

Workforce *florida, inc.*

Belinda Keiser, *Chair*
Chris Hart IV, *President*

September 30, 2010

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

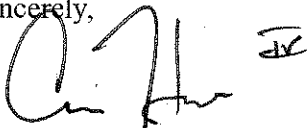
Dear Mr. Beverly:

The State of Florida is pleased to submit our Workforce Investment Act (WIA) Annual Report for the 2009-2010 Program Year. The information contained in the annual report has been compiled and transmitted in accordance with the Workforce Investment Act Annual Report: General Reporting Instructions and ETA Form 9091, Revised 2006, and the Training and Employment Guidance Letter No. 17-05, dated February 17, 2006, No. 14-00, Change 3, dated August 24, 2009, and No. 9-10, dated September 23, 2010, and the Training and Employment Notices No. 9-06 dated August 15, 2006 and No. 19-07 dated December 11, 2007.

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

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

Sincerely,



Chris Hart IV
President/CEO

Enclosures

cc: Belinda Keiser, Chairman, Workforce Florida
Cynthia R. Lorenzo, Director, Agency for Workforce Innovation
Helen N. Parker, Regional Administrator, U.S. Department of Labor



A Decade of Excellence: Transforming Florida's Future
2000 - 2010

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

**PROGRAM YEAR
2009-2010**

**OCTOBER 1, 2010
WorkforceFlorida.com**



WORKFORCE FLORIDA
2009-2010 ANNUAL REPORT

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WORKFORCE FLORIDA

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

Introduction

Governance and Service Delivery Structures under the WIA

Florida's workforce system, often cited as one of the most integrated in the country, 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 the myriad workforce programs funded through the U.S. Department of Labor.

Florida's workforce system is demand-driven and guided by core principles that include an integrated strategic planning process and shared vision among workforce partners, business-led decision-making, innovation, a bias toward action and strategic partnerships. The emphasis is on collaboration, performance and accountability. These principles continue to serve Florida well as we assist job seekers and employers alike as Florida begins the road to recovery from the worst global recession since the Great Depression.

Also serving the state's workforce well is the connectivity among state workforce and economic development efforts, facilitated by Workforce Florida President/CEO Chris Hart IV's dual role as head of both workforce and the Governor's Office of Tourism, Trade and Economic Development.

The previous Annual Report reflected a period of time during which Florida was in transition and feeling the early effects of the national recession. In the 2009-2010 year, Florida continued to experience the worsening effects of the nationwide recession, falling into some of the most challenging unemployment conditions in the modern history of Florida, including the following:

Florida's seasonally adjusted unemployment rate for March 2010 was 12.3 percent, the highest in Florida's recorded history going back to 1970 and thought by many to be Florida's highest unemployment rate since the Great Depression. In March 2010, Florida's unemployment rate was 2.7 percentage points higher than the national rate. For April 2010, Florida had the greatest change throughout the year – a 2.1 % increase – in its unemployment rate of the ten most populous states.

In March 2010, 1,138,000 Floridians were jobless out of a labor force of 9,269,000, with the construction industry losing the most jobs. The construction industry lost 57,000 jobs on top of the almost 63,000 jobs lost last year.

On April 20, 2010, the Deepwater Horizon oil drilling rig exploded and sank in the Gulf of Mexico, releasing the largest accidental marine oil spill in history. For three months, about 245

million gallons of crude oil flowed through the well, causing some of Florida's most bountiful fishing areas to be closed and threatening to ruin Florida's world-renowned beaches from the Florida Panhandle to the Florida Keys and even Florida's east coast. The unknown impact of the oil spill caused unemployment in Florida's tourist and fishing trade as well as the numerous Florida industries that rely on those trades. While only a relatively small amount of crude oil actually washed up on Florida's shores and BP has agreed to be responsible for all valid claims, the threat of huge amounts of crude polluting Florida's shores and seafood has negatively affected Florida's economy, particularly tourism, and employment. President Hart's appointment as Chair of the Gulf Oil Spill Economic Recovery Task Force heightened collaboration among statewide workforce and economic development and recovery leaders in response to the disaster.

In response to economic challenges, the American Recovery and Reinvestment Act (ARRA) of 2009 continued to provide much-needed resources through the infusion of federal dollars to help Florida — with its unemployment at an all time high — put Floridians back to work while investing in the future by building world-class talent that will keep our state, and nation, competitive in the global economy.

Florida received a \$7.31 million grant to provide enhanced reemployment and eligibility evaluations for those receiving unemployment benefits. Each unemployed worker received an individual work-search plan using labor market information for a targeted job search. This grant award followed a similar grant Florida received last year for \$3 million.

The "Florida Back to Work" program through the U.S. Department of Health and Human Services provided Florida with up to \$200 million, providing reimbursement for up to 95% of an eligible employee's salary.

Approximately 63,700 Floridians were hired to assist the Census Bureau with its census.

Florida Governor Charlie Crist signed legislation extending eligibility for unemployment compensation utilizing federal stimulus funds provided under the ARRA, bringing an estimated \$128 million benefits to about 107,000 Floridians.

The Florida Legislature passed the "Jobs Bill for Florida," providing \$218 million in tax breaks and incentives for businesses to create job growth through business and economic development.

Florida received a \$7 million National Emergency Grant (NEG) in May to provide job training and employment services for those who lost jobs resulting from the Deepwater Horizon oil spill. Florida also received a \$3.46 million On-The-Job (OJT) grant to help employers in new and emerging industries.

Through efforts such as these (and many more which are too numerous to mention in this summary), Florida's workforce system is responding to employment and training needs in our state, supporting both job creation and job retention in a slowly recovering economy.

This report provides the performance outcome data and other information required to be reported by federal WIA law covering services and programs funded through WIA, Wagner-Peyser (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 2008-2009 Program Year:

- Workforce Investment Board (WIA Section 111): Workforce Florida, Inc. (WFI), Governor Charlie Crist, Chair Belinda Keiser, President Chris Hart IV <http://www.workforceflorida.com>
- State-level Administrative/Fiscal Agency (WIA Sections 132, 303, etc.): Agency for Workforce Innovation (AWI), Director Cynthia Lorenzo <http://www.floridajobs.org>
- Local Workforce Investment Boards (WIA Section 117): Florida's 24 Regional Workforce Board areas are shown on the attached map and at <http://www.workforceflorida.com>
- One-Stop Delivery System (WIA Section 121): Florida's network of One-Stop Operators and Centers are listed at <http://EmployFlorida.com>

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.

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 under the watchful eyes of their 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. 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

For three consecutive years, CNBC has ranked Florida's workforce among the best in the nation; ranking it No. 1 in 2010 and 2008 and No. 3 in 2009. The workforce rankings in CNBC's annual study are based on several indicators, including the education level of the workforce, the number of available workers, union membership and the relative success of each state's worker training programs in placing participants in jobs.

Florida also has received several other notable rankings, including No. 1 in America for workforce quality by *Chief Executive* magazine in a survey of 500 CEOs; No. 2 among top performing workforce development and training states in the U.S. Chamber of Commerce and the National Chamber Foundation's report *Enterprising States: Creating Jobs, Economic Development and Prosperity in Challenging Times*; and No. 4 in *Business Facilities* magazine for the Quick Response Training (QRT) Program in its ranking of state workforce training programs.

During the August 2010 meeting of the Workforce Florida Board of Directors, U.S. Department of Labor Director of State Systems Lloyd E. "Pete" Fleming upheld Workforce Florida's five-year state strategic plan, *Creating the Strategy for Today's Needs and Tomorrow's Talent*, 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 and noted Florida's No. 4 ranking in the nation for helping the adults it serves find employment and, even more importantly, No. 1 ranking in the nation for the number of adults who retain employment and the wages they earn after six months on the job.

Implementation of the American Recovery and Reinvestment Act (ARRA)

Florida's Comprehensive Response

"Florida's economy is being tested in ways we haven't seen in decades, and during these challenging times, I am grateful for the federal American Recovery and Reinvestment Act of 2009. Of course, our number one priority is to direct these dollars toward projects that will create jobs and stimulate Florida's economy."

- Governor Charlie Crist, FlaRecovery.com

Recognizing the opportunity to utilize ARRA funds to benefit Florida's economy and citizens, our state and workforce system moved swiftly under Governor Crist's leadership to deploy funding to aid recovery efforts. Upon the ARRA's February 2009 enactment, the Governor

launched his website, <http://www.flarecovery.com>, to illustrate how Florida's ARRA funds were being invested.

The **Governor's Stimulus Working Group** is comprised of directors and heads of state agencies and other state entities, and meets regularly to guide Florida's efforts in ARRA implementation and report on successes and challenges. Through flarecovery.com, the working group offers a public forum enabling Floridians to learn more about Florida's progress as well as documentation of the Governor's ARRA-related.

The Governor's Office of Economic Recovery was established within the Executive Office and includes representation from the Agency for Workforce Innovation and Workforce Florida as well as other directly affected state agencies, the Governor's Office of Policy and Budget, Florida's Washington Office, local government and other stakeholders.

Florida is one of 16 states that the U.S. Government Accountability Office (GAO) is closely monitoring for ARRA use and outcomes. Florida's total share of ARRA funding is \$13.4 billion. To increase coordination with other state entities and alignment among the state's overall ARRA efforts, in particular those that support job creation and retention, Workforce Florida and the Agency for Workforce Innovation participate in weekly Implementation Team meetings led by Don Winstead, a Workforce Florida Board designee and Governor Crist's appointed executive to lead Florida's Office of Economic Recovery.

The Workforce System Response:

The Governor immediately challenged Florida's three primary workforce system partners — Workforce Florida, the Agency for Workforce Innovation and the 24 Regional Boards — to implement the ARRA and to collectively achieve its objectives.

The Agency for Workforce Innovation, in full collaboration with Workforce Florida, took the immediate lead after enactment of the ARRA, to engage all of the workforce partners in discussion relative to the implementation of the Recovery Act. Among the actions taken were:

Funding Awards: The Agency moved very quickly to coordinate with the Governor's Office of Policy and Budget to ensure that sufficient budget authority was available so that the Regional Workforce Boards could immediately begin to use the additional Recovery Act resources to meet the increased level of workforce system customer demand. Indeed, in collaboration with Workforce Florida and its Executive Committee, funds were made available to the local delivery system within three days of receipt of funding notification from the U.S. Department of Labor (USDOL).

Collaborative Workgroups: A total of 14 workgroups/teams were established to address specific subject areas such as Summer Youth, Reemployment Services, Adult and Dislocated Worker issues, Trade Act, etc. Six of the workgroups/teams included representation from Workforce Florida, the Agency and Regional Workforce Boards. From these workgroups/teams policy guidance was developed and vetted. For example, guidance on the use of wages and stipends in Summer Youth programs and the state's reemployment services strategy were the

result of these dedicated teams. The workgroups/teams developed an implementation plan of action that included benchmarks and timetables.

Conference Calls and Discussions: A series of conference calls were held on a regular basis to ensure all affected workforce partners had the benefit of the most recent information and a forum to identify and discuss implementation issues.

Workforce Recovery Website: In addition to the regular conference calls, the Agency designed and established a dedicated Recovery Act website to inform the public and workforce professionals about the state's implementation of ARRA funding. The website became a primary means for the state to communicate policy issues that had been identified in the conference calls and provide a forum to post policy and program questions and get answers to help guide the system. Information on the website, in addition to the Q & As, includes funding information, program summaries, Agency reports and plans, press releases and media reports, and links to other Recovery Act related websites.

ARRA Updates: ARRA updates are shared broadly with the entire workforce system. These updates include information from the U.S. Department of Labor but also a wide range of stakeholders and national associations to help ensure system professionals are informed of ARRA activities and best practices across the nation.

Workforce Florida Board of Directors – ARRA Actions: The clear message from the Workforce Florida Board of Directors: Florida's investment of stimulus dollars will remain true to our system's mission and values. While we will deploy these resources as quickly as possible, our board also expects enhanced performance from our system as we seek to maximize both the value and scope of this investment to ensure long-term outcomes consistent with our Governor's plans for growing and sustaining a robust economy.

PY 2009-2010 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 2009-2010, the State carried in from the prior year, a total of \$111,438,782 in ARRA WIA funding, of which \$83,972,766, or 75%, was expended through June 30, 2010. The State also carried-in \$7,722,408 in ARRA WP funding and \$13,426,908 in ARRA WP Reemployment funding. \$6,775,077, or 88%, of the ARRA WP Funding was expended and \$10,076,882, or 75%, of the ARRA WP Reemployment was expended in the same time period.

Cumulative outcomes as of June 30, 2010, 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, 2010, 883,668 WIA adults, 21,076 WIA Dislocated Workers, and 15,441 WIA Youth were served. For the same period, 847,821 job seekers received WP staff-

assisted services, and 612,147 received self-services. Additionally, 495,359 individuals received WP reemployment services.

The ARRA Summer Youth Program is described in some detail in the “Youth Opportunities Committee” section of the annual report. Almost 15,000 were served in the Summer 2009 Program.

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 2009-2010:

- **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.

Late in the program year, ARRA state level funding was also allocated for the Digital Access Initiative and \$4.2 million was subsequently awarded to 19 of Florida’s 24 Regional Workforce Boards to support specific training and education initiatives associated with digital literacy. The initiative targets individuals aged 50 and older, the underemployed, unemployed and others considered hardest to serve.

State-level ARRA Wagner-Peyser Reemployment funds were used to enhance the State’s reemployment services described in “Reemployment Services” section of the annual report. This included the procurement of two software solutions: Help-Wanted Online (HWOL) based on the former Conference Board Help Wanted Index, and the Workforce Associates’ Transferable Occupation Quotient (TORQ). Both tools are designed to assist and enhance the assessment of unemployed individuals and delivery of local one-stop reemployment services. Additionally, these funds were used for a grant to survey job vacancies and hiring needs within each of the state’s regions. This survey collected information on current vacancies/hiring needs by industry and workforce region and will assist with reemployment analysis and job training needs.

State-level ARRA Wagner-Peyser funds were also used for some key initiatives. These included the Southwest Florida Plan for Jobs and Business Pilot Program and the Military Family Employment Advocacy Program. The Southwest Florida Pilot is a collaborative effort between two regional workforce boards and the economic development councils in a seven county region to work with targeted industry businesses to retain and create jobs and to facilitate job placement. The Military Family Employment Advocacy Program provides job search and placement

services and other workforce services to spouses and families of active military personnel in seven of the State's regions.

Additionally, Florida received an ARRA-funded United States Department of Labor special grant for a Green Jobs Survey and funding from the Department of Health and Human Services, Temporary Assistance for Needy Families (TANF) Emergency Contingency Fund for the Florida Back to Work Program. These initiatives are both described in the "Workforce Florida Activities and Accomplishments" section of the annual report. The Green Jobs survey was initiated in May 2010 and is ongoing. The survey will provide a detailed assessment of occupations with green job duties and assist the workforce system in devising strategies to ensure adequate training. The Florida Back to Work Program was designed to create new jobs by providing employers help in funding job opportunities for individuals currently receiving TANF and individuals from families with incomes that are currently less than 200% of the federal poverty level.

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 2009 – 2010 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

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

Dislocated Worker

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

Youth (aged 14-21)

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

Older Youth (aged 19-21)

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

Younger Youth (aged 14-18)

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

All Programs

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

In accordance with the WIA, each of these measures is broken out into sub-categories to track special populations and target groups. The 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

Pursuant to WIA Section 189(i)(4)(B) and the WIA Federal regulations at 20 CFR 661.420, the State of Florida requested, and was granted, continuation of the waiver to allow the State to replace the 17 WIA Title I performance measures (15 core and 2 customer satisfaction measures) with the common measures delineated in TEGL 17-05. With the approval, the State of Florida is allowed to continue to report outcomes solely under the nine common measures for all required federal reports for the current program year and beyond. This allows Florida to continue to report the common measures for programs under the Workforce Investment Act, the Wagner-Peyser Act, the Jobs for Veterans Act, and Trade Adjustment Assistance (TAA) programs. These nine common measures as outlined in the TEGL are: Entered Employment, Retention, Average Earnings, Youth Placement in Employment or Education, Youth Attainment of a Degree or Certificate, and Youth Literacy and Numeracy Gains.

With approval of the waiver, the State is not required to, and has not negotiated performance level for, the following WIA measures: WIA Adult and Dislocated Worker Credential Rates; participant and employer customer satisfaction; older youth measures, and younger youth measures.

However, the State is cognizant that the USDOL utilizes the Annual Reports to fulfill the requirement to disseminate state-by-state comparisons of the performance information as outlined in WIA section 136(d)(3)(B). Therefore, Florida continues to report the performance on the aforementioned 20 measures that are also defined in Appendix **Table 2**, with only the nine Common Measures required to have negotiated performance levels. Florida's negotiated levels of performance for the Common Measures are as follows.

Common Measures	
Adult Measures	PY 2009-2010 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 recent economic recession, Florida’s workforce system has experienced a significant increase in demands for services. Total participants served during the program year, have increased by over 15% for Adults, 145% for Dislocated Workers, 17% for Older Youth, and 22% for Younger Youth. Additionally, the ARRA-funded Summer Youth Program served 14,512 youth through June 30, 2010 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 2009-2010 Program Year.

Table 1 2009-2010 WIA Participants/Exiters		
	Total Participants Served	Total Exiters
<i>WIA Program</i>		
Adults	34,767	19,800
Dislocated Workers	20,799	3,181
Older Youth	4,609	1,696
Younger Youth	10,466	3,282

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 4/1/08 to 3/31/09 period prior to the Program Year, used for the retention and earnings change measures. The second period is comprised of the four quarters beginning 10/1/08 and ending 9/30/09 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 1/1/09 to 12/31/09 calendar year, used for the customer satisfaction measures. The fourth reporting period is the period beginning 4/1/09 to 3/31/10, used for the counts of exiters and the younger youth diploma and skill attainment measures. The final reporting period is the actual 2009-2010 Program Year – or the four quarters beginning 7/1/09 and ending 6/30/10, 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 Program Year 2008-2009, Florida only reports performance on the level of performance relating to the nine Common Measures. Performance on the remaining measures will be reported, 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; and
- 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. Federal policy requires states to achieve at least 90% of the negotiated goal. The 90% criterion is shown in parentheses.

Table 2

State WIA Statewide Common Measures Performance 2009-2010

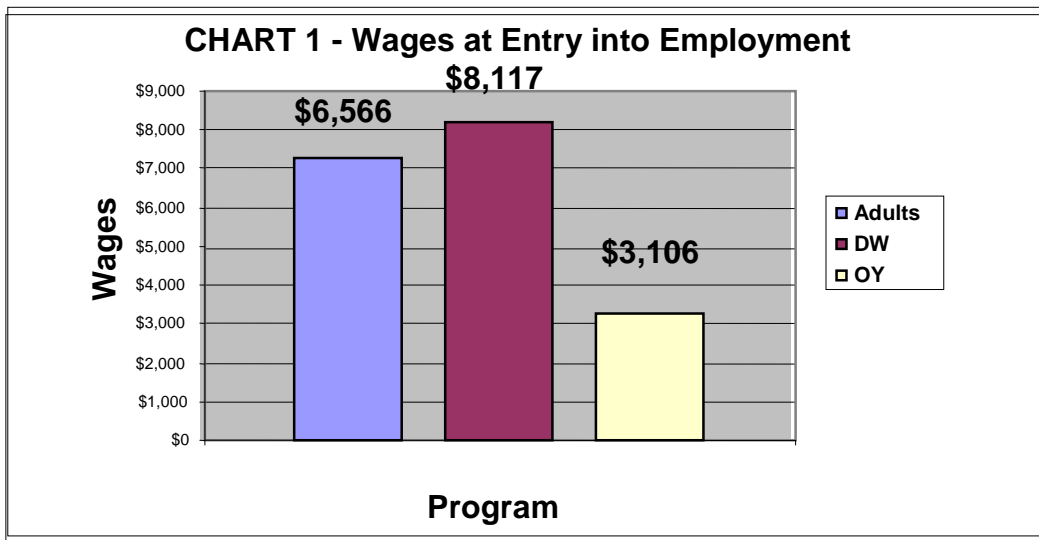
WIA CORE MEASURE	NEGOTIATED GOAL (90% of Goal)	ACTUAL PERFORMANCE	DIFFERENCE COMPARED TO 90% OF GOAL
Adult Entered Employment Rate	74.0% (66.6%)	82.9%	+16.3%
Adult Employment Retention Rate	86.0% (74.4%)	90.7%	+16.3%
Adult Average Earnings	\$15,500 (\$13,950)	\$21,064	+\$7,114
Dislocated Worker Entered Employment Rate	80.0% (72.0%)	79.7%	+7.7%
Dislocated Worker Employment Retention Rate	86.0% (77.4%)	87.4%	+10.0%
Dislocated Worker Average Earnings	\$15,000 (\$13,500)	\$16,715	+\$3,215
Youth Placement in Employment or Education	58.5% (52.65%)	52.7%	+0.05%
Youth Attainment of Degree or Certificate	57.0% (51.3%)	58.9%	+7.6%
Literacy or Numeracy Gains	29.0 (26.1%)	41.1%	+15.0%

As the above table indicates, Florida’s 2009 – 2010 performance met or exceeded the federal criterion of 90% of goal for each of the negotiated Common Measures. Compared with 2008-2009 Program Year outcomes PY 2009 – 2010 results decreased for eight 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 **Chart 1** below, quarterly earnings are illustrated by each customer group - Adults, Dislocated Workers and Older Youth – as attained after exit.

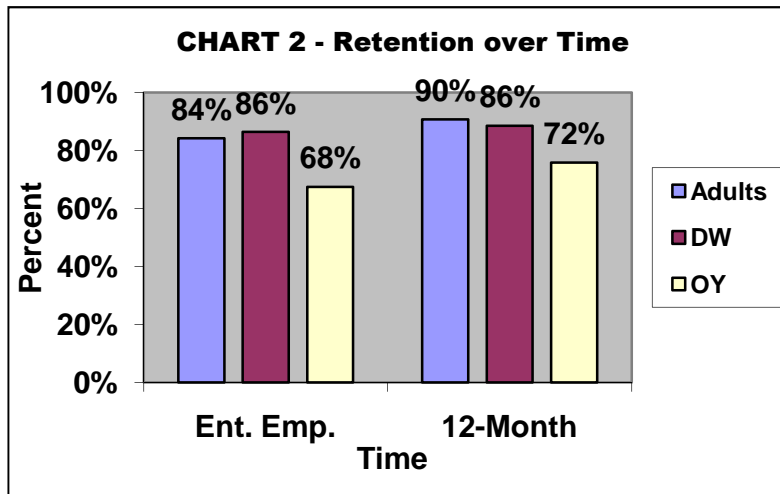
Dislocated Worker earnings are well above Adult earnings, while Older Youth earnings are understandably lower. Dislocated Worker earnings are significantly higher because they already have skills many employers desire.



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 (out of Adults, 84% entered employment; 90% 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 Unemployment Insurance (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 1/1/08 to 12/31/09, the Adult Average Earnings Change in 12 Months was \$3,523 and the Older Youth Average Earnings Change in 12 Months was \$3,384. For Dislocated Workers exiting during the same period, the Replacement Rate in 12 Months was 92.5%.

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, \$2.8 million of the regular WIA allocation and an additional \$2 million of state-level ARRA 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 under three different ways. 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.
- **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 and supplemental grants provided to nine Regional Workforce Boards who had expended most of their 2008-2009 ARRA funding but intended to fund a 2009-2010 summer program.
- **Rural Initiatives** – Funding to six local boards in rural areas of critical economic concern (RACEC) to sustain operations and for employer outreach and on-the-job training initiatives.
- **Banner Centers** – to provide training, certification and support for industries critical to Florida’s economy.
- **WINGS** (Workforce Innovative New Generation Solutions) - Competitive grants to 10 regions addressing green jobs and rural needs relating to broadband/telecommunications access and business incubation/entrepreneurship.
- **Healthcare Initiative to Identify Sustainable and Innovative Solutions** - Competitive grants to 16 regions 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.

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

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

Rapid Response Funding for Regional Workforce Boards

The Federal Workforce Investment Act (WIA) of 1998 requires that up to 25 percent of the state’s annual Dislocated Worker (DW) allocation be used for rapid response activities to respond to major layoffs and emergency situations. Pursuant to the state Workforce Innovation Act of 2000, the expenditure of these rapid response funds is to be carried out in accordance with approved policies by 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 I 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 2009-2010, total of \$2,050,000 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, 2010, \$2,027,898 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 Worker Adjustment and Retraining Notification Act (WARN), Agency for Workforce Innovation 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 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.*
- *Local Workforce Boards receive a copy of all WARN notices received by the State.*
- *Local 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 Regional Workforce Boards and their local One-Stop Service providers include:

- Presentations to the employer to show the advantages of working with the Regional Workforce Boards.
- Presentations to the affected workers explaining workforce services.
- Assistance to the workers in filing 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 123 dislocation events generated by WARN notices this program year, identifying 14,303 eligible dislocated workers. They also completed 59 Expeditious Reports for non-WARN layoffs. 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, 2010 remained at over 11%. 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.
- Limited staff to handle increased workload associated with high unemployment.

Workforce Florida plans to continue to coordinate with the Regional Workforce Boards on rapid response activities and to provide technical assistance and staff support to any local boards 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.
- 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 services, WIA services, the Trade Adjustment Assistance Program (TAA), the Food Stamp Employment and Training Program or Supplemental Nutrition Assistance Program (SNAP), and the Temporary Assistance for Needy Families (TANF) Welfare Transition Program. In this integrated context, Florida's goal is to have all partners work together to effectively serve Unemployment Compensation (UC) claimants under the oversight of the Regional Workforce Boards 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, the Employ Florida Marketplace (EFM) system and the One-Stop Management Information System (OSMIS) 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 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 Centers and through 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, the provision 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 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. This is accomplished via an automated interface between the UC system and EFM. Nightly a file of new UC claimants is sent to EFM where basic registration is created. This includes 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/her claim. This generates an automatic e-mail to the claimant that informs the claimant of his/her EFM log on information; provides a link to the initial list of jobs matched to his/her employment history; and 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 in-person services are required to report to the local One-Stop Career Center for reemployment services. The purpose of this appointment is to interview the claimant to ascertain what skills and training are necessary for employment, confirm that the claimant continues to search for work and to provide reemployment services.

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

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

The program consists of four strategic elements:

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

Additionally, Florida was selected as one of the original pilot states for the Reemployment and Eligibility Assessment (REA) Program. Six Regional Workforce Boards in Florida were chosen to pilot the 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.

AWI, upon Workforce Florida's approval, has issued guidance outlining state reemployment policy and the principles set forth in TEGL 14-08 related to the Recovery Act. This guidance requires each local board, at a minimum, to:

- Develop a written 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 that 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 WP Program funds are spent on reemployment services.
- Include in the plan, if the local board is participating in the REA demonstration program, how that 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, of the 1,858,745 UC claimants, 1,167,819 received reportable Wagner-Peyser services within the One-Stop delivery system. This 63 percent of the claimant population. The increase in the proportion of claimants served also reflects continuing improvement in the integration of services.

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 July 2010, there were approximately 575,000 long-term unemployed (those unemployed six months or longer.) Of this number, approximately 210,000 will be eligible for extended benefits (EB) through December 4, 2010 and 47,000 are already claiming EB. Claimants eligible for extended benefits have been claiming the longest period of time, at least a year, some up to the maximum benefit period allowed, 99 weeks. There are also approximately 111,700 exhaustees. In addition, Florida's July 2010 unemployment rate was 11.5% percent representing 1,055,000 who are still jobless out of a labor force of 9,214,000.

The number of individuals needing reemployment services huge. 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 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 on revising the profiling methodology over the past year. Challenges have included difficulty in getting a test file of UI claimants from the UI mainframe system due to programming staff working on programming changes to the mainframe system for each new tier or UI claimant group as passed by Congress or the State Legislature. The test file will ensure the validity of the statistical targeting and the assignment of a probability score to identify those claimants most likely to exhaust their benefits. Once the testing and validation process is completed, the process will be integrated between the UC-to-EFM Interface, EFM work registration records and Labor Market Information and include those claimants in the PREP pool. 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 Workforce Florida, 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.

UI Exhaustees:

The Agency, in collaboration with Workforce Florida, also is in the process of developing a UI Exhaustees drop-down menu in EFM that also will allow 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 has had 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 is expanding 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 gathers myriad job advertisements 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 and staff have been trained.

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:

The State is also planning to offer Regions the opportunity to utilize scan cards which will record reemployment services, thereby freeing up staff time so they can focus more on individuals who need intensive one-on-one services.

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 labor market and career information;
- Provide labor market information;
- Assist claimants in developing work search plans
- Schedule work search activities for the participant as appropriate; and
- Refer claimants to employment services and training when appropriate.

The state provides guidance, training and technical assistance to the Regional Workforce Boards 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 16 of the 24 local boards participating in the 2009-2010 REA Project.

Approximately \$3.1 million was requested with Florida agreeing to a performance standard of 36,717 assessments. The State surpassed that standard, however, and conducted more than 41,000 assessments during the grant period which was initially scheduled to end March 31, 2010. A formal request to extend the program to June 30, 2010 was approved by USDOL to allow local boards additional time to complete assessments due to the late receipt of the grant funds. At the end of the extended grant period, over 60,000 assessments had been conducted for the 2009-2010 period.

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:

- Full integration of all major components of the REA program into the state's Management Information System, Employ Florida Marketplace.
- 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 2010 program and is well underway in reaching the performance requirements of the 2010 program.

National Emergency Grant (NEG)

AWI received a \$3 million National Emergency Grant (NEG) from the U.S. Department of Labor (USDOL) to hire temporary workers to assist in the clean-up and restoration efforts as a result of the severe storms and flooding of 2009. The temporary workers assisted with cleanup, demolition, repair, renovation and reconstruction of destroyed public structures, facilities and land within the affected areas. The grant also provided food, clothing, shelter and humanitarian assistance for those affected. The USDOL released an initial \$1 million that the state could immediately access to begin recovery efforts. Since only one Regional Workforce Board participated in this grant, the funding was reduced to \$638,778. The grant ended April 10, 2010.

AWI provides guidance to the regions based on the conditions of the award made by the USDOL. This would include eligibility requirements, monitoring guidance and participant

reporting instructions on how to enter program performance into Employ Florida Marketplace. AWI also provides technical assistance and communicates financial status information to the regions on a monthly basis.

As of April 9, 2010, 42 individuals received intensive services funded by the program.

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

The U.S. Department of Labor awarded 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 the contractor based on the conditions of the award made by the USDOL. This would include program requirements, monitoring guidance and participant reporting instructions on how to enter program performance into EFM. The Agency processes invoices and provides technical assistance regularly to the contractor.

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 July 3, 2010, FGN had expended approximately \$11,761,458 for grants and generated approximately \$13,655,221 in local match and leveraged funds. Additionally, approximately 200 participants have entered training in high-skill, high-wage occupations, to date.

Florida's Great Northwest will have challenges in expanding high-skill, high-wage occupations given the current global economic recession.

Future strategies are to increase the size and quality of the workforce necessary to support and expand the high-skill, high-wage industries that will provide northwest Florida with a competitive advantage on national and international levels.

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 90% of the negotiated goal. As a result of this process, expected levels of performance or goals were agreed upon for each region. **Table 3** below summarizes outcomes based on these goals and the federal 90% criterion. Individual performance tables for each of Florida's 24 regions are also provided in the Appendices (Appendix -**Table O** Performance).

Table 3
Regional Program Year 2009-2010 WIA Performance

WIA COMMON MEASURE	STATE GOAL	# OF REGIONS ACHIEVING REGIONAL GOAL	% OF REGIONS ACHIEVING GOAL
ADULT ENTERED EMPLOYMENT RATE	74.0%	19 of 24	79.2%
ADULT EMPLOYMENT RETENTION RATE	86.0%	24 of 24	100%
ADULT AVERAGE EARNINGS	\$15,500	24 of 24	100%
DISLOCATED WORKER ENTERED EMPLOYMENT RATE	80.0%	21 of 24	87.5%
DISLOCATED WORKER EMPLOYMENT RETENTION RATE	86.0%	21 of 24	87.5%
DISLOCATED WORKER AVERAGE EARNINGS	\$15,000	24 of 24	100%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION	58.5%	13 of 24	54.2%
YOUTH OF DEGREE OR CERTIFICATE	57.5%	21 of 24	87.5%
YOUTH LITERACY OR NUMERACY GAINS	29.0%	17 of 24	70.8%

*Based on the USDOL, new TEGL, No. 19-06, March 30, 2007 Not Met is defined as the number of performance measures less than 90% of the negotiated goal. Met is defined as the number of performance measures between 90% - 100% of the negotiated goal. Exceeded is defined as the number of performance measures above 100% of the negotiated goal.

State Evaluation Activities and Incentive Policy

Overall Description and Background

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

Florida Education and Training Placement Information Program (FETPIP)

One of Florida's earliest and most successful innovations in evaluation and performance tracking has been the Florida Education and Training Placement Information Program (FETPIP) established in the mid-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)

Services to Employers:

Customer Satisfaction – Employers
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

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.

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 2009-2010 outcomes for each of the Balanced Scorecard measures available as of the mid-year report issued in March, 2010. As this report is based on the common measure definition of exit, the year-end report will not be available until after October 1, 2010. The most recent Balanced Scorecard report is available for viewing here: <http://www.workforceflorida.com/news/reports/bsr.htm>.

Table 4
PY 2009-10 Balanced Scorecard Measures
(Mid-year Report)

Job Seeker Entered Employ. Rate	Veteran’s Entered Employ. Rate	Customer Satisfaction – Job Seekers*	Customer Satisfaction – Employers*	WIA Entered Employ. Rate	WIA Employment Earnings Rate
53.9%	54.15%	74.72	83.53	90.46%	149.18%
WIA Employ. Retention Rate	WIA Youth Avg. Grade Level Gain	WIA Youth Positive Outcome Rate	Customer Satisfaction – WIA Participants*	Welfare Closed Case Outcome Rate	Welfare Transition Earnings Rate
90.84%	N/A	89.3%	86.1	30.81%	52.39%

Welfare Transition Retention Rate
69.02%

*Score based on American Satisfaction Index (ACSI)

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.

Balanced Scorecard 2.0 Concept

The mission of the Workforce Florida Board of Directors states that Florida will 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.

The Workforce Florida’s Balanced Scorecard 2.0 (BSC 2.0), strategy reflects the workforce system’s approach to measuring the value created by the system and is central to the Workforce Florida Board of Director’s mission and agenda.

The framework and steps to developing the BSC 2.0 are as follows:

1. Strategy Perspectives for Level 1-State, Level 2 (L2) -Economic Development Region (see attached map), Level 3 (L3) – Regional Workforce Board

1. Financial or Resource Allocation (RA)
2. Customer or Service Delivery (SD)
3. Internal Process (IR)
4. Learning and growth or Goodwill (GW)

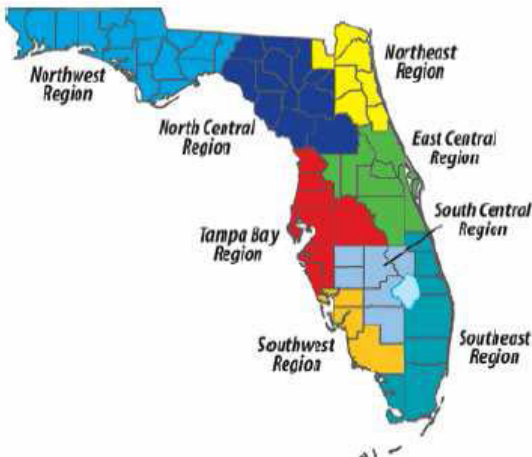
Level 1

State of Florida

Workforce Florida, Inc. Board of Directors

Level 2 (see map)

Economic Development Regions



Level 3

Regional Workforce Boards

Regions 1 - 24

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:

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

The Tier Measure Report is produced annually. The next Tier report is scheduled to be issued by December 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 (mainly EER-Entered Employment Rates) as revealed in our state quarterly reports based on administrative data, as well as the longer-term outcomes (mainly Job Retention) reported annually to the U.S. Department of Labor (WIA & WP) and the U.S. Department of Health and Human Services (TANF) using UC/UI wage records. Certain other requirements imposed by state law are used as "threshold" qualifiers/disqualifiers. For example, Regional Workforce Boards that do not achieve the state law requirement of the 50% rate of expenditures on Individual Training Accounts (ITAs) and other training are automatically disqualified for all WIA Incentive Payments.

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

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. Additionally, two waiver requests were submitted and approved that applied only to the mostly ARRA-funded 2009 Summer Youth program. One youth waiver was to continue to limit those participants that continued work experience beyond the summer program to only be measured by the one work readiness performance standard. The second youth waiver requested removal of the requirement that all providers of youth services be competitively procured. That waiver allowed the state and regional boards to rely on their approved procurement policies and procedures to select a youth provider. Those policies and procedures have been reviewed for compliance with OMB circulars and USDOL procurement requirements.

Two new waivers were approved for the 2009-2010 Program Year. These waivers are predicated on the need for full implementation of a business-driven model espoused by USDOL. These waivers are directed toward increasing the flexibility to conduct an on-the-job training (OJT) and customized training for employers. The waivers are helping to increase the participation of employers in these two training strategies. These waivers are:

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.

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.

The following is a list of waivers previously approved by USDOL that 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 11% and exceeds the national average, we have seen 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. Currently the state is process to develop guidelines pursuant to USDOL Training and Guidance Letter (TEGL) 26-09 to define “lower income” as it relates to the use of local Adult funds pursuant to this waiver. The state is also in the process of finalizing criteria to determine “layoff risk” pursuant to TEGL 30-09 that addresses layoff aversion.
- Use of the waiver continues to result in increased levels of service. 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.

It is our intent to track the outcomes for individuals served locally under this waiver as we have in the past. However, due the new conditions applied to this waiver and related state policy that currently is under revision, the correct methodology is not currently in place. In fact, it has been determined that the number currently being report in field 309 of the Workforce Investment Act Standardized Record data system (WIASRD) is not correct as it includes may individuals who, though employed at registration, are served

under general Adult eligibility requirements but not under the waiver. The issue is currently under review and corrections will be submitted as soon as possible.

- As indicated above, the state was also granted a companion waiver to allow the use of up to 20% of state-level rapid response funds for incumbent worker training. The purpose of the waiver was to obtain maximum flexibility at the state level to aid Florida in reacting to changing conditions. Though little used in the past, this waiver enabled the state, during the 2009 – 2010 Program Year, to allot \$1,850,000 in rapid response funding for the Aerospace Worker Transition Program to assist aerospace workers adversely affected by the pending end of the Space Shuttle Program. The ultimate goal of the program is to retain in Florida those very highly skilled technicians that have been associated with the Space Shuttle program. The program provides training and assistance both to aid individuals to avoid layoff and to those who have already lost their job. Over half the more than 700 individuals assisted by this program to date have been incumbent workers who are being trained in the new skill sets required by Constellation program that will replace the existing Space Shuttle Program. Others are receiving assistance to aid their transition to employment in other sectors of interest such as energy and modeling and simulation.

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.

Cost of Workforce Investment Activities

Expenditure Levels

During the 2009-2010 program year, Florida had \$307,655,697 in available funds including carry-forward from all WIA formula funding sources and funds made available late in the program year through the ARRA of 2009. Of this amount, \$204,170,475 or approximately 66% was expended to carry out state-level and regional activities. Of the \$181,361,436 expended by the State's 24 local boards, 94% went for direct client services. An additional \$21,660,168 in state-level funds also was 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 12,785 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. Also, for Program Year 2009 – 2010 positive outcomes includes completion of the Summer Youth Program work experience.

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 10/1/08 to 9/30/09. 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 local board performance.

Statewide expenditures and cost data are 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 2008-2009
WIA EXPENDITURES/COST PER POSITIVE OUTCOME**

ADULT PROGRAM 10/1/08 TO 9/30/09

STATEWIDE – REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVE D	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$77,756,744	100.0%				
TOTAL EXPEND.	\$40,587,682	52.2%	33,430	\$1,214	16,713	\$2,429
EXPEND. OTHER SERVICES	\$11,912,796	29.4%	33,430	\$356		
EXPEND. TRAINING	\$26,295,511	64.8%	18,508	\$1,421		

DISLOCATED WORKER PROGRAM 10/1/08 TO 9/30/09

STATEWIDE – REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVE D	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$139,638,925	100.0%				
TOTAL EXPEND.	\$29,513,696	21.1%	12,651	\$2,333	1,679	\$17,578
EXPEND. OTHER SERVICES	\$8,000,125	27.1%	12,651	\$632		
EXPEND. TRAINING	\$19,831,738	67.2%	3,037	\$6,530		

YOUTH PROGRAM 10/1/08 TO 9/30/09

STATEWIDE – REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVE D	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$84,949,921	100.0%				
TOTAL EXPEND.	\$51,609,572	60.8%	25,936	\$1,990	16,024	\$3,221
OTHER SERVICES	\$26,466,472	51.3%	25,936	\$1,020		
TRAINING	\$22,662,986	43.9%	21,067	\$1,076		

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 2009 – 2010, 28,192 ITAs were awarded in the state. Of \$128,843,808 expended by Florida's 24 Regional Workforce Boards for the Adult and Dislocated Worker programs during the program year, \$99,151,810 or 77% was expended for ITAs and ITA-related activities (see **Table 6** below).

**Table 6
USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED
7/1/09 Through 6/30/10**

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	1,026	972	94.74%	\$2,074	\$3,306,651	\$2,809,589	84.97%
2	422	306	72.51%	\$1,130	\$1,188,827	\$935,900	78.72%
3	256	185	72.27%	\$391	\$673,889	\$441,440	65.51%
4	1,362	463	33.99%	\$1,620	\$1,606,101	\$1,273,363	79.28%
5	537	202	37.62%	\$748	\$1,914,251	\$1,296,541	67.73%
6	146	102	69.86%	\$3,329	\$595,603	\$540,177	90.69%
7	258	198	76.74%	\$1,511	\$788,342	\$697,009	88.41%
8	4,030	1,987	49.31%	\$3,002	\$8,909,463	\$7,377,269	82.80%
9	536	261	48.69%	\$1,631	\$946,077	\$742,069	78.44%
10	2,438	1,229	50.41%	\$1,595	\$3,683,991	\$2,756,503	74.82%
11	2,125	524	24.66%	\$5,366	\$3,574,400	\$3,066,481	85.79%
12	6,483	2,698	41.62%	\$2,756	\$12,472,912	\$9,599,121	76.96%
13	1,052	416	39.54%	\$1,942	\$3,668,604	\$2,498,302	68.10%
14	4,734	1,646	34.77%	\$2,642	\$6,566,851	\$5,718,329	87.08%
15	3,360	2,852	84.88%	\$1,964	\$9,951,669	\$9,143,585	91.88%
16	1,826	957	52.41%	\$2,796	\$5,435,347	\$3,259,129	59.96%
17	1,516	787	51.91%	\$2,315	\$4,104,601	\$3,023,754	73.67%
18	1,421	926	65.17%	\$1,068	\$4,459,276	\$3,610,185	80.96%
19	361	131	36.29%	\$1,326	\$1,107,816	\$852,833	76.98%
20	2,082	1,163	55.86%	\$2,058	\$5,984,321	\$4,336,418	72.46%
21	2,135	1,064	49.84%	\$2,680	\$7,901,730	\$6,111,825	77.35%
22	2,981	1,958	65.68%	\$2,396	\$10,357,418	\$7,522,026	72.62%
23	8,130	5,151	63.36%	\$1,986	\$21,236,395	\$14,757,161	69.49%
24	3,135	2,014	64.24%	\$2,304	\$8,409,273	\$6,782,801	80.66%
Total All Regions	52,352	28,192	53.85%	\$2,263	\$128,843,808	\$99,151,810	76.96%

* Information from participant data provided by the Agency for Workforce Innovation September 2009.

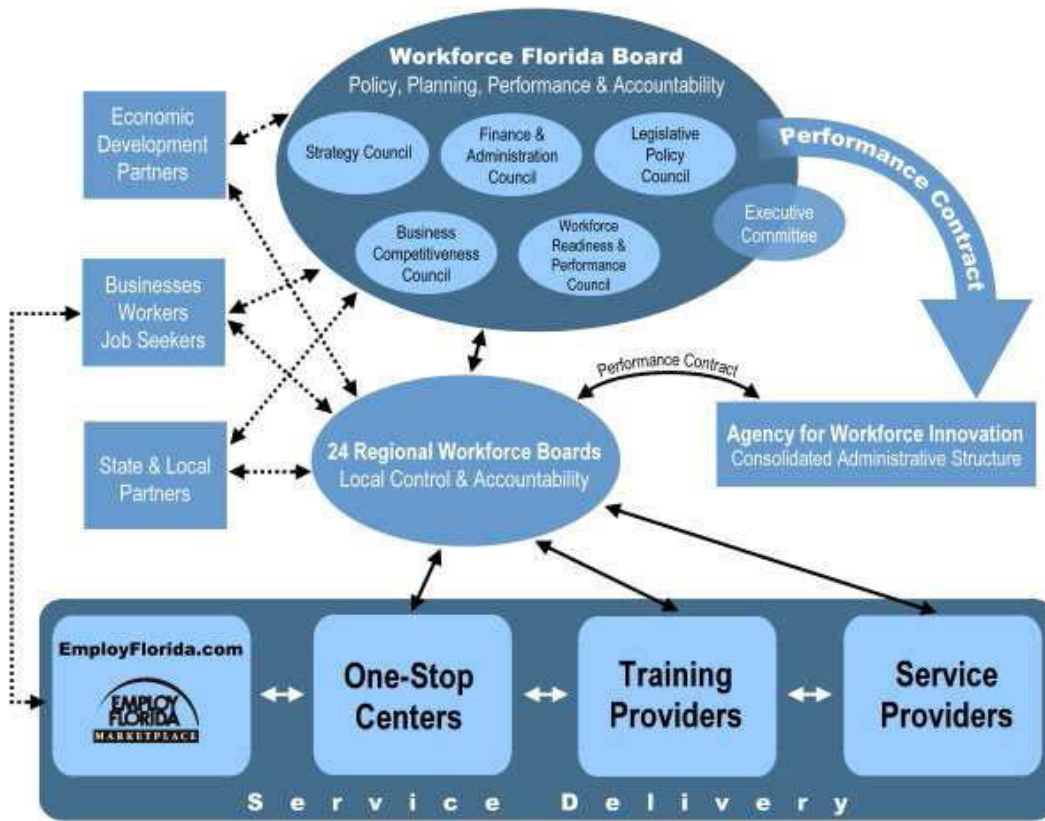
**Based on data provided by the Agency for Workforce Innovation 9/15/10.

WORKFORCE FLORIDA OVERVIEW

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 (AWI) — with myriad services delivered through about 90 One-Stop Centers throughout Florida or through the state's "virtual one-stop," the Employ Florida Marketplace at <http://www.employflorida.com>.

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

During the 2008 legislative session, Senate Bill 428 was passed — and signed into law by Governor Crist on June 17, 2008 — enabling Regional Workforce Boards to directly manage One-Stop services instead of contracting for these services through a third party as previously required by Chapter 445, F.S. Today, 12 Regional Workforce Boards provide direct services other than training in their communities with a goal of redirecting cost savings back into services for their customers.

Access to Florida’s Workforce Services and Resources

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

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

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

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

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

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

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

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

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 about 90 One-Stop 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 Florida's workforce system by providing customers quick identification of and accessibility to both local and state services and resources. 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.

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

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



WORKFORCE FLORIDA STATE-LEVEL ACTIVITIES

The Workforce Florida Board, 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 corresponding 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 of Directors 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.

As its primary undertaking is the development of Florida's five-year Statewide Strategic Plan for Workforce Development, in 2009-2010 the Council led the creation of the 2010-2015 plan, *Creating the Strategies for Today's Needs and Tomorrow's Talent*. (A copy of the Executive Summary is contained in the Appendices; the full plan is available on Workforce Florida's website, www.WorkforceFlorida.com.)

In January 2010, Workforce Florida delivered the new, five-year plan, *Creating the Strategy for Today's Talent and Tomorrow's Needs*, 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.

Collaborative partners and the public were invited to contribute to the work at every stage. Throughout the process information from eight Workforce Florida Strategy Council sessions, roundtables with experts and interviews as well as other research and data were - and remain - available on Workforce Florida's website. In addition to workforce-system partners, the long list of contributors included leaders from the Florida Chamber of Commerce, the Florida Council of 100, Enterprise Florida, Space Florida, the State University System, the Florida Department of Education (Education Commissioner), Independent Colleges and Universities of Florida, the Florida Economic Development Council and the Florida Small Business Development Center, among many others.

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 will 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 also has created an operational plan and 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, AWI 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



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. Currently 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.

ARRA Funding

With the infusion of ARRA dollars, projects through the Business Competitiveness Council were funded to the Regional workforce Boards. A total of \$1.461 million was awarded for projects that included Economic Gardening, Growing Green (Alternative Energy), Area Growth Industries, Modeling, Simulation and Training and other innovative projects.

Business Competitiveness Council priorities include:

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 County is actively working through its Aerospace Career Development Center 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 repurposed. Through the Business Competitive Council, Workforce Florida provided \$1,850,000 to assist with this transition.

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 Banner Centers 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?

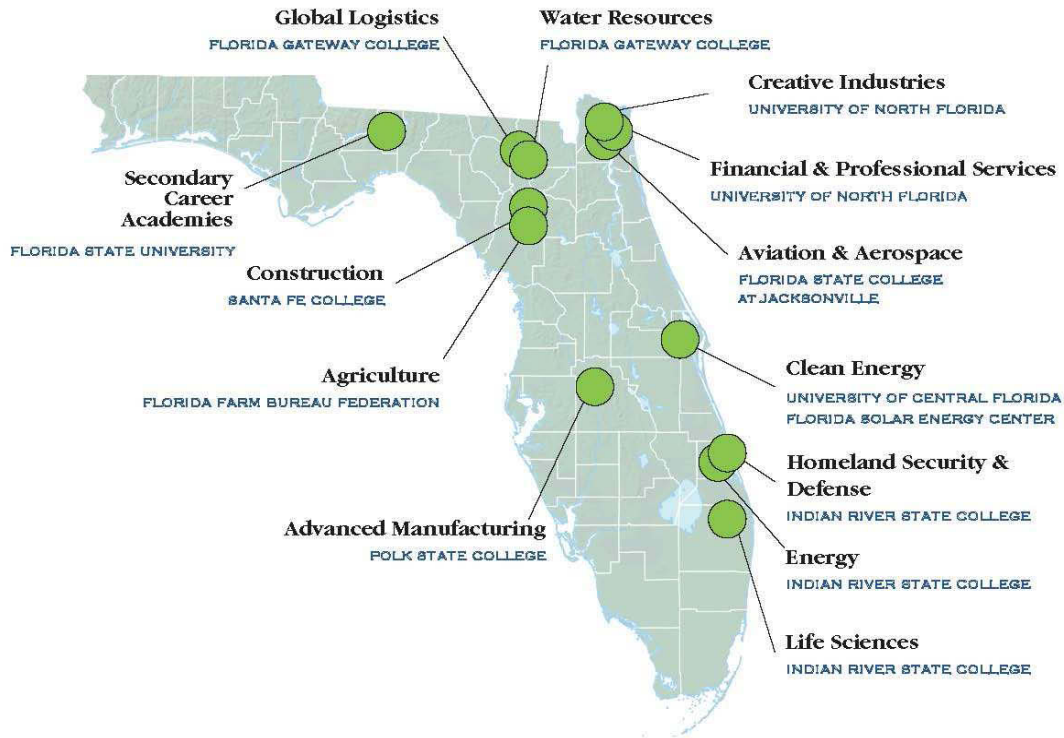
With the first center designated in 2006, Banner Centers are charged with becoming a **statewide, go-to resource** for cutting-edge training for entry-level and experienced workers who need to upgrade their skills in high-value sectors such as agriculture, advanced manufacturing, aviation and aerospace, clean energy, construction, energy, global logistics, homeland security and defense and water resources. Each Banner Center is led by a Florida community college, university or industry organization, which serves as the home base. In 2009-2010, Workforce Florida funded 10 Banner Centers and expects the addition of at least three new centers focused on industries such as financial and professional services, life sciences and creative industries for 2010-2011.

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.



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. Through competitive solicitations, 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. Additionally, a special allocation of \$600,000 was made available for Florida's four rural regions.

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.

West Bay Area Sector Workforce Initiative

The West Bay Area Sector is a 75,000-acre land tract in Bay County anchored by a new international airport and is Florida's largest master-planned region. It features a multimodal infrastructure network that joins land, sea and air, including the nation's only Greenfield airport with opportunities for businesses to build adjacent to and directly access a 10,000 foot runway. This will provide an opportunity to transform the economy of the entire region through targeted economic development and workforce activities. The Panama City-Bay County International Airport officially opened in May 2010.

Workforce Florida has entered into a formal Memorandum of Understanding to coordinate the West Bay Area Workforce Initiative with local partners — public and private — to create a customized workforce training pilot program that can be replicated statewide using innovative new programs combined with existing programs and resources to address the arising workforce needs that support the economic development of the sector. With customization and flexibility in mind, the pilot program was designed to collaboratively accommodate and respond to the specialized workforce needs of individual businesses and industry clusters that locate in the West Bay Area Sector.

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 February 2010 the first of the three RACECs was awarded more than \$30 million to enable and enhance real access to Broadband and high-speed connectivity for a 15-county region designated as a Rural Area of Critical Economic Concern (RACEC) in North Florida. The North Florida Broadband Authority’s grant application was selected from among 2,200 proposals submitted nationally to the U.S. Department of Commerce.

The award will allow the entire region to develop new, and enhance existing, access to high-speed connectivity and, in doing so, will give a substantial economic development boost to the entire region. 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.

In August 2010 Florida Rural Broadband Alliance (the remaining two RACECs, Opportunity Florida and Florida’s Heartland Rural Economic Development Initiative [REDI]) was awarded a \$24 million grant from the U.S. Commerce Department to expand broadband Internet access. A total of 14 additional counties will benefit including 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 is 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.

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 and is currently ongoing. The survey will provide a detailed assessment of occupations with green job duties and assist 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 are being collected. In addition to the survey, work is underway to create an Employ Florida Green Jobs Portal, powered by EFM, to identify current green job openings and jobseekers looking for green jobs.

Partnering with Economic Development

Florida's State Strategic Plan for Workforce Development is aligned with the state's economic development priorities as outlined in the State Strategic Plan for Economic Development, the *Roadmap to Florida's Future*. Through integrated planning, the *Roadmap* is developed by Enterprise Florida, Inc. to identify key priorities and specific action recommendations to diversify Florida's economy for global competitiveness. Collaborating with Enterprise Florida, the state's primary organization devoted to statewide economic development, Workforce Florida and other key stakeholders in workforce, education, business and economic development participated in a series of regional meetings throughout the state to provide input into the 2010 update of the state's strategic plan for economic growth.

Every three years, the *Roadmap* is updated following competitiveness analysis and feedback from a broad base of community representatives. This approach enables the consideration of new ideas and strategies emerging from the grassroots level. The final plan details Florida's priorities for furthering its economic expansion and diversification. Talent remains a top priority for Florida.

These workshops enable Florida's leadership to work with regional businesses and communities to determine economic priorities, including retaining, creating and attracting high-wage jobs to cultivating a talented and highly skilled future workforce; upgrading state and local infrastructure and ultimately increasing Florida's global competitiveness.

The 2009 Enterprise Florida workshops and Workforce Florida Strategy Council sessions marked the first time Enterprise Florida and Workforce Florida concurrently and jointly developed their strategic plans and co-hosted meetings to involve stakeholders in the development of mutually dependent goals of talent development and economic development. It is one more example of how Florida has taken to heart the notion of partnering with economic development and education to create what is likely to be the most integrated planning and implementation model in the nation.

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.

The U.S. Department of Labor projects that by 2014, 15 of the 20 fastest growing jobs will require substantial math or science preparation. The Florida STEM Council aims to increase the level and quality of STEM education and training by offering opportunities to learn the latest

technologies and applications of these disciplines within high-value, targeted industries in the state.

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 will also provide 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 also will be 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.

Industries that already have been identified as targets for the STEM Council include life sciences, aerospace, energy, manufacturing, information technology and homeland security and defense, among others. *STEMflorida* seeks to create a stronger and more dynamic workforce that will drive productivity in such industries, creating high-skill, high-wage employment opportunities for Floridians.

Phase II of *STEMflorida* will continue to strengthen the "hub and spoke" concept and create the umbrella for all *STEMflorida* initiatives to be housed. Additionally, *STEMflorida* will continue 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.

Targeted Industry Sectors

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

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 116% increase in wages pre-training to post-training and IWT pre-training to post-training has a 44% wage increase.

Funding and Outcomes

Funded with state Penalty and Interest Funds, the annual appropriation for QRT for Fiscal Year 2009-2010 was \$3.3 million. From July 2009 through June 2010, along with recaptured funds, 2,903 workers received customized training by two new-to-Florida companies and 27 expanding companies at an average cost per trainee of \$1,168. Extensive outreach activities were focused on counties in the state, particularly rural counties that have never had a company benefit from QRT training assistance. This outreach resulted in two companies in Brownfields being awarded QRT grants. For every \$1 of QRT funds invested in training, companies matched \$7.77.

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 2009 – 2010 more than 500 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 \$77 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 2009 through June 2010, grants were awarded to 137 companies for the training of 5,982 incumbent workers. For the same fiscal year, the IWT program received \$2 million in additional ARRA funds, of which 67 companies received funding for the training of 4,870 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 \$7.15.

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 Career Council has recently become the Workforce Readiness and Performance Council.

Role

The Workforce Readiness and Performance Council has four main roles, each of which will have 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.

Membership

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.

Operations

The Workforce Readiness and Performance Council meets as designated by the Council Chair and in coordination with Workforce Florida Board meetings. Additional meetings, whether in person or telephonic, may be conducted at the request of the Board Chair or the Council Chair.

Authority

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 will have 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.

Responsibilities

Advise Workforce Florida's Board of Directors on the development and implementation of policies, strategies, programs, and activities affecting workforce development.

Florida Back to Work Program – ARRA

Florida received 80 million dollars from the United States Department of Health & Human Services (HHS) Emergency Contingency Fund under the Temporary Assistance for Needy Families (TANF) Program that allows states to earn 80% of every dollar spent on increased expenditures in any of the following three areas:

- Cash assistance.
- Non-recurring short-term benefits.
- Subsidized employment.

The Florida Back to Work Program was launched late in 2009 by Governor Crist and is a partnership between the AWI, Workforce Florida, Inc., the Department of Children and Families, and the state's 24 Regional Workforce Boards (RWBs). The program was designed to create over 10,000 new jobs and another 15,000 indirect jobs. The program provides employers with help in funding job opportunities for unemployed citizens and helps employers with their efforts to recover and expand as the state's economy slowly begins to rebound. The program is federally funded with TANF funds made available through the federal stimulus. Unless extended by Congress, this program is scheduled to end September 30, 2010.

The Program serves those who are currently receiving welfare assistance and families with incomes that are currently less than 200 percent of the federal poverty level. Many of the thousands of families that now rely solely on unemployment compensation can qualify for the Florida Back to Work Program. Participating employers can receive up to a 95 percent reimbursement for the wages and benefits paid to individuals placed into subsidized Back to Work jobs. As of August 2010, the Program has approved funding for over 1,400 projects.

Unemployment Compensation Modernization – Extreme Makeover

AWI is in the process of replacing its unemployment compensation mainframe application system in order to streamline the processing of claims and to expedite benefit payments. This is a five-year effort scheduled for completion by the end of 2013. The 2007 Florida Legislature directed to evaluate the replacement of the 30-year-old system. This was followed by a feasibility study recommending the implementation of a new system which it projected would result in a cost savings of up to \$43 million annually. Accordingly the 2009 Legislature authorized the expenditure of \$2 million in federal funds for the next phase of the project, to develop detailed system requirements. The expected benefits of the new system include:

- Enhanced call-center operations.

- Improved efficiency of adjudication and appeals activities.
- Reduced errors, fraud and overpayments.
- Implementation of a simplified, robust technical infrastructure.

An additional benefit will also include the enhanced integration of the UC application system and EFM systems to better facilitate the delivery of reemployment services. To that end, AWI and its vendor the North Highland Company have been engaged in a dialogue with Workforce Florida and representatives of the state's regional workforce boards to identify the information that workforce needs to facilitate reemployment planning and the delivery of services to the UC claimants. The Florida Workforce Development Association has named local representatives who have joined with AWI and Workforce Florida staff in providing input into the development of the new system requirements. North Highland and work group members have reviewed examples of increased integration, interviewed other states regarding best practices and contacted state and local staff for suggestions. Their consensus recommendations were summarized in documentation and presented to Workforce Florida's Workforce Readiness and Performance Council for consideration.

Technology Committee

Microsoft® Elevate America

Through its Microsoft® Elevate America initiative, Microsoft partnered with Workforce Florida to donate to the state 35,000 vouchers for no-cost, online technology training and certification through any of the state's 24 Regional Workforce Boards. During the launch event for Elevate America, Governor Charlie Crist negotiated an additional 5,000 vouchers for digital literacy training for Floridians. 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 Governor's Conference in February 2009. The initiative is 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 & 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.

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.

Youth Pilot Projects

Strengthening Youth Partnership Pilot Projects:

Intervention Programs for Court-Involved Youth (also known as dependent & delinquent youth)

The purpose of this \$350,000 grant opportunity, funded through state set-aside funds, was to seek applications for innovative intervention programs for two of the most at-risk youth populations in the state: those dependent and/or delinquent youth involved in the Department of Juvenile Justice (DJJ) and/or those in the Department of Children and Families (DCF) Foster Care/Independent Living systems. Critical to this purpose was improving educational outcomes and work readiness of court-involved youth consistent with the U.S. Department of Labor (USDOL) Shared Youth Vision.

An award was made to Twin Oaks Juvenile Development, Inc. who provided an in-kind match of \$579,540. Their proposal projects to enroll 200 trainees, all of which will complete work readiness training and of which seventy five percent will complete an occupational completion point and earn an industry recognized credential. Twin Oaks also will develop 100 community action teams to help ensure for trainees a smooth transition back into their home environment and facilitate cross training between partners to ensure the strengthening of existing partnerships as well as improve youth grade levels at least one-grade level. The cost per participant is \$1750.

The Twin Oaks Juvenile Inc.'s Project Connect model has been recognized at the state level for its effectiveness and low recidivism rate and there is a replication component of this contract to help expand this model across Florida with goals of reducing the recidivism rate statewide. The

project is on track to serve 200 court-involved youth with at least 150 completing training, 140 receiving grade level gains, 100 community action teams developed and four replication workshops provided across Florida. Final outcomes are not yet available and the project is scheduled to end September 30.

Youth Opportunities Committee Request for Proposal

The Youth Opportunities Committee was awarded \$4 million dollars in state set-aside WIF funds for the 2009 – 2010 program year to initiate pilot projects and targeted initiatives to serve youth who are between the ages of 14 and 21, low income and who have a barrier. As defined in the Workforce Investment Act, barriers for youth are: deficient in basic literacy skills, a school drop-out, homeless, a runaway or a foster child, a pregnant or parenting teen, an offender, or an individual who requires additional assistance to complete an educational program, or secure and hold employment.

With this opportunity, the Youth Opportunities Committee sought out proposals from Regional Workforce Boards and other entities that target Florida's neediest youth maximizing leveraged resources. Proposals were funded for a one-year contract limited to \$500,000. Proposals showing leveraged funds and sustainability or replicability had a greater chance of being funded. Non-Regional Workforce Board entities were strongly encouraged to partner with local boards.

Although the Committee requested all types of proposals serving the above mentioned youth population, several targeted populations and/or activities were identified, including Florida's Neediest Youth, comprised of children of incarcerated parents; court-involved youth; youth at risk of court involvement; homeless and runaway youth; Indian and Native American Youth Migrant youth; out-of-school youth; youth most at risk of dropping out; youth in or aging out of foster care; youth with disabilities. Activities include improvements in literacy and numeracy rates; alternative education opportunities (to include long distance or virtual); training leading to receipt of industry recognized credentials, if available, in high growth sectors such as emerging technologies, green jobs, and S.T.E.M (science, technology, engineering and math); and rural career academy development.

Awards were made to sixteen entities including four Regional Workforce Boards, three local School Boards, and nine non-profit 501(c)3 organizations serving low-income, at-risk youth. These entities provided an in-kind match of over \$6 million dollars. Proposal projects projecting to serve almost 3,000 participants. Types of services included, but were not limited to, assessment, individual service strategy, work readiness courses, work experience activities, classroom training, mentoring, internships, basic skills and remediation services, stipends and other supportive services. One example is Project Ready in Volusia and Flagler counties, which aims to help nearly 200 youth served by the juvenile justice system, in foster care or overcoming other barriers gain financial literacy and work readiness skills while also providing support enabling them to receive a high school diploma or GED. Contracts were are still ongoing and most will close out by December 2010. Final outcomes are not yet available. The average, per trainee investment was \$1344.

For the current fiscal year, Workforce Florida's Youth Opportunities Committee has approved three initiatives with up to \$4 million in additional funding targeting Youth Aging out of Foster Care, Juvenile Justice Youth and a further enhancement and expansion of Florida's Career Academies.

State and Local Initiatives

Strengthening Youth Partnership Initiative

Workforce Florida initiated this statewide effort in 2003 to increase coordination, planning and resource alignment among state organizations and agencies with complementary youth goals and missions. This group includes representatives from the Departments of Juvenile Justice, Education, Children and Families, and Health along with Workforce Florida, the Agency for Workforce Innovation, Regional Workforce Boards, Associated Industries of Florida and Able Trust. It meets regularly to identify gaps in services, potential program duplication and strategies to improve services to Florida's most at-risk youth. The partnership's work is in line with more recent federal directives through the Employment and Training Administration (New Youth Vision) and the White House Task Force on Disadvantaged Youth (Shared Youth Vision), among others, aimed at **fostering more collaboration** among those supporting youth services.

Key to the visions of both the state and federal partners is increasing training opportunities for young people in high-growth industries that pay higher wages. Florida's record, as an early innovator in building bridges among those serving youth, contributed to its selection as one of 16 states earlier this year to receive a \$116,000 federal grant to fund two programs — through WorkSource in the Jacksonville area and the Southwest Florida Workforce Board in Charlotte County — that link youthful juvenile offenders with educational, health and social services that support successful employment outcomes.

WorkSource developed a community action assessment and action plan for serving youth with special needs with processes being documented to create a model for replication in any community.

A link on WorkSource's website,

http://www.workforceleadership.net/project/shared_youth_vision, 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, Inc. 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.

Youth Waivers

Waiver of the WIA competitive procurement requirement for providers of youth services:

Workforce Florida and AWI submitted request for a waiver, which was approved to allow the State's Regional Workforce Boards to only have to follow their established procurement procedures when selecting a provider to operate 2009 Summer Youth program. The waiver allows the local boards, when in the best interest of the program, to non-competitively award a grant/contract for operating a 2009 summer youth program to a provider using its existing policy and procedures related to exception to a competitive procurement. The non-competitive selection of a provider would only be done if the selection is consistent with the local board's established procurement policies and only if the selected provider has a demonstrated capability to quickly and effectively commence and operate the summer program. This waiver allowed the state to quickly implement a substantive 2009 Summer Youth Program in each of the State's 24 workforce regions.

Waiver of Federal Common Measures for those out-of-school youth, aged 18-24, served with Recovery Act funds beyond the summer months who participate in work experience only:

This waiver allows for increased flexibility for local areas in expending youth ARRA funds on out-of-school youth, aged 18-24, which includes the neediest of the underserved youth population who without having to be held to the Federal Common Measures. The waiver applies to Recovery Act funds for Program Year 2009 and will only apply to the first six months following the Summer of 2009 (i.e. October to March). Specifically the waiver includes the neediest youth identified in Employment and Training Agency's new *Strategic Plan for Delivery of Youth Services* and the State of Florida's Four-Year Strategic Plan: homeless youth, migrant and seasonal farm worker youth, youth in foster care, youth aging out of foster care, disabled youth, youthful offenders including those in residential juvenile justice facilities and children of incarcerated parents. Such flexibility enables local areas to better serve the needs of their youth population and provides additional encouragement for Florida's regional workforce boards to forge new partnerships and engage in new approaches at serving the hardest to serve.

ARRA WIA Summer Youth

The American Recovery and Reinvestment Act of 2009 (ARRA) infused \$165 million into the Florida workforce system to meet the needs of local communities for enhanced WIA job placement and job training services. Of this, Florida youth will benefit from \$43 million. These resources were targeted primarily for summer youth employment and related activities in the summer of 2009. Funds appropriated under the ARRA have provided expanded services to youth, ages 14 to 24, to include employment and academic/vocational training opportunities. Between the months of May and September of 2009, the State served almost 15,000 young Floridians. These youth learned more than job specific skills. They left these summer youth experiences knowing the importance of punctuality, teamwork, listening, following through and finishing a task. Overall, their experiences during the summer youth programs have prepared them for the world of work as they move rapidly toward becoming productive adults.

Highlights from 2009 include the following:

- Workforce Alliance enrolled 1,000 eligible youth and young adults, ages 18 to 24, at employer sites in Palm Beach County for a six-week week period.
<http://www.pbcalliance.com/news/2009-04-17-03-59-59/workforce-alliance-program-provides-summer-jobs-for-over-one-thousand-palm-beach-county-youths.html>
- The Southwest Florida Workforce Development Board operating in conjunction with the Collier County School District served over 800 youth, introducing them to the world of health and construction careers.
<http://www.cape-coral-daily-breeze.com/page/content.detail/id/508520.html?nav=5011>
- The South Florida Workforce Board received over 18,000 summer job applications. Of those applicants, nearly 3,000 youth were employed and earned \$8 to \$10 per hour.
- Nearly 500 interns in Alachua and Bradford counties participated in the Summer Youth Work Program. The Eastside High School Institute of Culinary Arts summer internship was just one of their many summer opportunities.
- Tampa Bay WorkForce Alliance developed the Employment and Leadership Exploration program to provide worksite experiences to more than 700 youth, ages 17-24.
- As part of the Gulf Coast Workforce Board's Summer Youth Employment Program, over 200 youth were trained and placed into Green jobs and internships.
- Citrus, Marion and Levy counties partnered with 132 business sites and served 300 youth from ages 14 to 24. The younger youth participated in a simulated workplace where they built a computer, hydrogen powered car, experimented with solar energy models and participated in learning activities at related businesses.
(SEE VIDEO) <http://www.youtube.com/watch?v=rDIQGXvXueg>

Outreach to Employers and Job Seekers

EmployFlorida.com, Online Workforce Services and “Virtual One Stop”

As noted earlier in this report, the Employ Florida Marketplace (EFM) at EmployFlorida.com is Florida’s virtual job-matching tool available 24 hours a day, seven days a week, at no charge to any individual or business that uses it.

EFM has more than 104,000 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 employer efforts to find, retain and train employees. More than 1.5 million resumes are indexed on EFM for workforce professionals and employers to access qualified talent and match job seekers to opportunities statewide. More than 103,000 visitors use the site daily to search for jobs, screen applicant resumes and research the latest labor market statistics.

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 tools available at 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 local workforce boards—making the Employ Florida Marketplace the most comprehensive source available for current Florida job openings.

EmployFlorida.com, which uses “spidering” technology to aggregate job listings from other websites, has provided nearly 26.5 million job referrals since it was launched.

The website is consistently upgraded. Recently significant enhancements were made to labor exchange and resume features; individual and employer search options; the communications module; a new tabbed interface; case management, including new audit trail on individual data, application wizards, and color-coded status flags; activity/event management; additional database security with password and SSN encryption; modifications to common intake; employer case assignment and more.

Other significant improvements include the continuing development of micro-portals, powered by the Marketplace, that provide additional job-search tools to address critical talent needs. To date, Workforce Florida and AWI, 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 people seeking employment resulting from Florida’s Gulf of Mexico oil spill response and recovery efforts. Among other portals under development for 2010-2011 is one for green jobs.

Employ Florida Vets Portal

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

The Employ Florida Vets Portal was developed through a series of focus group meetings with veterans. One of the important functions of the site is its capability of 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 the 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.

Governor Crist, joined by Workforce Florida Board Chair Belinda Keiser, Agency for Workforce Innovation Director Cynthia Lorenzo, and more than a dozen Workforce Florida Board Members, legislators and veterans, publicly announced the new web portal during a news conference at the U.S. Department of Veterans Affairs Regional Office in St. Petersburg.

Employ Florida Silver Edition

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

First launched as a regional pilot project, the Employ Florida Silver Edition was designed through a collaborative process engaging Workforce Florida Board Members and Staff Leaders, the Agency for Workforce Innovation, Regional Workforce Boards, the Florida Department of Elder Affairs and Community-Based Organizations, among others.

In the 2009-2010 Program Year the portal — created for job seekers 50 and older — was launched statewide. 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 our 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 societal cohort are accessible to the business and civic organizations that need them, on terms that are mutually acceptable.

Florida Gulf Recovery Jobs

(Florida Gulf Recovery Jobs at www.floridagulfrecoveryjobs.com)

The Florida Gulf Recovery Jobs portal was announced by the Governor Crist in June 2010. The micro-portal was designed to allow job seekers to locate and apply for positions created in response to the Deepwater Horizon oil spill. Available positions are verified by Regional

Workforce Boards as employers post them. Florida's workforce system has been responsible for recruiting and pre-screening local job seekers from each impacted Florida community. British Petroleum (BP) and its contractors and subcontractors have been responsible for making all final interviewing, hiring and employment decisions for clean up and recovery workers with priority given to the impacted workforce. Through high collaboration and coordination among Florida's workforce partners, state and local, and with the state's outstanding emergency response system of partners, thousands of people were hired into well-paying, temporary jobs to support Florida clean-up and recovery efforts.

Employ Florida Brand



Also noted earlier in this report, the Employ Florida affiliate brand continues to be developed as a tool for customers to find state and local workforce resources and services throughout Florida. By affiliating with Employ Florida, local and state workforce entities and their service outlets are connected via a common name/brand. Employers and job seekers only need to know this one name to locate Florida's workforce services and resources anywhere in the state online at www.EmployFlorida.com or by calling the Employ Florida toll-free helpline staffed by the Agency for Workforce Innovation: 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 out of state-level discretionary WIA, WP and TANF funds. Additional incentive money for the pool may come from federal performance awards including WIA incentives. 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

EXECUTIVE SUMMARY



Today's Needs and Tomorrow's Talent

A catalyst for creating world-class talent, Workforce Florida Inc. is the statewide board of business and government leaders which, along with its workforce system and other collaborative partners, develops innovative strategies to help Floridians advance in the workforce and strengthen the state's business climate.

Charged by the Legislature to “develop a strategic plan for workforce, with the goal of producing skilled employees for employers in the state,” Workforce Florida has developed a five-year strategic plan, *Creating the Strategy for Today's Needs and Tomorrow's Talent*, to map out Florida's workforce development vision for 2010-2015.

This strategic plan, updated annually, was created through an inclusive and transparent process involving public and private-sector input from throughout the state to ensure a more competitive Florida, strengthen the state's demand-driven workforce system and leverage talent development resources to their highest potential. The plan identifies six strategic goals to confront the challenges of getting Floridians back to work while focusing on the most promising opportunities to diversify the state's economy for national and global competitiveness—now and into the future.

Vision

Florida will develop a globally competitive workforce.

Mission

Florida will 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.



Florida's Six Strat

World-Class Service to Florida's Target Industry Clusters

Support economic diversification and job creation and retention:

- Pursue expansion in foundational and high-impact industry clusters identified by Enterprise Florida Inc. in the state's economic development plan, the *Roadmap to Florida's Future*, while anticipating the emergence of new clusters
- Use real-time data tools to measure the talent and workforce needs of business
- Grow Florida's green economy
- Increase industry participation and satisfaction with the workforce system through enhanced business access services and feedback tools

Florida's Target Industry Clusters

Foundation Clusters

- Advanced Manufacturing
- Agriculture
- Construction
- Marine
- Space
- Tourism

High-Impact Clusters

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

These are the focus of new Target Industry Task Forces being created by Workforce Florida.

Emerging Clusters

- Creative Industries
- Global Logistics
- Emerging Technologies

ROADMAP TO FLORIDA'S FUTURE,
Enterprise Florida, www.eflorida.com/Roadmap

Strategic Goals for Talent Development

World-Class Service to Florida's Infrastructure Innovators

Support economic diversification and job creation and retention:

- Focus on infrastructure industries such as water, energy, transportation, health care and telecommunications, which support the success of all other Florida sectors
- Use employer data and other tools to adeptly assess supply and demand for the jobs of today and tomorrow

Top National and State Leadership for the Demand-Driven Solution

Use demand-side data to drive state and federal resources, including:

- Leadership in federal reauthorization of the Workforce Investment Act (WIA), ensuring that the benefits and results of Florida's workforce system—a nationally recognized model for accountability and responsiveness—are central to efforts aimed at developing talent to drive America's innovation economy
- Florida's priority for providing workforce readiness training and other employment assistance to low-income individuals, displaced and underskilled adults, disconnected youth and recipients of Temporary Assistance for Needy Families (TANF) as well as its focus on re-employment
- Solutions, including broadband, that allow talent in rural and distressed urban markets to access job-seeker programs and career paths

Aligned, Responsive, Jointly Engaged Talent Supply Chain Team

- Develop a strong Talent Supply Chain of collaborative partners that begins with Pre K-20 and continues with lifelong learning and training to map all aspects of Florida's talent delivery system and prioritize projects and reforms while maximizing resources
- Grow Florida's Science, Technology, Engineering and Math (STEM) leadership and skilled talent pool

A Call to Action for Collaborative Partners: Creating a Talent Supply Chain Team for Florida

Demand-driven alignment of resources and a climate of collaboration that fosters innovation and job growth are keys to Florida's success. To achieve this, Workforce Florida will convene a Talent Supply Chain Team for Florida—believed to be the first of its kind in the nation—with leaders from workforce, education (PreK-20 and beyond), business and economic development. Together, we are committed to creating a seamless pipeline of talent development for Florida.

Outstanding Business Communications and Intelligence for Performance and Accountability

- Empower the Workforce Florida Board of Directors to effectively communicate with and respond to the needs of businesses
- Create and deploy Target Industry Cluster Task Forces to leverage business intelligence for improved workforce and education alignment in support of key economic priorities

Dedicated Commitment to Change Management and Transformation

- Integrate the strategic plan with Workforce Florida Board agendas and operations to drive toward strategic goals; Workforce Florida will pursue operational excellence and its commitment to accountability to realize the goals and achievements of 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 reality.”

DAVID ARMSTRONG JR., *President of Broward College and Workforce Florida Board Member*



**“More and more, Florida will compete,
grow business, innovate and create individual, family, enterprise
and community wealth through TALENT.”**

Creating the Strategy for Today's Needs and Tomorrow's Talent, 2010-2015 Strategic Plan for Workforce Development

We are all participant-owners in Florida's Talent Supply Chain. Workforce Florida is committed to strengthening the competitiveness of Florida's businesses and workforce—from entry-level employees to executives. Please join us in our mission to keep Florida on the leading edge of talent development. To get involved or to view the full strategic plan, including the specific achievements Workforce Florida has identified to transform the six strategic goals into a reality for Florida, visit www.WorkforceFlorida.com.

**WORKFORCE FLORIDA INC.
1580 Waldo Palmer Lane, Suite One
Tallahassee, FL 32308
850.921.1119**

Workforce Florida is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities. The telephone number in this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

Level:

FLORIDA PROGRAM YEAR 2009-2010 STATE WIA PERFORMANCE

9/28/2010

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance	Actual Performance		
Participant Customer Satisfaction Score (For exiters 01/01/2009 - 12/31/2009)	NA	86.02	Number of Exiters	26,785
			Number of Completed Surveys	6,382
			Sample Size	8,652
Adult Entered Employment Rate (10/01/2008 - 09/30/2009)	74.00	82.90	Numerator	3,993
			Denominator	4,819
Adult Employment Retention Rate (04/01/2008 - 03/31/2009)	86.00	90.70	Numerator	13,230
			Denominator	14,587
Adult Average Earnings (04/01/2008 - 03/31/2009)	15,500	21,064	Numerator	267,473,791
			Denominator	12,698
Adult Employment and Credential Rate (10/01/2008 - 09/30/2009)	NA	87.60	Numerator	12,792
			Denominator	14,599
Dislocated Worker Entered Employment Rate (10/01/2008 - 09/30/2009)	80.00	79.70	Numerator	1,643
			Denominator	2,062
Dislocated Worker Employment Retention Rate (04/01/2008 - 03/31/2009)	86.00	87.40	Numerator	1,593
			Denominator	1,822
Dislocated Worker Average Earnings (04/01/2008 - 03/31/2009)	15,000	16,715	Numerator	24,454,639
			Denominator	1,463
Dislocated Worker Employment and Credential Rate (10/01/2008 - 09/30/2009)	NA	63.20	Numerator	808
			Denominator	1,278
Older Youth Entered Employment Rate (10/01/2008 - 09/30/2009)	NA	63.40	Numerator	737
			Denominator	1,163
Older Youth Employment Retention Rate (04/01/2008 - 03/31/2009)	NA	77.60	Numerator	746
			Denominator	961
Older Youth Average Earnings (04/01/2008 - 03/31/2009)	NA	3,780	Numerator	3,280,680
			Denominator	868
Older Youth Employment and Credential Rate (10/01/2008 - 09/30/2009)	NA	41.60	Numerator	620
			Denominator	1,489
Younger Youth Skill Attainment Rate (04/01/2009 - 03/31/2010)	NA	80.20	Numerator	6,222
			Denominator	7,762
Younger Youth Diploma or Equivalent Attainment Rate (04/01/2009 - 03/31/2010)	NA	53.40	Numerator	1,208
			Denominator	2,261
Younger Youth Retention Rate (04/01/2008 - 03/31/2009)	NA	63.70	Numerator	1,296
			Denominator	2,036
Youth Placement in Employment or Education Rate (10/01/2008 - 09/30/2009)	58.50	52.70	Numerator	2,117
			Denominator	4,020
Younger Youth Attainment of Degree or Certificate Rate (10/01/2008 - 09/30/2009)	57.50	58.90	Numerator	2,438
			Denominator	4,139
Younger Youth Literacy and Numeracy Gains (07/01/2009 - 06/30/2010)	29.00	41.10	Numerator	886
			Denominator	2,157

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, 2009 to June 30, 2010)
State-Level WIA Rapid Response**

	Total Funds Available	Total Expenditures	Direct Client Services (DCS)	% DCS
<i>State Level Projects</i>				
Aerospace Workforce Transition - RWB 13	1,850,000	1,827,898	1,752,186	96%
<i>Supplemental Awards</i>				
PY 2008 DW Supplemental Funding RWB 10	200,000	200,000	192,740	96%
<i>Performance Awards</i>				
PY 2008 Performance Awards	1,573,059	1,573,683	1,359,707	86%
<i>Operations/Management</i>				
Agency for Workforce Innovation	1,050,628	594,788	594,788	100%
Total State-Level	4,673,687	4,196,369	3,899,421	93%

FLORIDA WIA FINANCIAL STATEMENT

7/1/09 TO 6/30/10*

Operating Results	Available	Expended	Pct.	Balance Remaining
Total All Funds Sources	\$307,655,697	\$204,170,475	66.4%	\$103,485,222
Adult Program Funds	\$41,572,549	\$26,111,221	62.8%	\$15,461,328
Adult Carry in Monies	\$28,078,175	\$28,078,175	100.0%	\$0
Total Available Local Adult	\$69,650,724	\$54,189,396	77.8%	\$15,461,328
Dislocated Worker Program Funds	\$40,333,801	\$15,648,563	38.8%	\$24,685,238
Dislocated Wkr. Carry in Monies	\$51,218,140	\$51,218,140	100.0%	\$0
Total Available Local Dislocated	\$91,551,941	\$66,866,703	73.0%	\$24,685,238
Youth Program Funds	\$25,511,498	\$19,894,087	78.0%	\$5,617,411
Youth Carry in Monies	\$30,160,301	\$30,160,301	100.0%	\$0
Total Available Local Youth	\$55,671,799	\$50,054,388	89.9%	\$5,617,411
Out-of-School Youth		\$27,832,642		
In-School Youth		\$22,221,746		
Summer Employment Opportunities		\$15,497,919		
Local Administration Funds	\$11,935,316	\$0	0.0%	\$11,935,316
Carry in Monies	\$14,427,119	\$10,250,949	71.1%	\$4,176,170
Total Available Local	\$26,362,435	\$10,250,949	38.9%	\$16,111,486
Rapid Response Funds	\$3,264,769	\$1,399,682	42.9%	\$1,865,087
Carry in Monies	\$2,796,687	\$2,796,687	100.0%	\$0
Total Available State Level Rapid	\$6,061,456	\$4,196,369	69.2%	\$1,865,087
Statewide Activity Funds	\$21,638,458	\$0	0.0%	\$21,638,458
Carry in Monies	\$36,718,884	\$18,612,670	50.7%	\$18,106,214
Total Available Statewide Activity	\$58,357,342	\$18,612,670	31.9%	\$39,744,672

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

**TABLE 5: PROGRAM YEAR 2009-2010 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/08 TO 9/30/09**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,081,902	100.0%				
TOTAL EXPEND.	\$1,321,073	63.5%	679	\$1,946	168	\$7,864
EXPEND. OTHER SERVICES**	\$408,323	30.9%	679	\$601		
EXPEND. TRAINING	\$827,658	62.7%	280	\$2,956		

REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$829,971	100.0%				
TOTAL EXPEND.	\$403,405	48.6%	489	\$825	315	\$1,281
EXPEND. OTHER SERVICES**	\$56,789	14.1%	489	\$116		
EXPEND. TRAINING	\$332,465	82.4%	354	\$939		

REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$785,288	100.0%				
TOTAL EXPEND.	\$339,891	43.3%	168	\$2,023	38	\$8,945
EXPEND. OTHER SERVICES**	\$56,146	16.5%	168	\$334		
EXPEND. TRAINING	\$280,299	82.5%	61	\$4,595		

REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,344,533	100.0%				
TOTAL EXPEND.	\$595,324	44.3%	894	\$666	348	\$1,711
EXPEND. OTHER SERVICES**	\$38,266	6.4%	894	\$43		
EXPEND. TRAINING	\$514,734	86.5%	279	\$1,845		

REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,295,964	100.0%				
TOTAL EXPEND.	\$490,536	37.9%	172	\$2,852	46	\$10,664
EXPEND. OTHER SERVICES**	\$91,027	18.6%	172	\$529		
EXPEND. TRAINING	\$361,272	73.6%	66	\$5,474		

REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$600,559	100.0%				
TOTAL EXPEND.	\$194,870	32.4%	92	\$2,118	29	\$6,720
EXPEND. OTHER SERVICES**	\$86,885	44.6%	92	\$944		
EXPEND. TRAINING	\$107,694	55.3%	34	\$3,167		

REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$535,912	100.0%				
TOTAL EXPEND.	\$202,590	37.8%	155	\$1,307	57	\$3,554
EXPEND. OTHER SERVICES**	\$135,074	66.7%	155	\$871		
EXPEND. TRAINING	\$52,096	25.7%	85	\$613		

REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$6,051,362	100.0%				
TOTAL EXPEND.	\$4,730,580	78.2%	4,537	\$1,043	2,979	\$1,588
EXPEND. OTHER SERVICES**	\$985,132	20.8%	4,537	\$217		
EXPEND. TRAINING	\$3,408,656	72.1%	3,759	\$907		

REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,288,310	100.0%				
TOTAL EXPEND.	\$611,935	47.5%	443	\$1,381	168	\$3,642
EXPEND. OTHER SERVICES**	\$201,152	32.9%	443	\$454		
EXPEND. TRAINING	\$357,544	58.4%	98	\$3,648		

* 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 2009-2010 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/08 TO 9/30/09

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,805,524	100.0%				
TOTAL EXPEND.	\$985,842	54.6%	1,183	\$833	364	\$2,708
EXPEND. OTHER SERVICES**	\$117,485	11.9%	1,183	\$99		
EXPEND. TRAINING	\$818,904	83.1%	351	\$2,333		

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,137,507	100.0%				
TOTAL EXPEND.	\$924,792	43.3%	1,365	\$678	629	\$1,470
EXPEND. OTHER SERVICES**	\$53,681	5.8%	1,365	\$39		
EXPEND. TRAINING	\$787,197	85.1%	638	\$1,234		

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$7,486,464	100.0%				
TOTAL EXPEND.	\$6,243,280	83.4%	5,811	\$1,074	3,494	\$1,787
EXPEND. OTHER SERVICES**	\$1,349,951	21.6%	5,811	\$232		
EXPEND. TRAINING	\$4,620,098	74.0%	4,412	\$1,047		

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,728,512	100.0%				
TOTAL EXPEND.	\$856,900	49.6%	394	\$2,175	112	\$7,651
EXPEND. OTHER SERVICES*	\$208,190	24.3%	394	\$528		
EXPEND. TRAINING	\$586,394	68.4%	179	\$3,276		

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,758,984	100.0%				
TOTAL EXPEND.	\$1,202,398	43.6%	3,253	\$370	2,198	\$547
EXPEND. OTHER SERVICES**	\$278,925	23.2%	3,253	\$86		
EXPEND. TRAINING	\$875,442	72.8%	2,123	\$412		

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,265,490	100.0%				
TOTAL EXPEND.	\$1,537,404	36.0%	1,067	\$1,441	418	\$3,678
EXPEND. OTHER SERVICES**	\$200,033	13.0%	1,067	\$187		
EXPEND. TRAINING	\$1,303,328	84.8%	594	\$2,194		

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,138,750	100.0%				
TOTAL EXPEND.	\$905,998	42.4%	850	\$1,066	389	\$2,329
EXPEND. OTHER SERVICES**	\$236,802	26.1%	850	\$279		
EXPEND. TRAINING	\$669,196	73.9%	564	\$1,187		

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,197,201	100.0%				
TOTAL EXPEND.	\$1,033,449	47.0%	612	\$1,689	179	\$5,773
EXPEND. OTHER SERVICES**	\$210,669	20.4%	612	\$344		
EXPEND. TRAINING	\$759,622	73.5%	276	\$2,752		

* 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 2009-2010 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/08 TO 9/30/09**

REGION 18			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL AVAIL.	\$2,620,181	100.0%				
TOTAL EXPEND.	\$1,411,247	53.9%	550	\$2,566	321	\$4,396
EXPEND. OTHER SERVICES**	\$1,045,401	74.1%	550	\$1,901		
EXPEND. TRAINING	\$255,395	18.1%	426	\$600		

REGION 19			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL AVAIL.	\$1,079,996	100.0%				
TOTAL EXPEND.	\$350,409	32.4%	212	\$1,653	124	\$2,826
EXPEND. OTHER SERVICES**	\$28,961	8.3%	212	\$137		
EXPEND. TRAINING	\$288,790	82.4%	158	\$1,828		

REGION 20			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL AVAIL.	\$2,723,218	100.0%				
TOTAL EXPEND.	\$1,584,152	58.2%	925	\$1,713	313	\$5,061
EXPEND. OTHER SERVICES**	\$279,373	17.6%	925	\$302		
EXPEND. TRAINING	\$1,191,720	75.2%	512	\$2,328		

REGION 21			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL AVAIL.	\$7,133,702	100.0%				
TOTAL EXPEND.	\$4,458,334	62.5%	1,463	\$3,047	858	\$5,196
EXPEND. OTHER SERVICES**	\$1,829,389	41.0%	1,463	\$1,250		
EXPEND. TRAINING	\$2,493,641	55.9%	1,032	\$2,416		

REGION 22			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL AVAIL.	\$5,232,722	100.0%				
TOTAL EXPEND.	\$2,138,155	40.9%	1,085	\$1,971	519	\$4,120
EXPEND. OTHER SERVICES**	\$716,599	33.5%	1,085	\$660		
EXPEND. TRAINING	\$1,227,648	57.4%	566	\$2,169		

REGION 23			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL AVAIL.	\$15,327,077	100.0%				
TOTAL EXPEND.	\$6,252,281	40.8%	5,301	\$1,179	2,275	\$2,748
EXPEND. OTHER SERVICES**	\$2,642,553	42.3%	5,301	\$499		
EXPEND. TRAINING	\$3,140,549	50.2%	1,064	\$2,952		

REGION 24			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL AVAIL.	\$4,307,615	100.0%				
TOTAL EXPEND.	\$1,769,506	41.1%	1,730	\$1,023	372	\$4,757
EXPEND. OTHER SERVICES**	\$655,990	37.1%	1,730	\$379		
EXPEND. TRAINING	\$1,035,169	58.5%	597	\$1,734		

REGIONS 1-24 TOTALS			TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
AMOUNT	% OF TOTAL					
TOTAL AVAIL.	\$77,756,744	100.0%				
TOTAL EXPEND.	\$40,587,682	52.2%	33,430	\$1,214	16,713	\$2,429
EXPEND. OTHER SERVICES**	\$11,912,796	29.4%	33,430	\$356		
EXPEND. TRAINING	\$26,295,511	64.8%	18,508	\$1,421		

* 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 2009-2010 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/08 TO 9/30/09**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,207,870	100.0%				
TOTAL EXPEND.	\$574,945	26.0%	245	\$2,347	20	\$ 28,747
EXPEND. OTHER SERVICES*	\$135,675	23.6%	245	\$554		
EXPEND. TRAINING	\$406,634	70.7%	68	\$5,980		
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$761,134	100.0%				
TOTAL EXPEND.	\$118,695	15.6%	43	\$2,760	6	\$19,783
EXPEND. OTHER SERVICES*	\$19,391	16.3%	43	\$450.95		
EXPEND. TRAINING	\$94,454	79.6%	6	\$15,742		
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$583,678	100.0%				
TOTAL EXPEND.	\$189,821	32.5%	88	\$2,157	15	\$12,655
EXPEND. OTHER SERVICES*	\$15,124	8.0%	88	\$172		
EXPEND. TRAINING	\$159,854	84.2%	26	\$6,148		
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,201,619	100.0%				
TOTAL EXPEND.	\$289,447	24.1%	213	\$1,359	17	\$17,026
EXPEND. OTHER SERVICES*	\$41,417	14.3%	213	\$ 194		
EXPEND. TRAINING	\$235,736	81.4%	49	\$4,811		
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,806,080	100.0%				
TOTAL EXPEND.	\$176,332	9.8%	27	\$6,531	7	\$25,190
EXPEND. OTHER SERVICES*	\$0	0.0%	27	\$0		
EXPEND. TRAINING	\$165,744	94.0%	7	\$23,678		
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$737,851	100.0%				
TOTAL EXPEND.	\$152,590	20.7%	18	\$8,477	1	\$152,590
EXPEND. OTHER SERVICES*	\$106,640	69.9%	18	\$5,924		
EXPEND. TRAINING	\$45,395	30%	5	\$2,522		
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$612,281	100.0%				
TOTAL EXPEND.	\$160,481	26.2%	68	\$2,360	9	\$17,831
EXPEND. OTHER SERVICES*	\$87,988	54.8%	68	\$1,294		
EXPEND. TRAINING	\$63,480	39.6%	19	\$3,341		
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$9,444,185	100.0%				
TOTAL EXPEND.	\$1,211,145	12.8%	258	\$4,694	8	\$151,393
EXPEND. OTHER SERVICES*	\$272,114	22.5%	258	\$1,055		
EXPEND. TRAINING	\$933,066	77.0%	58	\$16,087		
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$674,627	100.0%				
TOTAL EXPEND.	\$497,988	73.8%	219	\$2,274	53	\$9,396
EXPEND. OTHER SERVICES*	\$255,696	51.3%	219	\$1,168		
EXPEND. TRAINING	\$199,632	40.1%	10	\$19,963		

* 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 2009-2010 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/08 TO 9/30/09**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,316,778	100.0%				
TOTAL EXPEND.	\$1,287,317	29.8%	897	\$1,435	83	\$15,510
EXPEND. OTHER SERVICES*	\$287,306	22.3%	897	\$320		
EXPEND. TRAINING	\$941,593	73.1%	132	\$7,133		

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,788,204	100.0%				
TOTAL EXPEND.	\$407,758	8.5%	354	\$1,152	96	\$4,247
EXPEND. OTHER SERVICES*	\$54,798	13.4%	354	\$155		
EXPEND. TRAINING	\$323,129	79.2%	93	\$3,475		

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$15,577,432	100.0%				
TOTAL EXPEND.	\$2,758,082	17.7%	2,034	\$1,356	187	\$14,749
EXPEND. OTHER SERVICES*	\$486,497	17.6%	2,034	\$239		
EXPEND. TRAINING	\$2,271,435	82.4%	507	\$4,480		

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,419,086	100.0%				
TOTAL EXPEND.	\$1,079,950	24.4%	256	\$4,219	24	\$44,998
EXPEND. OTHER SERVICES*	\$251,746	23.3%	256	\$983		
EXPEND. TRAINING	\$760,845	70.5%	49	\$15,527		

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$7,420,680	100.0%				
TOTAL EXPEND.	\$2,987,325	40.3%	1,073	\$2,784	164	\$18,215
EXPEND. OTHER SERVICES*	\$345,909	11.6%	1,073	\$322		
EXPEND. TRAINING	\$2,523,828	84.5%	378	\$6,677		

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$10,546,307	100.0%				
TOTAL EXPEND.	\$2,435,722	23.1%	1,014	\$2,402	117	\$20,818
EXPEND. OTHER SERVICES*	\$819,953	33.7%	1,014	\$809		
EXPEND. TRAINING	\$1,466,960	60.2%	375	\$3,912		

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,077,365	100.0%				
TOTAL EXPEND.	\$1,025,566	20.2%	333	\$3,080	28	\$36,627
EXPEND. OTHER SERVICES*	\$318,582	31.1%	333	\$957		
EXPEND. TRAINING	\$650,718	63.4%	91	\$7,151		

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$4,838,449	100.0%				
TOTAL EXPEND.	\$979,130	20.2%	349	\$2,806	38	\$25,767
EXPEND. OTHER SERVICES*	\$245,811	25.1%	349	\$704		
EXPEND. TRAINING	\$666,457	68.1%	47	\$14,180		

* 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 2009-2010 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/08 TO 9/30/09**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,588,848	100.0%				
TOTAL EXPEND.	\$512,325	9.2%	175	\$2,928	22	\$23,288
EXPEND. OTHER SERVICES*	\$360,323	70.3%	175	\$2,059		
EXPEND. TRAINING	\$111,169	21.7%	29	\$3,833		
REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$947,194	100.0%				
TOTAL EXPEND.	\$114,881	12.1%	11	\$10,444	2	\$57,441
EXPEND. OTHER SERVICES*	\$22,989	20.0%	11	\$2,090		
EXPEND. TRAINING	\$85,482	74.4%	5	\$17,096		
REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$5,895,604	100.0%				
TOTAL EXPEND.	\$1,400,270	23.8%	476	\$2,942	64	\$21,879
EXPEND. OTHER SERVICES*	\$295,621	21.1%	476	\$621		
EXPEND. TRAINING	\$1,007,411	71.9%	91	\$11,070		
REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$9,589,776	100.0%				
TOTAL EXPEND.	\$1,427,386	14.9%	410	\$3,481	50	\$28,548
EXPEND. OTHER SERVICES*	\$399,623	28.0%	410	\$975		
EXPEND. TRAINING	\$804,879	56.4%	99	\$8,130		
REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$12,661,769	100.0%				
TOTAL EXPEND.	\$2,979,606	23.5%	1,198	\$2,487	297	\$10,032
EXPEND. OTHER SERVICES*	\$793,395	26.6%	1,198	\$662		
EXPEND. TRAINING	\$1,946,210	65.3%	338	\$5,758		
REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$19,759,119	100.0%				
TOTAL EXPEND.	\$4,564,940	23.1%	1,899	\$2,404	315	\$14,492
EXPEND. OTHER SERVICES*	\$1,796,424	39.4%	1,899	\$946		
EXPEND. TRAINING	\$2,469,179	54.1%	420	\$5,879		
REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$10,182,989	100.0%				
TOTAL EXPEND.	\$2,181,994	21.4%	993	\$2,197	56	\$38,964
EXPEND. OTHER SERVICES*	\$587,103	26.9%	993	\$591		
EXPEND. TRAINING	\$1,498,448	68.7%	135	\$11,100		
REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$139,638,925	100.0%				
TOTAL EXPEND.	\$29,513,696	21.1%	12,651	\$2,333	1,679	\$17,578
EXPEND. OTHER SERVICES*	\$8,000,125	27.1%	12,651	\$632		
EXPEND. TRAINING	\$19,831,738	67.2%	3,037	\$6,530		

* 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 2009-2010 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUTH PROGRAMS
10/1/08 TO 9/30/09**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,539,059	100.0%				
TOTAL EXPEND.	\$1,636,412	64.4%	544	\$3,008	180	\$9,091
OTHER SERVICES***	\$750,859	45.9%	544	\$1,380		
TRAINING****	\$790,198	48.3%	387	\$2,042		

REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$629,854	100.0%				
TOTAL EXPEND.	\$293,490	46.6%	287	\$1,023	244	\$1,203
OTHER SERVICES***	\$61,862	21.1%	287	\$216		
TRAINING****	\$215,597	73.5%	279	\$773		

REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$891,987	100.0%				
TOTAL EXPEND.	\$559,903	62.8%	443	\$1,264	244	\$2,295
OTHER SERVICES***	\$66,192	11.8%	443	\$149		
TRAINING****	\$460,601	82.3%	399	\$1,154		

REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,302,712	100.0%				
TOTAL EXPEND.	\$615,214	47.2%	427	\$1,441	168	\$3,662
OTHER SERVICES***	\$148,065	24.1%	427	\$347		
TRAINING****	\$446,194	72.5%	260	\$1,716		

REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,204,259	100.0%				
TOTAL EXPEND.	\$1,413,990	64.1%	759	\$1,863	515	\$2,746
OTHER SERVICES***	\$1,065,207	75.3%	759	\$1,403		
TRAINING****	\$234,246	16.6%	676	\$347		

REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$772,336	100.0%				
TOTAL EXPEND.	\$299,909	38.8%	94	\$3,191	58	\$5,171
OTHER SERVICES***	\$44,958	15.0%	94	\$478		
TRAINING****	\$243,784	81.3%	78	\$3,125		

REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$629,854	100.0%				
TOTAL EXPEND.	\$455,728	72.4%	252	\$1,808	129	\$3,533
OTHER SERVICES***	\$416,531	91.4%	252	\$1,653		
TRAINING****	\$18,394	4.0%	151	\$122		

REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$5,499,295	100.0%				
TOTAL EXPEND.	\$3,506,791	63.8%	2,077	\$1,688	1,644	\$2,133
OTHER SERVICES***	\$2,215,631	63.2%	2,077	\$1,067		
TRAINING****	\$1,178,575	33.6%	1,927	\$612		

REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,447,581	100.0%				
TOTAL EXPEND.	\$1,022,034	70.6%	843	\$1,212	502	\$2,036
OTHER SERVICES***	\$492,915	48.2%	843	\$585		
TRAINING****	\$441,621	43.2%	668	\$661		

* 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.

****Training includes Summer Youth Work Experience

**TABLE 7: PROGRAM YEAR 2009-2010 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUTH PROGRAMS
10/1/08 TO 9/30/09**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,023,431	100.0%				
TOTAL EXPEND.	\$1,068,409	52.8%	532	\$2,008	293	\$3,646
OTHER SERVICES***	\$118,407	11.1%	532	\$223		
TRAINING****	\$898,760	84.1%	472	\$1,904		

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,216,091	100.0%				
TOTAL EXPEND.	\$1,657,464	51.5%	592	\$2,800	396	\$4,186
OTHER SERVICES***	\$23,062	1.4%	592	\$39		
TRAINING****	\$1,569,134	94.7%	540	\$2,906		

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$7,138,176	100.0%				
TOTAL EXPEND.	\$4,439,246	62.2%	2,137	\$2,077	1,260	\$3,523
OTHER SERVICES***	\$3,227,410	72.7%	2,137	\$1,510		
TRAINING****	\$1,128,945	25.4%	1,949	\$579		

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,604,561	100.0%				
TOTAL EXPEND.	\$1,251,918	78.0%	411	\$3,046	308	\$4,065
OTHER SERVICES***	\$279,993	22.4%	411	\$681		
TRAINING****	\$867,672	69.3%	371	\$2,339		

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,401,036	100.0%				
TOTAL EXPEND.	\$1,356,968	56.5%	1,103	\$1,230	586	\$2,316
OTHER SERVICES***	\$821,506	60.5%	1,103	\$745		
TRAINING****	\$487,823	35.9%	840	\$581		

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$6,552,814	100.0%				
TOTAL EXPEND.	\$3,474,742	53.0%	1,659	\$2,094	1,020	\$3,407
OTHER SERVICES***	\$3,103,441	89.3%	1,659	\$1,871		
TRAINING****	\$183,409	5.3%	1,328	\$138		

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,128,129	100.0%				
TOTAL EXPEND.	\$1,466,948	68.9%	580	\$2,529	403	\$3,640
OTHER SERVICES***	\$911,311	62.1%	580	\$1,571		
TRAINING****	\$488,692	33.3%	550	\$889		

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,856,963	100.0%				
TOTAL EXPEND.	\$1,677,515	58.7%	700	\$2,396	451	\$3,720
OTHER SERVICES***	\$263,409	15.7%	700	\$376		
TRAINING****	\$1,324,221	78.9%	598	\$2,214		

* 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.

****Training includes Summer Youth Work Experience

**TABLE 7: PROGRAM YEAR 2009-2010 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUTH PROGRAMS
10/1/08 TO 9/30/09**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,221,151	100.0%				
TOTAL EXPEND.	\$1,022,748	46.0%	452	\$2,263	334	\$3,062
OTHER SERVICES***	\$377,256	36.9%	452	\$835		
TRAINING****	\$602,392	58.9%	414	\$1,455		

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,247,310	100.0%				
TOTAL EXPEND.	\$663,333	53.2%	373	\$1,778	287	\$2,311
OTHER SERVICES***	\$17,077	2.6%	373	\$46		
TRAINING****	\$600,591	90.5%	323	\$1,859		

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,997,120	100.0%				
TOTAL EXPEND.	\$1,877,536	62.6%	848	\$2,214	583	\$3,220
OTHER SERVICES***	\$71,912	3.8%	848	\$85		
TRAINING****	\$1,687,912	89.9%	766	\$2,204		

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$6,635,649	100.0%				
TOTAL EXPEND.	\$4,570,593	68.9%	1,421	\$3,216	988	\$4,626
OTHER SERVICES***	\$1,881,195	41.2%	1,421	\$1,324		
TRAINING****	\$2,402,984	52.6%	1,339	\$1,795		

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$5,241,065	100.0%				
TOTAL EXPEND.	\$4,225,373	80.6%	1,529	\$2,763	1,095	\$3,859
OTHER SERVICES***	\$1,031,685	24.4%	1,529	\$675		
TRAINING****	\$2,880,168	68.2%	1,342	\$2,146		

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$18,217,979	100.0%				
TOTAL EXPEND.	\$10,104,209	55.5%	6,743	\$1,498	3,453	\$2,926
OTHER SERVICES***	\$8,820,147	87.3%	6,743	\$1,308		
TRAINING****	\$954,553	9.4%	4,376	\$218		

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$4,828,909	100.0%				
TOTAL EXPEND.	\$2,949,099	61.1%	1,110	\$2,657	883	\$3,340
OTHER SERVICES***	\$256,441	8.7%	1,110	\$231		
TRAINING****	\$2,556,520	86.7%	1,034	\$2,472		

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$84,949,921	100.0%				
TOTAL EXPEND.	\$51,609,572	60.8%	25,936	\$1,990	16,024	\$3,221
OTHER SERVICES***	\$26,466,472	51.3%	25,936	\$1,020		
TRAINING****	\$22,662,986	43.9%	21,067	\$1,076		

* 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.

****Training includes Summer Youth Work Experience

**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
7/1/08 Through 6/30/09**

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	1,026	972	94.74%	\$2,074	\$3,306,651	\$2,809,589	84.97%
2	422	306	72.51%	\$1,130	\$1,188,827	\$935,900	78.72%
3	256	185	72.27%	\$391	\$673,889	\$441,440	65.51%
4	1,362	463	33.99%	\$1,620	\$1,606,101	\$1,273,363	79.28%
5	537	202	37.62%	\$748	\$1,914,251	\$1,296,541	67.73%
6	146	102	69.86%	\$3,329	\$595,603	\$540,177	90.69%
7	258	198	76.74%	\$1,511	\$788,342	\$697,009	88.41%
8	4,030	1,987	49.31%	\$3,002	\$8,909,463	\$7,377,269	82.80%
9	536	261	48.69%	\$1,631	\$946,077	\$742,069	78.44%
10	2,438	1,229	50.41%	\$1,595	\$3,683,991	\$2,756,503	74.82%
11	2,125	524	24.66%	\$5,366	\$3,574,400	\$3,066,481	85.79%
12	6,483	2,698	41.62%	\$2,756	\$12,472,912	\$9,599,121	76.96%
13	1,052	416	39.54%	\$1,942	\$3,668,604	\$2,498,302	68.10%
14	4,734	1,646	34.77%	\$2,642	\$6,566,851	\$5,718,329	87.08%
15	3,360	2,852	84.88%	\$1,964	\$9,951,669	\$9,143,585	91.88%
16	1,826	957	52.41%	\$2,796	\$5,435,347	\$3,259,129	59.96%
17	1,516	787	51.91%	\$2,315	\$4,104,601	\$3,023,754	73.67%
18	1,421	926	65.17%	\$1,068	\$4,459,276	\$3,610,185	80.96%
19	361	131	36.29%	\$1,326	\$1,107,816	\$852,833	76.98%
20	2,082	1,163	55.86%	\$2,058	\$5,984,321	\$4,336,418	72.46%
21	2,135	1,064	49.84%	\$2,680	\$7,901,730	\$6,111,825	77.35%
22	2,981	1,958	65.68%	\$2,396	\$10,357,418	\$7,522,026	72.62%
23	8,130	5,151	63.36%	\$1,986	\$21,236,395	\$14,757,161	69.49%
24	3,135	2,014	64.24%	\$2,304	\$8,409,273	\$6,782,801	80.66%
Total All Regions	52,352	28,192	53.85%	\$2,263	\$128,843,808	\$99,151,810	76.96%

* Information from participant data provided by the Agency for Workforce Innovation September 2010.

**Based on data provided by the Agency for Workforce Innovation 9/15/10.

**American Recovery and Reinvestment Act
2009-2010 Workforce Program Expenditures
July 1, 2009 to June 30, 2010**

Program	Total Funds Available (Carry Forward from Prior Year)	Total Expenditures	Direct Client Services (DCS)	% DCS
ARRA WIA Pass Through Funds				
ARRA WIA Adult	26,507,224	18,298,212	17,281,101	94%
ARRA WIA Dislocated Worker	54,175,319	38,764,680	36,582,145	94%
ARRA WIA Youth	30,756,239	26,909,874	25,970,885	97%
Subtotal ARRA WIA Pass Through Funds	111,438,782	83,972,766	79,834,131	95%
ARRA WIA State Level Funds (15%)	21,284,717	6,040,937	5,738,135	95%
Total ARRA WIA Program	132,723,499	90,013,703	85,572,266	95%
ARRA Wagner-Peyser 7A Formula Funds	5,571,770	4,848,027	4,700,163	97%
ARRA Wagner-Peyser 7A State-Level Funds	1,320,141	1,230,834	957,150	78%
Combined ARRA Wagner-Peyser 7A	6,891,911	6,078,861	5,657,313	93%
ARRA Wagner-Peyser 7B	830,497	696,216	665,571	96%
Total ARRA Wagner-Peyser Program	7,722,408	6,775,077	6,322,884	93%
ARRA Wagner-Peyser Reemployment 7A Formula Funds	9,817,735	7,440,217	7,270,915	98%
ARRA Wagner-Peyser Reemployment 7A State-Level Funds	2,225,012	2,036,665	1,677,254	82%
Combined ARRA Wagner-Peyser Reemployment 7A	12,042,747	9,476,882	8,948,169	94%
ARRA Wagner-Peyser Reemployment 7B	1,384,161	600,000	600,000	100%
Total ARRA Wagner-Peyser Reemployment Program	13,426,908	10,076,882	9,548,169	95%
Total	153,872,815	106,865,662	101,443,319	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, 2010**

Performance Items		Program to Date (As of 6/30/10)
PARTICIPANT SUMMARY INFORMATION		
WIA Adults	1. Total number of new participants served	572,123
	2. Total number of participants served	883,688
	3. Number of UI claimants	2,308
	4. Number of low-income individuals	20,422
	5. Number of Temporary Assistance to Needy Families (TANF) recipients	378
	6. Number of public assistance individuals	6,648
	7. Number of Veterans	1,812
	8. Number of individuals with disabilities	1,049
	9. Number of individual training accounts (ITA)	13,496
	10. Number of participants in training	31,276
	11. Number in on-the-job training (OJT)	566
	12. Number in skill upgrading and retraining	62
	13. Number in customized training	6,032
	14. Number receiving supportive services (except needs-related payments)	5,390
	15. Number receiving needs-related payments	32
WIA Dislocated Workers	1. Total number of new participants served	15,076
	2. Total number of participants served	21,303
	3. Number of UI claimants	19,350
	4. Number of Veterans	2,086
	5. Number of individuals with disabilities	713
	6. Number of individual training accounts (ITA)	14,473
	7. Number of participants in training	15,364
	8. Number in on-the-job training (OJT)	323
	9. Number in skill upgrading and retraining	-
	10. Number in customized training	360
	11. Number receiving supportive services (except needs-related payments)	6,601
	12. Number receiving needs-related payments	34

**American Recovery and Reinvestment Act
YOUTH SERVED WITH WIA RECOVERY RESOURCES
Performance Through June 30, 2010**

Performance Items		Program to Date (As of 6/30/10)
A. PARTICIPANT SUMMARY INFORMATION		
1. Total number of new participants served		14,851
2. Total number of participants served		15,541
Gender	3a. Male	6,533
	3b. Female	9,022
4. Ethnicity: Hispanic/Latino		1,537
Race	5a. American Indian or Alaska Native	111
	5b. Asian	96
	5c. Black or African-American	11,747
	5d. Hawaiian Native or Other Pacific Islander	27
	5e. White	2,767
Education Level	6a. 8th grade and under	2,184
	6b. 9th grade - 12th grade	8,054
	6c. High School graduate or equivalent	4,559
	6d. 1 - 3 years of college, or full-time technical or vocational school	726
	6e. 4 years of college or more	39
School Status	7a. In-school youth	9,449
	7b. Out-of-school youth	6,109
Age	8a. 14 - 18	9,681
	8b. 19 - 21	4,249
	8c. 22 - 24	1,624
9. Individuals with disabilities		1,040
10. Eligible Veterans		25
11. Number of participants placed in summer employment		14,313
12. Number of participants placed in work experiences outside of the summer months		800
13. Number of participants receiving educational achievement services		821
14. Number of participants receiving employment services		7,837
14b. Number of participants transitioning into unsubsidized employment		1,522
15. Number of participants receiving additional support services for youth		56
16. Number of participants receiving leadership development opportunities		127
17. Number of participants receiving follow-up services		244
18. Number of summer employment participants enrolled in services beyond summer employment		824

American Recovery and Reinvestment Act
YOUTH SERVED WITH WIA RECOVERY RESOURCES
Performance Through June 30, 2010

Performance Items	Value	Numerator
		Denominator
B. LEADING INDICATORS OF PERFORMANCE		
1. Work readiness attainment rate	86.3%	12,712
		14,736
2. Summer employment completion rate	89.4%	13,136
		14,697

American Recovery and Reinvestment Act
WAGNER-PEYSER SERVICE AND REEMPLOYMENT SERVICES GRANTS
SUMMARY
Performance Through June 30, 2010

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	441,021	488,422
2. Total number of participants served	847,821	612,147
3. Number of Veterans served	795,533	31,652
4. Number received workforce information services	687,293	573,439
5. Number received career guidance	334,070	20,719
6. Number received job search activities	702,090	552,413
7. Number referred to employment	446,724	438,123
8. Number referred to WIA services	49,406	0

B. REEMPLOYMENT SERVICES PARTICIPANT SUMMARY INFORMATION	
	Res Participants
1. Total number of <u>new</u> participants served	187,238
2. Total number of participants served	495,359
3. Number of Veterans served	49,805
4. Number received workforce information services	339,610
5. Number received career guidance	240,598
6. Number received job search activities	425,545
7. Number referred to employment	225,281
8. Number referred to WIA services	38,463
9. Number referred to training, including WIA-funded training	44,295

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 (01/01/2009 - 12/31/2009)	NA	86.02	6,382	26,785	8,652	73.76
Employers (01/01/2009 - 12/31/2009)	NA					

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/2008 - 09/30/2009)	74.00	82.90	3,993
			4,819
Employment Retention Rate (04/01/2008 - 03/31/2009)	86.00	90.70	13,230
			14,587
Average Earnings (04/01/2008 - 03/31/2009)	15,500	21,064	267,473,791
			12,698
Employment and Credential Rate (10/01/2008 - 09/30/2009)	NA	87.60	12,792
			14,599

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 (10/01/2008 - 09/30/2009)	73.20	371	76.40	152	59.90	91	71.40	270
		507		199		152		378
Employment Retention Rate (04/01/2008 - 03/31/2009)	84.90	516	89.70	357	90.80	208	90.20	1,417
		608		398		229		1,571
Average Earnings (04/01/2008 - 03/31/2009)	13,157	6,223,202	21,657	7,190,088	19,943	3,888,823	22,481	30,731,655
		473		332		195		1,367
Employment and Credential Rate (10/01/2008 - 09/30/2009)	66.80	393	81.70	403	58.50	86	87.20	1,656
		588		493		147		1,898

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 (10/01/2008 - 09/30/2009)	78.90	1,271	84.80	2,722
		1,610		3,209
Employment Retention Rate (04/01/2008 - 03/31/2009)	92.80	10,355	83.90	2,875
		11,161		3,426
Average Earnings (04/01/2008 - 03/31/2009)	22,320	224,539,921	16,275	42,933,870
		10,060		2,638

STW

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/08 - 09/30/2009)	80.00	79.70	1,643
			2,062
Employment Retention Rate (04/01/2008 - 03/31/2009)	86.00	87.40	1,593
			1,822
Average Earnings (04/01/2008 - 03/31/2009)	15,000	16,715	24,454,639
			1,463
Employment and Credential Rate 10/01/08 - 09/30/2009)	NA	63.20	808
			1,278

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)	77.50	124	58.90	66	68.80	194	76.90	20
		160		112		282		26
Employment Retention Rate (04/01/2008 - 03/31/2009)	84.30	107	86.80	33	81.30	191	91.70	33
		127		38		235		36
Average Earnings (04/01/2008 - 03/31/2009)	17,163	1,699,092	13,964	418,929	16,547	2,978,456	17,285	570,410
		99		30		180		33
Employment and Credential Rate (10/01/08 - 09/30/2009)	59.80	61	49.00	48	53.90	83	66.70	16
		102		98		154		24

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 (10/01/08 - 09/30/2009)	78.20	992	82.10	651
		1,269		793
Employment Retention Rate (04/01/2008 - 03/31/2009)	89.40	953	84.70	640
		1,066		756
Average Earnings (04/01/2008 - 03/31/2009)	15,661	13,829,043	18,320	10,625,596
		883		580

STW

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education (10/01/2008 - 09/30/2009)	58.50	52.70	2,117
			4,020
Attainment of Degree or Certificate (10/01/2008 - 09/30/2009)	57.50	58.90	2,438
			4,139
Literacy and Numeracy Gains (7/1/2009-6/30/2010)	29.00	41.10	886
			2,157

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/2008 - 09/30/2009)	NA	63.40	737
			1,163
Employment Retention Rate (04/01/2008 - 03/31/2009)	NA	77.60	746
			961
Six Months Earnings Increase (04/01/2008 - 03/31/2009)	NA	3,779.60	3,280,680
			868
Credential Rate (10/01/2008 - 09/30/2009)	NA	41.60	620
			1,489

Table I- Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate (10/01/2008 - 09/30/2009)	57.50	227	66.70	2	42.40	25	64.60	655
		395		3		59		1,014
Employment Retention Rate (04/01/2008 - 03/31/2009)	72.30	191	100.00	5	61.00	25	77.40	676
		264		5		41		873
Six Months Earnings Increase (04/01/2008 - 03/31/2009)	3,227	742,194	7,619	38,094	1,635	58,859	3,652	2,895,606
		230		5		36		793
Credential Rate (10/01/2008 - 09/30/2009)	37.90	181	33.30	1	21.30	16	43.00	557
		477		3		75		1,296

STW

Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Percentage	Count
Skill Attainment Rate (04/01/2009 - 03/31/2010)	NA	80.20	6,222
			7,762
Diploma or Equivalent Attainment Rate (04/01/2009 - 03/31/2010)	NA	53.40	1,208
			2,261
Retention Rate (04/01/2008 - 03/31/2009)	NA	63.70	1,296
			2,036

Table K- Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance		Individuals With Disabilities		Out-of-School Youth	
	Percentage	Count	Percentage	Count	Percentage	Count
Skill Attainment Rate (04/01/2009 - 03/31/2010)	82.90	2,561	79.50	961	80.60	2,098
		3,089		1,209		2,604
Diploma or Equivalent Attainment Rate (04/01/209 - 03/31/2010)	51.10	452	67.20	221	36.00	180
		884		329		500
Retention Rate (04/01/2008 - 03/31/2009)	68.40	392	54.50	151	58.00	452
		573		277		779

STW

Table L - Other Reported Information

Reported Information	12 Month Employment Retention (1/01/2008 - 12/31/2008)		12 Month Earnings Increase or Earnings Replacement (1/01/2008 - 12/31/2008)		Placements in Non-Traditional Employment (10/01/2008 - 09/30/2009)		Wages at Entry into Employment for Those Individuals who entered unsubsidized employment (10/01/2008 - 09/30/2009)		Entry Into Unsubsidized Employment Related To The Training Received Of Those Who Received Training Services (10/01/2008 - 09/30/2009)	
Adults	89.70	13,209	3,523	49,009,802	9.70	386	6,566	24,220,867	41.80	531
		14,726		13,913		3,993		3,689		1,271
Dislocated Workers	85.70	1,835	92.50	28,057,147	10.50	173	8,117	12,695,184	32.70	324
		2,142		30,322,316		1,643		1,564		992
Older Youth	71.90	668	3,384	2,825,603	7.30	54	3,106	2,096,286		
		929		835		737		675		

Table M - Participation Levels

Reported Information	Total Participants Served (07/01/2009 - 06/30/2010)	Total Exiters (04/01/2009 - 03/31/2010)
Total Adult Customers	54,555	22,798
Total Adults (Self-service Only)	Not Reported	
WIA Adults	34,767	19,800
WIA Dislocated Workers	20,799	3,181
Total Youth (14 - 21)	15,075	4,978
Younger Youth (14 - 18)	10,466	3,282
Older Youth (19 - 21)	4,609	1,696
Out-of-School Youth	6,471	2,402
In-School Youth	8,604	2,576

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, 2009 - June 30, 2010

PROGRAM ACTIVITY		TOTAL FEDERAL SPENDING
LOCAL ADULTS		\$54,189,396
LOCAL DISLOCATED WORKERS		66,866,703
LOCAL YOUTH		50,054,388
RAPID RESPONSE (UP TO 25%)134(a)(2)(A)		4,196,369
STATEWIDE REQUIRED ACTIVITIES (UP TO 15%)134(a)(2)(B)		5,458,221
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	\$ 2,652,565
Banner Centers	18 Grants awarded to aid the development of new centers and continued support of existing industry-driven career centers focusing areas critical to Florida's economy.	\$ 1,716,588
WINGS - Workforce Innovative New Generation Solutions	Competitive grants to 10 Regions addressing green jobs and rural needs relating to broad band/telecommunications access and business incubation/entrepreneurship.	\$ 1,567,235
Regional Supplemental Youth Funds	Additional funding provided 9 Regions who expended most of their ARRA youth funds in the 2008-2009 Program Year but intended to fund a 2009-2010 Summer Program.	\$ 1,385,943
Youth Projects	17 grants targeting low-income at-risk youth including youth with disabilities.	\$ 1,158,629
Healthcare Initiative to Identify Sustainable and Innovative Solutions	Competitive grants to 16 Regions to establish partnerships with employers, training providers and others to help resolve critical needs of skilled workers in the healthcare sector.	\$ 1,848,229
Rural Initiatives	Funding to 6 rural Regions facing critical economic conditions to sustain operations and for employer outreach and on-the-job training initiatives.	\$ 601,918
Job Vacancy Surveys	Grant to survey job vacancies and hiring needs within each of the state's regions.	\$ 367,448
Miscellaneous	12 various projects providing workforce services	\$ 1,440,996
TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE		\$ 193,504,628

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

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 1

Local Area Name: Workforce Escarosa Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	638
		DISLOCATED	401
		OLDER YOUTH	50
		YOUNGER YOUTH	290
ETA ASSIGNED # 12135	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	169
		DISLOCATED	64
		OLDER YOUTH	17
		YOUNGER YOUTH	75
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	88.46
	EMPLOYERS	NA	85.86
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	77.00	78.10
	DISLOCATED WORKER	77.00	73.30
	OLDER YOUTH	NA	77.80
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.00	87.90
	DISLOCATED WORKER	85.50	85.70
	OLDER YOUTH	NA	100.00
	YOUNGER YOUTH	NA	53.20
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,250	17,939
	DISLOCATED WORKER	13,950	16,081
	OLDER YOUTH	NA	2,829
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	81.80
	DISLOCATED WORKER	NA	75.00
	OLDER YOUTH	NA	16.70
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	57.80
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	75.80
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	52.00	67.9
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	65.5
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	18.9

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
	1	1	7
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 2

Local Area Name: Workforce Development Board of Okaloosa and Walton Counties	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	324
		DISLOCATED	104
		OLDER YOUTH	9
		YOUNGER YOUTH	43
ETA ASSIGNED # 12140	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	342
		DISLOCATED	5
		OLDER YOUTH	9
		YOUNGER YOUTH	71
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	92.24
	EMPLOYERS	NA	88.39
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	77.50	82.40
	DISLOCATED WORKER	77.00	85.70
	OLDER YOUTH	NA	37.50
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	84.50	96.60
	DISLOCATED WORKER	85.50	100.00
	OLDER YOUTH	NA	50.00
	YOUNGER YOUTH	NA	51.50
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	13,550	17,692
	DISLOCATED WORKER	13,500	12,497
	OLDER YOUTH	NA	3,466
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	93.50
	DISLOCATED WORKER	NA	50.00
	OLDER YOUTH	NA	0.00
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	52.50
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	96.60
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	37.5
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	62.6
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	80.0

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 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 3

Local Area Name: Chipola Regional Workforce Dev. Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	175
		DISLOCATED	83
		OLDER YOUTH	22
		YOUNGER YOUTH	206
ETA ASSIGNED # 12145	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	65
		DISLOCATED	15
		OLDER YOUTH	12
		YOUNGER YOUTH	154
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	92.49
	EMPLOYERS	NA	88.41
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	76.50	84.00
	DISLOCATED WORKER	76.50	93.30
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.00	83.70
	DISLOCATED WORKER	80.50	84.60
	OLDER YOUTH	NA	50.00
	YOUNGER YOUTH	NA	50.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	13,750	12,421
	DISLOCATED WORKER	13,500	12,658
	OLDER YOUTH	NA	5,804
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	96.60
	DISLOCATED WORKER	NA	92.30
	OLDER YOUTH	NA	100.00
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	57.10
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	94.90
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	57.00	40.6
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	48.9
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	60.0

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 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 4

Local Area Name: Gulf Coast Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,054
		DISLOCATED	320
		OLDER YOUTH	57
		YOUNGER YOUTH	326
ETA ASSIGNED # 12150	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	456
		DISLOCATED	76
		OLDER YOUTH	41
		YOUNGER YOUTH	88
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	88.49
	EMPLOYERS	NA	86.00
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	81.00	90.80
	DISLOCATED WORKER	80.00	100.00
	OLDER YOUTH	NA	58.30
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	87.00	95.30
	DISLOCATED WORKER	86.00	100.00
	OLDER YOUTH	NA	87.00
	YOUNGER YOUTH	NA	68.10
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	15,500	19,248
	DISLOCATED WORKER	15,000	15,656
	OLDER YOUTH	NA	6,674
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	96.20
	DISLOCATED WORKER	NA	100.00
	OLDER YOUTH	NA	56.30
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	85.50
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	95.10
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	60.00	60.5
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	45.00	90.7
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 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 5

Local Area Name: Workforce Plus	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	313
		DISLOCATED	225
		OLDER YOUTH	159
		YOUNGER YOUTH	168
ETA ASSIGNED # 12155	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	85
		DISLOCATED	11
		OLDER YOUTH	63
		YOUNGER YOUTH	102
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	83.05
	EMPLOYERS	NA	79.85
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	76.50	93.30
	DISLOCATED WORKER	78.00	100.00
	OLDER YOUTH	NA	51.40
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.00	96.70
	DISLOCATED WORKER	84.50	100.00
	OLDER YOUTH	NA	83.30
	YOUNGER YOUTH	NA	57.90
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,400	18,199
	DISLOCATED WORKER	14,250	15,978
	OLDER YOUTH	NA	5,527
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	96.60
	DISLOCATED WORKER	NA	100.00
	OLDER YOUTH	NA	33.30
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	42.60
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	90.60
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	22.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	57.0
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	40.5

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

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 6

Local Area Name: North Florida Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	117
		DISLOCATED	38
		OLDER YOUTH	17
		YOUNGER YOUTH	50
ETA ASSIGNED # 12160	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	36
		DISLOCATED	7
		OLDER YOUTH	3
		YOUNGER YOUTH	17
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	82.73
	EMPLOYERS	NA	84.46
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	76.50	92.90
	DISLOCATED WORKER	76.50	0.00
	OLDER YOUTH	NA	50.00
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.00	90.60
	DISLOCATED WORKER	86.00	100.00
	OLDER YOUTH	NA	50.00
	YOUNGER YOUTH	NA	64.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31, 2009	ADULT	14,500	19,884
	DISLOCATED WORKER	14,250	14,268
	OLDER YOUTH	NA	1,038
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	95.80
	DISLOCATED WORKER	NA	50.00
	OLDER YOUTH	NA	20.00
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	57.10
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	43.20
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	44.50	60.0
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	53.3
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	50.0

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

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 7

Local Area Name: Florida Crown Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	160
		DISLOCATED	102
		OLDER YOUTH	36
		YOUNGER YOUTH	129
ETA ASSIGNED # 12165	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	52
		DISLOCATED	26
		OLDER YOUTH	12
		YOUNGER YOUTH	36
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	86.12
	EMPLOYERS	NA	85.04
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	76.50	94.10
	DISLOCATED WORKER	77.50	100.00
	OLDER YOUTH	NA	88.90
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.50	95.80
	DISLOCATED WORKER	85.00	90.90
	OLDER YOUTH	NA	90.90
	YOUNGER YOUTH	NA	79.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	13,550	17,732
	DISLOCATED WORKER	13,750	13,847
	OLDER YOUTH	NA	4,903
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	89.50
	DISLOCATED WORKER	NA	100.00
	OLDER YOUTH	NA	50.00
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	81.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	100.00
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	57.00	70.0
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	80.8
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	25.0

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

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 8

Local Area Name: First Coast Workforce Development Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	3,233
		DISLOCATED	928
		OLDER YOUTH	131
		YOUNGER YOUTH	504
ETA ASSIGNED # 12170	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	3,251
		DISLOCATED	40
		OLDER YOUTH	69
		YOUNGER YOUTH	220
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	89.63
	EMPLOYERS	NA	82.50
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	76.00	95.50
	DISLOCATED WORKER	76.00	87.50
	OLDER YOUTH	NA	61.10
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	84.00	92.70
	DISLOCATED WORKER	85.50	76.90
	OLDER YOUTH	NA	92.90
	YOUNGER YOUTH	NA	64.10
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,000	20,751
	DISLOCATED WORKER	14,225	20,512
	OLDER YOUTH	NA	3,229
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	94.60
	DISLOCATED WORKER	NA	88.90
	OLDER YOUTH	NA	58.70
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	67.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	81.30
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	42.1
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	68.1
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	48.3

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	2	0	7
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 9

Local Area Name: FloridaWorks	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	308
		DISLOCATED	235
		OLDER YOUTH	76
		YOUNGER YOUTH	306
ETA ASSIGNED # 12175	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	94
		DISLOCATED	30
		OLDER YOUTH	11
		YOUNGER YOUTH	42
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	83.27
	EMPLOYERS	NA	82.21
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	76.00	58.20
	DISLOCATED WORKER	76.00	67.20
	OLDER YOUTH	NA	43.30
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	84.00	79.10
	DISLOCATED WORKER	85.00	87.30
	OLDER YOUTH	NA	75.00
	YOUNGER YOUTH	NA	45.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,500	15,389
	DISLOCATED WORKER	14,500	15,209
	OLDER YOUTH	NA	2,322
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	42.90
	DISLOCATED WORKER	NA	0.00
	OLDER YOUTH	NA	0.00
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	88.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	46.40
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	34.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	18.8
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
	5	1	3
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 10

Local Area Name: CLM Workforce Connection Enterprise Center	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,104
		DISLOCATED	1,371
		OLDER YOUTH	139
		YOUNGER YOUTH	145
ETA ASSIGNED # 12180	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	455
		DISLOCATED	206
		OLDER YOUTH	44
		YOUNGER YOUTH	98
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	89.35
	EMPLOYERS	NA	84.00
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	81.00	91.50
	DISLOCATED WORKER	80.00	82.80
	OLDER YOUTH	NA	58.10
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	87.00	93.20
	DISLOCATED WORKER	86.00	97.60
	OLDER YOUTH	NA	82.60
	YOUNGER YOUTH	NA	54.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,200	19,138
	DISLOCATED WORKER	14,000	16,991
	OLDER YOUTH	NA	3,061
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	72.70
	DISLOCATED WORKER	NA	68.40
	OLDER YOUTH	NA	35.00
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	6.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	67.60
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	56.00	39.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	80.00	54.1
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	12.5

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	3	0	6
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 11

Local Area Name: Workforce Development Board of Flagler and Volusia Counties Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,725
		DISLOCATED	600
		OLDER YOUTH	72
		YOUNGER YOUTH	217
ETA ASSIGNED # 12185	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	1,093
		DISLOCATED	191
		OLDER YOUTH	36
		YOUNGER YOUTH	108
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	81.43
	EMPLOYERS	NA	87.99
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	77.00	75.50
	DISLOCATED WORKER	77.00	78.90
	OLDER YOUTH	NA	34.30
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.00	82.40
	DISLOCATED WORKER	84.50	78.50
	OLDER YOUTH	NA	82.40
	YOUNGER YOUTH	NA	27.90
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,500	16,253
	DISLOCATED WORKER	13,250	12,592
	OLDER YOUTH	NA	1,506
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	82.40
	DISLOCATED WORKER	NA	75.90
	OLDER YOUTH	NA	25.60
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	11.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	78.00
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	25.8
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	40.1
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	37.5

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	5	3
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 12

Local Area Name: Workforce Central Florida	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	3,893
		DISLOCATED	2,662
		OLDER YOUTH	579
		YOUNGER YOUTH	1,167
ETA ASSIGNED # 12190	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	3,359
		DISLOCATED	554
		OLDER YOUTH	243
		YOUNGER YOUTH	485
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	81.96
	EMPLOYERS	NA	79.05
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	78.00	67.80
	DISLOCATED WORKER	78.00	77.20
	OLDER YOUTH	NA	55.60
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	87.00	93.60
	DISLOCATED WORKER	86.00	85.00
	OLDER YOUTH	NA	71.70
	YOUNGER YOUTH	NA	43.90
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31, 2009	ADULT	13,800	24,890
	DISLOCATED WORKER	13,750	13,204
	OLDER YOUTH	NA	1,990
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	86.20
	DISLOCATED WORKER	NA	64.80
	OLDER YOUTH	NA	32.10
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	0.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	15.00
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	29.1
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	24.5
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	3.5

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	4	3	2
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 13

Local Area Name: Brevard Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	423
		DISLOCATED	448
		OLDER YOUTH	112
		YOUNGER YOUTH	40
ETA ASSIGNED # 12010	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	181
		DISLOCATED	88
		OLDER YOUTH	62
		YOUNGER YOUTH	39
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	90.09
	EMPLOYERS	NA	84.40
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	76.00	80.00
	DISLOCATED WORKER	76.00	84.60
	OLDER YOUTH	NA	54.50
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	84.00	91.50
	DISLOCATED WORKER	85.00	100.00
	OLDER YOUTH	NA	82.10
	YOUNGER YOUTH	NA	38.10
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	13,972	20,124
	DISLOCATED WORKER	13,750	15,190
	OLDER YOUTH	NA	2,744
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	89.00
	DISLOCATED WORKER	NA	66.70
	OLDER YOUTH	NA	53.70
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	59.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	66.00
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	58.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	97.3
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	73.5

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 14

Local Area Name: WorkNet Pinellas Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	3,327
		DISLOCATED	1,410
		OLDER YOUTH	389
		YOUNGER YOUTH	367
ETA ASSIGNED # 12085	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	2,798
		DISLOCATED	333
		OLDER YOUTH	121
		YOUNGER YOUTH	131
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	92.53
	EMPLOYERS	NA	83.26
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	76.00	62.10
	DISLOCATED WORKER	76.00	59.10
	OLDER YOUTH	NA	84.30
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	84.00	96.70
	DISLOCATED WORKER	84.00	90.10
	OLDER YOUTH	NA	76.60
	YOUNGER YOUTH	NA	82.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,000	23,151
	DISLOCATED WORKER	12,250	14,144
	OLDER YOUTH	NA	4,579
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	92.30
	DISLOCATED WORKER	NA	45.20
	OLDER YOUTH	NA	82.10
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	80.30
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	98.30
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	86.6
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	95.5
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	62.5

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	2	0	7
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 15

Local Area Name: Tampa Bay Workforce Alliance	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,266
		DISLOCATED	2,129
		OLDER YOUTH	252
		YOUNGER YOUTH	515
ETA ASSIGNED # 12225	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	503
		DISLOCATED	263
		OLDER YOUTH	72
		YOUNGER YOUTH	139
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	87.21
	EMPLOYERS	NA	80.46
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	77.00	62.60
	DISLOCATED WORKER	77.00	69.70
	OLDER YOUTH	NA	69.00
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.00	92.60
	DISLOCATED WORKER	86.00	89.10
	OLDER YOUTH	NA	80.60
	YOUNGER YOUTH	NA	67.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	15,000	24,624
	DISLOCATED WORKER	14,250	21,351
	OLDER YOUTH	NA	4,595
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	70.10
	DISLOCATED WORKER	NA	59.50
	OLDER YOUTH	NA	24.00
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	58.60
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	99.20
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	55.7
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	51.8
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	70.3

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 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 16

Local Area Name: Pasco-Hernando Jobs & Education Partnership Regional Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,299
		DISLOCATED	546
		OLDER YOUTH	115
		YOUNGER YOUTH	113
ETA ASSIGNED # 12195	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	492
		DISLOCATED	57
		OLDER YOUTH	47
		YOUNGER YOUTH	73
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	85.17
	EMPLOYERS	NA	83.10
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	77.00	82.10
	DISLOCATED WORKER	77.00	82.80
	OLDER YOUTH	NA	66.70
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	84.00	89.50
	DISLOCATED WORKER	85.50	90.50
	OLDER YOUTH	NA	79.30
	YOUNGER YOUTH	NA	55.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,000	19,312
	DISLOCATED WORKER	14,000	17,645
	OLDER YOUTH	NA	3,183
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	80.00
	DISLOCATED WORKER	NA	82.60
	OLDER YOUTH	NA	54.50
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	38.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	71.60
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	55.00	52.1
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	65.00	81.5
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	43.4

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

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 17

Local Area Name: Polk County Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	800
		DISLOCATED	735
		OLDER YOUTH	193
		YOUNGER YOUTH	236
ETA ASSIGNED # 12200	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	228
		DISLOCATED	61
		OLDER YOUTH	110
		YOUNGER YOUTH	124
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	84.83
	EMPLOYERS	NA	80.37
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	78.00	89.70
	DISLOCATED WORKER	78.00	90.50
	OLDER YOUTH	NA	46.50
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.50	91.90
	DISLOCATED WORKER	86.00	95.20
	OLDER YOUTH	NA	50.00
	YOUNGER YOUTH	NA	47.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31, 2009	ADULT	13,750	13,716
	DISLOCATED WORKER	13,750	13,555
	OLDER YOUTH	NA	1,702
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	94.40
	DISLOCATED WORKER	NA	85.70
	OLDER YOUTH	NA	44.40
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	44.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	95.90
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	51.5
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	79.4
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	46.5

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	2	6
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 18

Local Area Name: Suncoast Workforce Development Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,038
		DISLOCATED	413
		OLDER YOUTH	103
		YOUNGER YOUTH	127
ETA ASSIGNED # 12050	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	582
		DISLOCATED	37
		OLDER YOUTH	39
		YOUNGER YOUTH	41
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	86.17
	EMPLOYERS	NA	79.18
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	71.00	95.70
	DISLOCATED WORKER	75.00	80.00
	OLDER YOUTH	NA	16.70
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	83.00	87.40
	DISLOCATED WORKER	86.00	75.00
	OLDER YOUTH	NA	80.00
	YOUNGER YOUTH	NA	53.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	13,600	17,334
	DISLOCATED WORKER	12,600	12,700
	OLDER YOUTH	NA	2,658
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	96.90
	DISLOCATED WORKER	NA	92.30
	OLDER YOUTH	NA	0.00
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	72.70
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	98.00
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	70.00	32.4
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	70.00	67.7
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	60.0

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 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 19

Local Area Name: Heartland Workforce	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	334
		DISLOCATED	27
		OLDER YOUTH	39
		YOUNGER YOUTH	133
ETA ASSIGNED # 12205	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	154
		DISLOCATED	5
		OLDER YOUTH	22
		YOUNGER YOUTH	41
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	88.09
	EMPLOYERS	NA	85.63
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	77.00	100.00
	DISLOCATED WORKER	77.00	100.00
	OLDER YOUTH	NA	57.10
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.50	95.40
	DISLOCATED WORKER	79.00	60.00
	OLDER YOUTH	NA	81.80
	YOUNGER YOUTH	NA	48.30
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	13,750	19,954
	DISLOCATED WORKER	13,500	14,689
	OLDER YOUTH	NA	5,785
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	96.00
	DISLOCATED WORKER	NA	100.00
	OLDER YOUTH	NA	56.30
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	72.40
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	85.30
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	51.00	55.0
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	31.50	81.0
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	25.0

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	2	0	7
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 20

Local Area Name: Workforce Development Board of the Treasure Coast	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,289
		DISLOCATED	822
		OLDER YOUTH	174
		YOUNGER YOUTH	301
ETA ASSIGNED # 12210	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	654
		DISLOCATED	97
		OLDER YOUTH	38
		YOUNGER YOUTH	176
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	77.14
	EMPLOYERS	NA	83.44
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	77.00	65.30
	DISLOCATED WORKER	77.00	71.10
	OLDER YOUTH	NA	41.70
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.50	87.00
	DISLOCATED WORKER	86.00	81.90
	OLDER YOUTH	NA	60.00
	YOUNGER YOUTH	NA	35.10
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,750	21,480
	DISLOCATED WORKER	14,750	13,784
	OLDER YOUTH	NA	1,255
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	67.40
	DISLOCATED WORKER	NA	46.40
	OLDER YOUTH	NA	27.50
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	61.20
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	62.50
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	31.4
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	70.9
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	55.0

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	3	4
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 21

Local Area Name: Workforce Alliance Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,509
		DISLOCATED	641
		OLDER YOUTH	236
		YOUNGER YOUTH	131
ETA ASSIGNED # 12075	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	945
		DISLOCATED	92
		OLDER YOUTH	141
		YOUNGER YOUTH	91
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	84.61
	EMPLOYERS	NA	83.47
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	76.00	89.10
	DISLOCATED WORKER	76.25	83.30
	OLDER YOUTH	NA	65.40
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	84.25	91.90
	DISLOCATED WORKER	85.00	86.30
	OLDER YOUTH	NA	79.70
	YOUNGER YOUTH	NA	56.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,125	25,350
	DISLOCATED WORKER	14,250	15,981
	OLDER YOUTH	NA	2,111
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	97.10
	DISLOCATED WORKER	NA	70.40
	OLDER YOUTH	NA	56.00
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	67.90
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	85.60
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	57.00	63.5
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	82.7
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	79.1

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 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 22

Local Area Name: Workforce One	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,410
		DISLOCATED	1,618
		OLDER YOUTH	283
		YOUNGER YOUTH	428
ETA ASSIGNED # 12015	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	600
		DISLOCATED	412
		OLDER YOUTH	162
		YOUNGER YOUTH	240
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	81.14
	EMPLOYERS	NA	76.56
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	77.50	91.20
	DISLOCATED WORKER	77.00	91.90
	OLDER YOUTH	NA	77.40
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	84.40	87.80
	DISLOCATED WORKER	84.00	86.70
	OLDER YOUTH	NA	68.10
	YOUNGER YOUTH	NA	84.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	13,750	19,860
	DISLOCATED WORKER	14,000	22,370
	OLDER YOUTH	NA	2,242
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	89.50
	DISLOCATED WORKER	NA	73.40
	OLDER YOUTH	NA	33.80
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	98.90
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	93.10
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	57.50	77.0
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	66.00	70.8
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	85.7

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 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 23

Local Area Name: South Florida Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	5,345
		DISLOCATED	2,926
		OLDER YOUTH	960
		YOUNGER YOUTH	2,731
ETA ASSIGNED # 12055	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	2,487
		DISLOCATED	400
		OLDER YOUTH	255
		YOUNGER YOUTH	598
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	83.27
	EMPLOYERS	NA	79.80
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	81.00	89.20
	DISLOCATED WORKER	80.25	88.80
	OLDER YOUTH	NA	75.30
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	85.10	84.70
	DISLOCATED WORKER	85.00	91.70
	OLDER YOUTH	NA	86.40
	YOUNGER YOUTH	NA	76.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	13,500	16,766
	DISLOCATED WORKER	14,356	15,843
	OLDER YOUTH	NA	7,162
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	80.70
	DISLOCATED WORKER	NA	68.60
	OLDER YOUTH	NA	39.40
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	75.10
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	69.90
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.00	76.2
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	56.6
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
	0	1	8
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: 24

Local Area Name: Southwest Florida Workforce Board Inc.	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	1,990
		DISLOCATED	1,250
		OLDER YOUTH	159
		YOUNGER YOUTH	221
ETA ASSIGNED # 12215	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	530
		DISLOCATED	77
		OLDER YOUTH	66
		YOUNGER YOUTH	62
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	85.02
	EMPLOYERS	NA	83.21
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	78.50	87.60
	DISLOCATED WORKER	79.00	88.10
	OLDER YOUTH	NA	73.80
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	86.00	87.90
	DISLOCATED WORKER	85.50	81.60
	OLDER YOUTH	NA	76.70
	YOUNGER YOUTH	NA	48.90
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	14,250	17,846
	DISLOCATED WORKER	14,125	14,658
	OLDER YOUTH	NA	3,699
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	91.40
	DISLOCATED WORKER	NA	75.00
	OLDER YOUTH	NA	57.60
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	43.80
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	90.70
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	54.50	65.4
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	43.00	64.1
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	60.2

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 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

Table O - Performance

9/28/2010

Local Regional Workforce Board Number: STW

Local Area Name: Statewide	TOTAL PARTICIPANTS SERVED July 1, 2009 - June 30, 2010	ADULT	34,767
		DISLOCATED	20,799
		OLDER YOUTH	4,609
		YOUNGER YOUTH	10,466
ETA ASSIGNED #	TOTAL EXITERS April 1, 2009 - March 31, 2010	ADULT	19,800
		DISLOCATED	3,181
		OLDER YOUTH	1,696
		YOUNGER YOUTH	3,282
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2009 - December 31, 2009	PROGRAM PARTICIPANTS	NA	86.02
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2008 - September 30, 2009	ADULT	74.00	82.90
	DISLOCATED WORKER	80.00	79.70
	OLDER YOUTH	NA	63.40
RETENTION RATE April 1, 2008 - March 31, 2009	ADULT	86.00	90.70
	DISLOCATED WORKER	86.00	87.40
	OLDER YOUTH	NA	77.60
	YOUNGER YOUTH	NA	63.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2008 - March 31,2009	ADULT	15,500	21,064
	DISLOCATED WORKER	15,000	16,715
	OLDER YOUTH	NA	3,780
CREDENTIAL/DIPLOMA RATE October 1, 2008 -September 30, 2009	ADULT	NA	87.60
	DISLOCATED WORKER	NA	63.20
	OLDER YOUTH	NA	41.60
YOUNGER YOUTH DIPLOMA or EQUVAILENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	53.40
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2009 -March 31,2010	YOUNGER YOUTH	NA	80.20
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION October 1 2008 - Sept.30,2009	YOUNGER YOUTH	58.50	52.6
YOUNGER YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE (October 1, 2008 -September 30, 2009)	YOUNGER YOUTH	57.50	58.9
YOUNGER YOUTH LITERACY OR NUMERACY GAINS (July 1, 2009 - June 30, 2010)	YOUNGER YOUTH	29.00	41.1

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	2	7
Based on the USDOL, TEGL 8-99, "NOT MET" is defined as the number of performance measures less than 90% of the negotiated goal. "MET" is defined as the number of performance measures between 90% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			