%	121	\$1,436		
EXPEND. TRAINING	\$188,018	51.6%	101	\$1,862		
REGION 7			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$638,377	100.0%				
TOTAL EXPEND.	\$424,989	66.6%	300	\$1,417	135	\$3,148
EXPEND. OTHER SERVICES**	\$257,775	60.7%	300	\$859		
EXPEND. TRAINING	\$138,588	32.6%	271	\$511		
REGION 8			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$6,941,131	100.0%				
TOTAL EXPEND.	\$4,078,914	58.8%	3,040	\$1,342	1,915	\$2,130
EXPEND. OTHER SERVICES**	\$1,243,452	30.5%	3,040	\$409		
EXPEND. TRAINING	\$2,380,184	58.4%	3,010	\$791		
REGION 9			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,192,560	100.0%				
TOTAL EXPEND.	\$432,135	36.2%	661	\$654	118	\$3,662
EXPEND. OTHER SERVICES**	\$185,233	42.9%	661	\$280		
EXPEND. TRAINING	\$189,118	43.8%	476	\$397		

* 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 2010-2011 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/09 TO 9/30/10

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,936,759	100.0%				
TOTAL EXPEND.	\$594,408	30.7%	1,544	\$385	471	\$1,262
EXPEND. OTHER SERVICES**	\$89,187	15.0%	1,544	\$58		
EXPEND. TRAINING	\$473,553	79.7%	1,173	\$404		
REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,202,396	100.0%				
TOTAL EXPEND.	\$2,120,203	50.5%	2,038	\$1,040	957	\$2,215
EXPEND. OTHER SERVICES**	\$202,982	9.6%	2,038	\$100		
EXPEND. TRAINING	\$1,804,120	85.1%	1,201	\$1,502		
REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$11,169,504	100.0%				
TOTAL EXPEND.	\$5,068,315	45.4%	3,196	\$1,586	1,540	\$3,291
EXPEND. OTHER SERVICES**	\$1,921,443	37.9%	3,196	\$601		
EXPEND. TRAINING	\$2,684,576	53.0%	2,519	\$1,066		
REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,043,398	100.0%				
TOTAL EXPEND.	\$1,286,370	42.3%	570	\$2,257	251	\$5,125
EXPEND. OTHER SERVICES*	\$433,716	33.7%	570	\$761		
EXPEND. TRAINING	\$792,207	61.6%	417	\$1,900		
REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,319,192	100.0%				
TOTAL EXPEND.	\$1,442,461	43.5%	3,437	\$420	2,583	\$558
EXPEND. OTHER SERVICES**	\$269,230	18.7%	3,437	\$78		
EXPEND. TRAINING	\$1,132,536	78.5%	2,539	\$446		
REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$5,794,709	100.0%				
TOTAL EXPEND.	\$3,322,372	57.3%	1,404	\$2,366	472	\$7,039
EXPEND. OTHER SERVICES**	\$1,046,482	31.5%	1,404	\$745		
EXPEND. TRAINING	\$1,995,205	60.1%	1,270	\$1,571		
REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,348,255	100.0%				
TOTAL EXPEND.	\$2,479,751	57.0%	1,321	\$1,877	444	\$5,585
EXPEND. OTHER SERVICES**	\$242,793	9.8%	1,321	\$184		
EXPEND. TRAINING	\$2,236,958	90.2%	1,267	\$1,766		
REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,052,297	100.0%				
TOTAL EXPEND.	\$1,895,894	62.1%	858	\$2,210	192	\$9,874
EXPEND. OTHER SERVICES**	\$439,653	23.2%	858	\$512		
EXPEND. TRAINING	\$1,356,933	71.6%	671	\$2,022		

* 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 2010-2011 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/09 TO 9/30/10

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,293,010	100.0%				
TOTAL EXPEND.	\$2,731,870	63.6%	1,171	\$2,333	802	\$3,406
EXPEND. OTHER SERVICES**	\$1,655,643	60.6%	1,171	\$1,414		
EXPEND. TRAINING	\$933,185	34.2%	1,102	\$847		

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,368,274	100.0%				
TOTAL EXPEND.	\$848,836	62.0%	520	\$1,632	159	\$5,339
EXPEND. OTHER SERVICES**	\$119,854	14.1%	520	\$230		
EXPEND. TRAINING	\$691,841	81.5%	476	\$1,453		

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,079,294	100.0%				
TOTAL EXPEND.	\$2,792,308	68.5%	1,290	\$2,165	475	\$5,879
EXPEND. OTHER SERVICES**	\$446,706	16.0%	1,290	\$346		
EXPEND. TRAINING	\$2,146,562	76.9%	1,098	\$1,955		

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$9,263,642	100.0%				
TOTAL EXPEND.	\$4,417,940	47.7%	1,420	\$3,111	845	\$5,228
EXPEND. OTHER SERVICES**	\$1,799,187	40.7%	1,420	\$1,267		
EXPEND. TRAINING	\$2,364,618	53.5%	1,271	\$1,860		

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$9,026,605	100.0%				
TOTAL EXPEND.	\$4,771,699	52.9%	1,464	\$3,259	543	\$8,788
EXPEND. OTHER SERVICES**	\$920,277	19.3%	1,464	\$629		
EXPEND. TRAINING	\$3,354,556	70.3%	1,078	\$3,112		

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$16,005,054	100.0%				
TOTAL EXPEND.	\$8,041,440	50.2%	5,467	\$1,471	2,110	\$3,811
EXPEND. OTHER SERVICES**	\$3,657,836	45.5%	5,467	\$669		
EXPEND. TRAINING	\$3,768,867	46.9%	3,359	\$1,122		

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$6,471,618	100.0%				
TOTAL EXPEND.	\$3,311,138	51.2%	1,939	\$1,708	567	\$5,840
EXPEND. OTHER SERVICES**	\$797,534	24.1%	1,939	\$411		
EXPEND. TRAINING	\$2,339,726	70.7%	1,679	\$1,394		

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$104,644,529	100.0%				
TOTAL EXPEND.	\$55,308,760	52.9%	34,758	\$1,591	15,933	\$3,471
EXPEND. OTHER SERVICES**	\$17,421,450	31.5%	34,758	\$501		
EXPEND. TRAINING	\$33,952,107	61.4%	27,449	\$1,237		

* 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 2010-2011 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/09 TO 9/30/10**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,322,783	100.0%				
TOTAL EXPEND.	\$1,175,340	50.6%	400	\$2,938	116	\$ 10,132
EXPEND. OTHER SERVICES*	\$230,322	19.6%	400	\$576		
EXPEND. TRAINING	\$874,575	74.4%	389	\$2,248		
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,106,407	100.0%				
TOTAL EXPEND.	\$613,340	55.4%	114	\$5,380	27	\$22,716
EXPEND. OTHER SERVICES*	\$85,255	13.9%	114	\$747.85		
EXPEND. TRAINING	\$491,638	80.2%	98	\$5,017		
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$639,946	100.0%				
TOTAL EXPEND.	\$307,068	48.0%	83	\$3,700	20	\$15,353
EXPEND. OTHER SERVICES*	\$14,738	4.8%	83	\$178		
EXPEND. TRAINING	\$264,487	86.1%	79	\$3,348		
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,410,571	100.0%				
TOTAL EXPEND.	\$627,290	44.5%	356	\$1,762	136	\$4,612
EXPEND. OTHER SERVICES*	\$74,568	11.9%	356	\$ 209		
EXPEND. TRAINING	\$535,463	85.4%	248	\$2,159		
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,526,198	100.0%				
TOTAL EXPEND.	\$696,248	45.6%	269	\$2,588	63	\$11,052
EXPEND. OTHER SERVICES*	\$592,338	85.1%	269	\$2,202		
EXPEND. TRAINING	\$47,102	6.8%	43	\$1,095		
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$931,569	100.0%				
TOTAL EXPEND.	\$301,785	32.4%	41	\$7,361	6	\$50,298
EXPEND. OTHER SERVICES*	\$90,923	30.1%	41	\$2,218		
EXPEND. TRAINING	\$209,587	69%	34	\$5,112		
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$831,657	100.0%				
TOTAL EXPEND.	\$386,880	46.5%	107	\$3,616	35	\$11,054
EXPEND. OTHER SERVICES*	\$256,482	66.3%	107	\$2,397		
EXPEND. TRAINING	\$105,446	27.3%	80	\$1,318		
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$10,452,532	100.0%				
TOTAL EXPEND.	\$5,233,559	50.1%	1,120	\$4,673	150	\$34,890
EXPEND. OTHER SERVICES*	\$409,869	7.8%	1,120	\$366		
EXPEND. TRAINING	\$4,784,954	91.4%	1,096	\$4,366		
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$774,883	100.0%				
TOTAL EXPEND.	\$281,243	36.3%	320	\$879	39	\$7,211
EXPEND. OTHER SERVICES*	\$98,163	34.9%	320	\$307		
EXPEND. TRAINING	\$149,674	53.2%	178	\$841		

* 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 2010-2011 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/09 TO 9/30/10**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,014,790	100.0%				
TOTAL EXPEND.	\$2,618,585	52.2%	1,883	\$1,391	363	\$7,214
EXPEND. OTHER SERVICES*	\$656,095	25.1%	1,883	\$348		
EXPEND. TRAINING	\$1,871,509	71.5%	1,307	\$1,432		

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,786,091	100.0%				
TOTAL EXPEND.	\$1,683,021	35.2%	687	\$2,450	205	\$8,210
EXPEND. OTHER SERVICES*	\$134,688	8.0%	687	\$196		
EXPEND. TRAINING	\$1,447,923	86.0%	411	\$3,523		

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$15,386,468	100.0%				
TOTAL EXPEND.	\$5,348,308	34.8%	2,798	\$1,911	671	\$7,971
EXPEND. OTHER SERVICES*	\$1,965,179	36.7%	2,798	\$702		
EXPEND. TRAINING	\$3,330,424	62.3%	1,524	\$2,185		

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,057,045	100.0%				
TOTAL EXPEND.	\$2,202,695	54.3%	499	\$4,414	150	\$14,685
EXPEND. OTHER SERVICES*	\$506,423	23.0%	499	\$1,015		
EXPEND. TRAINING	\$1,621,855	73.6%	342	\$4,742		

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$7,866,798	100.0%				
TOTAL EXPEND.	\$4,639,434	59.0%	1,784	\$2,601	108	\$42,958
EXPEND. OTHER SERVICES*	\$501,228	10.8%	1,784	\$281		
EXPEND. TRAINING	\$3,982,558	85.8%	1,638	\$2,431		

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$11,840,885	100.0%				
TOTAL EXPEND.	\$7,822,014	66.1%	2,242	\$3,489	706	\$11,079
EXPEND. OTHER SERVICES*	\$2,819,508	36.0%	2,242	\$1,258		
EXPEND. TRAINING	\$4,548,966	58.2%	2,066	\$2,202		

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,176,574	100.0%				
TOTAL EXPEND.	\$2,635,609	63.1%	574	\$4,592	120	\$21,963
EXPEND. OTHER SERVICES*	\$609,082	23.1%	574	\$1,061		
EXPEND. TRAINING	\$1,864,425	70.7%	550	\$3,390		

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,304,102	100.0%				
TOTAL EXPEND.	\$2,173,032	41.0%	811	\$2,679	73	\$29,768
EXPEND. OTHER SERVICES*	\$433,857	20.0%	811	\$535		
EXPEND. TRAINING	\$1,624,616	74.8%	544	\$2,986		

* 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 2010-2011 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/09 TO 9/30/10**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,708,430	100.0%				
TOTAL EXPEND.	\$1,706,966	29.9%	441	\$3,871	71	\$24,042
EXPEND. OTHER SERVICES*	\$874,628	51.2%	441	\$1,983		
EXPEND. TRAINING	\$760,548	44.6%	333	\$2,284		
REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,083,064	100.0%				
TOTAL EXPEND.	\$436,452	40.3%	40	\$10,911	5	\$87,290
EXPEND. OTHER SERVICES*	\$45,342	10.4%	40	\$1,134		
EXPEND. TRAINING	\$298,630	68.4%	33	\$9,049		
REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,309,837	100.0%				
TOTAL EXPEND.	\$3,132,025	59.0%	883	\$3,547	138	\$22,696
EXPEND. OTHER SERVICES*	\$597,966	19.1%	883	\$677		
EXPEND. TRAINING	\$2,319,936	74.1%	685	\$3,387		
REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$9,136,797	100.0%				
TOTAL EXPEND.	\$2,994,061	32.8%	683	\$4,384	176	\$17,012
EXPEND. OTHER SERVICES*	\$737,944	24.6%	683	\$1,080		
EXPEND. TRAINING	\$1,945,131	65.0%	527	\$3,691		
REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$13,192,493	100.0%				
TOTAL EXPEND.	\$5,919,623	44.9%	1,841	\$3,215	472	\$12,542
EXPEND. OTHER SERVICES*	\$729,541	12.3%	1,841	\$396		
EXPEND. TRAINING	\$4,649,824	78.5%	1,457	\$3,191		
REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$24,604,887	100.0%				
TOTAL EXPEND.	\$12,611,245	51.3%	3,110	\$4,055	446	\$28,276
EXPEND. OTHER SERVICES*	\$5,730,686	45.4%	3,110	\$1,843		
EXPEND. TRAINING	\$5,898,090	46.8%	2,654	\$2,222		
REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$10,485,886	100.0%				
TOTAL EXPEND.	\$4,317,437	41.2%	1,322	\$3,266	163	\$26,487
EXPEND. OTHER SERVICES*	\$1,021,855	23.7%	1,322	\$773		
EXPEND. TRAINING	\$3,080,121	71.3%	1,183	\$2,604		
REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$147,950,693	100.0%				
TOTAL EXPEND.	\$69,863,260	47.2%	22,408	\$3,118	4,459	\$15,668
EXPEND. OTHER SERVICES*	\$19,216,680	27.5%	22,408	\$858		
EXPEND. TRAINING	\$46,707,482	66.9%	17,499	\$2,669		

* 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 2010-2011 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUTH PROGRAMS
10/1/09 TO 9/30/10**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,027,099	100.0%				
TOTAL EXPEND.	\$941,481	46.4%	631	\$1,492	311	\$3,027
OTHER SERVICES***	\$685,155	72.8%	631	\$1,086		
TRAINING	\$194,227	20.6%	299	\$650		

REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$340,311	100.0%				
TOTAL EXPEND.	\$17,348	5.1%	447	\$39	204	\$85
OTHER SERVICES***	\$7,670	44.2%	447	\$17		
TRAINING	\$8,306	47.9%	203	\$41		

REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$663,865	100.0%				
TOTAL EXPEND.	\$360,931	54.4%	538	\$671	288	\$1,253
OTHER SERVICES***	\$45,454	12.6%	538	\$84		
TRAINING	\$285,339	79.1%	468	\$610		

REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,219,435	100.0%				
TOTAL EXPEND.	\$749,472	61.5%	496	\$1,511	234	\$3,203
OTHER SERVICES***	\$178,603	23.8%	496	\$360		
TRAINING	\$540,814	72.2%	254	\$2,129		

REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,611,529	100.0%				
TOTAL EXPEND.	\$744,194	46.2%	715	\$1,041	571	\$1,303
OTHER SERVICES***	\$557,958	75.0%	715	\$780		
TRAINING	\$133,399	17.9%	573	\$233		

REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$828,695	100.0%				
TOTAL EXPEND.	\$434,952	52.5%	223	\$1,950	136	\$3,198
OTHER SERVICES***	\$223,682	51.4%	223	\$1,003		
TRAINING	\$189,019	43.5%	169	\$1,118		

REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$514,370	100.0%				
TOTAL EXPEND.	\$303,127	58.9%	328	\$924	132	\$2,296
OTHER SERVICES***	\$280,890	92.7%	328	\$856		
TRAINING	\$0	0.0%	91	\$0		

REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$4,415,302	100.0%				
TOTAL EXPEND.	\$2,626,859	59.5%	2,376	\$1,106	1,819	\$1,444
OTHER SERVICES***	\$1,593,903	60.7%	2,376	\$671		
TRAINING	\$898,014	34.2%	1,733	\$518		

REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,124,764	100.0%				
TOTAL EXPEND.	\$419,187	37.3%	934	\$449	492	\$852
OTHER SERVICES***	\$104,877	25.0%	934	\$112		
TRAINING	\$256,219	61.1%	652	\$393		

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

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

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

**TABLE 7: PROGRAM YEAR 2010-2011 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUTH PROGRAMS
10/1/09 TO 9/30/10**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,903,030	100.0%				
TOTAL EXPEND.	\$861,368	45.3%	575	\$1,498	287	\$3,001
OTHER SERVICES***	\$237,934	27.6%	575	\$414		
TRAINING	\$592,312	68.8%	463	\$1,279		
REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,941,269	100.0%				
TOTAL EXPEND.	\$1,401,886	47.7%	884	\$1,586	421	\$3,330
OTHER SERVICES***	\$0	0.0%	884	\$0		
TRAINING	\$1,319,902	94.2%	334	\$3,952		
REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$6,544,360	100.0%				
TOTAL EXPEND.	\$3,472,526	53.1%	2,382	\$1,458	1,806	\$1,923
OTHER SERVICES***	\$329,429	9.5%	2,382	\$138		
TRAINING	\$2,943,127	84.8%	2,241	\$1,313		
REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,256,116	100.0%				
TOTAL EXPEND.	\$1,005,963	80.1%	372	\$2,704	304	\$3,309
OTHER SERVICES***	\$299,937	29.8%	372	\$806		
TRAINING	\$676,314	67.2%	273	\$2,477		
REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,417,494	100.0%				
TOTAL EXPEND.	\$1,095,806	45.3%	1,609	\$681	822	\$1,333
OTHER SERVICES***	\$766,567	70.0%	1,609	\$476		
TRAINING	\$272,708	24.9%	1,031	\$265		
REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$5,721,781	100.0%				
TOTAL EXPEND.	\$3,007,108	52.6%	1,772	\$1,697	1,184	\$2,540
OTHER SERVICES***	\$2,581,896	85.9%	1,772	\$1,457		
TRAINING	\$231,723	7.7%	1,333	\$174		
REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,540,431	100.0%				
TOTAL EXPEND.	\$1,053,735	68.4%	655	\$1,609	476	\$2,214
OTHER SERVICES***	\$715,483	67.9%	655	\$1,092		
TRAINING	\$310,747	29.5%	590	\$527		
REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,469,408	100.0%				
TOTAL EXPEND.	\$1,456,768	59.0%	764	\$1,907	545	\$2,673
OTHER SERVICES***	\$236,359	16.2%	764	\$309		
TRAINING	\$1,144,489	78.6%	643	\$1,780		

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

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

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

**TABLE 7: PROGRAM YEAR 2010-2011 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUTH PROGRAMS
10/1/09 TO 9/30/10**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,117,613	100.0%				
TOTAL EXPEND.	\$965,459	45.6%	568	\$1,700	365	\$2,645
OTHER SERVICES***	\$335,825	34.8%	568	\$591		
TRAINING	\$576,453	59.7%	402	\$1,434		
REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,096,039	100.0%				
TOTAL EXPEND.	\$563,541	51.4%	526	\$1,071	399	\$1,412
OTHER SERVICES***	\$59	0.0%	526	\$0		
TRAINING	\$541,880	96.2%	408	\$1,328		
REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,401,345	100.0%				
TOTAL EXPEND.	\$1,257,410	52.4%	962	\$1,307	501	\$2,510
OTHER SERVICES***	\$238,551	19.0%	962	\$248		
TRAINING	\$915,508	72.8%	595	\$1,539		
REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$5,100,080	100.0%				
TOTAL EXPEND.	\$2,237,453	43.9%	1,533	\$1,460	1,064	\$2,103
OTHER SERVICES***	\$1,417,001	63.3%	1,533	\$924		
TRAINING	\$700,234	31.3%	1,194	\$586		
REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,478,866	100.0%				
TOTAL EXPEND.	\$1,254,051	36.0%	1,494	\$839	1,172	\$1,070
OTHER SERVICES***	\$410,798	32.8%	1,494	\$275		
TRAINING	\$756,836	60.4%	950	\$797		
REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$18,974,860	100.0%				
TOTAL EXPEND.	\$11,741,834	61.9%	7,584	\$1,548	4,674	\$2,512
OTHER SERVICES***	\$6,749,935	57.5%	7,584	\$890		
TRAINING	\$4,613,866	39.3%	4,752	\$971		
REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,811,262	100.0%				
TOTAL EXPEND.	\$1,744,462	45.8%	1,379	\$1,265	1,020	\$1,710
OTHER SERVICES***	\$364,410	20.9%	1,379	\$264		
TRAINING	\$1,282,183	73.5%	1,227	\$1,045		
REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$74,519,324	100.0%				
TOTAL EXPEND.	\$39,716,921	53.3%	29,747	\$1,335	19,227	\$2,066
OTHER SERVICES***	\$18,362,376	46.2%	29,747	\$617		
TRAINING	\$19,383,619	48.8%	20,878	\$928		

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

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

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

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

SERVICES TO JOB SEEKERS:

JOB SEEKER ENTERED EMPLOYMENT RATE

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

VETERAN'S ENTERED EMPLOYMENT RATE

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

CUSTOMER SATISFACTION – WAGNER-PEYSER (WP) INDIVIDUALS

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on the ASCI (American Customer Satisfaction Index) 0–100-point scale. The methodology is that employed for regional Wagner-Peyser (WP) job seekers in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

SERVICES TO EMPLOYERS

CUSTOMER SATISFACTION – ALL EMPLOYERS

Based on a monthly telephone survey, the average employer rating for the three federally mandated questions regarding overall satisfaction reported on the ASCI 0–100-point scale (American Customer Satisfaction Index). The methodology is that was employed under for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI. The employer survey was discontinued in mid-year 2009.

EMPLOYER MARKET PENTRATION

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

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

SERVICES TO DISADVANTAGED GROUPS, UNEMPLOYED ADULTS, AND YOUTH

EMPLOYMENT RATE (WORKFORCE INVESTMENT ACT)

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

EMPLOYMENT EARNINGS RATE (WORKFORCE INVESTMENT ACT)

The average Workforce Investment Act (WIA) adult and dislocated worker earnings the first quarter after exit for those employed the first quarter after exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics). Average earnings for the unduplicated total of adults and dislocated workers based on UI quarterly wage report data.

EMPLOYMENT RETENTION RATE (WORKFORCE INVESTMENT ACT)

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

YOUTH AVERAGE GRADE LEVEL GAIN (WORKFORCE INVESTMENT ACT)

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

YOUTH POSITIVE OUTCOME RATE (WORKFORCE INVESTMENT ACT)

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

CUSTOMER SATISFACTION – WORKFORCE INVESTMENT ACT PARTICIPANTS

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

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

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

WELFARE TRANSITION EARNINGS RATE

The welfare transition program average wage the first quarter after case closure for TANF closed cases closed due to earned income expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics). Average wage based on UI quarterly wage report data.

WELFARE TRANSITION RETENTION RATE

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

ANNUAL THRESHOLD YES/NO INDICATORS

LEVEL OF SERVICE INDICATOR FOR ALL CUSTOMER GROUPS

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

LEVEL OF SERVICE INDICATOR FOR SPECIAL CUSTOMER GROUPS

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

INDICATOR FOR YOUTH DIPLOMA ATTAINMENT

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

INDICATOR FOR WELFARE PARTICIPATION RATE

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

INDICATOR FOR DATA VALIDITY

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

**USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED
7/1/10 Through 6/30/11**

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	934	751	80.41%	\$881	\$1,201,538	\$1,057,071	87.98%
2	499	349	69.94%	\$996	\$1,056,330	\$874,498	82.79%
3	272	210	77.21%	\$310	\$751,910	\$379,739	50.50%
4	865	554	64.05%	\$1,172	\$1,504,361	\$1,038,276	69.02%
5	486	331	68.11%	\$281	\$1,411,548	\$975,747	69.13%
6	154	90	58.44%	\$2,386	\$944,996	\$853,602	90.33%
7	553	341	61.66%	\$322	\$767,482	\$688,042	89.65%
8	2,880	2,348	81.53%	\$2,741	\$9,356,255	\$8,096,661	86.54%
9	703	568	80.80%	\$503	\$1,145,594	\$679,442	59.31%
10	2,612	1,768	67.69%	\$626	\$2,527,160	\$1,707,352	67.56%
11	1,512	700	46.30%	\$4,487	\$4,103,202	\$3,536,808	86.20%
12	2,848	2,551	89.57%	\$715	\$12,702,511	\$7,239,222	56.99%
13	982	484	49.29%	\$1,333	\$4,776,517	\$2,854,246	59.76%
14	3,656	2,470	67.56%	\$1,945	\$6,254,613	\$5,362,622	85.74%
15	3,468	1,994	57.50%	\$1,944	\$6,047,326	\$4,931,460	81.55%
16	1,997	955	47.82%	\$1,193	\$3,247,311	\$1,783,706	54.93%
17	1,546	1,277	82.60%	\$1,768	\$4,398,689	\$3,425,047	77.87%
18	1,367	636	46.53%	\$1,466	\$4,522,297	\$3,696,037	81.73%
19	554	139	25.09%	\$1,158	\$1,194,769	\$868,826	72.72%
20	1,645	1,331	80.91%	\$1,126	\$4,250,700	\$3,311,994	77.92%
21	2,056	816	39.69%	\$1,675	\$6,527,174	\$5,035,617	77.15%
22	3,037	2,727	89.79%	\$1,533	\$11,155,122	\$7,698,355	69.01%
23	6,006	5,330	88.74%	\$1,077	\$14,572,267	\$8,887,999	60.99%
24	2,543	2,107	82.85%	\$1,189	\$5,315,528	\$3,555,978	66.90%
Total All Regions	43,175	30,827	71.40%	\$1,429	\$109,735,201	\$78,538,346	71.57%

* Information from participant data provided by the Agency for Workforce Innovation September 2011.

**Based on data provided by the Agency for Workforce Innovation 9/6/11.

**American Recovery and Reinvestment Act
2010-2011 Workforce Program Expenditures
July 1, 2010 to June 30, 2011**

Program	Total Funds Available (Carry Forward from Prior Year)	Total Expenditures	Direct Client Services (DCS)	% DCS
ARRA WIA Pass Through Funds				
ARRA WIA Adult	9,201,456	9,201,456	8,771,215	95%
ARRA WIA Dislocated Worker	14,428,359	14,428,359	13,581,400	94%
ARRA WIA Youth	3,914,088	3,914,088	3,746,700	96%
Subtotal ARRA WIA Pass Through Funds	27,543,903	27,543,903	26,099,315	95%
ARRA WIA State Level Funds (15%)	13,938,502	13,938,502	13,309,788	95%
Total ARRA WIA Program	41,482,405	41,482,405	39,409,103	95%
ARRA Wagner-Peyser 7A Formula Funds	823,037	823,037	812,158	99%
ARRA Wagner-Peyser 7A State-Level Funds	124,202	124,202	124,202	100%
Combined ARRA Wagner-Peyser 7A	947,239	947,239	936,360	99%
ARRA Wagner-Peyser 7B	134,281	134,281	129,031	96%
Total ARRA Wagner-Peyser Program	1,081,520	1,081,520	1,065,391	99%
ARRA Wagner-Peyser Reemployment 7A Formula Funds	2,330,272	2,330,272	2,313,844	99%
ARRA Wagner-Peyser Reemployment 7A State-Level Funds	648,212	648,212	648,212	100%
Combined ARRA Wagner-Peyser Reemployment 7A	2,978,484	2,978,484	2,962,056	99%
ARRA Wagner-Peyser Reemployment 7B	273,774	273,774	273,774	100%
Total ARRA Wagner-Peyser Reemployment Program	3,252,258	3,252,258	3,235,830	99%
Total	45,816,183	45,816,183	43,710,324	95%

Notes:

- 1) Administrative costs were calculated based on the Agency's indirect assessment for each program.
- 2) Current Year funding only represents actual grant award available during the report period.

3) Prior year refunds and prior period adjustments were used to adjust the prior year carryforward amounts.

**American Recovery and Reinvestment Act
WIA ADULT AND DISLOCATED WORKER PROGRAMS SUMMARY
Performance Through June 30, 2011**

Performance Items		Program to Date (As of 6/30/10)
PARTICIPANT SUMMARY INFORMATION		
WIA Adults	1. Total number of new participants served	1,057,123
	2. Total number of participants served	1,539,861
	3. Number of UI claimants	3,662
	4. Number of low-income individuals	29,306
	5. Number of Temporary Assistance to Needy Families (TANF) recipients	767
	6. Number of public assistance individuals	10,457
	7. Number of Veterans	2,887
	8. Number of individuals with disabilities	1,611
	9. Number of individual training accounts (ITA)	18,136
	10. Number of participants in training	43,262
	11. Number in on-the-job training (OJT)	1,189
	12. Number in skill upgrading and retraining	1,516
	13. Number in customized training	9,775
	14. Number receiving supportive services (except needs-related payments)	10,129
	15. Number receiving needs-related payments	62
WIA Dislocated Workers	1. Total number of new participants served	21,803
	2. Total number of participants served	29,461
	3. Number of UI claimants	26,553
	4. Number of Veterans	2,869
	5. Number of individuals with disabilities	1,166
	6. Number of individual training accounts (ITA)	18,833
	7. Number of participants in training	21,173
	8. Number in on-the-job training (OJT)	819
	9. Number in skill upgrading and retraining	697
	10. Number in customized training	409
	11. Number receiving supportive services (except needs-related payments)	10,812
	12. Number receiving needs-related payments	64

American Recovery and Reinvestment Act
YOUTH SERVED WITH WIA RECOVERY RESOURCES
Performance Through June 30, 2011

Performance Items		Program to Date (As of 6/30/11)
A. PARTICIPANT SUMMARY INFORMATION		
1. Total number of new participants served		16,422
2. Total number of participants served		17,710
Gender	3a. Male	7,490
	3b. Female	10,231
4. Ethnicity: Hispanic/Latino		1,769
Race	5a. American Indian or Alaska Native	125
	5b. Asian	106
	5c. Black or African-American	13,435
	5d. Hawaiian Native or Other Pacific Islander	37
	5e. White	3,150
Education Level	6a. 8th grade and under	2,550
	6b. 9th grade - 12th grade	9,172
	6c. High School graduate or equivalent	5,205
	6d. 1 - 3 years of college, or full-time technical or vocational school	766
	6e. 4 years of college or more	39
School Status	7a. In-school youth	10,652
	7b. Out-of-school youth	7,069
Age	8a. 14 - 18	10,979
	8b. 19 - 21	4,967
	8c. 22 - 24	1,767
9. Individuals with disabilities		1,235
10. Eligible Veterans		25
11. Number of participants placed in summer employment		15,580
12. Number of participants placed in work experiences outside of the summer months		1,485
13. Number of participants receiving educational achievement services		1,343
14. Number of participants receiving employment services		8,734
14b. Number of participants transitioning into unsubsidized employment		1,569
15. Number of participants receiving additional support services for youth		232
16. Number of participants receiving leadership development opportunities		274
17. Number of participants receiving follow-up services		260
18. Number of summer employment participants enrolled in services beyond summer employment		828

American Recovery and Reinvestment Act
YOUTH SERVED WITH WIA RECOVERY RESOURCES
Performance Through June 30, 2011

Performance Items	Value	Numerator
		Denominator
B. LEADING INDICATORS OF PERFORMANCE		
1. Work readiness attainment rate	91%	14,493
		15,914
2. Summer employment completion rate	94%	15,009
		15,975

American Recovery and Reinvestment Act
WAGNER-PEYSER SERVICE AND REEMPLOYMENT SERVICES GRANTS
SUMMARY
Performance Through June 30, 2011

Performance Items	All Job Seekers	
	STAFF-ASSISTED	SELF-SERVICES
	Program-to-Date	Program-to-Date
	(C)	(C)
	All Job Seekers	All Job Seekers
A. WAGNER-PEYSER EMPLOYMENT SERVICE PARTICIPANT SUMMARY INFORMATION		
1. Total number of <u>new</u> participants served	727,721	829,237
2. Total number of participants served	1,406,032	1,004,632
3. Number of Veterans served	127,914	51,070
4. Number received workforce information services	1,119,481	956,468
5. Number received career guidance	590,218	49,732
6. Number received job search activities	1,199,047	905,989
7. Number referred to employment	750,997	676,428
8. Number referred to WIA services	82,923	

B. REEMPLOYMENT SERVICES PARTICIPANT SUMMARY INFORMATION	
	Res Participants
1. Total number of <u>new</u> participants served	266,625
2. Total number of participants served	754,321
3. Number of Veterans served	73,202
4. Number received workforce information services	516,864
5. Number received career guidance	391,811
6. Number received job search activities	665,117
7. Number referred to employment	354,171
8. Number referred to WIA services	61,598
9. Number referred to training, including WIA-funded training	74,260

STW

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants (01/01/2010 - 12/31/2010)	NA					
Employers (01/01/2010 - 12/31/2010)	NA					

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/2009 - 09/30/2010)	74.00	79.90	4,863
			6,083
Employment Retention Rate (04/01/2007 - 03/31/2010)	86.00	92.40	16,570
			17,938
Average Earnings (04/01/2009 - 03/31/2010)	15,500	22,671	362,762,571
			16,001
Employment and Credential Rate (10/01/2009 - 09/30/2010)	NA	83.90	11,792
			14,049

STW

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate (10/01/2009 - 09/30/2010)	71.20	962 1,352	71.50	228 319	72.50	111 153	74.90
Employment Retention Rate (04/01/2009 - 03/31/2010)	85.20	650 763	92.00	553 601	93.60	292 312	92.90	2,028 2,184
Average Earnings (04/01/2009 - 03/31/2010)	12,217	7,379,201 604	22,621	11,830,585 523	20,462	5,647,613 276	24,737	49,078,271 1,984
Employment and Credential Rate (10/01/2009 - 09/30/2010)	61.50	802 1,304	73.90	405 548	66.70	92 138	85.30	1,556 1,825

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 (10/01/2009 - 09/30/2010)	77.80	2,342 3,011	82.10
Employment Retention Rate (04/01/2009 - 03/31/2010)	93.80	13,596 14,492	86.30	2,974 3,446
Average Earnings (04/01/2009 - 03/31/2010)	22,974	319,211,274 13,315	16,214	43,551,298 2,686

STW

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/09 - 09/30/2010)	80.00	84.50	4,728
			5,593
Employment Retention Rate (04/01/2009 - 03/31/2010)	86.00	89.00	2,204
			2,477
Average Earnings (04/01/2008 - 03/31/2009)	15,000	17,293	36,054,844
			2,085
Employment and Credential Rate 10/01/08 - 09/30/2009)	NA	67.60	2,775
			4,105

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate (10/01/08 - 09/30/2009)	80.40	468	79.80	138	79.10	583	77.40	48
		582		173		737		62
Employment Retention Rate (04/01/2009-3/31/2010)	86.00	191	94.80	92	87.60	255	80.00	16
		222		97		291		20
Average Earnings (04/01/2009-3/31/2010)	19,386	3,450,618	16,305	1,483,784	17,729	4,254,973	15,439	231,582
		178		91		240		15
Employment and Credential Rate (10/01/09 - 09/30/2010)	62.50	287	70.40	100	66.70	343	66.70	32
		459		142		514		48

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Training Services	
Entered Employment Rate (10/01/09 - 09/30/2010)	85.00	3,458	83.40	1,270
		4,070		1,523
Employment Retention Rate (04/01/2009 - 03/31/2010)	89.40	1,450	88.20	754
		1,622		855
Average Earnings (04/01/2009 - 03/31/2010)	17,056	23,298,309	17,742	12,756,534
		1,366		719

STW

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education (10/01/2009 - 09/30/2010)	58.50	49.30	2,677
			5,429
Attainment of Degree or Certificate (10/01/2009 - 09/30/2010)	57.50	61.50	3,496
			5,687
Literacy and Numeracy Gains (7/1/2009-6/30/2010)	29.00	37.70	821
			2,180

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/2009 - 09/30/2010)	NA	61.10	949
			1,554
Employment Retention Rate (04/01/2009 - 03/31/2010)	NA	79.90	775
			970
Six Months Earnings Increase (04/01/2009 - 03/31/2010)	NA	4,092.40	3,605,374
			881
Credential Rate (10/01/2009 - 09/30/2010)	NA	45.80	891
			1,944

Table I- Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate (10/01/2009 - 09/30/2010)	57.60	423	71.40	5	51.50	35	63.50	836
		734		7		68		1,316
Employment Retention Rate (04/01/2009 - 03/31/2010)	75.70	237	66.70	2	81.80	36	79.80	678
		313		3		44		850
Six Months Earnings Increase (04/01/2009 - 03/31/2010)	3,585	1,000,089	5,285	15,856	3,510	136,895	4,077	3,127,254
		279		3		39		767
Credential Rate (10/01/2009 - 09/30/2010)	43.20	364	57.10	4	34.50	30	46.70	766
		842		7		87		1,641



Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Skill Attainment Rate (04/01/2010 - 03/31/2011)	NA	77.40	8,399
			10,852
Diploma or Equivalent Attainment Rate (04/01/2010 - 03/31/2011)	NA	70.20	1,400
			1,994
Retention Rate (04/01/2009 - 03/31/2010)	NA	52.20	1,374
			2,631

Reported Information

Table K- Outcomes for Younger Youth Special Populations

	Public Assistance		Individuals With Disabilities		Out-of-School Youth	
	Rate	Count	Rate	Count	Rate	Count
Skill Attainment Rate (04/01/2010 - 03/31/2011)	80.60	4,038	75.00	1,129	81.70	2,354
		5,007		1,505		2,880
Diploma or Equivalent Attainment Rate (04/01/2010 - 03/31/2011)	68.90	572	65.90	149	40.00	199
		830		226		497
Retention Rate (04/01/2009 - 03/31/2010)	50.70	501	46.90	161	57.80	488
		988		343		844

STW

Table L - Other Reported Information

Reported Information	12 Month Employment Retention (1/01/2009 - 12/31/2009)		12 Month Earnings Increase or Earnings Replacement (1/01/2009 - 12/31/2009)		Placements in Non-Traditional Employment (10/01/2009 - 09/30/2010)		Wages at Entry into Employment for Those Individuals who entered unsubsidized employment (10/01/2009 - 09/30/2010)		Entry Into Unsubsidized Employment Related To The Training Received Of Those Who Received Training Services (10/01/2009 - 09/30/2010)	
Adults	89.50	15,588	2,072	34,325,931	17.50	851	6,124	27,653,813	37.30	874
		17,423		16,565		4,863		4,516		2,342
Dislocated Workers	84.40	1,453	96.00	22,681,771	12.60	598	8,225	37,154,248	32.40	1,121
		1,722		23,627,151		4,728		4,517		3,458
Older Youth	77.60	708	3,966	3,224,006	10.10	96	2,747	2,403,939		
		912		813		949		875		

Table M - Participation Levels

Reported Information	Total Participants Served (07/01/2010 - 06/30/2011)	Total Exiters (04/01/2010 - 03/31/2011)
Total Adult Customers	57,159	24,772
Total Adults (Self-service Only)	Not Reported	
WIA Adults	34,548	17,531
WIA Dislocated Workers	23,927	7,618
Total Youth (14 - 21)	16,045	7,474
Younger Youth (14 - 18)	10,876	5,179
Older Youth (19 - 21)	5,169	2,295
Out-of-School Youth	6,945	3,009
In-School Youth	9,100	4,465

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, 2010 - June 30, 2011

PROGRAM ACTIVITY		TOTAL FEDERAL SPENDING
LOCAL ADULTS		\$50,135,356
LOCAL DISLOCATED WORKERS		53,042,914
LOCAL YOUTH		35,261,107
RAPID RESPONSE (UP TO 25%)134(a)(2)(A)		674,470
STATEWIDE REQUIRED ACTIVITIES (UP TO 15%)134(a)(2)(B)		8,220,030
STATEWIDE ALLOWABLE ACTIVITIES (134(a)(3))		
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	\$ 3,325,521
Banner Centers	20 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.	\$ 3,242,141
Digital Access	19 Grants awarded to support local initiatives associated with digital literacy through the provision of Microsoft training and exam vouchers.	\$ 3,326,612
Youth Projects	31 Grants targeting low-income at-risk youth including the Florida Career Academy model and special initiatives for youth aging out of foster care and for youth with juvenile records.	\$ 4,107,759
Healthcare Initiative to Identify Sustainable and Innovative Solutions	Grants to the State's regional workforce boards to establish partnerships with employers, training providers and others to help resolve critical needs of skilled workers in the healthcare sector. Also includes funding for a Health Care Sector Clinical/Space Needs study.	\$ 2,680,606
TANF Case Management	6 Grants to assist Temporary Cash Assistance (TCA) recipients with one or more barriers through the provision of intensive case management services and educational activities.	\$ 863,519
Rural Initiatives	Funding to regions within Rural Areas of Critical Economic Concern (RACEC) to sustain operations, for employer outreach, and other strategies to address rural needs.	\$ 742,440
Regional Supplemental Youth Funds	Additional funding provided 8 Regions who expended most of their ARRA youth funds in the prior 9 program years.	\$ 839,853
Miscellaneous	25 Various projects providing capacity building, targeted workforce services, and other services.	\$ 2,407,296
TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE		\$ 168,869,624

* Includes funds allocated under the American Recovery and Reinvestment Act of 2009.

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 1

Local Area Name: Workforce Escarosa Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	460
		DISLOCATED	343
		OLDER YOUTH	63
		YOUNGER YOUTH	316
ETA ASSIGNED # 12135	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	299
		DISLOCATED	183
		OLDER YOUTH	14
		YOUNGER YOUTH	72
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	77.00	84.60
	DISLOCATED WORKER	77.00	87.90
	OLDER YOUTH	NA	57.10
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.00	84.80
	DISLOCATED WORKER	85.50	88.70
	OLDER YOUTH	NA	75.00
	YOUNGER YOUTH	NA	54.50
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,250	15,975
	DISLOCATED WORKER	13,950	15,697
	OLDER YOUTH	NA	5,163
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	75.70
	DISLOCATED WORKER	NA	70.60
	OLDER YOUTH	NA	33.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	52.80
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	61.90
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	52.00	64.4
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	53.3
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	51.0

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 2

Local Area Name: Workforce Development Board of Okaloosa and Walton Counties	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	303
		DISLOCATED	137
		OLDER YOUTH	27
		YOUNGER YOUTH	106
ETA ASSIGNED # 12140	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	162
		DISLOCATED	60
		OLDER YOUTH	4
		YOUNGER YOUTH	8
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	77.50	100.00
	DISLOCATED WORKER	77.00	87.10
	OLDER YOUTH	NA	66.70
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	84.50	93.50
	DISLOCATED WORKER	85.50	100.00
	OLDER YOUTH	NA	50.00
	YOUNGER YOUTH	NA	37.50
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	13,550	15,959
	DISLOCATED WORKER	13,500	19,672
	OLDER YOUTH	NA	-1,050
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	92.70
	DISLOCATED WORKER	NA	85.20
	OLDER YOUTH	NA	33.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	0.00
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	96.00
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	62.5
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	50.0
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	0.0

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	0	8
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 3

Local Area Name: Chipola Regional Workforce Dev. Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	190
		DISLOCATED	81
		OLDER YOUTH	20
		YOUNGER YOUTH	97
ETA ASSIGNED # 12145	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	72
		DISLOCATED	38
		OLDER YOUTH	7
		YOUNGER YOUTH	62
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	76.50	87.50
	DISLOCATED WORKER	76.50	100.00
	OLDER YOUTH	NA	75.00
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.00	87.70
	DISLOCATED WORKER	80.50	93.30
	OLDER YOUTH	NA	62.50
	YOUNGER YOUTH	NA	51.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	13,750	10,871
	DISLOCATED WORKER	13,500	10,890
	OLDER YOUTH	NA	3,480
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	80.80
	DISLOCATED WORKER	NA	81.00
	OLDER YOUTH	NA	66.70
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	68.40
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	97.30
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	57.00	46.3
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	59.3
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	100.0

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	2	1	6
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 4

Local Area Name: Gulf Coast Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	822
		DISLOCATED	308
		OLDER YOUTH	16
		YOUNGER YOUTH	283
ETA ASSIGNED # 12150	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	504
		DISLOCATED	161
		OLDER YOUTH	15
		YOUNGER YOUTH	64
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	81.00	93.40
	DISLOCATED WORKER	80.00	91.90
	OLDER YOUTH	NA	62.50
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	87.00	94.70
	DISLOCATED WORKER	86.00	84.40
	OLDER YOUTH	NA	86.40
	YOUNGER YOUTH	NA	69.40
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	15,500	20,301
	DISLOCATED WORKER	15,000	14,989
	OLDER YOUTH	NA	5,093
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	92.20
	DISLOCATED WORKER	NA	84.90
	OLDER YOUTH	NA	26.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	88.50
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	98.10
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	60.00	55.6
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	45.00	71.0
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	0.0

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	3	5
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 5

Local Area Name: Workforce Plus	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	283
		DISLOCATED	241
		OLDER YOUTH	100
		YOUNGER YOUTH	73
ETA ASSIGNED # 12155	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	167
		DISLOCATED	138
		OLDER YOUTH	78
		YOUNGER YOUTH	39
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	76.50	69.90
	DISLOCATED WORKER	78.00	78.80
	OLDER YOUTH	NA	61.90
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.00	90.80
	DISLOCATED WORKER	84.50	80.00
	OLDER YOUTH	NA	80.60
	YOUNGER YOUTH	NA	41.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,400	15,310
	DISLOCATED WORKER	14,250	18,554
	OLDER YOUTH	NA	4,249
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	48.00
	DISLOCATED WORKER	NA	100.00
	OLDER YOUTH	NA	55.60
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	54.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	92.10
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	62.9
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	75.4
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	44.2

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	2	7
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 6

Local Area Name: North Florida Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	122
		DISLOCATED	38
		OLDER YOUTH	32
		YOUNGER YOUTH	106
ETA ASSIGNED # 12160	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	73
		DISLOCATED	15
		OLDER YOUTH	4
		YOUNGER YOUTH	15
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	76.50	73.30
	DISLOCATED WORKER	76.50	55.60
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.00	94.40
	DISLOCATED WORKER	86.00	100.00
	OLDER YOUTH	NA	100.00
	YOUNGER YOUTH	NA	64.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,500	17,060
	DISLOCATED WORKER	14,250	15,327
	OLDER YOUTH	NA	11,331
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	75.60
	DISLOCATED WORKER	NA	66.70
	OLDER YOUTH	NA	100.00
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	83.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	75.90
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	44.50	43.8
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	72.2
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	33.3

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	2	6
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 7

Local Area Name: Florida Crown Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	235
		DISLOCATED	89
		OLDER YOUTH	42
		YOUNGER YOUTH	137
ETA ASSIGNED # 12165	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	73
		DISLOCATED	32
		OLDER YOUTH	8
		YOUNGER YOUTH	29
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	76.50	95.80
	DISLOCATED WORKER	77.50	97.20
	OLDER YOUTH	NA	60.00
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.50	93.90
	DISLOCATED WORKER	85.00	96.00
	OLDER YOUTH	NA	85.70
	YOUNGER YOUTH	NA	69.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31,2010	ADULT	13,550	17,543
	DISLOCATED WORKER	13,750	15,777
	OLDER YOUTH	NA	6,917
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	92.90
	DISLOCATED WORKER	NA	91.70
	OLDER YOUTH	NA	50.00
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	100.00
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	100.00
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	57.00	56.8
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	97.3
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	16.7

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	1	7
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 8

Local Area Name: First Coast Workforce Development Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	1,880
		DISLOCATED	1,121
		OLDER YOUTH	140
		YOUNGER YOUTH	535
ETA ASSIGNED # 12170	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	1,511
		DISLOCATED	350
		OLDER YOUTH	61
		YOUNGER YOUTH	242
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	76.00	85.30
	DISLOCATED WORKER	76.00	88.80
	OLDER YOUTH	NA	67.60
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	84.00	94.60
	DISLOCATED WORKER	85.50	97.10
	OLDER YOUTH	NA	88.00
	YOUNGER YOUTH	NA	60.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,000	25,484
	DISLOCATED WORKER	14,225	23,757
	OLDER YOUTH	NA	4,173
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	94.30
	DISLOCATED WORKER	NA	85.70
	OLDER YOUTH	NA	66.70
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	81.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	79.10
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	45.2
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	67.4
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	39.7

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	0	8
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 9

Local Area Name: FloridaWorks	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	339
		DISLOCATED	235
		OLDER YOUTH	76
		YOUNGER YOUTH	321
ETA ASSIGNED # 12175	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	116
		DISLOCATED	96
		OLDER YOUTH	36
		YOUNGER YOUTH	55
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	76.00	78.90
	DISLOCATED WORKER	76.00	77.80
	OLDER YOUTH	NA	57.90
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	84.00	94.00
	DISLOCATED WORKER	85.00	90.50
	OLDER YOUTH	NA	25.00
	YOUNGER YOUTH	NA	45.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,500	16,945
	DISLOCATED WORKER	14,500	17,301
	OLDER YOUTH	NA	1,578
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	94.40
	DISLOCATED WORKER	NA	70.60
	OLDER YOUTH	NA	8.70
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	77.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	82.10
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	57.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	57.8
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	7.0

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	1	7
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 10

Local Area Name: CLM Workforce Connection Enterprise Center	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	1,023
		DISLOCATED	1,409
		OLDER YOUTH	166
		YOUNGER YOUTH	134
ETA ASSIGNED # 12180	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	424
		DISLOCATED	476
		OLDER YOUTH	69
		YOUNGER YOUTH	51
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	81.00	95.80
	DISLOCATED WORKER	80.00	94.10
	OLDER YOUTH	NA	64.10
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	87.00	88.80
	DISLOCATED WORKER	86.00	92.80
	OLDER YOUTH	NA	71.40
	YOUNGER YOUTH	NA	28.10
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,200	19,675
	DISLOCATED WORKER	14,000	14,059
	OLDER YOUTH	NA	2,790
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	73.20
	DISLOCATED WORKER	NA	84.10
	OLDER YOUTH	NA	50.00
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	84.60
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	88.50
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	56.00	38.4
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	80.00	46.9
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	30.2

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	2	0	7
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 11

Local Area Name: Workforce Development Board of Flagler and Volusia Counties Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	2,189
		DISLOCATED	713
		OLDER YOUTH	112
		YOUNGER YOUTH	283
ETA ASSIGNED # 12185	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	1,184
		DISLOCATED	250
		OLDER YOUTH	37
		YOUNGER YOUTH	97
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	77.00	74.70
	DISLOCATED WORKER	77.00	81.00
	OLDER YOUTH	NA	53.60
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.00	85.60
	DISLOCATED WORKER	84.50	84.00
	OLDER YOUTH	NA	69.20
	YOUNGER YOUTH	NA	27.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,500	17,619
	DISLOCATED WORKER	13,250	13,087
	OLDER YOUTH	NA	1,488
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	80.80
	DISLOCATED WORKER	NA	83.00
	OLDER YOUTH	NA	40.00
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	52.10
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	69.80
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	54.5
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	71.1
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	41.8

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	4	5
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 12

Local Area Name: Workforce Central Florida	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	2,261
		DISLOCATED	2,700
		OLDER YOUTH	591
		YOUNGER YOUTH	1,289
ETA ASSIGNED # 12190	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	1,130
		DISLOCATED	970
		OLDER YOUTH	408
		YOUNGER YOUTH	695
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	78.00	64.80
	DISLOCATED WORKER	78.00	79.90
	OLDER YOUTH	NA	57.40
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	87.00	93.00
	DISLOCATED WORKER	86.00	86.30
	OLDER YOUTH	NA	71.30
	YOUNGER YOUTH	NA	24.10
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	13,800	23,509
	DISLOCATED WORKER	13,750	13,645
	OLDER YOUTH	NA	2,529
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	69.80
	DISLOCATED WORKER	NA	57.30
	OLDER YOUTH	NA	46.60
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	0.00
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	21.50
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	43.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	78.3
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	0.8

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	2	2	5
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 13

Local Area Name: Brevard Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	410
		DISLOCATED	428
		OLDER YOUTH	120
		YOUNGER YOUTH	69
ETA ASSIGNED # 12010	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	116
		DISLOCATED	163
		OLDER YOUTH	55
		YOUNGER YOUTH	22
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	76.00	87.00
	DISLOCATED WORKER	76.00	89.00
	OLDER YOUTH	NA	56.60
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	84.00	91.10
	DISLOCATED WORKER	85.00	93.10
	OLDER YOUTH	NA	90.90
	YOUNGER YOUTH	NA	57.90
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	13,972	19,041
	DISLOCATED WORKER	13,750	15,359
	OLDER YOUTH	NA	4,014
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	73.50
	DISLOCATED WORKER	NA	71.30
	OLDER YOUTH	NA	50.00
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	58.80
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	53.60
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	57.1
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	74.1
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	69.2

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 14

Local Area Name: WorkNet Pinellas Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	2,371
		DISLOCATED	2,113
		OLDER YOUTH	476
		YOUNGER YOUTH	568
ETA ASSIGNED # 12085	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	2,616
		DISLOCATED	521
		OLDER YOUTH	179
		YOUNGER YOUTH	175
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	76.00	89.50
	DISLOCATED WORKER	76.00	93.80
	OLDER YOUTH	NA	82.90
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	84.00	95.90
	DISLOCATED WORKER	84.00	91.00
	OLDER YOUTH	NA	86.60
	YOUNGER YOUTH	NA	85.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31,2010	ADULT	14,000	24,362
	DISLOCATED WORKER	12,250	16,814
	OLDER YOUTH	NA	3,506
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	94.60
	DISLOCATED WORKER	NA	89.00
	OLDER YOUTH	NA	80.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	83.80
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	99.20
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	86.0
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	92.7
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	57.7

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 15

Local Area Name: Tampa Bay Workforce Alliance	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	1,023
		DISLOCATED	1,670
		OLDER YOUTH	371
		YOUNGER YOUTH	422
ETA ASSIGNED # 12225	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	742
		DISLOCATED	1,266
		OLDER YOUTH	196
		YOUNGER YOUTH	305
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	77.00	60.40
	DISLOCATED WORKER	77.00	69.60
	OLDER YOUTH	NA	58.60
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.00	93.00
	DISLOCATED WORKER	86.00	88.20
	OLDER YOUTH	NA	70.70
	YOUNGER YOUTH	NA	50.50
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	15,000	21,519
	DISLOCATED WORKER	14,250	19,139
	OLDER YOUTH	NA	2,789
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	44.00
	DISLOCATED WORKER	NA	33.40
	OLDER YOUTH	NA	23.20
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	41.40
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	72.80
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	45.6
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	33.9
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	60.3

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	3	1	5
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 16

Local Area Name: Pasco-Hernando Jobs & Education Partnership Regional Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	1,545
		DISLOCATED	591
		OLDER YOUTH	137
		YOUNGER YOUTH	93
ETA ASSIGNED # 12195	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	669
		DISLOCATED	179
		OLDER YOUTH	73
		YOUNGER YOUTH	63
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	77.00	70.40
	DISLOCATED WORKER	77.00	81.60
	OLDER YOUTH	NA	56.90
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	84.00	92.80
	DISLOCATED WORKER	85.50	86.30
	OLDER YOUTH	NA	81.80
	YOUNGER YOUTH	NA	66.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,000	24,399
	DISLOCATED WORKER	14,000	17,321
	OLDER YOUTH	NA	3,753
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	77.40
	DISLOCATED WORKER	NA	69.80
	OLDER YOUTH	NA	57.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	67.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	92.80
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	55.00	56.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	65.00	86.5
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	31.9

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 17

Local Area Name: Polk County Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	1,008
		DISLOCATED	1,034
		OLDER YOUTH	158
		YOUNGER YOUTH	207
ETA ASSIGNED # 12200	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	254
		DISLOCATED	146
		OLDER YOUTH	104
		YOUNGER YOUTH	104
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	78.00	76.30
	DISLOCATED WORKER	78.00	86.90
	OLDER YOUTH	NA	69.90
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.50	74.40
	DISLOCATED WORKER	86.00	88.20
	OLDER YOUTH	NA	79.30
	YOUNGER YOUTH	NA	42.20
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31,2010	ADULT	13,750	15,732
	DISLOCATED WORKER	13,750	13,335
	OLDER YOUTH	NA	3,059
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	85.00
	DISLOCATED WORKER	NA	79.30
	OLDER YOUTH	NA	64.40
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	58.90
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	89.70
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	65.5
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	92.6
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	58.3

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	3	6
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 18

Local Area Name: Suncoast Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	902
		DISLOCATED	490
		OLDER YOUTH	88
		YOUNGER YOUTH	118
ETA ASSIGNED # 12050	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	771
		DISLOCATED	151
		OLDER YOUTH	28
		YOUNGER YOUTH	40
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	71.00	84.40
	DISLOCATED WORKER	75.00	84.50
	OLDER YOUTH	NA	43.20
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	83.00	95.80
	DISLOCATED WORKER	86.00	89.70
	OLDER YOUTH	NA	75.00
	YOUNGER YOUTH	NA	43.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31,2010	ADULT	13,600	18,671
	DISLOCATED WORKER	12,600	16,089
	OLDER YOUTH	NA	5,678
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	96.10
	DISLOCATED WORKER	NA	78.60
	OLDER YOUTH	NA	12.80
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	73.90
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	69.90
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	70.00	49.3
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	70.00	50.8
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	14.8

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	3	0	6
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 19

Local Area Name: Heartland Workforce	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	349
		DISLOCATED	45
		OLDER YOUTH	36
		YOUNGER YOUTH	122
ETA ASSIGNED # 12205	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	158
		DISLOCATED	6
		OLDER YOUTH	13
		YOUNGER YOUTH	54
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	77.00	92.30
	DISLOCATED WORKER	77.00	100.00
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.50	94.70
	DISLOCATED WORKER	79.00	100.00
	OLDER YOUTH	NA	92.90
	YOUNGER YOUTH	NA	68.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	13,750	27,650
	DISLOCATED WORKER	13,500	18,778
	OLDER YOUTH	NA	7,387
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	96.30
	DISLOCATED WORKER	NA	100.00
	OLDER YOUTH	NA	85.70
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	91.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	94.90
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	51.00	83.3
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	31.50	83.3
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	100.0

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 20

Local Area Name: Workforce Solutions	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	897
		DISLOCATED	876
		OLDER YOUTH	202
		YOUNGER YOUTH	277
ETA ASSIGNED # 12210	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	287
		DISLOCATED	240
		OLDER YOUTH	49
		YOUNGER YOUTH	84
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	77.00	90.40
	DISLOCATED WORKER	77.00	93.90
	OLDER YOUTH	NA	48.30
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.50	96.40
	DISLOCATED WORKER	86.00	83.80
	OLDER YOUTH	NA	61.50
	YOUNGER YOUTH	NA	31.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,750	25,872
	DISLOCATED WORKER	14,750	16,220
	OLDER YOUTH	NA	1,977
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	86.20
	DISLOCATED WORKER	NA	76.10
	OLDER YOUTH	NA	10.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	57.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	59.90
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	40.4
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	42.6
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	27.2

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	3	5
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 21

Local Area Name: Workforce Alliance Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	1,274
		DISLOCATED	670
		OLDER YOUTH	247
		YOUNGER YOUTH	122
ETA ASSIGNED # 12075	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	795
		DISLOCATED	280
		OLDER YOUTH	147
		YOUNGER YOUTH	69
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	76.00	79.80
	DISLOCATED WORKER	76.25	92.10
	OLDER YOUTH	NA	68.60
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	84.25	95.70
	DISLOCATED WORKER	85.00	91.10
	OLDER YOUTH	NA	75.60
	YOUNGER YOUTH	NA	61.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,125	29,478
	DISLOCATED WORKER	14,250	22,729
	OLDER YOUTH	NA	3,661
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	94.30
	DISLOCATED WORKER	NA	81.80
	OLDER YOUTH	NA	49.60
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	58.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	94.30
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	57.00	66.9
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	80.1
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	59.9

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 22

Local Area Name: Workforce One	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	1,762
		DISLOCATED	2,347
		OLDER YOUTH	351
		YOUNGER YOUTH	530
ETA ASSIGNED # 12015	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	687
		DISLOCATED	605
		OLDER YOUTH	169
		YOUNGER YOUTH	305
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	77.50	78.20
	DISLOCATED WORKER	77.00	96.30
	OLDER YOUTH	NA	84.00
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	84.40	95.10
	DISLOCATED WORKER	84.00	94.20
	OLDER YOUTH	NA	78.30
	YOUNGER YOUTH	NA	76.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	13,750	25,687
	DISLOCATED WORKER	14,000	24,613
	OLDER YOUTH	NA	3,698
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	91.60
	DISLOCATED WORKER	NA	89.40
	OLDER YOUTH	NA	50.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	95.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	95.40
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	57.50	86.8
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	66.00	72.3
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	82.1

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 23

Local Area Name: South Florida Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	5,060
		DISLOCATED	3,224
		OLDER YOUTH	977
		YOUNGER YOUTH	2,480
ETA ASSIGNED # 12055	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	2,371
		DISLOCATED	663
		OLDER YOUTH	194
		YOUNGER YOUTH	657
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	81.00	86.70
	DISLOCATED WORKER	80.25	88.00
	OLDER YOUTH	NA	72.50
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	85.10	85.00
	DISLOCATED WORKER	85.00	85.60
	OLDER YOUTH	NA	87.20
	YOUNGER YOUTH	NA	66.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	13,500	14,392
	DISLOCATED WORKER	14,356	18,490
	OLDER YOUTH	NA	7,062
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	81.20
	DISLOCATED WORKER	NA	80.10
	OLDER YOUTH	NA	51.30
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	82.80
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	77.70
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.00	70.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	78.4
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	38.2

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: 24

Local Area Name: Southwest Florida Workforce Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	1,711
		DISLOCATED	1,402
		OLDER YOUTH	165
		YOUNGER YOUTH	316
ETA ASSIGNED # 12215	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	713
		DISLOCATED	371
		OLDER YOUTH	85
		YOUNGER YOUTH	51
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	78.50	85.10
	DISLOCATED WORKER	79.00	90.60
	OLDER YOUTH	NA	69.20
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	86.00	93.60
	DISLOCATED WORKER	85.50	88.50
	OLDER YOUTH	NA	85.70
	YOUNGER YOUTH	NA	64.40
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	14,250	27,973
	DISLOCATED WORKER	14,125	14,335
	OLDER YOUTH	NA	3,312
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	85.60
	DISLOCATED WORKER	NA	72.30
	OLDER YOUTH	NA	69.20
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	40.60
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	92.00
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	54.50	68.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	43.00	92.6
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	63.0

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/14/2011

Local Regional Workforce Board Number: STW

Local Area Name: Statewide	TOTAL PARTICIPANTS SERVED July 1, 2010 - June 30, 2011	ADULT	34,548
		DISLOCATED	23,927
		OLDER YOUTH	5,169
		YOUNGER YOUTH	10,876
ETA ASSIGNED #	TOTAL EXITERS April 1, 2010 - March 31, 2011	ADULT	17,531
		DISLOCATED	7,618
		OLDER YOUTH	2,295
		YOUNGER YOUTH	5,179
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2010 - December 31, 2010	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2009 - September 30, 2010	ADULT	74.00	79.90
	DISLOCATED WORKER	80.00	84.50
	OLDER YOUTH	NA	61.10
RETENTION RATE April 1, 2009 - March 31, 2010	ADULT	86.00	92.40
	DISLOCATED WORKER	86.00	89.00
	OLDER YOUTH	NA	79.90
	YOUNGER YOUTH	NA	52.20
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2009 - March 31, 2010	ADULT	15,500	22,671
	DISLOCATED WORKER	15,000	17,293
	OLDER YOUTH	NA	4,092
CREDENTIAL/DIPLOMA RATE October 1, 2009 -September 30, 2010	ADULT	NA	83.90
	DISLOCATED WORKER	NA	67.60
	OLDER YOUTH	NA	45.80
YOUNGER YOUTH DIPLOMA or EQUVALENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	70.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2010 -March 31,2011	YOUNGER YOUTH	NA	77.40
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2009 - Sept.30,2010	YOUNGER YOUTH	58.50	49.3
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2009 -September 30, 2010)	YOUNGER YOUTH	57.50	61.5
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	37.7

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	1	8
Based on the USDOL, TEGL 29-10ACC, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			