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October 3, 2016

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

Dear Assistant Secretary Wu:

The State of Florida is pleased to submit our Workforce Investment Act – Workforce Innovation and Opportunity Act Annual Report for the 2015-2016 Program Year. The information contained in the annual report has been compiled and transmitted in accordance with guidance found in the Training and Employment Guidance Letter No. 7-15.

We would like to thank the Florida Department of Economic Opportunity for its support throughout the year in serving Florida's workforce investment system and invaluable assistance in gathering information and data contained in this report. We also recognize the leadership and support of Florida's WIOA core partners, the Florida Department of Education Divisions of Vocational Rehabilitation (VR), Blind Services (FDBS) and Adult Education (DCAE).

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Chris Hart IV".

Chris Hart IV  
President & CEO

cc: Les Range, Regional Administrator, U.S. Department of Labor  
Malcolm Jackson, Federal Project Officer, U.S. Department of Labor  
Britt Sikes, Chairman, CareerSource Florida Board of Directors  
Cissy Proctor, Executive Director, Florida Department of Economic Opportunity

Enclosure

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# **WORKFORCE INVESTMENT ACT, WORKFORCE INNOVATION AND OPPORTUNITY ACT & RELATED PROGRAMS**

**PROGRAM YEAR  
2015 – 2016**

**SUBMITTED: OCTOBER 3, 2016  
CAREERSOURCEFLORIDA.COM**

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## INTRODUCTION

### *A Year of Growth and Opportunity*

The 2015-2016 program year was one of strong economic growth and positive change in Florida. This annual report provides performance outcome data and other reporting required by federal law covering services and programs during the year and funded through the Workforce Investment Act (WIA), the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP) and related programs under U.S. Department of Labor (USDOL) jurisdiction. The report also details examples of how the state's workforce system and its many partners continually seek to improve our collective services to job seekers, workers and businesses.

Florida's workforce system underwent a major transition during the 2015-2016 program year, along with workforce systems throughout the country, as Florida embraced the opportunities available under the first major update to federal law since WIA's 1998 enactment. The federal Workforce Innovation and Opportunity Act of 2014 provides modernization and key guidance to the workforce system in every state, with a focus on delivering customer-driven workforce solutions and enhanced customer service through an integrated job-driven network.

WIOA required states to formulate and submit four-year plans describing how they will fully integrate their workforce and talent development systems. In 2015, Florida's legislature created a task force, led by CareerSource Florida, to engage key stakeholders and develop recommendations for Florida's unified plan to implement WIOA. The task force recommendations were approved by the CareerSource Florida Board of Directors in November 2015. The final unified state plan was submitted to the U.S. Department of Labor on March 30, 2016. In April 2016, Gov. Rick Scott signed into law Senate Bill 7040, which aligned Florida's nationally recognized workforce system with expectations and requirements under WIOA.

Florida was well-positioned for WIOA implementation. Many of the innovative workforce development priorities and expectations of the federal law were already in place as full implementation got underway. Florida's workforce system has been business-driven for many years, and existing relationships with numerous partner entities were further strengthened under WIOA. Florida also benefits from a robust economic recovery. By the end of the 2015-2016 program year, the unemployment rate was 4.7 percent, Florida's lowest rate in more than eight years. Florida Reemployment Assistance initial claims also decreased by 13.1 percent over the year.

With strong leadership and an unwavering focus on job creation, Florida had created 233,700 private-sector jobs over the year. As of June 2016, 23 of the 24 metro areas in the state reported over-the-year job gains. The total number of jobs in Florida was 8,331,200 in June 2016, the 71st consecutive month with positive annual job growth after the state lost jobs for more than three years. The industry gaining the most jobs was professional and business services (+49,100 jobs, +4.0 percent). Other industries gaining jobs included education and health services (+46,400 jobs, +3.9 percent); leisure and hospitality (+42,700 jobs, +3.8 percent); trade, transportation and utilities (+36,800 jobs, +2.2 percent); construction (+25,600 jobs, +6.0 percent); financial activities (+18,800 jobs, +3.5 percent); government (+17,500 jobs, +1.6 percent); manufacturing (+11,200 jobs, +3.3 percent); and other services (+4,900 jobs, +1.5 percent).

The information that follows in CareerSource Florida's 2015-2016 Federal Annual Report illustrates the commitment of Florida's state board, 24 local workforce development boards and state fiscal and administrative agency, the Florida Department of Economic Opportunity (DEO), to further strengthening Florida's workforce through our strategic investment of federal funds in

alignment with the requirements of WIA, WP and the following tenets of the Workforce Innovation and Opportunity Act:

1. Increase access to employment, education, training and support services — particularly for people with barriers to employment.
2. Create a comprehensive, high-quality workforce development system by aligning workforce investment, education and economic development.
3. Improve the quality and labor market relevance of workforce investment, education and economic development efforts.
4. Promote improvement in the structure and delivery of workforce services.
5. Increase the prosperity of workers and employers.
6. Reduce welfare dependency, increase economic self-sufficiency, meet employer needs and enhance productivity and competitiveness.

### **Governance**

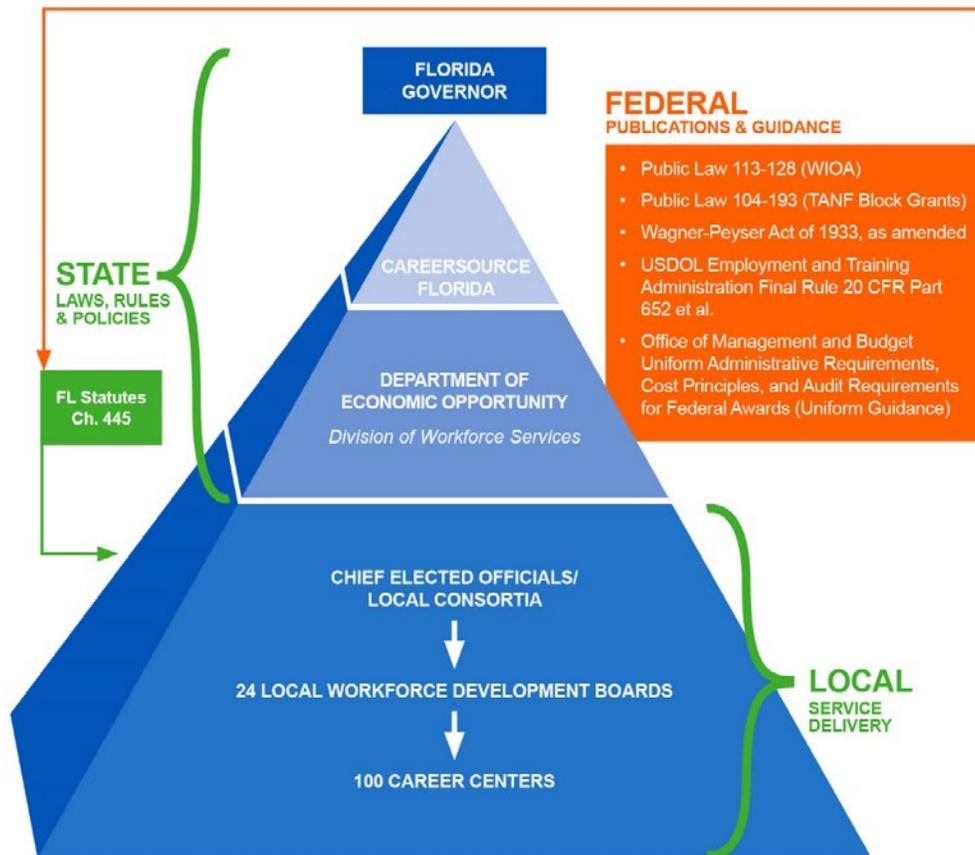
In Florida, the workforce system's primary governance and service delivery roles in PY 2015-2016 were delineated as follows:

**State Workforce Investment Board** (WIOA Section 101): CareerSource Florida is the statewide policy and investment board of business and government leaders charged with guiding workforce development for the State of Florida. CareerSource Florida provides oversight and policy direction for talent development programs administered by DEO, Florida's 24 local workforce development boards and their 100 career centers. Britt Sikes serves as the CareerSource Florida Board Chairman, having been appointed to the position in February 2015 by Gov. Rick Scott. Chris Hart IV serves as President and CEO. For more information, please visit [careersourceflorida.com](http://careersourceflorida.com).

Created as a not-for-profit corporation, CareerSource Florida's board of directors during this program year included the governor, members of the Florida Legislature and leaders in business and industry, government, labor, economic development, education, youth and community-based organizations including the following state agencies: the Department of Children and Families (DCF), DEO, Department of Education (DOE), Department of Elder Affairs and the Department of Juvenile Justice.

**State-level Administrative/Fiscal Agency** (WIOA Sections 129, 132, etc.): The Florida Department of Economic Opportunity is the governor's agency for workforce support and training, economic development, and community development. DEO partners with CareerSource Florida and the state's 24 local workforce development boards to strengthen Florida's business climate by supporting an evolving business-led, market-responsive, results-oriented and integrated workforce development system. The system's focus is on strengthening partnerships and collaboration among education, workforce, and economic development networks. This approach will maximize competitiveness of Florida businesses and the productivity of Florida's workforce, thereby increasing opportunities for economic prosperity for all Floridians.

DEO oversees the administration of the state's workforce system and receives and accounts for federal funds on behalf of the system. DEO is responsible for financial and performance reporting to USDOL and other federal organizations, distributing workforce guidance and policy initiatives, providing training and technical assistance to local workforce development boards and providing other administrative functions. DEO also operates Florida's Reemployment Assistance (RA) program, Labor Market Statistics (LMS) program and a number of other programs and initiatives. DEO is led by Executive Director Cissy Proctor.



Administration of the state’s workforce policy, programs and services is carried out by DEO and the business-led local workforce development boards, with an array of services delivered through nearly 100 career centers throughout Florida and through the state’s “virtual one-stop,” Employ Florida.

Federal and state program guidance is communicated to local workforce partners through participation in state-level policy development activities, formally promulgated and documented in a series of Guidance Papers developed by DEO, which are located at this site, [www.floridajobs.org/workforce-board-resources/policy-and-guidance/guidance-papers](http://www.floridajobs.org/workforce-board-resources/policy-and-guidance/guidance-papers). State and local partners vet these policy documents prior to final issuance.

DEO and the local workforce development boards have an executed grantee-sub-grantee agreement that sets forth programmatic and administrative responsibilities to ensure compliance with all federal and state laws, regulations and any special state requirements.

**Local Workforce Development Boards** (WIOA Section 107): Florida’s 24 local workforce development boards and the areas they serve are shown in Exhibit 1. Also known as local boards, they provide a coordinated and comprehensive delivery of local workforce services. Local boards include private business owners, economic development and education representatives, vocational rehabilitation representatives, community and state agency representatives and locally elected officials. Together, they represent the diversity of businesses, organizations and trades operating in the local workforce development area. The local board’s active involvement is key to

the provision of essential data relating to 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. Local boards focus on strategic planning, policy development and oversight of the local workforce investment system within their respective areas. Statewide, local boards oversee nearly 100 career centers that offer job training, education and employment services designed to connect employers with skilled talent and Florida's job seekers with employment and career development opportunities.

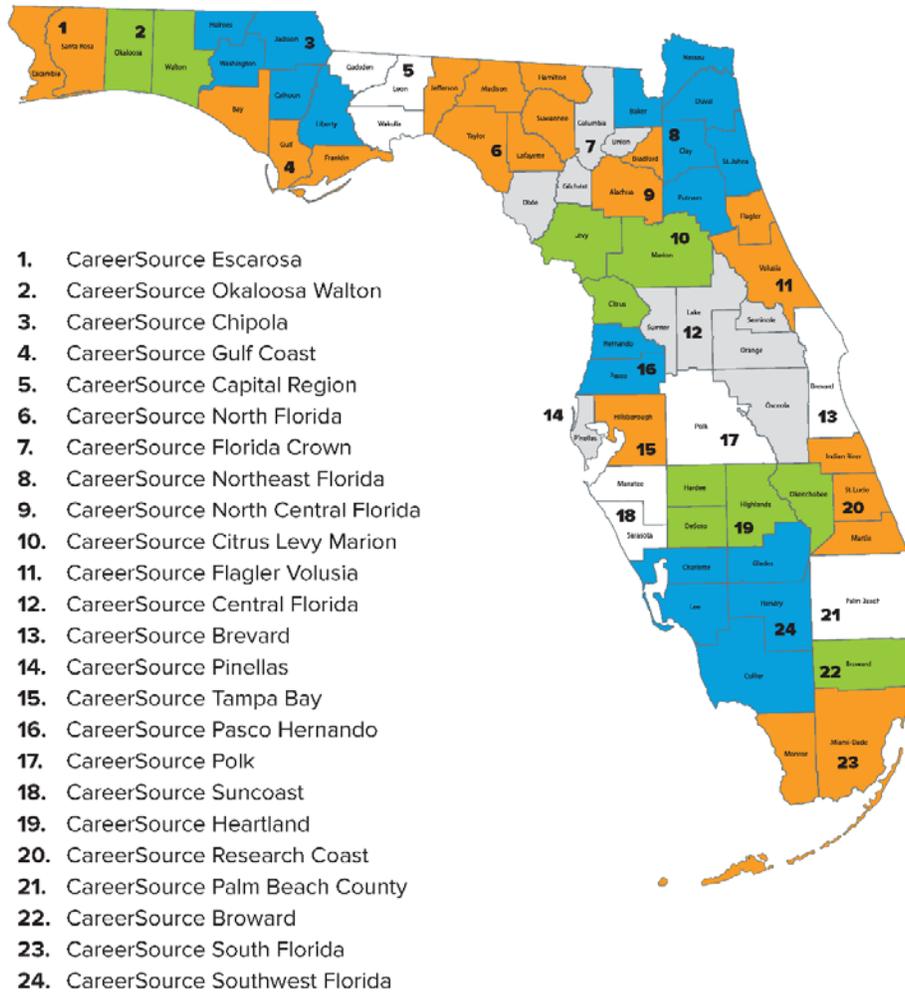
Local flexibility is another key component of Florida's workforce system. While each local workforce development board has performance measures and contracts to provide accountability, choices of initiatives and programs implemented are under the local board's authority. This flexibility allows local programs to address the economic development, business and workforce needs of each particular area of the state.

**One-Stop Delivery System** (WIOA Section 121): Florida's network of nearly 100 career centers, part of the American Job Centers network, may be found at [employflorida.com](http://employflorida.com).

Business influences workforce policy and investment through collaboration with CareerSource Florida, DEO and local workforce development boards. By working closely with stakeholders in business, education and economic development, CareerSource Florida and its state and local partners can develop and deliver effective, market-relevant workforce solutions that drive economic growth and sustainability.

## Exhibit 1

# CAREERSOURCE FLORIDA NETWORK



## ENHANCING ACCESS FOR FLORIDA'S BUSINESSES AND JOB SEEKERS

### *Career Centers: Meeting Customers' Needs*

Florida's workforce system is focused on building partnerships that leverage resources and provide a more robust and collaborative service delivery system. In alliance with our core program partners under WIOA, the CareerSource Florida network, comprised of nearly 100 career centers, is working to provide access to services and programs for all individuals, including those with barriers to employment. This more seamless system affords more opportunities to pursue training and education needed to obtain employment and self-sufficiency.

The system also emphasizes the importance of serving the business customer. The CareerSource Florida network is a key resource for businesses seeking qualified workers and grants for customized training for new or existing employees. All 24 local workforce development

boards have established dedicated business services teams and, in several cases, designated career centers in business districts to help local employers recruit, train and retain workers.

Several local workforce development boards deploy mobile career centers to provide services to Florida businesses and workers in support of special events or in areas where access can be challenging. With major emphasis on providing on-site services at employer sites and direct service delivery in rural communities and other locations throughout the local areas, the use of mobile career centers continues to serve as a cost-effective and customer-friendly service solution. The mobile career centers also have played an integral role in the delivery of services and assistance during hurricanes and other disaster events.

**Public Outreach**

The CareerSource Florida network employs a range of tools and tactics to help raise awareness and encourage use of workforce development services statewide. With the growing use of mobile technology by job seekers and employers, Florida’s public outreach strategy includes a strong emphasis on digital sources to reach customers and potential customers to educate them about ways to connect to employment and training assistance.

The [CareerSource Florida](http://careersourceflorida.com) website, at [careersourceflorida.com](http://careersourceflorida.com), is a primary source of information for job seekers, workers and employers about statewide initiatives, workforce development news, policy updates and board actions, state board meetings and workforce system successes.

In February 2016, CareerSource Florida launched an updated site aimed at better meeting the talent and training needs of Florida businesses. Floridians looking to start or build careers can more quickly find local and online resources thanks to streamlined navigation and improved functionality. The updated site receives an average of more than 26,500 users monthly.

Seeking to reach those individuals and businesses in the nation’s third-largest state who could benefit from available services, CareerSource Florida also invests in digital, radio and print advertising and outreach. Each message is developed to reflect a strong call to action to job seekers, workers seeking to advance in their careers and employers, encouraging them to visit [careersourceflorida.com](http://careersourceflorida.com) to access services and resources. The CareerSource Florida network is a proud partner of the American Job Center network.





The use of social media in job searching continues to increase. A 2016 national survey by Jobvite found that 48 percent of respondents indicated they used social media in the search for their most recent job. CareerSource Florida uses a suite of social media platforms to complement other outreach efforts aimed at informing and engaging job seekers, workers and businesses as well as board members, state and local partners and various other stakeholders. CareerSource Florida's engagement with employers and job seekers on social media grew significantly during the most recent fiscal year, as did engagement on the

social media accounts of Florida's 24 local workforce development boards.

The CareerSource Florida network supports and shares messaging to amplify the network-wide reach in our diverse state. At the state level, CareerSource Florida achieved more than 20,000 followers across its primary social platforms (Facebook, Twitter and LinkedIn) by the end of the fiscal year.

In March 2016, CareerSource Florida launched the CareerSource Florida Network Cooperative Outreach Program, which provides direct state-level support for local outreach prioritized by Florida's 24 local workforce development boards.

The goals of the program were to:

1. Prompt action among Florida businesses and job seekers to obtain resources and services from the CareerSource Florida network to advance their business or career.
2. Assist local workforce development boards in connecting businesses with talent in support of business engagement goals.
3. Support the continued public awareness and brand building of the unified network's resources and services available to Florida businesses and job seekers, both online and via the state's 100 career centers.



Participation was exceptional, with 23 of 24 boards taking the opportunity to strengthen their local



outreach efforts. Local boards used the Cooperative Outreach Program to create new and updated educational and outreach materials highlighting job fairs and other hiring events as well as numerous other programs and services to assist job seekers and businesses.

Over the two-month implementation period concluding at the end of the fiscal year, more than 19 million impressions (the potential number of times the ads were viewed) were achieved through traditional advertising such as print and

broadcast media, billboards and bus wraps. Digital ads resulted in more than 9.5 million impressions, generating more than 2,000 new leads among job seekers and 52 among employers.

### *Employ Florida: Online Workforce Services and Virtual Career Center*



In today's technology-driven marketplace, job seekers and businesses need access to workforce services 24 hours a day, seven days a week. [Employ Florida](http://employflorida.com) at employflorida.com is Florida's virtual job-matching tool, providing access at *no charge* to great employment opportunities, résumé-building resources and many other services to help connect businesses, job seekers and Floridians looking to grow in their careers.

In June 2016, the Employ Florida Mobile app was launched to give Florida job seekers on the go instant access to thousands of job openings across the state on their mobile devices. With free downloads available on Google Play for Android and in the Apple App Store, the Employ Florida Mobile app connects users to more than 200,000 job advertisements from more than 130,000 Florida businesses. Customers registered on the full site, [Employ Florida](http://employflorida.com), can apply for positions and save searches. Job seekers can view openings on their mobile device, view previous searches and apply later to those in which they are interested. CareerSource Florida produced a YouTube video to introduce the new app which can be viewed at <https://youtu.be/6wJUcXryvWQ>.



Since Employ Florida launched in 2005, 233,875 employers have registered on the site and nearly 4.8 million résumés have been posted. Employ Florida provides businesses valuable information on training grants as well as links to labor market information and talent tools available at both the state and local levels. Florida's job seekers are able to search for employment opportunities from numerous job and corporate websites as well as those placed directly on Employ Florida by businesses or through the CareerSource Florida network, making Employ Florida the most comprehensive source for current Florida job openings.

Both employers and job seekers can locate Florida's workforce services and resources anywhere via Employ Florida or by calling the toll-free Employ Florida Helpdesk, staffed by DEO, at 800-438-4128.

Employ Florida is consistently upgraded to maintain relevancy and to incorporate improved technology. The use of micro-portals, powered by Employ Florida, that provide specialized and targeted job matching adds value for both employers and job seekers with specific interests and needs. To date, CareerSource Florida and DEO, in collaboration with local workforce development boards and other partners, maintain dedicated entry points with customized job-

search information and resources for Florida veterans, job seekers age 50 and older, those interested in green jobs, and people with disabilities.

The current lineup of micro-portals includes the [Employ Florida Vets](http://veterans.employflorida.com) portal at veterans.employflorida.com; the [Florida Abilities Work](http://abilitieswork.employflorida.com) portal at abilitieswork.employflorida.com; [Employ Florida Silver Edition](http://silver.employflorida.com) portal at silver.employflorida.com; and the [Employ Florida Green Jobs](http://greenjobs.employflorida.com) portal at greenjobs.employflorida.com.

**Employ Florida Vets Portal:** [Employ Florida Vets](http://veterans.employflorida.com) at veterans.employflorida.com was developed through a series of focus groups with Florida veterans. The portal translates a veteran's Military Occupational Specialty Code (a code that represents the employment classification for the specialty/job that the military veteran performed while on active duty) into an equivalent civilian job title.

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

Other portal highlights include:

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



**Employ Florida Abilities Work Portal:** The [Florida Abilities Work](http://abilitieswork.employflorida.com) portal, at abilitieswork.employflorida.com, is a tool for employers and job seekers with disabilities. The micro-portal is housed on the Employ Florida website with a logo button for ease of access. The



portal provides resources to persons with disabilities and assists employers who are interested in hiring persons with disabilities. The Florida Legislature appropriated funding for a help desk that is staffed by the state Department of Education's Division of Vocational Rehabilitation.

The portal was a collaborative process, including input from the Agency for Persons with Disabilities, DOE Divisions of Vocational Rehabilitation and Blind Services, and the Florida Developmental Disabilities Council. Focus groups convened around the state, allowing input from stakeholder groups such as employers, field staff, customers and family members, and a communications group, comprising

representatives from partner agencies, also met during development to ensure a consistent message.

**Employ Florida Silver Edition Portal:** Created to assist job seekers 50 and older as well as employers seeking seasoned, experienced workers, the statewide [Employ Florida Silver Edition](#) at [silver.employflorida.com](#) was initially launched as a regional pilot project. The micro-portal was developed through a collaborative process engaging CareerSource Florida, DEO, local workforce development boards, the Florida Department of Elder Affairs and community-based organizations, among others.



The portal is designed to help job seekers 50 and older search for the right job, with access to a wide range of job training and job placement programs and services, while also helping employers identify the best job candidates.

**Employ Florida Green Jobs Portal:** Florida averages 240 days of year-round sunshine and receives 85 percent of the maximum solar resource available in the U.S. Not surprisingly, the Sunshine State took an early lead in production of solar power nationally. The [Employ Florida](#)



[Green Jobs](#) portal at [greenjobs.employflorida.com](#) was created to provide online career resources for individuals who seek information on jobs in the energy industry focused on renewable energy, energy efficiency and conservation due to the expected growth of this sector. The portal provides multiple resources, including information about various initiatives that support conservation and renewable energy use.

## CAREERSOURCE FLORIDA PRIORITIES, INITIATIVES AND STATE-LEVEL INITIATIVES

**Florida Workforce and Innovation Opportunity Act Task Force:** Florida's implementation of WIOA began with the formation of a legislatively-created task force comprised of high-ranking officials in each agency with an impact on Florida's Workforce Development System. The task force was charged with developing WIOA implementation recommendations for approval by the CareerSource Florida Board of Directors. These recommendations were to include, but not be limited to:

- A review of current workforce service delivery and recommendations for the inclusion of programs;
- Regional planning design;
- One-stop career center service delivery design;
- The integration of economic development, workforce development and Florida's education system; and

- Development of sector strategies and career pathways.

As required by the enacting legislation, task force members included leaders of the following partner entities and agencies:

- Agency for Persons with Disabilities;
- CareerSource Florida;
- Enterprise Florida;
- Florida Association of Postsecondary Schools and Colleges Inc.;
- Florida College System;
- Florida Department Children and Families;
- Florida Department of Corrections;
- Florida Department of Economic Opportunity;
- Florida Department of Education Commissioner;
- Florida Department of Education, Division of Blind Services;
- Florida Department of Education, Division of Career and Adult Education;
- Florida Department of Education, Division of Vocational Rehabilitation;
- Florida Department of Elder Affairs;
- Florida Department of Juvenile Justice;
- Florida Small Business Development Center Network;
- Florida Workforce Development Association, Inc.;
- Independent Colleges and Universities of Florida, Inc.;
- State University System

CareerSource Florida convened six meetings of the 20-member state WIOA Task Force — two webinars and four in-person meetings. The task force also visited the CareerSource Florida Capital Region career center in Tallahassee to better inform task force members about career center service delivery. Task force members each outlined their entity's role in and contributions to the workforce development system by answering the following questions:

- What is your organization's mission?
- What is your role in Florida's workforce development system?
- What are your top three challenges in providing the best outcomes for those you serve?
- How will the Workforce Innovation and Opportunity Act help you overcome those challenges?
- What measures do you use to define successful outcomes?

Task force members discussed their entities' contributions to developing Florida's workforce by explaining:

- Their organization's governance structure
- Regional operations
- Processes coordinated with other agencies or partners
- Utilization of one-stop career centers
- Their process for service delivery

Equipped with an understanding of each participating state agency's role in Florida's workforce system, task force members were offered an opportunity to discuss the following questions:

- Which programs and entities should be included in Florida's workforce development system (combined or unified planning)?
- How should Florida's WIOA planning regions be organized?
- What should be included in a one-stop career center?

- How can Florida's workforce development system better share information, systems, and/or customers?
- What can Florida's workforce development system do to best serve individuals with obstacles to employment?
- How should WIOA-required one-stop career center partners share infrastructure costs?
- Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?
- What resources or relationships do you need to implement WIOA?

At the conclusion of the task force meetings, a set of implementation recommendations were approved by the CareerSource Florida Board. These recommendations were discussed with the Local Workforce Development Boards (LWDBs) during their formulation.

**Florida Workforce Innovation and Opportunity Act Implementation Team:** Parallel to the work of the Florida WIOA Task Force, a WIOA Interagency Implementation Team was created that includes professional team members from all core programs. This team has met monthly and initially was an opportunity to learn more about each core program, its structure, purpose and customer base, and what they could contribute to the statewide system. This work has been beneficial in setting the stage for program alignment and identifying gaps. Once the teams' understanding of each program deepened, the focus turned to identifying how the major components of WIOA would be implemented. This led to the formation of workgroups for the measurement/performance accountability (data) component and the strategic planning/statewide plan development (planning) component. Additional workgroups may be formed as needed to address implementation of other WIOA components.

The workgroups have taken the same process-driven approach as the interagency team; each developed a workgroup charter and mission, a process flowchart, a timeline for deliverables, requirements matrices and other management documents. Meetings are managed using detailed agendas with meeting minutes and action items, and workgroup documents are stored in a secure Sharefile drive that is accessible to everyone on the Interagency Team. Forming workgroups specific to major WIOA components was beneficial in providing an opportunity for agency subject matter experts to collaborate outside of the Interagency Team meetings to discuss specific details and requirements, plan and report back to the entire team with a progress update or decision points. Any decision points, recommendations or progress updates from the workgroups are vetted through the Interagency Team and Core Program Leadership prior to being presented to the CareerSource Florida Board, which encourages and ensures transparency, flow of information and open communication between all core programs. Workgroup members have acknowledged the value of the group and the opportunity to plan together, and are committed to keeping the workgroups active after the statewide plan submission and the performance accountability system is in place.

These groups will continue to address issues that arise with WIOA implementation, utilizing the structure and processes to resolve gaps or weaknesses. Examples of efforts that will be addressed through this process include, but are not limited to:

- Continue implementation of WIOA with other core programs, including design of the one-stop career center system and integrated performance accountability system.
- Collaborate among core programs to efficiently provide services.
- Membership of state and local workforce boards.
- Develop a network of qualified benefits planners to augment the SSA contracts for Work Incentives Planning and Assistance (WIPA) services.

- Collaborate with CareerSource Florida and other career center partners to implement universal design principles into the workforce development system's facilities and operations, with intent to include universal design as a separate component of the career center certification process.
- Continue partnerships with community rehabilitation service providers, employers and career centers.
- Continue partnerships with the Florida Rehabilitation Council and the Florida Rehabilitation Council for the Blind to review, analyze and advise the rehabilitation partners regarding the performance of their responsibilities.
- Complete a stakeholder engagement analysis to determine where to target outreach efforts, including business engagement.
- Review services, programs and partnerships of core WIOA programs to reduce duplication of efforts, as well as gaps between programs.
- Work collaboratively to ensure that disability coordinators are cross-trained with core partner processes.
- Partner to communicate, strategize and execute agreed upon methods of meeting the needs of individuals with disabilities.
- Identify opportunities to expand services/programs to meet ongoing needs of individuals with disabilities.

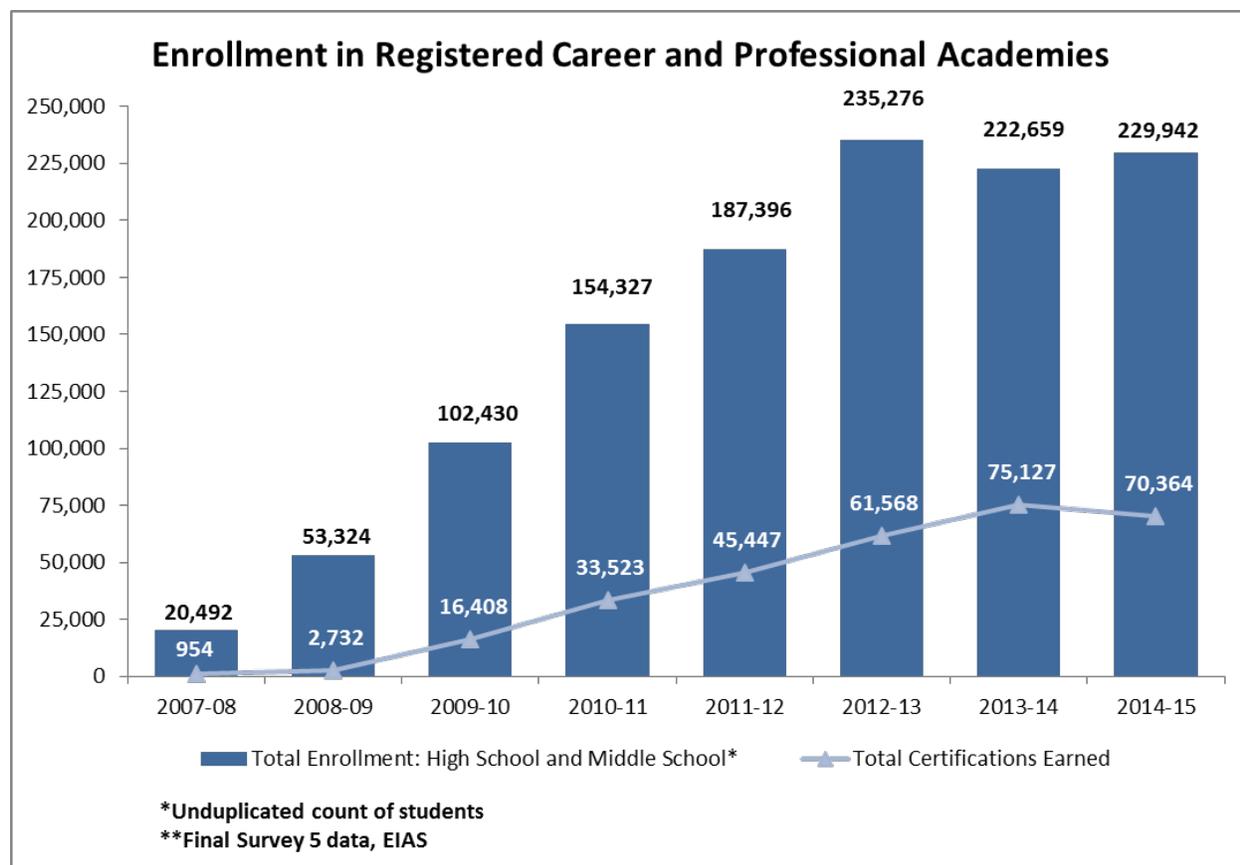
**Rural Support:** Florida continues to place a high priority on support to address rural needs. Approximately 1.1 million of Florida's 19 million residents reside in rural counties as defined by the Rural Economic Development Initiative (REDI). Mandated by Florida Statutes, the REDI is represented by 17 state agencies and organizations. [Section 288.0656, Florida Statutes](#), mandates, "REDI shall be responsible for coordinating and focusing the efforts and resources of state and regional agencies on the problems which affect the fiscal, economic, and community viability of Florida's economically distressed rural communities, working with local governments, community-based organizations, and private organizations that have an interest in the growth and development of these communities to find ways to balance environmental and growth management issues with local needs."

The CareerSource Florida Board allocated \$600,000 in 2015-2016 for projects within the state's Rural Areas of Opportunity (RAO). Four local workforce development boards (LWDBs) in Florida's rural regions (LWDBs 3, 6, 7, and 19) are part of the designated RAO. Local Workforce Development Board 2, although not designated as an RAO, has counties within the RAO's boundaries, faces similar economic concerns and received a portion of the \$600,000 in support of rural services.

**Career and Professional Education (CAPE) Act:** The CAPE Act was created by the Florida Legislature in 2007 to improve Florida's talent pipeline to better attract and retain targeted, high-value industries and to develop a knowledge-based economy in response to Florida's critical workforce needs. CAPE seeks to ensure that education, industry, workforce and economic development partners in every community are collaborating to create new and meaningful opportunities for students. Rigorous and relevant curriculum opportunities are made available to middle and high school students to earn industry certifications that are required for high-skill, high-wage jobs in Florida's target and infrastructure industries. CAPE supports local and regional economic development as well as diversification of the state economy.

The implementation of the Act requires coordination among CareerSource Florida, DOE, DEO and the Florida Department of Agriculture and Consumer Services. A statewide list of industry certifications is updated annually for implementation and final funding determinations for eligible school districts are made by DOE.

Data reveals that students earning industry certifications have more positive student performance with higher average GPAs, lower rates of chronic absenteeism and disciplinary actions and a lower dropout rate. Additionally, public school districts are awarded additional FTE funding for students earning industry certifications.



Source: Florida Department of Education  
 \*Preliminary data as of December 2016

**Business and Workforce Development**

There are three major objectives of focus in CareerSource Florida’s Business and Workforce Development unit as follows:

**Redefining Customer Service Standards for Business Talent Support:** Continuous improvement is a key value of the CareerSource Florida network. CareerSource Florida is evaluating and redefining all standards and measures (as well as removing any deemed unnecessary) in customer service. This effort enables Florida businesses, especially those in key target sectors aligned to the state and regional economic development priorities, to fully benefit from CareerSource Florida-administered training grant programs as well as facilitate seamless

access to tools and services across partner/organization programs. CareerSource Florida is continuing to build on its Salesforce-based Customer Relationship Management (CRM) platform to improve business services.

Key achievements during 2015-2016 include the following:

- CareerSource Florida developed an agreement with the Florida Economic Development Council to 1) focus on enhanced methods of knowledge transfer of the CareerSource Florida Network business tools and 2) develop and conduct a survey and comprehensive review of customer touch points.
- Used Salesforce instance customer data to identify value of services by industry sector at the state and local levels to demonstrate monetary benefits to both employers and economic development organizations (EDOs). Technology improvements were implemented as well such as online applications and streamlined training/reimbursement processes, which are expected to further improve business satisfaction and program outcomes.
- Conducted an historical review of post-training evaluations of CareerSource Florida-led training grants to determine areas of improvement by sector and business size. Re-evaluated and updated the post-training evaluation tools to ensure the questions posed to employers provide CareerSource Florida with the greatest insights on customer service excellence. Finally, processes were improved to increase the return of evaluations.
- The Florida Office of Program Planning and Government Accountability conducted a legislatively-mandated intensive three-year review of Training Grant Programs with the following successful findings.
  - Incumbent Worker Training (IWT): identified both quantitative and qualitative successes. Quantitative: 93 percent of companies reported that the grant had a positive impact on business and 56 percent reported increased sales due to the grant. Companies experienced an average 15 percent increase in employment growth and an average increase of eight percent in wage growth—even higher than the statewide average of six percent. Qualitative: small businesses attest positive impact on business sales and increased employee knowledge and value.
  - Quick Response Training (QRT): 88 percent of companies reported that the program had a positive impact on their business and 33 percent reported that sales increased; 63 percent reported that the grant played a role in the decision to expand or establish in Florida. Companies experienced a 23 percent increase in employment growth and a three percent increase in wages.

This comprehensive and independent analysis provides further evidence that these training grant programs have a vital role in Florida's economy by helping businesses grow and be globally competitive, and the Floridians they employ to prosper.

- Evaluated Salesforce-enabled marketing campaign tools to expand customer outreach and knowledge of CareerSource Florida-led training grant solutions.

**Creating a Total Talent Delivery System / Expanded Business Engagement:** The umbrella of business support and training services available throughout the CareerSource Florida network enables Florida to be better positioned to respond to short-term and long-term talent needs of existing and new-to-Florida companies. Our goal is to facilitate a seamless, external-focused talent solution strategy for Florida business.

Using the market segmentation framework and planning tools in the CareerSource Florida Professional Business Development Tool Kit created, in part, through the USDOL Expanding Business Engagement grant, helps ensure that businesses of all sizes in all sectors are identified for proactive talent support strategies. CareerSource Florida's Business and Workforce Development Unit will continue to lead network-wide webinars for all business liaisons/account managers who interface with business on talent needs. A strategic outreach plan associated with Florida's human resources professionals was developed to maximize marketing opportunities. Further, under-utilized sources of talent (e.g., special population groups) are consistently being marketed to Florida businesses.

Key achievements during 2015-2016 include the following:

- Four quarterly Expanding Business Engagement webinars were held with 100% attendance from LWDB Business Outreach team members as well as DEO Strategic Business Development and Vocational Rehabilitation's Business Outreach team members. At each webinar, a business outreach dashboard containing key metrics was shared to show network-wide progress. The themes of each webinar included the DEO Small Business Support program; CareerSource Palm Beach Marine industry support best practice; Rural LWDBs Business Spotlight; Human-Centered Design (Businesses and Job Seekers); FloridaFlex Total Talent Solution messaging and Virtual Career Center for Business.
- Facilitated the development of a CRM-enabled Employed Worker Training (EWT) application, which was piloted in selected LWDBs.
- Developed a strategic outreach initiative with HR Florida to reach the organization's over 14,000 members. CareerSource Florida professional team members organized a booth at the annual HR Florida Conference and facilitated regional collaborative workshops with select LWDBs identified.

**Implementing Sector Strategies:** The State Board of Directors is continuing its focus on sector strategies for healthcare and advanced manufacturing – two key sectors of importance in Florida's economy. These sector initiatives build on a continuous effort to obtain essential business feedback from employers so our entire network can be responsive to their talent needs. The need for market-relevant business intelligence remains important due to rapid economic and competitiveness changes that directly correlate to a skilled talent pipeline. Based on Florida's focus on sector strategies, the state was successful in the acquisition of a USDOL Sector Partnership National Emergency Grant.

Key achievements include the following:

- **Healthcare Sector Strategy:** A statewide Leadership Council comprised of significant industry representatives was launched on June 30<sup>th</sup>. Additionally, state advisory and professional advisory groups were launched, which are comprised of healthcare, education and professional associations to provide additional perspectives on talent pipeline improvements needed for this sector. Because Florida is a large and diverse state, eight sub-state regional healthcare leadership councils were launched to gain additional insights into needs as well as provide a pathway for additional industry leadership at a regional level. The CareerSource Florida Board of Directors has provided third (and final) year funding for this comprehensive effort, with the Leadership Council

becoming self-sustaining thereafter. More information is available at [www.flhealthcareworkforce.org](http://www.flhealthcareworkforce.org).

- **Advanced Manufacturing Sector Strategy:** Similar to the Healthcare sector, an Advanced Manufacturing Leadership Council comprised of industry leaders and private sector chairs of Florida's Regional Manufacturing Associations (RMA) was launched. Within each of the RMAs, focus groups were held to solicit input on talent availability, skills gaps and pipeline needs. In 2014, Florida was the first state in the country to hold statewide industry focused job fairs. Job fairs were held again in October with over 900 job seekers finding employment after their participation in the job fairs. The CareerSource Florida Board of Directors has also provided third (and final) year funding for the Advanced Manufacturing Sector initiative to promote continuation of the Leadership Council with self-sustainability thereafter.
- **USDOL Sector Partnership National Emergency Grant:** In partnership with the Florida Department of Economic Opportunity, CareerSource Florida competitively secured this grant for \$6,998,765 with a focus on the same two sectors identified by the board. Ten of Florida's 24 LWDBs were selected to participate in the two-year grant with sector strategy planning and training goals (including stretch goals). Professional team members conducted site visits with all 10 LWDBs including SWOT analysis aimed at optimizing grant outcomes. A marketing and outreach campaign has been designed and is being implemented, including a monthly newsletter which is distributed statewide. This grant will enable the CareerSource Florida network to gain a "leg up" on sector strategy implementation—a key element of WIOA. As of June 30, we are at 40 percent of our grant training goal, higher than any other southeastern state.

**Advanced Manufacturing Marketplace Business Intelligence Research and Sector Strategy Approach Services:** This three-year initiative, begun in 2014, is resulting in the promotion of business growth by connecting Florida's advanced manufacturers to existing public and private resources essential for increased competitiveness and profitability, which includes among those resources, leveraging the workforce and talent development assets within the state. The Center for Advanced Manufacturing Excellence (CAME) through FloridaMakes serves as the Advanced Manufacturing Workforce Leadership Council and coordinates with Florida's Regional Manufacturing Associations (RMAs). Both the Leadership Council and the RMAs drive business-led improvements in talent delivery.

This initiative is:

- Promoting advanced manufacturing business growth.
- Connecting Florida's advanced manufacturers to existing public and private resources.
- Leveraging the workforce and talent development assets within the state.
- Creating a new sector strategy approach for advanced manufacturing.
- Creating an essential business feedback loop to ensure a robust Florida workforce network.
- Developing solutions for the advanced manufacturing talent delivery system.
- Establishing how the USDOL and other selected grants have impacted the talent pipeline in the last 3-5 years.

The first year of the three-year initiative has resulted in the following:

- A Florida Advanced Manufacturing Workforce Leadership Council was established within CAME.
- Manufacturing focus groups were held in 12 local workforce development areas.
- Two problem-solving sessions were held with manufacturers and partnering organizations.
- Research was conducted to define the advanced manufacturing sector, identify core occupations and evaluate data points for the sector and how they are used for decision-making.
- A plan was prepared to analyze USDOL and other key manufacturing investments in Florida.
- A Year-end Summary of activities and findings with proposed action for subsequent year(s) was prepared.

In year two, FloridaMakes has reengaged and expanded the Florida Advanced Manufacturing Workforce Leadership Council and coordinated with Florida's Regional Manufacturing Associations (RMAs). Both the Council and the RMAs serve as the primary points of contact for statewide advanced manufacturing industry-specific labor market intelligence and may be used by the state's workforce network to facilitate policy and strategy development. This work, in effect, results in a new sector strategy approach for Advanced Manufacturing to develop and continue an essential business feedback loop to ensure Florida's workforce network has a deep understanding of and is responsive to the talent needs of the state in this sector. Common issues and needs of employers are being identified and coordinated solutions are being developed for the advanced manufacturing talent delivery system. Year two services are underway and include but are not limited to:

- Updating the Vision, Mission and Plan of Action (creation of value proposition that will drive greater industry participation)
- Conducting action-oriented meetings with clear communications about the effort
- Engaging a strong and collaborative project manager
- Fully mining the data collected in Year One / supplementing with shift-share analysis where needed
- Identifying top sub-sectors that will lead Florida forward
- Focusing on regional solutions
- Taking into consideration implementation of Manufacturing Workforce Playbook solutions and Year One priorities
- Establishing financial sustainability plan (built on industry support) led by industry
- Identifying Workforce Policy needs to be considered by CareerSource Florida Board

**Healthcare Business Intelligence Research and Sector Strategy Approach Services:**  
Florida's Healthcare Workforce Initiative began in 2014 with the purpose of:

- Identifying gaps in healthcare workforce supply and demand data, and designing a collection system to effectively analyze data at the state and regional levels.
- Developing strategies for recruitment and retention of healthcare workers, including critical need areas across all health professions.
- Identifying emerging workforce roles, such as in healthcare informatics, and developing a method to educate the current workforce regarding value-based care.

Under the direction of the Statewide Florida Healthcare Workforce Leadership Council, this sector strategy approach was established to develop and continue an essential business feedback

loop to ensure Florida's workforce network has a deep understanding of and is responsive to the talent needs of the state. The Council continues to serve as the primary point of contact for statewide healthcare industry-specific labor market intelligence and is used by the state's workforce network to facilitate policy and strategy development. Professional and state advisory resource groups continue to provide information and data essential to enable healthcare workforce policy and strategy development.

Additionally, seven established regional councils continued regular meetings and refined development of their goals. These goals reflect commonalities and uniqueness across the regions.

- Develop talent pipeline
- Influence policy
- Forecast workforce needs
- Address recruitment and retention
- Identify educational needs
- Optimize skill development

Due to recent transformations of the healthcare delivery system and payment models influencing the direction, talent needs and structure of healthcare organizations, a study was performed and a report *Emerging & Evolving Roles and Occupations within the Healthcare Industry: Florida's Perspective* was published. The report discusses emerging and evolving roles and occupations within the healthcare industry in Florida. Existing healthcare occupations are evolving to include interdisciplinary competencies and new roles are emerging.

Additional information on Florida's Healthcare Workforce Initiative may be found at: [www.FLHealthcareWorkforce.org](http://www.FLHealthcareWorkforce.org).

**Sector Partnership National Emergency (NEG) Grant:** CareerSource Florida and the Florida Department of Economic Opportunity were awarded a two-year Sector Partnership National Emergency Grant in June 2015 to build on Florida's sector strategies for healthcare and advanced manufacturing – two sectors important for Florida's future economic growth. Ten local workforce development boards spanning counties from North to South Florida are participating in the resulting sector partnership initiative. These state and local partners are convening industry-specific councils of business, education and other leaders to identify current and future workforce needs for both the healthcare and advanced manufacturing sectors. The regional sector partnerships align with a statewide initiative led by CareerSource Florida to facilitate two industry-led councils gathering business intelligence from Florida's healthcare and advanced manufacturing industries to inform policy decisions that will further strengthen both industries.

The goal of the initiative is to build regional talent pipelines, address skills gaps and create meaningful career pathways for a range of workers. The intelligence gathered from this effort will inform the recommendations and actions of the two new councils, which will help define strategies to ensure the strength and growth of advanced manufacturing and healthcare in Florida.

As of June 30, 2016:

- There were 448 enrollments, nearly 43 percent of the way to the grant goal of 1,050 enrollments and higher than any other state in the southeast.

- A monthly newsletter was developed and distributed beginning in January 2016.
- National experts, Maher & Maher, were contracted to host a Sector Strategies Institute planned for July 2016.

**Quick Response Training Grant Program:** Florida's Quick Response Training (QRT) Program, established in 1993, provides state-level funding for customized training to new or expanding businesses. During 2015-2016, Florida continued to enhance the application process for businesses to quickly respond to training objectives in demand-driven areas. In FY 2015-2016, CareerSource Florida awarded 50 QRT grants totaling \$16.4 million to support the skills upgrade training for 9,524 new and existing full-time employees. On average, trainees' wages increased by more than 31.17 percent after a year of completing QRT-supported training. Florida businesses received customized training at an average cost per trainee of \$1,722. Extensive outreach activities were focused on counties, particularly rural counties that have never had a company benefit from QRT training assistance. For every \$1 of QRT funds invested in training, companies matched \$5.79.

Additionally, the Florida Legislature provided funding for the purpose of developing and launching a strategic marketing and business outreach plan for Florida's nationally recognized QRT Program. The marketing plan was developed to identify a long-term vision and strategic objectives for QRT as well as recommendations for marketing and advertising tools and tactics to enhance the program's competitive position. Market research was conducted to gain a greater understanding of the needs of business customers; key influencers including, but not limited to, economic developers, site selection consultants, workforce development professionals, education and training partners, and stakeholders and public policy leaders. The resulting plan provides a clear and concise roadmap for CareerSource Florida's current and future investments in the marketing and promotion of QRT among businesses, including Florida small businesses, and key influencers.

Through this project, CareerSource Florida also began implementation of recommended marketing strategies for messaging to internal and external audiences, development of an education and marketing tool kit for partners, marketing and brand-building materials such as brochures, digital outreach including website enhancements and social media outreach, and advertisements and media placements to support the program's strategic marketing and business outreach objectives. A significant first-year outcome of this three-year marketing and outreach plan was the re-branding of the QRT program to FloridaFlex, which offered a new name and logo to emphasize the program's enhancements and increased flexibility.

**Incumbent Worker Training Grant Program:** Established in 1999, Incumbent Worker Training (IWT) grants provide funding for customized training including skills-upgrade training to existing for-profit businesses. Through these grants, Florida effectively retains businesses and enhances competitiveness by supporting skills-upgrade training for existing full-time employees. In FY 2015-2016, CareerSource Florida awarded 124 IWT grants totaling more than \$2 million to help companies train and retain more than 4,250 full-time employees. Trainees' wages have increased more than 7.79 percent on average within 15 months of completing IWT-supported training. Florida's IWT program is funded at \$2 million annually. Funding priority is given to businesses that are small, or located in rural, enterprise zone, brownfield or inner-city areas, and those businesses in a targeted industry. Extensive outreach through presentations and workshops have 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. Since its inception, more than \$108 million in requests for IWT funding have been

received and, due to limited funding, 58 percent of the requests have resulted in awards. For every \$1 of IWT funds invested in training, companies matched \$7.65.

### 2015-2016 IWT AND QRT RESULTS

Performance Measures	FY 2015-2016 Results
<b>Incumbent Worker Training Program</b>	
Number of incumbent workers receiving training as a result of IWT Program Training	<b>4,253</b>
Number of IWT Grant Awards to Businesses	<b>124</b>
<b>Quick Response Training Program</b>	
Number of individuals receiving customized training for new high-skill/high-wage jobs as a result of QRT Program Training	<b>9,524</b>
Number of QRT Grant Awards to Businesses	<b>50</b>

In summary, QRT/Florida Flex and IWT Programs serve as flagship programs at CareerSource Florida, are market relevant and provide timely training driven by industry need and choice of training providers. QRT/Florida Flex and IWT are 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.

**United States Department of Labor (USDOL) Trade Adjustment Assistance Community College and Career Training (TAACCT) Grant:** On behalf of the Florida College Consortium, St. Petersburg College (SPC) received a \$15 million USDOL TAACCT Grant. Titled Florida TRADE, for Transforming Resources for Accelerated Degrees and Employment, the vision is to transform Florida's existing training and education system in advanced manufacturing. The Florida team began by collaborating to identify and align existing resources such as curricula and equipment from 12 institutions to build capacity and serve as a sustainable way to offer training for a range of skill levels in advanced manufacturing. The project includes providing widespread access for students to take courses online and combine their training with practical work experience through internships and hands-on training activities.

The program targets unemployed workers, incumbent workers looking to upgrade their current skills or learn new skills, students, veterans transitioning into the civilian workforce and displaced workers who have lost their jobs due to foreign trade.

The Florida TRADE program is designed to deliver accelerated training that can be completed in three to six months, depending on the program, and leads to internships and jobs in manufacturing. As participants complete components of the program, they will be provided with the skills and opportunities to achieve nationally recognized industry certifications that will also transfer into free college credits toward an Associate of Science degree.

As a strong partner in this initiative, the CareerSource Florida network is engaged and working closely with the Consortium, Manufacturers Association of Florida (MAF) and other key stakeholders to ensure the right talent is developed and delivered to Florida's manufacturing business sector. CareerSource Florida has offered its Manufacturing Intellectual Property as an in-kind contribution to serve as a strong foundational component of the supply pipeline as students are prepared for the Manufacturing Skill Standards Council certification and for the industry's workplace needs.

The CareerSource Florida network is also leveraging the use of its Employ Florida system for data capture and is collaborating with each of the 12 state colleges on how best to recruit participants and manufacturing businesses for apprenticeships leading to job placements. Each local workforce development board has entered into an agreement to partner with their respective state/community college to meet and/or exceed the goals of this grant. As an example, one local board, CareerSource Central Florida, earmarked nearly \$1 million in Individual Training Account (ITA) funding for this initiative.

To support the scaling of the Florida TRADE project, the Florida TRADE Consortium has been selected by The Collaboratory and the Office of Community College Research and Leadership (OCCRL) at the University of Illinois to join an elite group of TAACCT consortia in the Community College Transformative Change Initiative (CCTCI).

CCTCI brings the best talent and state-of-the-art research together to support and scale specific TAACCT programs toward real and lasting change in community college education. This initiative is funded by the Bill & Melinda Gates Foundation, Lumina Foundation for Education and the Joyce Foundation. CCTCI will embark on research activities to gather the knowledge, practices, policies and transformative innovations created across this national network to advance the role that community colleges play to meet the evolving needs for a highly skilled U.S. workforce.

As of September 2016, 4,253 students (including 1,407 incumbent workers) have enrolled in Florida TRADE programs. Of this number, 2,504 (488 above goal), have completed a program of study and 2,259 (265 above goal) have earned at least one industry certification. As of July, more than 952 program completers (about 67 percent) have been placed in a paid internship or job position. The consortia has successfully developed strategies and actions that have increased the placement rate. The consortia anticipates meeting its placement goal within 120 days following the grant period. Of the total enrollment numbers, 42 percent are minorities, nearly 18 percent are females and 14 percent are veterans. As of June 2016, the consortia has partnerships with more than 378 manufacturers and a close working relationship with Florida's manufacturing associations and the CareerSource Florida network.

Florida TRADE consortium partners continue to work with employers across the state to seek input and feedback on curricula and program development. Manufacturers play a crucial role on each consortium members' advisory council. Many manufacturers have hosted plant tours for TRADE students, served as guest speakers for TRADE classes and attended campus job fairs and other special events. Manufacturers continue to request TRADE students to interview for potential job opportunities.

**Statewide Manufacturing Job Fairs:** The Statewide Manufacturing Job Fairs in Florida have been a product of the growing partnership between Florida's Center for Advanced Manufacturing Excellence (CAME), CareerSource Florida, the Florida TRADE Consortium and the regional manufacturing associations (RMAs). All parties work together to promote manufacturing as a

career. Job fairs were held across the state within specified time frames. Manufacturers hosted booths and talked to job seekers about openings and opportunities within the company.

In April 2015, Florida's first statewide manufacturing job fair was held, welcoming nearly 3,000 job seekers and more than 440 employers in 30 locations. Of those who attended, 867 were employed within 120 days following the fairs.

In October 2015, during Manufacturing Month, a second statewide manufacturing job fair was held resulting in nearly 3,000 job seekers and more than 400 employers at nearly 30 different locations. Of those who attended more than 569 attendees entered employment following the event.

Most recently, during the spring and summer months of 2016, a third round of manufacturing job fairs were held across Florida. This effort included over 3,600 job seekers and more than 530 employers and resulted in more than 280 attendees becoming employed following the event.

CareerSource Florida, CAME and the Florida TRADE Consortium continue to work together to promote opportunities in the manufacturing sector and support the growth of this in-demand industry in our state.

**Performance Funding Model:** The Performance Funding Model (PFM) provides the CareerSource Florida Network with a customized, long-term performance incentive funding mechanism to identify and measure network performance and reward local boards for meeting performance targets, demonstrating continuous improvement and achieving excellence. The development of the PFM is funded by a 5-year, \$3 million Workforce Innovation Fund (WIF) grant. The CareerSource Florida Board of Directors allocated \$5.65 million in incentive funds for FY15-16. This number more than doubled to \$11.5 million for FY16-17.

The Performance Funding Model makes use of a suite of metrics to evaluate local performance. Each metric measures a different dimension for local evaluations. Each metric has a minimum threshold of performance that, once met, allows local boards the flexibility necessary to determine the most appropriate methods for improving performance. These metrics are consistent with WIOA's goals and extend beyond the scope of what is measured by USDOL Performance Indicators. An example includes the two performance metrics focused on participants that have gone long periods of time without a wage and have not yet exited the system. Another example is the business satisfaction data collected through customer satisfaction surveys for use in the two business metrics---the data collected here will be submitted to USDOL within the mandated and optional reporting requirements.

Within the model, local boards are given additional performance credit for serving certain populations of individuals with barriers to employment and individuals more at-risk of not connecting to the labor market. This recognition of additional performance credit aligns with the Workforce Innovation and Opportunity Act (WIOA) and also furthers CareerSource Florida's goal of reducing welfare dependency. Boards are also given additional credit for serving participants in the Welfare Transition Program. In future years this may be expanded to include all participants with mandatory work requirements.

We are continuing to develop a comprehensive, easy to understand web-based data portal that provides local boards with the data necessary to inform their decision-making processes. This web portal will allow local boards to benchmark and track performance. When fully functional, this

system will enable an unprecedented degree of transparency, accountability and data-driven case management and policy-making decisions.

To ensure alignment with WIOA and future integration of data, project staff have been involved in state-level Interagency Performance Measurement and Reporting Workgroup meetings. Project staff have also been involved in understanding the new USDOL statistical adjustment model and utilizing it to set performance indicator targets for local boards. The statistical expertise project staff contribute to such discussions would not be possible without the support of the WIF grant.

To increase communication with local boards about the PFM, project staff conduct monthly webinars on rotating PFM topics. These webinars are an invaluable training tool and increase local board understanding of the CareerSource Florida Performance Funding Model.

## **STATE WORKFORCE PERFORMANCE**

### ***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 has great value as both real-time management tools as well as tools for continuous improvement.

Although federal law, regulations and instructions call for extensive reporting of multiple performance data for the array of federally funded programs, and some federal programs provide incentive bonuses for high performing states coupled with potential sanctions and monetary penalties, Florida's incentive/corrective action mechanisms are largely the product of state law and state workforce board policy decisions and design. The structure is custom designed to cover all major programs – WIA, WP and Temporary Assistance for Needy Families (TANF) – under the state board's oversight. As a further policy matter, Florida's incentive/corrections apply to both short-term, interim outcomes (mainly Entered Employment Rates) as well as the longer-term outcomes (mainly Job Retention) reported annually to the USDOL (WIA and WP) and the U.S. Department of Health and Human Services (TANF) using RA/Unemployment Insurance (UI) wage records. Certain other requirements imposed by state law are used as indicators. For example, Florida tracks the state law requirement for a 50 percent rate of expenditures on ITAs and other training. Under state law, CareerSource Florida can approve a waiver of the 50 percent ITA requirement for a local board, upon their request. Similarly, the federal participation rate for TANF participants is also tracked.

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

### ***WIA Performance Indicators***

Section 136 of WIA identifies indicators of performance for the Adult, Dislocated Worker and Youth programs. For PY 2015-2016, federal guidance prescribed 18 measures applicable to outcomes for the Adult, Dislocated Worker and Youth programs and two measures for customer satisfaction that apply across all three programs, bringing the total number of required measures to 20. These measures are as follows (definitions for each can be found in *Appendix Table 1*).

#### **Adults**

- Entry into unsubsidized employment

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

#### **Dislocated Worker**

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

#### **Youth (aged 14-21)**

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

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

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

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

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

#### **All Programs**

- Customer satisfaction for individuals
- Customer satisfaction for employers

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

**Florida is a Common Measures State**

**Exhibit 2  
Florida Common Measures Goals  
PY 2015-2016**

<b>Adult Measures</b>	<b>PY 2015-2016 Goals</b>
Entered Employment Rate	82.0%
Employment Retention Rate	92.0%
Average Six Months Earnings	\$20,000
<b>Dislocated Worker Measures</b>	
Entered Employment Rate	90.0%
Employment Retention Rate	91.2%
Average Six Months Earnings	\$17,621
<b>Youth Common Measures</b>	
Placement in Employment or Education	60.0%
Attainment of Degree or Certificate	75.5%
Literacy or Numeracy Gains	53.1%
<b>Wagner-Peyser Measures</b>	
Entered Employment Rate	61.0%
Employment Retention Rate	85.0%
Average Six Months Earnings	\$13,598

**Levels of Service:** Total participants served during the PY decreased by 3.3 percent for Adults, 23.9 percent for Dislocated Workers, 13 percent for Older Youth and 25.3 percent for Younger Youth. Exhibit 3 presents the total number of participants and exiters leaving the WIA program during PY 2015-2016.

<b>Exhibit 3 2015-2016 WIA Participants/Exiters</b>		
<b>WIA Program</b>	<b>Total Participants Served</b>	<b>Total Exiters</b>
Adults	27,554	15,338
Dislocated Workers	8,437	4,874
Older Youth	4,500	2,285
Younger Youth	6,887	4,234

**Reporting Time Periods:** Federal guidelines require varying time periods for reporting the counts of participants served, counts of those exiting programs and performance outcomes for the nine WIA Common Core measures. The first reporting period is the April 1, 2014 to March 31, 2015 period (prior to the PY), and is used for the retention and average earnings measures. The second period is composed of the four quarters beginning October 1, 2014 and ending September 30, 2015 (prior to the PY), and is used for all entered employment measures, the youth placement in employment and education measure and the youth attainment of a degree or certificate measure. These delayed reporting periods are required so that follow-up data from RA Wage Reports can be collected on participants during the various outcome measurement periods. The third reporting period is the period beginning April 1, 2015 to March 31, 2016, and is used for the counts

of exiters. The final reporting period is the actual PY 2015-2016 (the four quarters beginning July 1, 2015 and ending June 30, 2016), and is used for the youth literacy and numeracy gains measure and the counts of participants served.

### ***WIA Performance Measures***

Pursuant to WIA, all states submitting a state plan must propose expected levels of performance for each of the prescribed measures. As a result of a waiver granted to the state, beginning with PY 2008-2009, Florida only reports the level of performance relating to the nine WIA Common Measures. Performance on the remaining measures are still tracked; however, in accordance with the granted waiver, no proposed levels of performance are provided. Federal guidelines describe core measures and/or Common Measures as the key measures of success in achieving the legislative goals of WIA. The measures are used to:

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

The proposed levels of performance are developed with the use of baseline data produced in accordance with federal instructions. As part of the state plan review process, the Secretary of 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 Management Information System (MIS), RA Wage Records and from the Wage Record Information System (WRIS). The MIS system gathers exit information on participants and covers the real-time data elements referenced above. RA Wage records contain information such as wage and retention information after exit. The WRIS system is a database consisting of several participating states' records for wages and employment, etc. WRIS records supplement Florida's RA data to provide a more complete picture of participant outcomes.

Exhibit 4 displays Florida's negotiated rate for each of the required Common Measures along with the actual statewide outcomes achieved. Pursuant to federal policy, states achieving at least 80 percent of the negotiated goal are considered to have met the goal. The 80 percent criterion is shown in parentheses.

**Exhibit 4**  
**State WIA Statewide Common Measures Performance**  
**PY 2015-2016**

<b>WIA CORE MEASURE</b>	<b>NEGOTIATED GOAL (80% of Goal)</b>	<b>ACTUAL PERFORMANCE</b>	<b>DIFFERENCE COMPARED TO 80% of Goal</b>
Adult Entered Employment Rate	82.0% (65.6%)	78.8%	+13.2%
Adult Employment Retention Rate	92.0% (73.6%)	92.4%	+18.8%
Adult Average Earnings	\$20,000 (\$16,000)	\$18,870	+\$2,870
Dislocated Worker Entered Employment Rate	90.0% (72.0%)	83.3%	+11.3%
Dislocated Worker Employment Retention Rate	91.2% (73.0%)	91.6%	+18.6%
Dislocated Worker Average Earnings	\$17,621 (\$14,097)	\$17,595	+\$3,498
Youth Placement in Employment or Education	60.0% (48.0%)	74.4%	+26.4%
Youth Attainment of Degree or Certificate	75.5% (60.4%)	73.1%	+12.7%
Literacy or Numeracy Gains	53.1% (42.5%)	55.9%	+13.4%

As the above table indicates, Florida's PY 2015-2016 performance met or exceeded the federal criterion of 80 percent of goal for each of the negotiated Common Measures.

**Local Performance**

Upon completion of the state's negotiation with USDOL on state performance goals for Common Measures, CareerSource Florida conducted negotiations at the state level with each local workforce development board (LWDB). Federal policy requires states to achieve at least 80 percent of the negotiated goal. As a result of this process, expected levels of performance or goals were agreed upon for each local board. Exhibit 5 summarizes outcomes based on these goals and the federal 80 percent criterion. Individual performance tables for each of Florida's 24 local workforce development boards are also provided in the *Appendix Table O – Performance by Local Workforce Development Board*.

**Exhibit 5**  
**Local Workforce Development Board WIA Performance**  
**Program Year 2015-2016**

<b>WIA COMMON MEASURE</b>	<b>STATE GOAL</b>	<b># OF LWDBS ACHIEVING LOCAL GOAL</b>	<b>% OF LWDBS ACHIEVING GOAL</b>
ADULT ENTERED EMPLOYMENT RATE	82.0%	23 of 24	95.8%
ADULT EMPLOYMENT RETENTION RATE	92.0%	24 of 24	100%
ADULT AVERAGE EARNINGS	\$20,000	23 of 24	95.8%
DISLOCATED WORKER ENTERED EMPLOYMENT RATE	90.0%	22 of 24	91.7%
DISLOCATED WORKER EMPLOYMENT RETENTION RATE	91.2%	24 of 24	100%
DISLOCATED WORKER AVERAGE EARNINGS	\$17,621	24 of 24	100%
YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION	60.0%	23 of 24	95.8%
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE	75.5%	21 of 24	87.5%
YOUTH LITERACY OR NUMERACY GAINS	53.1%	21 of 24	87.5%

\*Based on USDOL TEGL No. 25-13, May 15, 2014, “Fails” is defined as the number of performance measures less than 80 percent of the negotiated goal. “Meets” is defined as the number of performance measures between 80 percent – 100 percent of the negotiated goal. “Exceeds” is defined as the number of performance measures above 100 percent of the negotiated goal.

***Customer Satisfaction Surveys***

At the direction of, and in consultation with CareerSource Florida, DEO earlier contracted with a vendor to evaluate Florida’s customer satisfaction survey processes and to develop a new protocol for assessing customer satisfaction by individuals utilizing the services of Florida’s workforce system, i.e., career centers. A Customer Satisfaction Team comprising of representatives from the CareerSource Florida network and DEO was established to provide input and engagement throughout the evaluation process. The final report summarized the customer satisfaction processes formerly used by the state and recommended new processes and methodologies to better refine and more accurately capture true customer satisfaction of individuals, including job seekers.

A second survey, separate from the survey created by the aforementioned team, was established and implemented through Florida's workforce management system, Employ Florida. Questions from that survey include: user type, information accessed, primary purpose for accessing information, ease of finding information, ease of understanding information, data needs met and overall system satisfaction. The results of these questions are made available to appropriate statewide staff through an ad hoc reporting feature in Employ Florida. The ad hoc reports allow staff to create custom reports based on user types, geographical location and specific date ranges. The survey questions are made available to all job seekers throughout the program year.

Florida is currently working with its vendor to integrate the first survey specifications as an enhancement to the system to measure program exit satisfaction. DEO will be working with the vendor to ensure its survey protocol, processes and methodology meet the requirements outlined in TEGL 7-15. DEO will continue working with its vendor to develop system functionality that captures more specific user demographics and permits a broader parameter for the ad hoc reports. This functionality will allow for proper analysis of the changing labor markets including special populations such as veterans, displaced homemakers, individuals with disabilities, out-of-school youth and persons on public assistance.

Customer satisfaction survey results will be invaluable to the state as it continues to identify and refine strategies that can be implemented to better serve its workforce services customers.

**Professional Development:** Florida's Workforce Professional Development Summit for front-line staff, managers and executives within the CareerSource Florida network provides a critical opportunity to learn and reinforce best practices and innovative approaches to serving the businesses and citizens of Florida. An annual event since 2009, the three-day summit also provides an opportunity to recognize "Workforce Champions" from throughout the system – individuals who exemplify leadership in their daily interactions with businesses, job seekers and colleagues. 2015's summit saw extraordinary engagement from throughout the system, with all 24 local workforce development boards participating – 857 attendees at a training cost per person of \$174. The registration cost each individual only \$75 for in-state attendees and \$150 for out-of-state attendees. The summit, developed with input from the Florida Workforce Development Association,

CareerSource Florida, DEO, DOE, local workforce development boards, service providers and other partners, included 75 workshops. The training workshops covered a large number of subject areas, from Case Management to Communications to Information Technology.



**The Best of the Best: Top performers in each LWDB recognized during the 2015 Workforce Professional Development Summit for exemplary service to job seekers and businesses.**

## 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 RA 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 FETPIP, which was established in mid-1980 within DOE. This program was developed mainly to help evaluate the effectiveness of postsecondary 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, WP, Job Corps, Veterans, Welfare Transition (WT)/TANF, Supplemental Nutrition Assistance Program (SNAP), Apprenticeship, RA claimants and ex-offenders. A total of nearly 600 groups or sub-cohorts are being tracked.

FETPIP follow-up data is electronically derived from RA 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, visit <http://fldoe.org/accountability/fl-edu-training-placement-info-program/>.

FETPIP data is provided to local workforce development boards to enable them to evaluate the strength of training programs offered throughout the state.

### *Local Workforce Development Board Performance Reviews*

[Section 445.007\(3\), Florida Statutes](#), directs DEO, under CareerSource Florida's direction, to meet annually with each local workforce development board to review performance and certify they are in compliance with state and federal laws.

During PY 2015-2016, DEO staff presented performance findings to each local workforce development board. The presentations included information on the local area's program and financial performance. The annual presentations provide a unique opportunity for dialogue with local board members and offer them a better understanding of state and federal performance requirements and their local area's performance outcomes.

### *State Incentive 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 on the direction of CareerSource Florida. This policy is aimed at continuous improvement and designed to cover all major programs under the state board's oversight, including WIA, WP and TANF. As a further policy matter, Florida's incentive/corrections apply to both short-term, interim outcomes as revealed in our state quarterly reports based on administrative data, as well as the longer-term outcomes reported annually to USDOL (WIA & WP) and HHS (TANF) using RA (UC/UI) wage records. Certain other requirements imposed by state law are used as "threshold" qualifiers/disqualifiers. For example, local workforce development boards that do not achieve the state law requirement of the 50 percent rate of expenditures on ITAs and other training are automatically disqualified for all WIA incentive payments.

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

#### *State Performance Improvement Plan (PIP) Policy*

Florida's approach also provides for consequences in situations where there is a pattern of low performance. Typically, low-performing local workforce development boards are required to first develop and implement their own corrective action plans. If low performance persists, state-level staff work with local workforce development board staff to design a state-approved PIP with specific deliverables, often supported by state and peer Technical Assistance and Training (TAT) and sometimes supplemental funding for specific interventions. Continued chronic performance and operational problems can result in progressive levels of direct, sustained on-site oversight by state staff or state-designated local workforce development board peer supervision, receivership or replacement of local executive staff. As an ultimate sanction, a local board may be re-designated or consolidated due to performance problems; to-date, no local board has been sanctioned in this manner.

## **COST OF WORKFORCE INVESTMENT ACTIVITIES**

### ***Expenditure Levels***

During 2015-2016, a total of \$149,979,736, was expended in WIOA funds at the state and local workforce development board levels.

Florida's 24 local workforce development boards expended formula funding in the amount of \$138,055,438 resulting in 92 percent of funding for direct client services.

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

The cost of program activities relative to program effectiveness is continually monitored and evaluated. Cost per participant and cost per positive outcome are computed at the state and local levels 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 10,981 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 credential.

Generally, outcomes were tracked for the exit periods used for the corresponding WIA performance measures. The exit period used for the Adult, Dislocated Worker and Youth programs was the period from October 1, 2014 to September 30, 2015. 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 TEG 7-15, including cost per exit, costs for in-school and out-of-school youth and ITA costs. These data are regularly used in evaluating local performance.

Statewide expenditure and cost data is displayed in Exhibit 6 below. Similar data for each of Florida's 24 local workforce development boards are included in *Appendix Tables 3 through 5*.

**Exhibit 6  
FLORIDA PY 2015-2016  
WIA EXPENDITURES/COST PER POSITIVE OUTCOME**

**ADULT PROGRAM  
10/1/14 TO 9/30/15**

LWDBS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w/ POSITIVE OUTCOMES	COST PER POSITIVE OUTCOME
<b>TOTAL AVAILABLE</b>	\$66,715,428	100.0%				
<b>TOTAL EXPENDITURES</b>	\$58,447,919	87.6%	29,710	\$1,967	13,365	\$4,373
<b>EXPENDITURES – OTHER SERVICES</b>	\$26,950,197	46.1%	29,710	\$907		
<b>EXPENDITURES – TRAINING</b>	\$31,497,722	53.9%	22,633	\$1,392		

**DISLOCATED WORKER PROGRAM  
10/1/14 TO 9/30/15**

LWDBS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w/ POSITIVE OUTCOMES	COST PER POSITIVE OUTCOME
<b>TOTAL AVAILABLE</b>	\$68,418,918	100.0%				
<b>TOTAL EXPENDITURES</b>	\$39,403,443	57.6%	10,351	\$3,807	6,145	\$6,412
<b>EXPENDITURES – OTHER SERVICES</b>	\$19,435,002	49.3%	10,351	\$1,878		
<b>EXPENDITURES – TRAINING</b>	\$19,968,441	50.7%	7,978	\$2,503		

**YOUTH PROGRAM  
10/1/14 TO 9/30/15**

<b>LWDBS 1-24 TOTALS</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w/ POSITIVE OUTCOMES</b>	<b>COST PER POSITIVE OUTCOME</b>
<b>TOTAL AVAILABLE</b>	\$100,725,598	100.0%				
<b>TOTAL EXPENDITURES</b>	\$40,204,075	39.9%	13,952	\$2,882	5,722	\$7,026
<b>IN-SCHOOL</b>	\$8,620,496	21.4%	6,727	\$1,281		
<b>OUT-OF- SCHOOL</b>	\$29,203,389	72.6%	7,224	\$4,043		

*Use of Individual Training Accounts*

Florida policy places emphasis on the provision of training services. Accordingly, Florida law requires the tracking of the number of ITAs awarded and their average cost. The law also requires 50 percent of WIOA pass-through funds for Adults and Dislocated Workers to be allocated and expended on ITAs and ITA-related expenditures, unless the local board has a CareerSource Florida approved ITA waiver. For PY 2015-2016, 18,409 ITAs were awarded in the state. Total program expenditures (total expenditures less administrative costs) in the amount of \$88,676,627 was expended by Florida's 24 local workforce development boards for the Adult and Dislocated Worker programs during the program year. Over 51 percent or \$45,504,331 was expended for ITAs and ITA-related activities (see Exhibit 7; also included in Appendix Table 6).

**Exhibit 7: USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)  
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED  
PY 2015-2016**

ITAs Awarded*					State ITA 50% Expenditure Requirement*		
LWDB	Enrolled in Training	Receiving ITA	Percent	ITA Avg. Expenditure per Individual	Total Program Expenditures	Total ITA Related Expenditures	Percent
1	623	611	98.07%	\$1,148.94	\$2,293,632.59	\$1,291,516.78	56.31%
2	167	142	85.03%	\$749.84	\$748,374.88	\$240,853.14	32.18%
3	119	118	99.16%	\$209.11	\$636,928.70	\$158,135.71	24.83%
4	213	210	98.59%	\$405.99	\$869,904.17	\$430,482.38	49.49%
5	237	219	92.41%	\$499.63	\$1,604,749.23	\$195,214.43	12.16%
6	116	99	85.34%	\$0.00	\$482,809.38	\$180,585.77	37.40%
7	121	120	99.17%	\$155.43	\$702,355.31	\$216,596.97	30.84%
8	1,537	1,269	82.56%	\$468.05	\$7,149,311.00	\$3,985,025.00	55.74%
9	378	277	73.28%	\$308.03	\$879,527.81	\$284,235.79	32.32%
10	323	269	83.28%	\$142.53	\$2,371,998.07	\$696,934.26	29.38%
11	839	244	29.08%	\$2,435.06	\$2,991,054.65	\$1,656,388.31	55.38%
12	2,897	2,751	94.96%	\$138.52	\$10,736,517.90	\$6,618,924.05	61.65%
13	345	152	44.06%	\$499.87	\$2,390,331.00	\$752,304.00	31.47%
14	2,519	1,751	69.51%	\$955.36	\$3,859,168.00	\$2,091,790.00	54.20%
15	3,006	1,475	49.07%	\$1,047.62	\$4,234,888.00	\$2,549,776.00	60.21%
16	1,237	796	64.35%	\$1,330.60	\$2,906,875.42	\$1,823,748.40	62.74%
17	661	592	89.56%	\$167.08	\$2,460,290.08	\$1,386,386.47	56.35%
18	670	456	68.06%	\$600.80	\$2,673,857.00	\$1,568,058.00	58.64%
19	131	60	45.80%	\$402.35	\$958,382.71	\$300,624.84	31.37%
20	517	390	75.44%	\$417.94	\$3,908,673.42	\$1,325,918.86	33.92%
21	677	469	69.28%	\$312.96	\$5,225,516.04	\$2,215,704.65	42.40%
22	2,538	2,358	92.91%	\$672.37	\$8,103,760.01	\$5,602,866.18	69.14%
23	2,683	2,321	86.51%	\$1,727.25	\$15,764,603.70	\$6,637,878.98	42.11%
24	1,379	1,260	91.37%	\$449.34	\$4,723,117.52	\$3,294,381.67	69.75%
<b>Total All LWDBs</b>	<b>23,933</b>	<b>18,409</b>	<b>76.92%</b>	<b>\$758.32</b>	<b>\$88,676,626.59</b>	<b>\$45,504,330.64</b>	<b>51.31%</b>

\* Information from participant data provided by DEO, September 2016.

**Federal Waivers**

WIOA provides states the flexibility to request a waiver of program requirements in order to implement new strategic goals for the improvement of the statewide workforce development system and to provide better customer service as well as accountability for expected programmatic outcomes. Last year was the first year under WIOA and Florida has not requested any waivers under the new law. Many of the former waivers Florida was granted under WIA were incorporated into the new law. Florida will continue to evaluate the state's need to take full advantage of the flexibility provisions outlined in WIOA for waivers.

## WORKFORCE INVESTMENT ACT PROGRAMS AND INITIATIVES

The state's seamless and fully integrated service delivery system ensures availability of all workforce services to WIA customers with a focus on targeted populations such as veterans, military spouses, individuals with disabilities, youth aging out of foster care, out-of-school youth, children of incarcerated parents, Native American youth, migrant and seasonal farm workers, older workers, dislocated workers, low-income workers, displaced homemakers and others.

Additionally, adults and dislocated workers were placed into training through the use of state-level WIA funds designated for special project initiatives. More than 9,500 individuals received training through the QRT grant program and more than 4,200 received training through the IWT grant program.

State oversight functions include identifying needs for improvement and providing training and technical assistance to local workforce development boards. Newly hired front-line staff members are required to attain Tier I certification, which consists of an overview and understanding of the workforce system, within six months of their hire date. They are also required to complete 15 hours of continuing education annually. DEO's training unit developed an online Job Search Training curriculum for SNAP Employment & Training (E&T) program participants. Communication mechanisms are in place to assess ongoing training and technical assistance needs of local workforce development boards and staff. To address identified needs, DEO has posted to its website a comprehensive and evolving series of program and policy trainings complete with voiceover.

The Florida workforce system has increased access and services for eligible adults and dislocated workers. The following projects were either partially or fully funded with WIA funds during the PY 2015-2016:

- **Local Performance Incentive Funds:** These funds were distributed to the local workforce development boards in accordance with the approved CareerSource Florida performance incentive policy.
- **Strategic Initiatives** such as:
  - Advanced Manufacturing Excellence
  - Healthcare Marketplace Business Intelligence Research
  - Customer Relationship Management Solution
- **Emerging Initiatives** such as:
  - WIOA Implementation
  - Regional Economic Modeling
- **Miscellaneous projects** such as:
  - Regional Innovation Funds
  - AmeriCorps
  - Rural Initiatives
  - High Demand Specialized Training Programs

## ***Labor Market Information***

**The Labor Market Information Program:** DEO's Bureau of Labor Market Statistics (LMS) produces, analyzes and distributes labor statistics to improve economic decision-making. DEO's role is to support the data needs of state and local data users in workforce, economic development and education.

The following items highlight the accomplishments of LMS during FY 2015-2016:

- **Produced Labor Statistics:** Produced labor force, employment, unemployment, unemployment rates, employment and wages by industry and occupation, employment projections by industry and occupation and distributed Census data.
- **Produced Statewide and Regional Occupational Supply/Demand (S/D) Reports:** During the past year, the Occupational S/D system has been upgraded to include additional interactive tools featuring wage and monthly job demand comparisons across local areas. Staff at each CareerSource location is provided access to the system and technical support for integrated use in their current planning process. Additional development is being done to provide a public facing system that expands interactive reports focused on the career planning needs of jobseekers, parents and students. The system uses real-time demand data from The Conference Board for short-term demand analysis and DEO projections of annual average occupational openings for long-term demand analysis. On the supply side, the system includes all sources of education data including public and private sources of enrollees and completers/graduates, in addition to job seekers registered at career centers. DEO has trained career counselors from area schools and local workforce development board staff on how to determine jobs in demand. When considering new programs, need related to the job market must be determined. The S/D system has been particularly useful for economic development in helping to determine available labor supply to support business recruitment.
- **Prepared Analysis of Potential Economic Impacts:** Produced several custom economic impact studies of requested industry clusters, including manufacturing, transportation and warehousing, restaurants and other industries. An economic impact study was also prepared on STEM degrees among minorities. These studies focused on impacts on employment, labor income, value added and output.
- **Prepared Labor Supply Studies:** Produced labor supply studies and labor cost analysis to assist economic development efforts in the recruitment of businesses in manufacturing, aircraft manufacturing, aviation and aerospace manufacturing, amusement and recreation, hospitality, engineering, logistics, SunRail stops, vocational teachers, plastics, chemical, fabricated metal and boat building.
- **Produced Employment Projections and Demand Lists for Jobs Requiring Associate's, Bachelor's and Master's Degrees:** Produced statewide short-term employment projections to 2017 for the USDOL, Employment and Training Administration's Workforce Information Grant and long-term employment projections to 2023 for state workforce planning. These projections were used as a critical input to produce the Statewide Demand List for jobs requiring Associate's degrees, Bachelor's degrees and Master's and above degrees.
- **Produced the Regional Demand Occupations Lists:** Produced the 2023 occupational employment projections database for DEO's Regional Demand Occupations Lists. With the end of the formal review and approval of the Targeted Occupations Lists (TOL) process, workforce partners still needed data to assist with planning. To assist with the transition, LMS posted Excel files on the website matching the data extracts of the TOL.

Work on the 2015-2023 projections commenced with the building and reviewing of industry databases for the next round of projections. Model selection for this round started in early 2016 and was finished for state and regional industry projections.

- **Prepared Special Reports:** Prepared numerous special reports on employment and unemployment, wage and income data, occupations and industries, demographic characteristics, educational attainment, commuting, state comparisons, employment reports for science, technology, engineering and mathematics (STEM), analysis reports on the overall job market, Help Wanted OnLine special reports, including STEM, wages for all local areas, employment projections, Rural Economic Development Initiative (REDI) distress factors and veterans or transitioning military.
- **Prepared Maps for Analysis:** Special order maps included unemployment rates, commuters and residents for several counties, mile-radius commuting maps, employment density for selected industries, custom density maps for local economic development (selected industries), business locations in Enterprise Zones and Urban Job Tax Credit areas and small businesses for Enterprise Florida, Inc.
- **Prepared Occupational Employment and Wage Data:** Prepared and released the final 2023 occupational employment for Florida, large counties and each of the local workforce development boards. Also released were the base year 2015 wage estimates for Florida and all metro areas. The wage data were indexed to the first quarter of 2016 using Employment Cost Index (as of June 30). Wage data are re-indexed each quarter.
- **Produced Industry Profile Reports:** Produced detailed analyses of Florida's leading industry clusters including aviation and aerospace, life sciences, financial and professional services, information technology, logistics and distribution, manufacturing, marine and construction.
- **Responded to Requests for Information:** Provided information for almost 1.8 million customers via mail, phone, email and the website. Of these, 6,940 requests were handled with individual customers as custom reports or data consultations.
- **Distributed Publications Statewide:** Distributed almost 80,000 LMS printed publications and printable publications to local workforce development boards, career centers, schools, school districts throughout the state and other customers.
- **Distributed Labor Market Statistics Data Electronically:** LMS deploys the Florida Research and Economic Information Database Application (FREIDA), What People Are Asking (WPAA), in addition to the LMS website, Florida Wages (the Estimates Delivery System), Regional Demand Occupations Lists (RDOL) and the Quarterly Workforce Indicators as major delivery vehicles for on-line uses. Total website page views and downloads were almost 1,800,000 in FY 2015-2016. Website activity now comprises the majority of data and publications provided to customers and partners.
- **Maintained an Occupational Licensing Database:** LMS maintained a publicly-accessible database of all required occupational licenses in Florida, collating data from 12 different state agencies covering 219 occupational licenses that cross over to 306 different occupations.

LMS has developed a number of goals for FY 2016-2017 designed to improve data availability and services to the extent possible. They are highlighted below.

- Work with the U.S. Bureau of Labor Statistics Policy Councils to improve federal/state statistical procedures to improve data quality.
- Expand GIS mapping capabilities and economic impact analysis to support workforce, economic development and emergency management.
- Provide public access to the Occupational Supply/Demand System.

- Improve local area data profiles to meet customers' needs.
- Increase the efficiency of processing monthly state and local area data release.

### ***Rapid Response Funding for Local Workforce Development Boards***

WIOA requires not more than 25 percent of the state's annual dislocated worker allocation to be reserved for statewide rapid response activities and for the provision of additional assistance to local areas that experience disasters, mass layoffs or plant closings, or other events that precipitate substantial increases in the number of unemployed individuals. At the beginning of each PY, USDOL awards the state an allocation in Dislocated Worker funds. The state-approved allocation for Rapid Response/Dislocated Worker assistance consists of funds budgeted for the State Dislocated Worker Unit activities with a balance set aside as emergency reserve.

**Reemployment and Emergency Assistance Coordination Team (REACT):** One of the primary purposes of rapid response is to prevent or minimize the impacts of layoffs and dislocations on workers, businesses and communities. Rapid response plays an important role in providing customer-focused services to both dislocated workers and employers, ensuring immediate access to affected workers to help them quickly re-enter the workforce. As required by WIOA, REACT serves as Florida's state-level rapid response unit responsible for carrying out statewide rapid response activities and overseeing rapid response activities undertaken by the local workforce development boards. State-level REACT and local workforce development board rapid response activities are carried out in accordance with WIOA regulations 20 CFR 682.300 through 682.370. Further, pursuant to the state's Workforce Innovation Act of 2000, DEO is required to provide direction to the local workforce development boards regarding rapid response activities in accordance with direction provided to DEO by CareerSource Florida.

When employers submit layoff and business closing notices under the Worker Adjustment and Retraining Notification (WARN) Act, DEO staff distributes the WARN and the associated background information to the affected LWDB (which includes the local rapid response coordinator) and other appropriate economic development and workforce partners. Rapid response services are also provided when there is an announcement or notification of a permanent closure (regardless of the number of affected employees), a mass layoff (affecting 50 or more workers), a mass job dislocation resulting from a natural or other disaster, or when a Trade Adjustment Assistance (TAA) petition is filed.

Examples of rapid response services provided by the local workforce development boards and their local career center service providers include:

- Information and support for affected workers to apply for RA benefits
- Information on the impacts of layoff on health coverage and other benefits
- Information on and referral to career services, reemployment-focused workshops as well as job referrals and training opportunities
- Referral to community agencies for supportive services
- Arranging job fairs and other special employment events
- Layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment resulting from layoffs

In support of rapid response activities, DEO has a Mobile Career Center that it can deploy across the state and to participate in job fairs. The Mobile Career 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 affected workers to apply for RA benefits and searching Employ Florida and other job banks for job opportunities. When the local workforce development boards' staff members have a need for the DEO Mobile Career Center, DEO staff schedules the vehicle, has the unit delivered to and from the site, sets it up for use, manages the unit during the visit and secures it overnight.

State REACT staff initiated services for 97 dislocation events generated by WARN notices received this PY, identifying 12,301 affected workers.

DEO plans to continue to coordinate with the local workforce development boards on rapid response activities and to provide technical assistance and staff support to any LWDBs needing such assistance. DEO also plans to:

- Continue to encourage local workforce development boards to develop strong relationships with businesses in their communities through ongoing engagement, partnership and relationship-building activities.
- Continue statewide promotion of workforce services in partnership with CareerSource Florida and the local workforce development boards.
- Promote the Short-Time Compensation program, or other programs designed to prevent layoffs, as part of customized layoff aversion strategies.
- Continue to promote and provide the use of the Mobile Career Center to assist with layoffs, business closures and dislocations, especially in rural communities.

### ***Youth Program and Initiatives***

**Workforce Innovation and Opportunity Act (WIOA) Program Youth:** The WIOA of 2014 revised and updated federal statutes governing programs of job training, adult education and literacy and vocational rehabilitation. The workforce development system established under WIOA enhances the youth program and initiative with a strong emphasis on career exploration and guidance, educational attainment support, objective assessments, Individualized Service Strategies (ISS) and opportunities for skills training for in-demand industries and occupations. WIOA is designed to streamline and eliminate duplication of services and empower individuals to obtain the services and the skills they want and need. The law provided local workforce development boards more flexibility to operate their programs while also requiring accountability.

The goals of WIOA are to (1) improve the quality of the workforce, (2) enhance the productivity and competitiveness of the nation and (3) reduce welfare dependency. The Florida Legislature reinforced many of these goals during the 2016 Legislature with the updates to Florida Statutes, Chapter 445.

WIOA defines eligible "youth" as individuals between 14 to 24 years of age and facing one or more barriers. Youth may be classified as In-School Youth or Out-of-School Youth. Youth who fall between the ages of 18 and 24 years and are not attending school may receive services as a youth or adult or both at the same time.

The state's seamless and fully integrated service delivery system is designed to improve the availability of all workforce services to its WIOA Youth customers and focuses on targeted populations such as youth who are in or aging out of foster care, youth in and out of school, runaways, youth veterans, homeless youth, migrant youth, youth with disabilities, juvenile offenders and others. Examples of program activities promoting youth development include

postsecondary education, financial literacy education, entrepreneurial skills training, industry recognized training, life skills instruction, work readiness training, tutoring, mentoring, support services and work experiences.

Local areas have extensive experience working with disadvantaged youth and recognize the need for support and follow up services that assist youth in overcoming obstacles through their Youth Standing Committees. Youth Standing Committee members are uniquely qualified to help the workforce system confront the serious barriers that prevent our youth clients from participating in activities authorized under WIOA. WIOA Youth programs are linked closely to local labor market needs, community services and academic and occupational learning.

Recruiting businesses is another challenge local areas face when seeking job training opportunities for youth. Through WIOA, paid or unpaid work experiences are available. Employers must be flexible in working with youth who have barriers to employment and must be willing to act as job mentors. Finding quality worksites result in a greater chance for work experiences that may lead to unsubsidized employment opportunities.

From July 1, 2015 – June 30, 2016, 11,397 youth were served through the use of local WIOA Youth funds. DEO, working in conjunction with CareerSource Florida, continues to provide training and technical assistance to local workforce development board staff and partners in order to meet performance goals. DEO also provides assessment of workforce initiatives and projects to improve overall state workforce development services. With the goal of increasing WIOA Youth performance, the state encourages local areas to focus on the following program elements:

- Improve participants' employability skills through work readiness training.
- Work with the private sector and public sector to provide more work experience opportunities for economically disadvantaged and disconnected youth.
- Strengthen activities that transition youth from subsidized work experiences into unsubsidized employment, educational and career pathways, occupational skills training or co-enrollment into WIOA Adult services.

Other WIOA Youth program strategies include:

- Leveraging funding resources.
- Focusing on older and out-of-school youth.
- Improving enrollment and eligibility processes.
- Improving service coordination among One-Stop Partners.
- Identifying quality worksites for youth.
- Ensuring job matching in high growth occupations (green jobs, healthcare, etc.).
- Educating employers about the benefits associated with hiring youth.

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

### ***Reemployment Services***

**Reemployment Services:** Reemployment services in Florida are fully integrated into career centers along with all WP services, WIOA services, the Trade Adjustment Assistance program (TAA), SNAP and WT/TANF. The purpose of Florida's Reemployment Services' program is to

provide Reemployment Assistance (RA) claimants with appropriate work readiness tools to facilitate their return to stable employment. Reemployment services include the Priority Re-Employment Planning Program (PREP), Reemployment Services and Eligibility Assessment (RESEA) program and WP/Labor Exchange. Reemployment services are integrated into the career centers' service delivery.

- **PREP:** Claimants are identified for reemployment service programs once they are in the fourth week of their claim *and* have received their first payment. A regularly scheduled file transfer from Florida's Online RA System to Employ Florida transmits RA claimant information so career centers can schedule appointments for RA claimants to come into the centers for workforce services.

A statistical methodology is used to select claimants who are most likely to exhaust their benefits. The goal of PREP is to shorten the RA benefit duration by providing claimants with job readiness tools to secure stable employment. This is accomplished by providing them with information on available workforce services and by involving them in scheduled workforce activities, training opportunities, etc. through their local career center.

- **RESEA Program:** Florida was selected as one of the original pilot states to receive grant funding for the REA Program. In the 2015-2016 program year, 19 of Florida's 24 local workforce development boards participated in the program. RESEA participants are profiled and selected weekly from each participating local area's pool of RA claimants. Participants are placed into pre-existing events managed by career center staff and scheduled for a one-on-one assessment interview. The assessment interview includes:
  - Orientation about the career center's services, with particular emphasis on accessing available career information.
  - Initial assessment to review the participant's strengths, weaknesses and barriers.
  - Provision of labor market information.
  - Development of an employability plan.
  - Scheduling appropriate work search activities for the participant.
  - Referral to employment and training opportunities when appropriate.
- **Reemployment Services and WP/Labor Exchange System:** Claimants are automatically registered as job seekers in Employ Florida within 24 hours of filing for RA. Employ Florida's skills matching functionality generates an initial listing of current jobs in the system for individual claimants based on the employment information entered into the system when their claim was filed. This process generates an automatic email to the claimant that informs the claimant of their Employ Florida login information, provides a link to the initial list of jobs matched to their employment history and provides the link for them to complete a full résumé and begin active use of the system to search and apply for jobs. This information is immediately available to staff and to employers who are searching for candidates based on the skills needed to fill a job opening. Each career center offers RA claimants work search tools and other services.

Florida's program has again proven successful in facilitating early intervention for new claimants. For example, claimants exiting the system during PY 2015 – 2016 had an Entered Employment Rate (EER) of 69 percent compared to those exiting the system during PY 2014 – 2015 who had an EER of 65 percent. All WP participants exiting the system during PY 2015 – 2016 had an EER

of 67 percent, while WP participants exiting the system during PY 2014 – 2015 had an EER of 64 percent.

The state's RA System integrates RA and workforce data, thereby providing more streamlined processes and innovative opportunities for better ways to serve RA claimants.

### ***Dislocated Worker Grants (DWGs)***

DEO has been awarded several DWGs from USDOL that provide resources to the state and local workforce development boards for reemployment services and training services to assist impacted workers. They include:

**Tropical Storm (TS) Debby DWG:** This DWG was first awarded on October 1, 2012 to address clean-up work in Franklin County needed as a result of TS Debby. CareerSource Gulf Coast is the only participating local workforce development board. The initial award for temporary jobs was \$256,953. An additional \$2,699,712 was awarded to place 200 dislocated oystermen into temporary jobs helping to re-shell Apalachicola Bay, which sustained damage from the storm. The grant employed 230 participants in temporary jobs. The grant period was later extended to June 30, 2016 and a supplemental award was approved to provide workforce training for the oystermen who participated in and completed the re-shelling component of the project. The total award for this grant totaled \$4,548,125. During the training component of the grant, 26 dislocated oystermen were enrolled in training. The grant ended June 30, 2016.

**Job-Driven DWG:** Florida was awarded \$6,173,875 for a Job-Driven DWG. The grant focuses primarily on dislocated workers with an emphasis on individuals that have experienced long-term unemployment, individuals that are likely to exhaust their Unemployment Compensation/Reemployment Assistance benefits, or individuals that are foreign-trained immigrant workers that have faced barriers to obtaining employment in their trained field or profession. Local Workforce Development Areas (LWDAs) 2, 3, 5, 9, 11, 13, 14, 15, 17, and 22 are participating in this grant and each local area facilitates continued employer engagement activities and services to serve the grant participants and prepare them for jobs in high-growth sectors. Starting with participant assessments and continuing on throughout the employment and follow-up phase, the local areas utilize an efficient job coaching and job matching strategy aimed at identifying workforce demands. The local areas utilize a mix of intensive services, occupational skills training and work-based training. As of June 30, 2016, 1,068 participants had been enrolled. 411 participants had been enrolled in training, of which 222 participated in work-based training activities, mostly On-the-Job Training (OJT). Of 463 participants which exited, 431 participants exited with employment.

**Sector Partnership (SP) DWG:** Florida received an award of \$6,998,765 to build on existing sector partnership programs at the state and local level that target the advanced manufacturing and healthcare sectors. This grant is being operated under the direction of CareerSource Florida and administered by DEO. The ten local boards who are participating in the grant are local areas 6, 8, 10, 12, 13, 14, 15, 16, 21 and 22. As of June 30, 2016, the LWDAs have had 466 participants, of which 406 are enrolled in training. CareerSource Florida organized a Sector Partnership Institute, facilitated by Maher & Maher in July 2016, for local boards and their educational, industry and economic development partners.

## ***Veterans' Programs and Initiatives***

**Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) Program:** USDOL Veterans' Employment and Training Service (VETS) awards Jobs for Veterans State Grants (JVSG) funds to DEO to support the funding of DVOP and LVER staff and associated support expenses. DVOP and LVER staff members are assigned to Florida's career centers. DVOPs, LVERs and all career center staff are tasked with providing priority of workforce services to veterans, especially veterans with Significant Barriers to Employment (SBE), and employers on behalf of veterans. In FY 2015-2016, DEO was awarded approximately \$11.4 million to support 117 DVOPs and 59 LVERs. One percent of Florida's total FY 2015-2016 Jobs for Veterans State Grants (JVSG) award, or \$114,185, was designated for performance incentive awards to recognize career centers that provide exceptional services to Florida's veterans. More than 19,679 veterans assisted by state workforce professionals were reported to have found jobs in the current program year as of August 2016.

LVER staff members are responsible for the functional oversight of the Veterans' Program operated out of the local career centers and ensuring all career center staff are educated on the requirement to provide priority of services to veterans. They also conduct outreach to employers to develop jobs for veterans, conduct seminars for employer organizations and trade associations.

DVOP specialists focus on staff-assisted intensive services to meet the needs of veterans with significant barriers to employment, e.g., disabled veterans and homeless veterans. DVOPs also coordinate with other area service providers to assist veterans and other eligible persons to overcome barriers to employment.

LVERs and DVOPs are a part of the career center team and are responsible for promoting all career center services, including services in the employer-marketing arena, e.g., employer visits, employer job fairs and employer recruitments.

The DEO Veterans' Program includes the following ancillary services:

- **Vocational Rehabilitation and Employment (VR&E)** is an employment and training program facilitated by DVOP staff to assist disabled veterans who are being trained/retrained and rehabilitated for new careers by the U.S. Department of Veterans' Affairs (VA). DEO DVOP specialists, known in Florida as Intensive Services Coordinators (ISC), are currently located at VA VR&E Centers in Pensacola, Ft. Walton Beach, Jacksonville, Orlando, St. Petersburg and Sunrise. All returning disabled/injured veterans are informed about education/training and rehabilitation services available through the VA VR&E Program.
- **Incarcerated Veterans Transition Program (IVTP)** is an employment and training program facilitated by DVOP specialists, which provides intensive case management and other workforce services to incarcerated veterans who are transitioning from correctional centers back to society and the workforce. These services will result in reducing the risk of homelessness and preventing a reversion back to crime among this population. These IVTP specialists are placed in locations that have the highest number of incarcerated veterans and are currently located at the career centers in Marianna, Madison and Lake City, Florida.

Florida has one of the fastest growing veterans' populations in the nation with more than 1.5 million veterans. To ensure Florida's veterans are aware of and receive quality services from our

workforce system, the state coordinators provide guidance and planning instructions to local workforce development boards to ensure they are aware of the JVSG requirements as set forth in Title 38 USC, Chapters 41 and 42.

The following are highlights for the PY:

- **Paychecks for Patriots (P4P):** Florida's military and veteran community, DEO, the Florida National Guard and FDVA, along with support from Governor Rick Scott, invited and encouraged Florida businesses to participate in this annual statewide hiring event for veterans and military families. The event brings employers with current position openings in Florida to the table with great military and veteran candidates.

Florida businesses participate in P4P events annually and have helped to make a significant difference in the lives and careers of veterans and military families as a result of the relationships built through the hiring event.

- **Veterans' Program Staff Training:** The State Veterans' Program conducted 11 training sessions in PY 15-16. The sessions included presentations on issues identified during program desk reviews, local technical assistance and DOL VETS audits. The primary objective of the training sessions is to focus on advanced case management, employer outreach, roles and responsibilities of program staff, regulations and the new DEO/Hilton Honors program for the Veterans' Employment Program in order to ensure appropriate delivery of services by veterans' program staff to veterans and eligible persons.
- **Mobile Career Center – Veterans Services:** DEO's Mobile Unit is used for Veterans' job fairs and stand downs throughout the state. In addition to job fairs and stand downs, the mobile unit has proven to be an invaluable asset in providing services to veterans in rural areas.

**Veterans – Effectiveness of Services/Performance Data:** In addition to the federally required performance data that is captured in Employ Florida on services to veterans, the state also makes available performance tools/reports to help local workforce development boards better manage the services provided to this population to ensure they are effective. DEO's Monthly Management Report (MMR) includes a measure that provides a monthly performance snapshot of each local area's short-term Veterans Entered Employment Rate (EER) and short-term Veterans EER for those employed at participation. Weekly Job Placement reports for Veterans are also distributed to each local area. In addition, a number of ad hoc veterans' reports are produced upon request. All of these efforts are designed to assist local workforce development boards in better serving veterans.

The local workforce development boards use these tools for strategic management and decision-making when developing their local veterans services' business models. The tools further help local workforce development boards in program assessment, identification of areas needing improvement, refinement of current strategies and development of best practices to more effectively serve the state's veterans.

### ***Military Family Employment Advocacy Program***

The Military Family Employment Advocacy (MFEA) Program provides advocates and services at Florida's career centers in local areas with the densest populations of active duty personnel and military installations, and each year CareerSource Florida allocates WP 7(b) funding to support

the program. Persons eligible for this assistance include spouses and dependents of active-duty military personnel, and activated Florida National Guard members and military reservists. There are currently approximately 49,000 military spouses, including military spouses of mobilized National Guard members/reservists, who reside in Florida.

The state's role is to set the vision and expectations for the PY and provide a statewide coordinator to provide technical assistance and training to local advocates, develop strategies for statewide marketing of the program and collect and analyze service data from Employ Florida. The state's strategy is to support the efforts of the local advocates as they develop tailored programs to meet the employment needs of military spouses and dependents.

The local workforce development board's role is to provide a military family employment advocate to provide the following services and activities:

- Coordinate employment assistance services through military base family support centers, Florida's career centers and veteran support organizations.
- Training to career center managers and staff on the unique employment needs and skills of military family members.
- Promote and market the benefits of employing military family members to local prospective employers.
- Assist employment-seeking military family members through various workforce programs and provide job counseling, job search and placement services, the dissemination of information on educational and training programs and the availability of support services.

Military Family Employment Advocates are currently assigned to career centers in Pensacola, Ft. Walton Beach, Crestview, Panama City, Jacksonville, Melbourne, Tampa Bay and Miami/Dade (LWDBs 1, 2, 4, 8, 13, 15 and 23). Many of the advocates are co-located on military bases at the Family Support Centers. The advocates participate in welcome events, briefings for newly stationed families and job fairs throughout their regions.

MFEA program advocates participate in numerous employer recruitments, employment workshops and jobseeker outreach activities on and around military installations statewide. Additionally, they work with staff at local military installations and family support centers to assist military family members in developing résumés, performing job searches and coordinating military and state activities. Some advocates are provided an office by the military staff for more accessibility to military family members on base.

Military family members and spouses are challenging to support for a number of reasons that include:

- They are highly transitory by nature of the active duty member's national security commitments.
- They may reside in a location for a limited period of time before relocating, which can limit their ability to build a strong work history and/or participate in education/training to establish or update competitive work skills when seeking employment at a new location.
- Military family members, particularly spouses, who possess a good work history and/or education to compete for high paying, personally rewarding positions, may experience limited opportunities in and around military installations.

During the PY, there were 8,449 military spouses and dependents registered in Employ Florida and 3,331 secured employment for a statewide EER of 59 percent, a statewide Employment Retention Rate (ERR) of 81 percent and an average statewide salary of \$12,842 for a six-month period.

### ***Wagner-Peyser Programs***

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

Current federal regulations require career centers to have the capacity to assist job seekers in finding employment, assist employers in filling jobs, facilitate the match between job seekers and employers, participate in a national system for labor exchange and meet the work test requirements of the state's RA law.

Additionally, USDOL, Employment and Training Administration established equity and minimum service level performance standards for MSFWs, which must be met annually. These federal standards are designed to measure the quality and level of employment services provided to MSFWs. To meet compliance standards, services provided to the MSFW participants must be proportionate to services provided to the total registered applicant pool.

Performance highlights for PY 2015-2016 include:

- The number of job seekers that entered employment in the current PY remained relatively consistent to the number that entered employment from the previous PY. The total number of job seekers who entered employment for PY 2014-2015 was 439,979 and for PY 2015-16 was 392,930.
- The state met all five equity ratio indicators for services to MSFWs for PY 2015-2016. These indicators are – referred to jobs, referred to staff assisted services, referred to support services, career guidance and job development contacts. Additionally, 51.5 percent of MSFW job seekers were placed in employment.

Achieving the level of services attained at career centers is attributed to the unique Florida workforce delivery system and its intensified efforts to reach and serve all customers. Vigorous outreach to MSFWs throughout nine LWDBs and emphasis by career centers on proper identification of agricultural workers (MSFWs) and proper coding of applicants and the services provided to them contributed to the state's accomplishments. Collectively, 52,504 outreach contacts were made to MSFWs during PY 2015-2016 by the state's eleven outreach workers. This exceptionally surpassed the goal of 19,500 contacts outlined in the state's Agricultural Outreach Plan. Of these contacts 11,170 included staff-assisted services provided. DEO training and technical assistance, on-site monitoring, more comprehensive and expanded data analysis and the Senior Monitor Advocate's oversight also supported this higher level of achievement during the PY.

An ongoing challenge facing the provision of WP services is the consistently high number of job seekers requiring employment, training and supportive services. The workforce system has addressed this by providing a seamless, integrated online job-matching system for both job seekers and employers through Employ Florida. CareerSource Florida, DEO and the local workforce development boards are actively seeking opportunities to enhance, consolidate and streamline these critical applications and services to both employers and job seekers.

The WP program serves as the basis for core activities and services provided through the career centers. The established goals for this program are based on the premise that WP is a labor exchange function, serving both job seekers and employers, and the established performance goals for the WP program in Florida directly reflect the degree to which program success is achieved.

Continued training is offered to the local areas to improve WP program business and reporting requirements. Additionally, DEO is developing standalone presentations on basic WP issues as well as targeted local area trainings to address repeat issues.

**WP 7(b) Program:** Section 7(b) of the WP Act reserves 10 percent of the available grant funds to be used for state-level activities, including services to groups with special needs (e.g., youth, offenders, individuals with disabilities, military clients, etc.), exemplary workforce models and performance incentives for the local workforce development boards. Local boards that meet or exceed required performance goals are eligible for performance incentive funds. The CareerSource Florida board approves the use of all WP 7(b) funds.

The following projects were either partially or fully funded from WP 7(b) funds during PY 2015-2016:

- **Regional Performance Incentive** funds that are distributed to the local workforce development boards in accordance with the approved CareerSource Florida performance incentive policy.
- **Exemplary Models for Delivering Job Services** such as:
  - **Statewide Integrated Communications**, which includes continued facilitation of an integrated communications program that provides a comprehensive outreach and marketing effort to build a skilled, high-quality and competitive Florida workforce.
  - **Regional Workforce Professional Development Summit.**
  - **Economic Development Partnerships.**
  - **High Skill Talent.**
  - **Advanced Manufacturing.**
- **Services for Groups with Special Needs** such as:
  - **Families and Caregivers for Persons with Disabilities (Family Café).**
  - **Military Family Employment Advocacy Program.**
  - **Youth Outreach Efforts.**
  - **Regional Rural Initiatives.**

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

## ***Targeted Populations***

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

- Assist needy families so children can be cared for in their own homes.
- Reduce the dependency of needy parents by promoting job preparation, work and marriage.
- Prevent out-of-wedlock pregnancies.
- Encourage the formation and maintenance of two-parent families.

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

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

Florida complied by including the ability for the local workforce development boards to implement and manage a local NCPEP. [Section 414.065\(5\), Florida Statutes](#), provides the acceptable work activity requirements for non-custodial parents so they may obtain employment and fulfill the obligation to provide support payments, and it stipulates that the parent may be held in contempt for failure to satisfactorily engage in court-ordered work activities. Florida's plan also allows non-custodial parents to volunteer to participate in a non-custodial program if they meet TANF eligibility requirements.

DEO develops NCPEP reporting instructions and pulls monthly reports of program enrollees and benchmarks. DEO continues to clarify instructions for local administration of the program and provides participating local workforce development boards with local performance information for program participants.

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

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

- The number of enrollees who report they continued to pay child support for more than three months.

The NCPEP services are available to participants in Miami-Dade, Hillsborough, Pinellas and Pasco counties with CareerSource Pinellas administering the NCPEP funds. It has been beneficial to families in these areas that offer and manage a local program. However, the program faces a funding challenge since it is a TANF-funded special project and the funds to manage it are limited. In PY 2016, the Florida legislature provided some additional funding to support the NCPEP program in the CareerSource Pinellas service areas.

**Individuals with Disabilities:** In an effort to strengthen alignment and leverage resources to address the workforce challenges faced by job seekers who must overcome barriers to employment, state and local workforce leaders work closely with major partners such as the Department of Education (DOE), which houses Florida's Vocational Rehabilitation program and the Division of Blind Services, the Department of Children and Families, the Agency for People with Disabilities, the Florida Developmental Disabilities Council and the Florida Department of Veterans' Affairs.

CareerSource Florida has a representative on the board of the Florida Rehabilitation Council for the Blind, created pursuant to [section 413.011, Florida Statutes](#), which is an advisory council to DOE's Division of Blind Services. The Council assists DOE in the planning and development of statewide vocational rehabilitation programs and services, and recommends improvements to such programs and services.

As mentioned earlier in this report, DEO, in collaboration with the Agency for Persons with Disabilities, Vocational Rehabilitation, the Governor's Commission on Jobs for Floridians with Disabilities and other state and local partners, launched Abilities Work portal, a micro-portal in Employ Florida. This unique portal is designed to connect Florida employers with highly qualified individuals with disabilities.

**Family Café:** The Family Café, an expo-style annual event held over several days each summer in Orlando, has been connecting Floridians with disabilities and their families with information, training and networking opportunities since 1998. CareerSource Florida became a primary sponsor of the Family Café three years ago to help connect job seekers with disabilities and their families with employment resources and employers. This effort aligns with WIOA requirements to improve collaboration with state and community organizations that help maximize self-sufficiency for people with disabilities. It also has provided a great opportunity to raise awareness of the employment and training resources available through the CareerSource Florida network.



The 2016 Family Café, which took place June 10 through 12, drew more than 10,000 attendees. CareerSource Florida, DEO and several local workforce development boards provided onsite employment assistance and guidance.

**Disability Employment Initiative (DEI):** DEI is a collaborative effort between USDOL's Employment and Training Administration and the Office of Disability Employment Policy. One goal was to improve coordination and collaboration among employment and training and asset development programs carried out at a state and local level, including the Ticket to Work (TtW) program. Another was to build effective community partnerships that leverage public and private resources to better serve individuals with disabilities and improve employment outcomes.

Florida received an award in October 2012 for \$3,402,124 through September 2015. Ten local areas chose to participate: 4, 6, 7, 8, 13, 14, 17, 21, 22 and 24. Of those ten local areas, USDOL and its independent evaluators, Social Dynamics, chose five pilot sites for full funding – 4, 14, 17, 21 and 22 – and five as control sites that provide data – 6, 7, 8, 13 and 24.

USDOL required all participating local areas to be Employment Networks and the hiring of dedicated staff for this grant. Because Florida's participating boards were already Employment Networks and already had staff in place, they were able to begin implementation of the grant with no delays. USDOL assigned a technical assistance advisor from the National Disability Institute to assist with implementation, and together with DEO, they held monthly conference calls and face-to-face meetings two times per year.

The grant ended September 30, 2015.

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

Additionally, the DPN:

- Guides career center staff in assisting persons with disabilities to access and navigate the complexities of various programs and services that affect their ability to gain/retain employment by providing periodic training.
- Identifies appropriate community resources for job seekers with disabilities to remove barriers to employment, i.e., training, transportation, housing, assistive technology needs, etc.
- Develops linkages and collaborates on an ongoing basis with employers to facilitate job placements for persons with disabilities.
- Facilitates the transition of in-school and out-of-school youth with disabilities to obtain employment and economic self-sufficiency.
- Serves as a resource for referrals on the Social Security Administration's (SSA) initiatives: work incentives and employment support programs, protection and advocacy systems and employment-related demonstration projects.
- Serves as a resource to the workforce development community to ensure the availability of comprehensive knowledge of federal, state, local and private programs that impact the ability of persons with disabilities to enter and remain in the workforce.
- Creates systemic change and transforms the culture of how career centers serve customers with disabilities.

The DPN Initiative was initially a joint venture between USDOL, Office of Disability Employment Policy and the SSA and was administered by the former Agency for Workforce Innovation, now DEO. Federal funding for the DPN ended on June 30, 2010; however, because of its success, CareerSource Florida allocated funds to the 17 local workforce development areas that are

Employment Networks so they could continue operating the program through June 2014. In addition, many local boards have continued the program beyond June 2014 to continue the successful implementation of services to persons with disabilities as prioritized by WIOA.

The DPN initiative provides dedicated staff to career centers who:

- Train other staff members to better serve persons with disabilities.
- Make contact with employers in their communities.
- Develop job opportunities for persons with disabilities.
- Become acquainted with the resources in their communities that can assist their customers.
- Ensure all persons with disabilities who enter a career center do not encounter barriers to using the facility.

The state's role is to monitor and support the DPNs and disability specialists in their efforts. The state facilitates technical assistance for the local areas that participate in the Ticket-to-Work (TtW) program and provides information to inform and assist the local areas in better serving all persons with disabilities.

The following are highlights and accomplishments of the DPN:

- Increased employment and self-sufficiency for Social Security beneficiaries and others with disabilities by identifying and facilitating employment and training opportunities and helping individuals understand how earnings may affect their Social Security benefits and other support programs.
- Facilitated seamless and comprehensive services to persons with disabilities in career centers through collaboration and partnerships within the community.
- Facilitated access and referrals to other local programs and services and linkages to the employer community.
- Increased participation of local workforce development boards in the TtW program. Currently, 18 of the 24 boards have become Employment Networks under the program.
- Participated in a pilot initiative with SSA in which DEO became an administrative Employment Network in the TtW program.
- Facilitated information between SSA and the local workforce development boards that are Employment Networks to help the local areas identify and market to those people with Tickets that are already registered in Employ Florida.
- CareerSource Broward is now the number one workforce Employment Network in the country in terms of money earned and ticketholders served.

One of the primary challenges is conducting outreach to develop and maintain long-term relationships with advocacy groups, community organizations and agencies that facilitate the employment of persons with disabilities. Another challenge, as reported by the rural local areas, is that the lack of public transportation hinders their customers' ability to find and keep a job. Though challenges exist, the local workforce development boards will continue to expand employment and training opportunities for persons with disabilities by leveraging workforce and community resources, and they will continue to work with community partners to promote systemic change within the career centers.

From its inception, USDOL and SSA have promoted the TtW program as a way to sustain the DPN program into the future. The goal of TtW is to increase choices, opportunities and support

for Social Security disability beneficiaries to obtain employment with the goal of becoming economically self-supporting over time. SSA provides disability beneficiaries with a ticket they can use to obtain the services, support and job search assistance they need from a new universe of organizations called Employment Networks. DEO works diligently with representatives from SSA, Maximus and the Institute for Community Inclusion to provide technical assistance to the local areas so they will have a successful TtW program that will in turn provide the monies needed to sustain and expand the DPN.

**Federal Fidelity Bonding Program:** In 1966, the United States Department of Labor established the Federal Bonding Program to provide employers with fidelity bonds. The fidelity bonds guarantee the honesty of “high-risk,” hard-to-place job seekers and protect employers in the event of any loss of money or property due to employee dishonesty. The fidelity bonds are free of charge to employers and cover the first six months of employment. Bond coverage can range from \$5,000 to \$25,000 per applicant.

The state bonding coordinator creates marketing materials and provides technical assistance and best practices training to the bonding specialists located within Florida’s career centers, as well as agencies that serve high-risk job seekers, such as the Department of Corrections. Local area bonding specialists work collaboratively with other career center staff to publicize the Federal Bonding program to employers, community partners and high-risk job seekers. They also respond to inquiries, review submitted job offer letters, verify the employment of newly-hired job seekers and process and submit to DEO the required documents so that a fidelity bond can be issued.

Florida continues to lead the nation as the number one processor of fidelity bonds. Future program goals and strategies include the implementation of interagency agreements which will pave the way for greater cross-agency collaboration.

**Florida Council on the Social Status of Black Men and Boys:** DEO participates on the Florida Council on the Social Status of Black Men and Boys in accordance with [section 16.615, Florida Statutes](#). The mission of the council is to research and propose measures that improve conditions affecting black men and boys. Each year the council publishes its findings in an annual report that is submitted to the Governor, President of the Senate and Speaker of the House of Representatives. DEO’s agency representative serves as a member of the full council, the Chair of the Employment and Economics Subcommittee and on other committees as appointed by the council’s chair. The scope of the council’s research is comprehensive and encompasses studies on education, health and families, criminal justice and employment and economics.

In 2015, the Council’s Employment and Economics subcommittee hosted a “Day of Dialogue” to promote promising workforce strategies aimed at improving the economic opportunities for black males in Florida as well as to gather public input and recommendations on viable employment-related solutions. The employment and economics subcommittee will continue to monitor key performance indicators and provide updates to the Council related to workforce programs and services received by black males. DEO will continue to work collaboratively with the Council, CareerSource Florida and Florida’s 24 local workforce development boards (LWDBs) to promote increased workforce participation, positive employment outcomes and an increase in the number of industry certifications earned by this target population.

**Independent Living Services Advisory Council:** DEO is a statutorily required member of the Independent Living Services Advisory Council, which is administratively housed under DCF which provides support for the council. Pursuant to [section 409.1451\(7\) Florida Statutes](#), the council’s purpose is to review and provide recommendations related to implementation and operation of

the independent living transition services. Each year the council prepares and submits a report to the Florida Legislature and DCF on the status of the services being provided, including successes and barriers to these services.

DCF contracts with Community-Based Care (CBCs) Lead Agencies in Florida to provide Independent Living services for current and former foster youth and young adults. Four categories of Independent Living services are currently available in Florida, including:

- Extended Foster Care.
- Postsecondary Education Services and Support (PESS).
- Aftercare Support Services.
- Road-to-Independence Program.

Efforts are underway to connect and improve local collaboration between the Community-Based Care agencies and the CareerSource Florida network. Assisting youth who are in and aging out of foster care in obtaining gainful employment is a focus of the council. The council has developed an employment workgroup, with representatives from the CBCs, CareerSource Florida, DEO and Vocational Rehabilitation. The workgroup will work to identify promising practices and effective work-based strategies to improve foster youth's access to workforce services and employment.

**AmeriCorps CareerSource Youth Services:** The end date for the AmeriCorps CareerSource Youth Services program was December 31, 2015. Program administrators spent the months of October, November and December preparing for and completing the official programmatic closeout and in January and February, they completed the fiscal closeout. Closeout preparation consisted of providing guidance to onsite supervisors so that member exit forms, final timesheets and End-of-Year evaluations could be submitted to the program director. Administrators also reviewed member's résumés, provided members information on obtaining their \$5,646.00 Education Awards and connected members to resources related to future employment. The AmeriCorps CareerSource Youth Services program served populations in Leon, Gadsden, Wakulla, Baker, Clay, Duval, Nassau, Putnam, St. Johns, Citrus, Levy, Marion, Pinellas and Hillsborough Counties. Program completion certificates were provided to all of the AmeriCorps members who were able to successfully complete the 1,700 service hours required by the Corporation for National Community Service.

**Apalachicola Bay Fishery Disaster Recovery Project:** On August 21, 2014, the U.S. Department of Commerce awarded DEO a \$6,310,216 grant to assist in the restoration of the Gulf of Mexico oyster fishery and to assist the communities affected by the commercial fishery failure for these specific purposes:

- Restoration of oyster habitat.
- Monitoring of existing oyster resources and of restoration efforts.
- Vocational and educational training for affected oyster fishermen and their communities.
- Processor facilities upgrades.

As part of this grant, DEO awarded \$5,090,239 to LWDB 4 as follows:

- Training – LWDB 4 was allotted \$538,000 to provide vocational training to eligible participants. Eighteen individuals have enrolled in GED preparation/remediation combined with a work experience activity, three in GED preparation only, one

individual is enrolled in vocational education and seven have entered employment. Training activities will continue through the life of the grant.

- Re-shelling – the balance of the award was allotted to restore the oyster habitat through re-shelling. There were 264 eligible oystermen/women who were engaged in this activity. Re-shelling under this grant has been completed.

Additionally, in November 2014, DEO entered into an interagency funding agreement with the Florida Fish and Wildlife Conservation Commission (FWC) and with the Florida Department of Agriculture and Consumer Services (FDACS). As part of the agreement with FWC, DEO transferred \$415,162 to them for oyster monitoring, including oyster density and juvenile oyster recruitment. The agreement with FDACS allowed DEO to transfer \$769,500 to them for process facilities upgrades. Both FWC and FDACS will continue these activities through the life of the grant.

In late Fall 2015, FDACS transferred an additional \$359,692 back to DEO to be used to continue the re-shelling efforts. This money has been spent and shelling through this grant is complete. FDACS submitted their final report and have completed all facilities upgrades that will be funded through this grant.

FWC continues to monitor the oyster beds, and will do so through the end of the grant.

### ***Welfare Transition and Supplemental Nutrition Assistance Program (SNAP)***

**Welfare Transition Program:** DEO provides guidance and technical assistance on TANF and WT program requirements pursuant to federal and state law, Florida Administrative Code and state policy. Technical assistance is offered in the areas of program administration and local procedures. Additionally, DEO offers on-site, web-based and/or telephonic technical assistance upon request by local boards. Quality assurance reviews are conducted to ensure local workforce development board (LWDB) adherence to federal and state law and rules.

In continuing its efforts to be an innovative leader in welfare reform, Florida is one of the states that required up-front work registration as a condition of Temporary Cash Assistance (TCA) eligibility. Florida was also one of the first states to require TANF employment and training activities as part of its career center service delivery model. Therefore, program participants were already a part of the workforce system, receiving valuable training and other workforce resources to become self-sufficient.

Key goals of the program include continuing the collaborative relationship between DEO, DCF and CareerSource Florida, providing training to local workforce development boards to meet performance requirements and improving the performance of the WT program. Efforts are ongoing to identify ways to improve and enhance data entry systems, communication with the local areas and methods for reporting programmatic outcomes.

**Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E & T):** Florida's SNAP E&T is a workforce program designed to assist mandatory Able-Bodied Adults Without Dependents (ABAWDs) with skills training, education and support services needed to increase their ability to move directly into employment. ABAWDs are individuals between the ages of 18 – 49, who do not have dependents, or meet an exemption or exception as outlined under chapters 273.7 and 273.24 of the Code of Federal Regulations (CFR). DCF is responsible for identifying ABAWDs and referring them to DEO for mandatory participation in the SNAP E&T program. Delivery of SNAP E&T services is provided through Florida 24 LWDBs. SNAP E&T

components available to ABAWDs through the LWDBs include job search, job search training, work experience, self-initiated work experience, education and training, as well as services offered through WIOA and TAA.

DEO provides guidance on SNAP E&T program requirements in accordance with federal law, Florida Statutes, Florida Administrative Code and policy outlined by CareerSource Florida. DEO also offers on-site, web-based and/or telephonic technical assistance at the LWDB's request and conducts quality assurance reviews of the program to ensure local workforce development boards are adhering to laws, rules and regulations.

The major goals of the SNAP E&T program include continuing the collaborative relationship between DEO and DCF, providing training and technical assistance to LWDBs, improving LWDB service delivery strategies of the required program components and improving the overall performance of the SNAP E&T program.

### ***State-Level Programs***

**Alien Labor Certification (ALC) Program:** The ALC program is designed to ensure that the admission of foreign workers into the U.S. on a temporary basis will not adversely affect the job opportunities, wages and working conditions of American workers. The program also enables American businesses to employ the skills and labor not readily available in the domestic labor force in order to effectively compete in the global economy.

The ALC program is divided into two major areas:

- **H-2A – Certification for Temporary Agricultural Workers:** This program establishes a means for agricultural employers who anticipate a shortage of domestic workers to bring non-immigrant foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature. DEO staff accepts and reviews agricultural clearance order applications and associated documentation, posts H-2A job orders into Employ Florida, conducts pre-occupancy housing inspections of employer-owned housing, conducts agricultural surveys of prevailing wage employment practices and provides technical assistance.
- **H-2B – Certification for Temporary Non-agricultural Workers:** This program permits employers to hire foreign workers to perform temporary non-agricultural services or labor on a one-time, seasonal, peak load or intermittent basis. In order for an employer to receive an H-2B certification, it must be demonstrated that there are insufficient U.S. workers who are qualified, available and willing to perform the work at wages that meet or exceed the prevailing wage rate for the occupation in the area of intended employment. DEO staff receives and reviews H-2B job orders, notifies the USDOL Chicago National Processing Center (CNPC) of findings (acceptances or deficiencies) and activates H-2B job orders in Employ Florida for recruitment purposes upon instruction from the CNPC.

During FY 2015-2016, the ALC program:

- Conducted 155 H-2A housing inspections
- Completed two prevailing wage surveys
- Completed two prevailing practice surveys
- Processed 913 H-2A job orders for posting in Employ Florida

- Processed 495 H-2B job orders for posting in Employ Florida

**Work Opportunity Tax Credit (WOTC) Program:** The WOTC Program is a federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced barriers to employment. By hiring individuals from these target groups, employers may receive a potential maximum tax credit of up to \$9,600 during the first year of employment or up to \$9,000 over two years, depending on the qualified applicant. The targeted groups are Qualified TANF Recipients, Qualified Veterans/Disabled Veterans, Unemployed Veterans, Qualified Ex-Felons, Designated Community Residents, Vocational Rehabilitation Referrals, Qualified Food Stamp Recipients, Qualified Supplemental Security Income Recipients, Long-Term Family Assistance Recipients and a new target group, Qualified Long-term Unemployment Recipients.

Below are a few highlights and accomplishments of the WOTC Program during PY 2015-2016:

- 174,748 certifications were issued resulting in a potential tax credit savings of \$419,395,200 to Florida employers.
- The online application processing system (E-WOTC) has approximately 68 consulting companies and over 300 Florida employers who are participating.

Also, from July 1, 2010 to June 30, 2016, DEO received over 1,101,000 electronic applications from employers and consulting companies.

On December 18, 2015, President Obama signed into law the Protecting Americans from Tax Hikes Act of 2015 (PATH Act) which extended and modified the WOTC Program. In summary, the PATH Act:

- Retroactively reauthorized the WOTC program target groups for a five-year period, from December 31, 2014 to December 31, 2019.
- Extended the Empowerment Zones for a two-year period, from December 31, 2014 to December 31, 2016.
- Introduced a new target group, Qualified Long-term Unemployment Recipients, for new hires that begin to work for an employer on or after January 1, 2016 through December 31, 2019.
- Provided employers additional time to submit their 8850 forms from January 1, 2016 through August 31, 2016 due to the IRS waiving the statutory 28 calendar days filing deadline.

The WOTC application process traditionally requires employers to mail original signed copies of IRS forms and supporting documentation to their state workforce agency (DEO) in order to apply for the tax credit; however, the new E-WOTC application process provides a paperless alternative to the traditional process. The electronic process streamlines application submittal and processing for businesses, resulting in increased program efficiencies. As the program continues to be publicized, DEO anticipates more business organizations using the E-WOTC application process resulting in quicker approvals of their tax credit certifications.

DEO will continue to promote the WOTC Program and the E-WOTC online system through outreach initiatives with our workforce partners, local workforce development boards and other interested organizations by providing training and technical assistance. Further, DEO will continue to urge employers and consulting companies to utilize the E-WOTC online system rather than relying upon the traditional application process. Lastly, DEO is working to better publicize the program so more employers are aware and take advantage of the potential tax benefits.

## LOOKING AHEAD

Ongoing implementation of the federal Workforce Innovation and Opportunity Act is a top priority for the CareerSource Florida network during the 2016 – 2017 program year, along with the continuous improvement that has been and continues to be a hallmark of Florida's workforce system.

CareerSource Florida, the Department of Economic Opportunity and WIOA partners are working collaboratively, identifying best practices and successes, to ensure both required and innovative service delivery enhancements are achieved for job seekers, workers and businesses.

Areas of focus include:

- A stronger emphasis on outreach to Florida businesses to further awareness and use of workforce development services statewide. Building on CareerSource Florida's nationally recognized 2014 statewide unified branding effort, work is underway to implement several strategic initiatives responsive to business needs, and to provide clarity and consistency among the state's programs and those of Florida's 24 local workforce development boards.
- Advancement of a multi-year plan to facilitate a shared vision across key agencies of sector strategies that focus on serving and positively impacting Florida's target industries, businesses, workers and job seekers. This strategic, statewide undertaking includes the development of industry data and analysis tools and the establishment of robust performance standards for measuring, improving and sustaining sector strategy success.
- The development and dissemination of relevant, data-driven policy and program recommendations aligned with WIOA implementation, leveraging support of core partners and customer relationship management systems to improve effectiveness and efficiency.

In support of Florida's vision to be the global leader for talent and aligned with the tenets of WIOA, the CareerSource Florida Board of Directors has established the following 2016-2017 aspirational goal:

***Increase the prosperity of workers and employers,  
Reduce welfare dependency,  
Meet employer needs and  
Enhance productivity and competitiveness.***

## APPENDIX OF TABLES

**Table 1: Definitions for WIA Performance Measures**

**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.

**Table 1: Definitions for WIA Performance Measures**

**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).

**Table 1: Definitions for WIA Performance Measures**

**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.

Level: **STW**

FLORIDA PROGRAM YEAR 2015-2016 STATE WIA PERFORMANCE

9/15/2016

**Negotiated Performance Measures Summary**

Performance Measure	Negotiated Performance	Actual Performance		
Participant Customer Satisfaction Score	NA	Number of Exitters		
		Number of Completed Surveys		
		Sample Size		
Employers Customer Satisfaction Score	NA	Number of Employer Customers		
		Number of Completed Surveys		
		Sample Size		
Adult Entered Employment Rate (10/01/2014 - 09/30/2015)	82.00	78.80	Numerator	6,022
			Denominator	7,642
Adult Employment Retention Rate (04/01/2014 - 03/31/2015)	92.00	92.40	Numerator	11,730
			Denominator	12,702
Adult Average Earnings (04/01/2014 - 03/31/2015)	20,000	18,870	Numerator	211,234,902
			Denominator	11,194
Adult Employment and Credential Rate	NA		Numerator	
			Denominator	
Dislocated Worker Entered Employment Rate (10/01/2014- 09/30/2015)	90.00	83.30	Numerator	4,315
			Denominator	5,181
Dislocated Worker Employment Retention Rate (04/01/2014 - 03/31/2015)	91.20	91.60	Numerator	4,448
			Denominator	4,856
Dislocated Worker Average Earnings (04/01/2014 - 03/31/2015)	17,621	17,595	Numerator	72,842,010
			Denominator	4,140
Dislocated Worker Employment and Credential	NA		Numerator	
			Denominator	
Older Youth Entered Employment Rate	NA		Numerator	
			Denominator	
Older Youth Employment Retention Rate	NA		Numerator	
			Denominator	
Older Youth Average Earnings	NA		Numerator	
			Denominator	
Older Youth Employment and Credential Rate	NA		Numerator	
			Denominator	
Younger Youth Skill Attainment Rate	NA		Numerator	
			Denominator	
Younger Youth Diploma or Equivalent Attainment Rate	NA		Numerator	
			Denominator	
Younger Youth Retention Rate	NA		Numerator	
			Denominator	
Youth Placement in Employment or Education Rate (10/01/2014 - 09/30/2015)	60.00	74.40	Numerator	4,238
			Denominator	5,698
Youth Attainment of Degree or Certificate Rate (10/01/2014 - 09/30/2015)	75.50	73.10	Numerator	4,439
			Denominator	6,072
Youth Literacy and Numeracy Gains (07/01/2015-06/30/2016)	53.10	55.90	Numerator	1,272
			Denominator	2,277

**Table 3: Program Year 2015-2016 WIA Expenditures/Cost Per Positive Outcome\*  
Adult Program - 10/1/2014 to 9/30/2015**

<b>LWDB 1</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$1,571,739	100.0%				
TOTAL EXPEND.	\$1,571,739	100.0%	661	\$2,378	235	\$6,688
EXPEND. OTHER SERVICES**	\$744,947	47.4%	661	\$1,127		
EXPEND. TRAINING	\$826,792	52.6%	645	\$1,282		

<b>LWDB 2</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$661,623	100.0%				
TOTAL EXPEND.	\$448,835	67.8%	200	\$2,244	86	\$5,219
EXPEND. OTHER SERVICES**	\$235,616	52.5%	200	\$1,178		
EXPEND. TRAINING	\$213,219	47.5%	199	\$1,071		

<b>LWDB 3</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$779,163	100.0%				
TOTAL EXPEND.	\$468,726	60.2%	96	\$4,883	38	\$12,335
EXPEND. OTHER SERVICES**	\$346,318	73.9%	96	\$3,607		
EXPEND. TRAINING	\$122,408	26.1%	93	\$1,316		

<b>LWDB 4</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$452,792	100.0%				
TOTAL EXPEND.	\$348,450	77.0%	484	\$720	288	\$1,210
EXPEND. OTHER SERVICES**	\$187,188	53.7%	484	\$387		
EXPEND. TRAINING	\$161,262	46.3%	281	\$574		

<b>LWDB 5</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$1,580,420	100.0%				
TOTAL EXPEND.	\$787,739	49.8%	557	\$1,414	247	\$3,189
EXPEND. OTHER SERVICES**	\$745,340	94.6%	557	\$1,338		
EXPEND. TRAINING	\$42,400	5.4%	291	\$146		

<b>LWDB 6</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$462,020	100.0%				
TOTAL EXPEND.	\$462,020	100.0%	175	\$2,640	87	\$5,311
EXPEND. OTHER SERVICES**	\$92,468	20.0%	175	\$528		
EXPEND. TRAINING	\$369,552	80.0%	160	\$2,310		

<b>LWDB 7</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$396,195	100.0%				
TOTAL EXPEND.	\$396,195	100.0%	135	\$2,935	43	\$9,214
EXPEND. OTHER SERVICES**	\$255,702	64.5%	135	\$1,894		
EXPEND. TRAINING	\$140,493	35.5%	125	\$1,124		

**Table 3: Program Year 2015-2016 WIA Expenditures/Cost Per Positive Outcome\*  
Adult Program - 10/1/2014 to 9/30/2015**

<b>LWDB 8</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$6,504,379	100.0%				
TOTAL EXPEND.	\$6,008,922	92.4%	2364	\$2,542	1,296	\$4,637
EXPEND. OTHER SERVICES**	\$2,394,628	39.9%	2364	\$1,013		
EXPEND. TRAINING	\$3,614,294	60.1%	2301	\$1,571		

<b>LWDB 9</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$680,050	100.0%				
TOTAL EXPEND.	\$509,883	75.0%	512	\$996	169	\$3,017
EXPEND. OTHER SERVICES**	\$252,729	49.6%	512	\$494		
EXPEND. TRAINING	\$257,154	50.4%	443	\$580		

<b>LWDB 10</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$1,992,786	100.0%				
TOTAL EXPEND.	\$1,750,563	87.8%	339	\$5,164	130	\$13,466
EXPEND. OTHER SERVICES**	\$231,375	13.2%	339	\$683		
EXPEND. TRAINING	\$1,519,188	86.8%	321	\$4,733		

<b>LWDB 11</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$1,456,431	100.0%				
TOTAL EXPEND.	\$1,456,431	100.0%	1346	\$1,082	723	\$2,014
EXPEND. OTHER SERVICES**	\$186,048	12.8%	1346	\$138		
EXPEND. TRAINING	\$1,270,383	87.2%	1134	\$1,120		

<b>LWDB 12</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$6,570,951	100.0%				
TOTAL EXPEND.	\$6,570,951	100.0%	4555	\$1,443	1,610	\$4,081
EXPEND. OTHER SERVICES**	\$2,639,229	40.2%	4555	\$579		
EXPEND. TRAINING	\$3,931,722	59.8%	2851	\$1,379		

<b>LWDB 13</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$1,776,844	100.0%				
TOTAL EXPEND.	\$1,776,844	100.0%	385	\$4,615	137	\$12,970
EXPEND. OTHER SERVICES*	\$1,194,318	67.2%	385	\$3,102		
EXPEND. TRAINING	\$582,526	32.8%	296	\$1,968		

<b>LWDB 14</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$1,731,087	100.0%				
TOTAL EXPEND.	\$1,555,576	89.9%	3124	\$498	2,145	\$725
EXPEND. OTHER SERVICES**	\$816,349	52.5%	3124	\$261		
EXPEND. TRAINING	\$739,227	47.5%	2794	\$265		

**Table 3: Program Year 2015-2016 WIA Expenditures/Cost Per Positive Outcome\*  
Adult Program - 10/1/2014 to 9/30/2015**

<b>LWDB 15</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$2,935,068	100.0%				
TOTAL EXPEND.	\$2,348,208	80.0%	3076	\$763	1490	\$1,576
EXPEND. OTHER SERVICES**	\$1,188,901	50.6%	3076	\$387		
EXPEND. TRAINING	\$1,159,307	49.4%	2183	\$531		

<b>LWDB 16</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$1,520,070	100.0%				
TOTAL EXPEND.	\$1,520,070	100.0%	772	\$1,969	361	\$4,211
EXPEND. OTHER SERVICES**	\$703,235	46.3%	772	\$911		
EXPEND. TRAINING	\$816,836	53.7%	692	\$1,180		

<b>LWDB 17</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$1,631,966	100.0%				
TOTAL EXPEND.	\$1,631,966	100.0%	1158	\$1,409	525	\$3,109
EXPEND. OTHER SERVICES**	\$495,473	30.4%	1158	\$428		
EXPEND. TRAINING	\$1,136,493	69.6%	921	\$1,233.98		

<b>LWDB 18</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$2,266,836	100.0%				
TOTAL EXPEND.	\$2,266,836	100.0%	787	\$2,880	368	\$6,160
EXPEND. OTHER SERVICES**	\$877,341	38.7%	787	\$1,115		
EXPEND. TRAINING	\$1,389,495	61.3%	765	\$1,816		

<b>LWDB 19</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$958,139	100.0%				
TOTAL EXPEND.	\$801,768	83.7%	228	\$3,517	164	\$4,889
EXPEND. OTHER SERVICES**	\$125,370	15.6%	228	\$550		
EXPEND. TRAINING	\$676,398	84.4%	206	\$3,283		

<b>LWDB 20</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$2,477,794	100.0%				
TOTAL EXPEND.	\$2,477,794	100.0%	533	\$4,649	238	\$10,411
EXPEND. OTHER SERVICES**	\$1,169,454	47.2%	533	\$2,194		
EXPEND. TRAINING	\$1,308,340	52.8%	495	\$2,643		

<b>LWDB 21</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$5,053,687	100.0%				
TOTAL EXPEND.	\$4,481,234	88.7%	964	\$4,649	547	\$8,192
EXPEND. OTHER SERVICES**	\$2,241,529	50.0%	964	\$2,325		
EXPEND. TRAINING	\$2,239,705	50.0%	725	\$3,089		

**Table 3: Program Year 2015-2016 WIA Expenditures/Cost Per Positive Outcome\*  
Adult Program - 10/1/2014 to 9/30/2015**

<b>LWDB 22</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$5,025,708	100.0%				
TOTAL EXPEND.	\$5,025,708	100.0%	1639	\$3,066	387	\$12,986
EXPEND. OTHER SERVICES**	\$1,472,942	29.3%	1639	\$899		
EXPEND. TRAINING	\$3,552,766	70.7%	1407	\$2,525		

<b>LWDB 23</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$14,991,279	100.0%				
TOTAL EXPEND.	\$11,074,037	73.9%	4227	\$2,620	1,529	\$7,243
EXPEND. OTHER SERVICES**	\$7,699,739	69.5%	4227	\$1,822		
EXPEND. TRAINING	\$3,374,298	30.5%	1993	\$1,693		

<b>LWDB 24</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOME</b>	<b>COST PER POS. OUTCOME</b>
TOTAL AVAIL.	\$3,238,401	100.0%				
TOTAL EXPEND.	\$2,707,425	83.6%	1393	\$1,944	522	\$5,187
EXPEND. OTHER SERVICES**	\$653,960	24.2%	1393	\$469		
EXPEND. TRAINING	\$2,053,466	75.8%	1312	\$1,565		

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

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

**Table 4: Program Year 2015-2016 WIA Expenditures  
Dislocated Worker Program - 10/1/2014 to 9/30/2015**

<b>LWDB 1</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$1,272,962	100.0%				
TOTAL EXPEND.	\$976,741	76.7%	126	\$7,752	57	\$17,136
EXPEND. OTHER SERVICES*	\$524,690	53.7%	126	\$4,164		
EXPEND. TRAINING	\$452,051	46.3%	121	\$3,736		

<b>LWDB 2</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$612,429	100.0%				
TOTAL EXPEND.	\$368,416	60.2%	45	\$8,187	17	\$21,672
EXPEND. OTHER SERVICES*	\$282,375	76.6%	45	\$6,275		
EXPEND. TRAINING	\$86,041	23.4%	44	\$1,955		

<b>LWDB 3</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$445,439	100.0%				
TOTAL EXPEND.	\$233,580	52.4%	15	\$15,572	7	\$33,369
EXPEND. OTHER SERVICES*	\$192,129	82.3%	15	\$12,809		
EXPEND. TRAINING	\$41,451	17.7%	15	\$2,763		

<b>LWDB 4</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$657,409	100.0%				
TOTAL EXPEND.	\$624,493	95.0%	80	\$7,806	49	\$12,745
EXPEND. OTHER SERVICES*	\$314,238	50.3%	80	\$3,928		
EXPEND. TRAINING	\$310,255	49.7%	72	\$4,309		

<b>LWDB 5</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$1,598,452	100.0%				
TOTAL EXPEND.	\$940,469	58.8%	315	\$2,986	133	
EXPEND. OTHER SERVICES*	\$783,382	83.3%	315	\$2,487		
EXPEND. TRAINING	\$157,088	16.7%	50	\$3,142		

<b>LWDB 6</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$287,347	100.0%				
TOTAL EXPEND.	\$63,969	22.3%	30	\$2,132	17	\$3,763
EXPEND. OTHER SERVICES*	\$29,488	46.1%	30	\$983		
EXPEND. TRAINING	\$34,481	54%	24	\$1,149		

<b>LWDB 7</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$345,605	100.0%				
TOTAL EXPEND.	\$333,892	96.6%	11	\$30,354	4	\$83,473
EXPEND. OTHER SERVICES*	\$257,788	77.2%	11	\$23,435		
EXPEND. TRAINING	\$76,104	22.8%	11	\$6,919		

**Table 4: Program Year 2015-2016 WIA Expenditures  
Dislocated Worker Program - 10/1/2014 to 9/30/2015**

<b>LWDB 8</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$4,171,366	100.0%				
TOTAL EXPEND.	\$1,959,640	47.0%	328	\$5,975	156	\$12,562
EXPEND. OTHER SERVICES*	\$1,588,909	81.1%	328	\$4,844		
EXPEND. TRAINING	\$370,731	18.9%	326	\$1,137		

<b>LWDB 9</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$526,828	100.0%				
TOTAL EXPEND.	\$439,062	83.3%	120	\$3,659	47	\$9,342
EXPEND. OTHER SERVICES*	\$411,980	93.8%	120	\$3,433		
EXPEND. TRAINING	\$27,082	6.2%	95	\$285		

<b>LWDB 10</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$1,305,976	100.0%				
TOTAL EXPEND.	\$918,053	70.3%	59	\$15,560	26	\$35,310
EXPEND. OTHER SERVICES*	\$144,219	15.7%	59	\$2,444		
EXPEND. TRAINING	\$773,834	84.3%	55	\$14,069.71		

<b>LWDB 11</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$2,804,458	100.0%				
TOTAL EXPEND.	\$1,743,575	62.2%	199	\$8,762	78	\$22,354
EXPEND. OTHER SERVICES*	\$264,124	15.1%	199	\$1,327		
EXPEND. TRAINING	\$1,479,451	84.9%	152	\$9,733		

<b>LWDB 12</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$7,598,519	100.0%				
TOTAL EXPEND.	\$5,254,259	69.1%	1097	\$4,790	473	\$11,108
EXPEND. OTHER SERVICES*	\$1,736,956	33.1%	1097	\$1,583		
EXPEND. TRAINING	\$3,517,303	66.9%	574	\$6,128		

<b>LWDB 13</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$1,576,585	100.0%				
TOTAL EXPEND.	\$864,929	54.9%	214	\$4,042	216	\$4,004
EXPEND. OTHER SERVICES*	\$695,151	80.4%	214	\$3,248		
EXPEND. TRAINING	\$169,778	19.6%	138	\$1,230		

<b>LWDB 14</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$3,422,827	100.0%				
TOTAL EXPEND.	\$2,578,819	75.3%	1,365	\$1,889	995	\$2,592
EXPEND. OTHER SERVICES*	\$1,232,731	47.8%	1,365	\$903		
EXPEND. TRAINING	\$1,346,088	52.2%	996	\$1,351		

**Table 4: Program Year 2015-2016 WIA Expenditures  
Dislocated Worker Program - 10/1/2014 to 9/30/2015**

<b>LWDB 15</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$4,807,642	100.0%				
TOTAL EXPEND.	\$2,129,003	44.3%	1875	\$1,135	467	\$4,559
EXPEND. OTHER SERVICES*	\$1,011,328	47.5%	1875	\$539		
EXPEND. TRAINING	\$1,117,675	52.5%	1614	\$692		

<b>LWDB 16</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$1,819,318	100.0%				
TOTAL EXPEND.	\$1,417,902	77.9%	509	\$2,786	306	\$4,634
EXPEND. OTHER SERVICES*	\$375,466	26.5%	509	\$738		
EXPEND. TRAINING	\$1,042,435	73.5%	470	\$2,218		

<b>LWDB 17</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$1,957,313	100.0%				
TOTAL EXPEND.	\$1,019,127	52.1%	303	\$3,363	180	\$5,662
EXPEND. OTHER SERVICES*	\$341,696	33.5%	303	\$1,128		
EXPEND. TRAINING	\$677,431	66.5%	239	\$2,834.44		

<b>LWDB 18</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$1,611,632	100.0%				
TOTAL EXPEND.	\$703,138	43.6%	114	\$6,168	157	\$4,479
EXPEND. OTHER SERVICES*	\$417,212	59.3%	114	\$3,660		
EXPEND. TRAINING	\$285,926	40.7%	110	\$2,599		

<b>LWDB 19</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$614,661	100.0%				
TOTAL EXPEND.	\$245,340	39.9%	20	\$12,267	22	\$11,152
EXPEND. OTHER SERVICES*	\$39,244	16.0%	20	\$1,962		
EXPEND. TRAINING	\$206,096	84.0%	17	\$12,123		

<b>LWDB 20</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$2,023,259	100.0%				
TOTAL EXPEND.	\$1,973,314	97.5%	164	\$12,032	134	\$14,726
EXPEND. OTHER SERVICES*	\$866,837	43.9%	164	\$5,286		
EXPEND. TRAINING	\$1,106,477	56.1%	133	\$8,319		

<b>LWDB 21</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$3,188,552	100.0%				
TOTAL EXPEND.	\$1,209,533	37.9%	240	\$5,040	219	\$5,523
EXPEND. OTHER SERVICES*	\$452,303	37.4%	240	\$1,885		
EXPEND. TRAINING	\$757,230	62.6%	230	\$3,292		

**Table 4: Program Year 2015-2016 WIA Expenditures  
Dislocated Worker Program - 10/1/2014 to 9/30/2015**

<b>LWDB 22</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$5,312,886	100.0%				
TOTAL EXPEND.	\$3,855,501	72.6%	1286	\$2,998	790	\$4,880
EXPEND. OTHER SERVICES*	\$1,285,098	33.3%	1286	\$999		
EXPEND. TRAINING	\$2,570,403	66.7%	1091	\$2,356		

<b>LWDB 23</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$15,765,629	100.0%				
TOTAL EXPEND.	\$7,121,385	45.2%	1526	\$4,667	809	\$8,803
EXPEND. OTHER SERVICES*	\$5,607,771	78.7%	1526	\$3,675		
EXPEND. TRAINING	\$1,513,614	21.3%	1106	\$1,369		

<b>LWDB 24</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL PLACED</b>	<b>COST PER ENTERED EMPLOYMENT</b>
TOTAL AVAIL.	\$4,691,824	100.0%				
TOTAL EXPEND.	\$2,429,303	51.8%	310	\$7,836	292	\$8,320
EXPEND. OTHER SERVICES*	\$579,887	23.9%	310	\$1,871		
EXPEND. TRAINING	\$1,849,416	76.1%	295	\$6,269.21		

\* 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 2015-2016 WIA Expenditures/Cost Per Positive Outcome\*  
Youth Programs - 10/1/2014 to 9/30/2015**

<b>LWDB 1</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$2,265,717	100.0%				
TOTAL EXPEND	\$1,001,763	44.2%	289	\$3,466	137	\$7,312
IN-SCHOOL	\$228,263	22.8%	160	\$1,427		
OUT-OF-SCHOOL	\$739,037	73.8%	129	\$5,729		

<b>LWDB 2</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$965,551	100.0%				
TOTAL EXPEND.	\$320,899	33.2%	96	\$3,343	53	\$6,055
IN-SCHOOL	\$60,735	18.9%	55	\$1,104		
TRAINING	\$233,041	72.6%	41	\$5,684		

<b>LWDB 3</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$1,117,451	100.0%				
TOTAL EXPEND.	\$378,051	33.8%	95	\$3,979	40	\$9,451
IN-SCHOOL	\$41,592	11.0%	2	\$20,796		
OUT-OF-SCHOOL	\$300,155	79.4%	93	\$3,227.47		

<b>LWDB 4</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$893,065	100.0%				
TOTAL EXPEND.	\$389,531	43.6%	216	\$1,803	125	\$3,116
IN-SCHOOL	\$23,707	6.1%	200	\$119		
OUT-OF-SCHOOL	\$336,710	86.4%	16	\$21,044		

<b>LWDB 5</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$2,917,948	100.0%				
TOTAL EXPEND.	\$1,336,653	45.8%	618	\$2,163	280	\$4,774
IN-SCHOOL	\$187,726	14.0%	252	\$745		
OUT-OF-SCHOOL	\$1,048,836	78.5%	366	\$2,866		

<b>LWDB 6</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$1,142,806	100.0%				
TOTAL EXPEND.	\$345,443	30.2%	104	\$3,322	43	\$8,034
IN-SCHOOL	\$90,304	26.1%	43	\$2,100		
OUT-OF-SCHOOL	\$230,854	66.8%	61	\$3,784		

<b>LWDB 7</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$1,031,111	100.0%				
TOTAL EXPEND.	\$525,077	50.9%	230	\$2,283	24	\$21,878
IN-SCHOOL	\$153,135	29.2%	75	\$2,042		
OUT-OF-SCHOOL	\$351,363	66.9%	155	\$2,267		

**Table 5: Program Year 2015-2016 WIA Expenditures/Cost Per Positive Outcome\*  
Youth Programs - 10/1/2014 to 9/30/2015**

<b>LWDB 8</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$8,210,464	100.0%				
TOTAL EXPEND.	\$2,737,391	33.3%	861	\$3,179	586	\$4,671
IN-SCHOOL	\$734,587	26.8%	653	\$1,125		
OUT-OF-SCHOOL	\$1,767,090	64.6%	208	\$8,496		

<b>LWDB 9</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$3,031,446	100.0%				
TOTAL EXPEND.	\$1,496,821	49.4%	351	\$4,264	79	\$18,947
IN-SCHOOL	\$571,624	38.2%	190	\$3,009		
OUT-OF-SCHOOL	\$743,922	49.7%	161	\$4,621		

<b>LWDB 10</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$2,361,249	100.0%				
TOTAL EXPEND.	\$666,156	28.2%	426	\$1,564	230	\$2,896
IN-SCHOOL	\$114,322	17.2%	83	\$1,377		
OUT-OF-SCHOOL	\$550,991	82.7%	343	\$1,606.39		

<b>LWDB 11</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$3,824,248	100.0%				
TOTAL EXPEND.	\$1,227,755	32.1%	290	\$4,234	101	\$12,156
IN-SCHOOL	\$0	0.0%	28	\$0		
OUT-OF-SCHOOL	\$1,091,165	88.9%	262	\$4,165		

<b>LWDB 12</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$12,793,683	100.0%				
TOTAL EXPEND.	\$4,479,262	35.0%	1420	\$3,154	789	\$5,677
IN-SCHOOL	\$1,337,642	29.9%	722	\$1,853		
OUT-OF-SCHOOL	\$3,076,714	68.7%	698	\$4,408		

<b>LWDB 13</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$2,156,176	100.0%				
TOTAL EXPEND.	\$1,120,044	51.9%	403	\$2,779	241	\$4,647
IN-SCHOOL	\$112,030	10.0%	86	\$1,303		
TRAINING	\$920,247	82.2%	317	\$2,903		

<b>LWDB 14</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$3,117,782	100.0%				
TOTAL EXPEND.	\$1,343,304	43.1%	701	\$1,916	226	\$5,944
IN-SCHOOL	\$262,926	19.6%	301	\$874		
OUT-OF-SCHOOL	\$1,017,143	75.7%	400	\$2,543		

**Table 5: Program Year 2015-2016 WIA Expenditures/Cost Per Positive Outcome\*  
Youth Programs - 10/1/2014 to 9/30/2015**

<b>LWDB 15</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$7,597,581	100.0%				
TOTAL EXPEND.	\$2,700,563	35.5%	928	\$2,910	390	\$6,925
IN-SCHOOL	\$467,522	17.3%	407	\$1,149		
OUT-OF-SCHOOL	\$2,087,833	77.3%	521	\$4,007		

<b>LWDB 16</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$2,961,200	100.0%				
TOTAL EXPEND.	\$1,298,273	43.8%	295	\$4,401	147	\$8,832
IN-SCHOOL	\$9,051	0.7%	25	\$362		
OUT-OF-SCHOOL	\$1,281,198	98.7%	270	\$4,745		

<b>LWDB 17</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$3,749,597	100.0%				
TOTAL EXPEND.	\$1,971,560	52.6%	644	\$3,061	307	\$6,422
IN-SCHOOL	\$370,048	18.8%	407	\$909		
OUT-OF-SCHOOL	\$1,425,861	72.3%	237	\$6,016.29		

<b>LWDB 18</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$2,627,304	100.0%				
TOTAL EXPEND.	\$1,092,552	41.6%	155	\$7,049	56	\$19,510
IN-SCHOOL	\$260,479	23.8%	56	\$4,651		
OUT-OF-SCHOOL	\$731,258	66.9%	99	\$7,386		

<b>LWDB 19</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$1,297,270	100.0%				
TOTAL EXPEND.	\$327,624	25.3%	243	\$1,348	119	\$2,753
IN-SCHOOL	\$65,151	19.9%	74	\$880		
OUT-OF-SCHOOL	\$221,630	67.6%	169	\$1,311		

<b>LWDB 20</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$2,505,291	100.0%				
TOTAL EXPEND.	\$1,249,396	49.9%	286	\$4,369	94	\$13,291
IN-SCHOOL	\$272,356	21.8%	60	\$4,539		
OUT-OF-SCHOOL	\$929,703	74.4%	226	\$4,114		

<b>LWDB 21</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$5,955,630	100.0%				
TOTAL EXPEND.	\$1,874,823	31.5%	397	\$4,722	176	\$10,652
IN-SCHOOL	\$176,487	9.4%	134	\$1,317		
OUT-OF-SCHOOL	\$1,540,076	82.1%	263	\$5,856		

**Table 5: Program Year 2015-2016 WIA Expenditures/Cost Per Positive Outcome\*  
Youth Programs - 10/1/2014 to 9/30/2015**

<b>LWDB 22</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$7,890,967	100.0%				
TOTAL EXPEND.	\$3,418,175	43.3%	1056	\$3,237	343	\$9,966
IN-SCHOOL	\$1,072,711	31.4%	738	\$1,454		
OUT-OF-SCHOOL	\$2,091,213	61.2%	318	\$6,576		

<b>LWDB 23</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$14,351,781	100.0%				
TOTAL EXPEND.	\$6,077,428	42.3%	2904	\$2,093	832	\$7,305
IN-SCHOOL	\$1,447,127	23.8%	1396	\$1,037		
OUT-OF-SCHOOL	\$4,335,248	71.3%	1507	\$2,877		

<b>LWDB 24</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>	<b>TOTAL SERVED</b>	<b>COST PER PARTICIPANT</b>	<b>TOTAL w. POS. OUTCOMES</b>	<b>COST PER POS. OUTCOME</b>
TOTAL YOUTH FUNDS AVAIL.**	\$5,960,279	100.0%				
TOTAL EXPEND.	\$2,825,532	47.4%	944	\$2,993	304	\$9,295
IN-SCHOOL	\$560,969	19.9%	580	\$967		
OUT-OF-SCHOOL	\$2,152,102	76.2%	364	\$5,912.37		

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

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

**Table 6: Use of Individual Training Accounts  
WIA Adult and Dislocated Workers Combined  
PY 2015-2016**

LWDB	Enrolled in Training	Receiving ITA	Percent	ITA Avg. Expenditure per Individual
1	623	611	98.07%	\$1,148.94
2	167	142	85.03%	\$749.84
3	119	118	99.16%	\$209.11
4	213	210	98.59%	\$405.99
5	237	219	92.41%	\$499.63
6	116	99	85.34%	\$0.00
7	121	120	99.17%	\$155.43
8	1,537	1,269	82.56%	\$468.05
9	378	277	73.28%	\$308.03
10	323	269	83.28%	\$142.53
11	839	244	29.08%	\$2,435.06
12	2,897	2,751	94.96%	\$138.52
13	345	152	44.06%	\$499.87
14	2,519	1,751	69.51%	\$955.36
15	3,006	1,475	49.07%	\$1,047.62
16	1,237	796	64.35%	\$1,330.60
17	661	592	89.56%	\$167.08
18	670	456	68.06%	\$600.80
19	131	60	45.80%	\$402.35
20	517	390	75.44%	\$417.94
21	677	469	69.28%	\$312.96
22	2,538	2,358	92.91%	\$672.37
23	2,683	2,321	86.51%	\$1,727.25
24	1,379	1,260	91.37%	\$449.34
<b>STW</b>	<b>23,933</b>	<b>18,409</b>	<b>76.92%</b>	<b>\$758.32</b>

Total Program Expenditures	Total ITA Related Expenditures	Percent
\$2,293,632.59	\$1,291,516.78	56.31%
\$748,374.88	\$240,853.14	32.18%
\$636,928.70	\$158,135.71	24.83%
\$869,904.17	\$430,482.38	49.49%
\$1,604,749.23	\$195,214.43	12.16%
\$482,809.38	\$180,585.77	37.40%
\$702,355.31	\$216,596.97	30.84%
\$7,149,311.00	\$3,985,025.00	55.74%
\$879,527.81	\$284,235.79	32.32%
\$2,371,998.07	\$696,934.26	29.38%
\$2,991,054.65	\$1,656,388.31	55.38%
\$10,736,517.90	\$6,618,924.05	61.65%
\$2,390,331.00	\$752,304.00	31.47%
\$3,859,168.00	\$2,091,790.00	54.20%
\$4,234,888.00	\$2,549,776.00	60.21%
\$2,906,875.42	\$1,823,748.40	62.74%
\$2,460,290.08	\$1,386,386.47	56.35%
\$2,673,857.00	\$1,568,058.00	58.64%
\$958,382.71	\$300,624.84	31.37%
\$3,908,673.42	\$1,325,918.86	33.92%
\$5,225,516.04	\$2,215,704.65	42.40%
\$8,103,760.01	\$5,602,866.18	69.14%
\$15,764,603.70	\$6,637,878.98	42.11%
\$4,723,117.52	\$3,294,381.67	69.75%
<b>\$88,676,626.59</b>	<b>\$45,504,330.64</b>	<b>51.31%</b>

STW

**Table B - Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/2014 - 09/30/2015)	82.00	78.80	6,022
			7,642
Employment Retention Rate (04/01/2014 - 03/31/2015)	92.00	92.40	11,730
			12,702
Average Earnings (04/01/2014 - 03/31/2015)	20,000	18,870	211,234,902
			11,194
Employment and Credential Rate			

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 (10/01/2014 - 09/30/2015)	75.00	2,992	70.60	392	64.90	209	67.20
		3,991		555		322		598
Employment Retention Rate (04/01/2014-03/31/2015)	87.30	3,385	91.90	614	93.80	289	93.60	954
		3,878		668		308		1,019
Average Earnings (04/01/2014 - 03/31/2015)	14,063	44,552,632	18,508	10,512,344	18,115	4,764,346	20,649	18,646,265
		3,168		568		263		903
Employment and Credential								

**Table D - Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Only Core Services		Individuals Who Received Only Core and Intensive Services		Individuals Who Received Training Services	
	Entered Employment Rate (10/01/2014 - 09/30/2015)	89.50	825	71.90	1,621	80.10
		922		2,256		4,464
Employment Retention Rate (04/01/2014 - 03/31/2015)	88.20	495	85.40	1,470	93.70	9,765
		561		1,722		10,419
Average Earnings (04/01/2014 - 03/31/2015)	15,124	7,002,388	13,025	18,130,285	19,927	186,102,229
		463		1,392		9,339

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**Table E - Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate (10/01/14 - 09/30/2015)	90.00	83.30	4,315
			5,181
Employment Retention Rate (04/01/2014 - 03/31/2015)	91.20	91.60	4,448
			4,856
Average Earnings (04/01/2014 - 03/31/2015)	17,621	17,595	72,842,010
			4,140
Employment and Credential Rate			

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate (10/01/14 - 09/30/2015)	78.20	398	86.00	288	71.90	642	76.90
		509		335		893		39
Employment Retention Rate (04/01/2014-3/31/2015)	89.20	395	90.80	257	90.50	656	86.50	45
		443		283		725		52
Average Earnings (04/01/2014-3/31/2015)	20,077	7,127,453	19,350	4,469,757	18,448	10,921,269	15,360	614,384
		355		231		592		40
Employment and Credential								

**Table G - Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Only Core Services		Individuals Who Received Only Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate (10/01/14 - 09/30/2015)	95.30	470	69.50	590	84.80	3,255
		493		849		3,839
Employment Retention Rate (04/01/2014 - 03/31/2015)	94.80	364	90.10	626	91.60	3,458
		384		695		3,777
Average Earnings (04/01/2014 - 03/31/2015)	19,360	6,621,207	14,677	8,527,501	17,934	57,693,302
		342		581		3,217

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education (10/01/2014 - 09/30/2015)	60.00	74.40	4,238
			5,698
Attainment of Degree or Certificate (10/01/2014 - 09/30/2015)	75.50	73.10	4,439
			6,072
Literacy and Numeracy Gains (7/1/2015-6/30/2016)	53.10	55.90	1,272
			2,277

**Table H.1.A - Outcomes for Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Placement in Employment or Education (10/01/2014 - 09/30/2015)	75.60	3,016	100.00	3	61.60	278	78.50	2,056
		3,989		3		451		2,620
Attainment of Degree or Certificate (10/01/2014 - 09/30/2015)	72.10	2,980	80.00	4	71.50	346	74.30	2,079
		4,134		5		484		2,800
Literacy and Numeracy Gains (7/1/2015-6/30/2016)	55.40	942	100.00	1	60.30	91	55.90	1,272
		1,700		1		151		2,277

2016 Prepared by Florida Department of Economic Opportunity

**Table L - Other Reported Information**

Reported Information	12 Month Employment Retention (1/01/2014 - 12/31/2014)		12 Month Earnings Increase or Earnings Replacement (1/01/2014 - 12/31/2014)		Placements in Non-Traditional Employment (10/01/2014 - 09/30/2015)		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment (10/01/2014 - 09/30/2015)		Entry into Unsubsidized Employment Related to the Training Received of Those Who Received Training Services (10/01/2014 - 09/30/2015)	
<b>Adults</b>	90.50	10,962	7,389	82,630,101	9.20	556	6,636	37,997,803	68.70	2,457
		12,114		11,183		6,022		5,726		3,576
<b>Dislocated Workers</b>	88.90	4,462	146.00	69,931,019	9.70	419	8,384	34,584,645	72.00	2,345
		5,020		47,919,613		4,315		4,125		3,255
<b>Older Youth</b>	82.80	1,256	5,097	6,779,146	9.10	136	3,222	4,524,232		
		1,517		1,330		1,497		1,404		

**Table M - Participation Levels**

Reported Information	Total Participants Served (07/01/2015 - 06/30/2016)	Total Exiters (04/01/2015 - 03/31/2016)
<b>Total Adult Customers</b>	34,916	19,589
Total Adults (Self-service Only)	Not Reported	
WIA Adults	27,554	15,338
WIA Dislocated Workers	8,437	4,874
<b>Total Youth (14 - 21)</b>	11,387	6,519
Younger Youth (14 - 18)	6,887	4,234
Older Youth (19 - 21)	4,500	2,285
Out-of-School Youth	7,102	3,204
In-School Youth	4,284	3,315

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

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**Table N - Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		\$58,447,919
Local Dislocated Workers		\$39,403,443
Local Youth		\$40,204,075
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$318,740
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$7,869,555
<b>Statewide Allowable Activities WIA Section 134(a)(3)</b>	Program Activity Description	
	Incumbent Worker Training	\$1,631,272
	Strategic Initiatives	\$1,039,289
	Emerging Initiatives	\$29,500
	Miscellaneous Projects	\$1,035,942
<b>Total of All Federal Spending Listed Above</b>		<b>\$149,979,735</b>

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 1

Local Area Name: CareerSource Escarosa	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	552
		DISLOCATED	78
		OLDER YOUTH	87
		YOUNGER YOUTH	158
ETA ASSIGNED # 12135	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	238
		DISLOCATED	57
		OLDER YOUTH	22
		YOUNGER YOUTH	85
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	80.50	87.79
	DISLOCATED WORKER	91.90	87.69
	OLDER YOUTH	NA	83.33
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	94.20	94.27
	DISLOCATED WORKER	94.00	96.08
	OLDER YOUTH	NA	77.78
	YOUNGER YOUTH	NA	79.80
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	14,810	17,243
	DISLOCATED WORKER	13,445	16,169
	OLDER YOUTH	NA	6,750
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	85.77
	DISLOCATED WORKER	NA	85.71
	OLDER YOUTH	NA	47.62
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	58.90
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	84.71
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	80.70	83
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	74.29	81
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	40.00	72.41

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 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 2

Local Area Name: CareerSource Okaloosa Walton	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	140
		DISLOCATED	34
		OLDER YOUTH	23
		YOUNGER YOUTH	62
ETA ASSIGNED # 12140	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	101
		DISLOCATED	23
		OLDER YOUTH	8
		YOUNGER YOUTH	56

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	88.90	82.14
	DISLOCATED WORKER	91.60	78.95
	OLDER YOUTH	NA	75.00
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	98.20	97.83
	DISLOCATED WORKER	91.40	94.74
	OLDER YOUTH	NA	90.91
	YOUNGER YOUTH	NA	83.33
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	17,445	18,524
	DISLOCATED WORKER	15,563	18,862
	OLDER YOUTH	NA	3,869
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	89.25
	DISLOCATED WORKER	NA	80.95
	OLDER YOUTH	NA	60.00
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	80.00
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	98.33
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	82.20	67
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	70.70	77
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	20.48	100

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	4	5

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 3

Local Area Name: CareerSource Chipola	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	108
		DISLOCATED	12
		OLDER YOUTH	32
		YOUNGER YOUTH	33
ETA ASSIGNED # 12145	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	37
		DISLOCATED	5
		OLDER YOUTH	14
		YOUNGER YOUTH	11

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	75.00	60.00
	DISLOCATED WORKER	90.00	77.78
	OLDER YOUTH	NA	63.64
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	88.60	86.49
	DISLOCATED WORKER	90.00	100.00
	OLDER YOUTH	NA	64.71
	YOUNGER YOUTH	NA	59.26
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	12,500	15,061
	DISLOCATED WORKER	11,000	15,254
	OLDER YOUTH	NA	5,645
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	62.00
	DISLOCATED WORKER	NA	77.78
	OLDER YOUTH	NA	48.28
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	87.50
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	78.13
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	66.82	57
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	75.20	63
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	64.60	17.65

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	2

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 4

Local Area Name: CareerSource Gulf Coast	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	340
		DISLOCATED	41
		OLDER YOUTH	30
		YOUNGER YOUTH	27
ETA ASSIGNED # 12150	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	272
		DISLOCATED	38
		OLDER YOUTH	8
		YOUNGER YOUTH	175
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	86.00	95.56
	DISLOCATED WORKER	90.39	93.88
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	93.10	95.97
	DISLOCATED WORKER	91.60	97.73
	OLDER YOUTH	NA	66.67
	YOUNGER YOUTH	NA	84.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	19,094	21,278
	DISLOCATED WORKER	14,498	19,255
	OLDER YOUTH	NA	11,675
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	93.18
	DISLOCATED WORKER	NA	83.33
	OLDER YOUTH	NA	100.00
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	82.98
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	86.72
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	83.72	56
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	91.87	37
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	73.40	100

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 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.			

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 5

Local Area Name: CareerSource Capital Region	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	402
		DISLOCATED	206
		OLDER YOUTH	187
		YOUNGER YOUTH	241
ETA ASSIGNED # 12155	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	383
		DISLOCATED	226
		OLDER YOUTH	200
		YOUNGER YOUTH	260
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	92.70	88.89
	DISLOCATED WORKER	93.00	95.68
	OLDER YOUTH	NA	75.94
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	96.00	90.41
	DISLOCATED WORKER	95.00	91.24
	OLDER YOUTH	NA	87.39
	YOUNGER YOUTH	NA	72.04
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	17,640	14,764
	DISLOCATED WORKER	16,364	14,144
	OLDER YOUTH	NA	5,052
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	63.25
	DISLOCATED WORKER	NA	62.96
	OLDER YOUTH	NA	44.03
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	35.66
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	28.91
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	58.54	75
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	80.70	73
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	35.00	49.4

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	6	3

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 6

Local Area Name: CareerSource North Florida	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	108
		DISLOCATED	18
		OLDER YOUTH	37
		YOUNGER YOUTH	58
ETA ASSIGNED # 12160	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	84
		DISLOCATED	16
		OLDER YOUTH	13
		YOUNGER YOUTH	18
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	82.60	81.82
	DISLOCATED WORKER	80.60	85.00
	OLDER YOUTH	NA	71.43
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	94.30	94.74
	DISLOCATED WORKER	50.00	100.00
	OLDER YOUTH	NA	77.78
	YOUNGER YOUTH	NA	67.57
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	19,200	17,635
	DISLOCATED WORKER	19,200	20,150
	OLDER YOUTH	NA	3,475
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	80.65
	DISLOCATED WORKER	NA	56.25
	OLDER YOUTH	NA	29.41
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	87.50
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	59.26
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	62.90	76
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	70.00	63
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	25.60	32

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	3	6

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 7

Local Area Name: CareerSource Florida Crown	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	127
		DISLOCATED	7
		OLDER YOUTH	61
		YOUNGER YOUTH	225
ETA ASSIGNED # 12230	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	52
		DISLOCATED	7
		OLDER YOUTH	8
		YOUNGER YOUTH	44
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	73.00	93.75
	DISLOCATED WORKER	70.00	100.00
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	92.70	97.50
	DISLOCATED WORKER	97.40	100.00
	OLDER YOUTH	NA	66.67
	YOUNGER YOUTH	NA	66.67
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	19,169	16,029
	DISLOCATED WORKER	15,564	20,130
	OLDER YOUTH	NA	5,363
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	95.24
	DISLOCATED WORKER	NA	100.00
	OLDER YOUTH	NA	33.33
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	67.57
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	99.52
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	51.90	83
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	65.00	52
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	55.20	47.22

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	3	6

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 8

Local Area Name: CareerSource Northeast Florida	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	1,583
		DISLOCATED	148
		OLDER YOUTH	160
		YOUNGER YOUTH	220
ETA ASSIGNED # 12235	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	1,178
		DISLOCATED	158
		OLDER YOUTH	179
		YOUNGER YOUTH	479
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	86.60	70.37
	DISLOCATED WORKER	86.70	74.63
	OLDER YOUTH	NA	52.00
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	94.20	95.14
	DISLOCATED WORKER	90.50	91.00
	OLDER YOUTH	NA	88.06
	YOUNGER YOUTH	NA	58.66
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	21,378	20,437
	DISLOCATED WORKER	17,894	18,594
	OLDER YOUTH	NA	4,936
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	85.02
	DISLOCATED WORKER	NA	65.05
	OLDER YOUTH	NA	45.96
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	79.21
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	95.13
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	44.60	53
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	72.00	70
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	48.07	53.62

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	4	5

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 9

Local Area Name: CareerSource North Central Florida	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	388
		DISLOCATED	61
		OLDER YOUTH	102
		YOUNGER YOUTH	230
ETA ASSIGNED # 12175	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	133
		DISLOCATED	38
		OLDER YOUTH	10
		YOUNGER YOUTH	63

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	86.00	57.72
	DISLOCATED WORKER	78.20	72.31
	OLDER YOUTH	NA	52.78
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	94.50	91.89
	DISLOCATED WORKER	83.60	91.84
	OLDER YOUTH	NA	63.33
	YOUNGER YOUTH	NA	54.55
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	17,407	18,622
	DISLOCATED WORKER	18,404	19,506
	OLDER YOUTH	NA	3,633
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	55.50
	DISLOCATED WORKER	NA	61.36
	OLDER YOUTH	NA	21.05
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	96.61
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	34.67
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	62.10	50
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	78.19	61
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	40.80	16.67

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	3	3

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 10

Local Area Name: CareerSource Citrus Levy Marion	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	305
		DISLOCATED	32
		OLDER YOUTH	153
		YOUNGER YOUTH	116
ETA ASSIGNED # 12180	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	189
		DISLOCATED	27
		OLDER YOUTH	160
		YOUNGER YOUTH	96
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	87.70	74.71
	DISLOCATED WORKER	87.21	72.22
	OLDER YOUTH	NA	77.27
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	86.10	96.43
	DISLOCATED WORKER	86.50	94.87
	OLDER YOUTH	NA	81.55
	YOUNGER YOUTH	NA	64.41
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	13,533	15,651
	DISLOCATED WORKER	13,636	15,741
	OLDER YOUTH	NA	4,409
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	70.95
	DISLOCATED WORKER	NA	57.58
	OLDER YOUTH	NA	56.32
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	27.08
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	77.33
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	83.32	75
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	92.10	74
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	68.30	63.08

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	5	4

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 11

Local Area Name: CareerSource Flagler Volusia	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	970
		DISLOCATED	154
		OLDER YOUTH	88
		YOUNGER YOUTH	209
ETA ASSIGNED # 12185	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	831
		DISLOCATED	98
		OLDER YOUTH	41
		YOUNGER YOUTH	95

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	79.10	93.15
	DISLOCATED WORKER	86.20	93.83
	OLDER YOUTH	NA	85.19
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	88.30	93.22
	DISLOCATED WORKER	89.70	94.67
	OLDER YOUTH	NA	84.62
	YOUNGER YOUTH	NA	75.00
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	18,874	17,995
	DISLOCATED WORKER	16,376	15,011
	OLDER YOUTH	NA	3,766
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	32.42
	DISLOCATED WORKER	NA	45.21
	OLDER YOUTH	NA	82.76
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	72.63
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	95.02
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	55.43	84
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	76.25	95
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	82.00	74.78

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	3	6

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 12

Local Area Name: CareerSource Central Florida	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	3,526
		DISLOCATED	605
		OLDER YOUTH	487
		YOUNGER YOUTH	527
ETA ASSIGNED # 12240	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	1,071
		DISLOCATED	263
		OLDER YOUTH	322
		YOUNGER YOUTH	518

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	69.60	67.90
	DISLOCATED WORKER	75.60	68.55
	OLDER YOUTH	NA	81.82
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	85.90	85.04
	DISLOCATED WORKER	83.50	88.31
	OLDER YOUTH	NA	90.63
	YOUNGER YOUTH	NA	82.35
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	12,300	13,137
	DISLOCATED WORKER	13,000	16,405
	OLDER YOUTH	NA	4,270
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	55.09
	DISLOCATED WORKER	NA	52.43
	OLDER YOUTH	NA	73.06
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	61.90
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	59.00
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	60.00	80
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	90.00	84
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	32.55	49.1

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	4	5

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 13

Local Area Name: CareerSource Brevard	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	310
		DISLOCATED	121
		OLDER YOUTH	222
		YOUNGER YOUTH	88
ETA ASSIGNED # 12010	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	182
		DISLOCATED	84
		OLDER YOUTH	176
		YOUNGER YOUTH	112
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	89.50	77.98
	DISLOCATED WORKER	86.94	83.20
	OLDER YOUTH	NA	65.22
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	96.80	90.51
	DISLOCATED WORKER	93.30	90.36
	OLDER YOUTH	NA	89.69
	YOUNGER YOUTH	NA	66.18
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	17,000	16,020
	DISLOCATED WORKER	15,280	16,725
	OLDER YOUTH	NA	4,796
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	51.54
	DISLOCATED WORKER	NA	37.93
	OLDER YOUTH	NA	49.69
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	35.71
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	87.10
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	57.30	64
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	72.80	76
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	67.85	61.17

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	6	3

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 14

Local Area Name: CareerSource Pinellas	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	2,246
		DISLOCATED	1,408
		OLDER YOUTH	315
		YOUNGER YOUTH	309
ETA ASSIGNED # 12085	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	2,063
		DISLOCATED	640
		OLDER YOUTH	128
		YOUNGER YOUTH	115

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	96.90	96.69
	DISLOCATED WORKER	97.20	96.49
	OLDER YOUTH	NA	96.10
	YOUNGER YOUTH	NA	96.19
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	94.00	99.02
	DISLOCATED WORKER	94.60	96.07
	OLDER YOUTH	NA	95.63
	YOUNGER YOUTH	NA	96.19
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	22,492	21,773
	DISLOCATED WORKER	17,086	18,981
	OLDER YOUTH	NA	6,487
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	99.47
	DISLOCATED WORKER	NA	35.42
	OLDER YOUTH	NA	91.37
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	82.56
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	78.39
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	91.30	95
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	90.30	95
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	76.00	75

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")

<b>OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)</b>	NOT MET	MET	EXCEEDED
	0	4	5

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 15

Local Area Name: CareerSource Tampa Bay	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	3,058
		DISLOCATED	1,827
		OLDER YOUTH	365
		YOUNGER YOUTH	365
ETA ASSIGNED # 12225	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	1,968
		DISLOCATED	1,128
		OLDER YOUTH	172
		YOUNGER YOUTH	159
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	80.10	90.11
	DISLOCATED WORKER	86.00	91.64
	OLDER YOUTH	NA	75.72
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	90.40	93.04
	DISLOCATED WORKER	90.20	91.18
	OLDER YOUTH	NA	91.00
	YOUNGER YOUTH	NA	70.75
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	19,191	22,321
	DISLOCATED WORKER	16,971	18,358
	OLDER YOUTH	NA	6,517
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	87.99
	DISLOCATED WORKER	NA	43.05
	OLDER YOUTH	NA	45.76
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	72.22
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	82.62
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	74.25	76
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	43.36	63
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	30.52	32.32

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 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 16

Local Area Name: CareerSource Pasco Hernando	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	947
		DISLOCATED	433
		OLDER YOUTH	146
		YOUNGER YOUTH	115
ETA ASSIGNED # 12195	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	522
		DISLOCATED	207
		OLDER YOUTH	103
		YOUNGER YOUTH	58
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	93.10	92.31
	DISLOCATED WORKER	95.00	95.27
	OLDER YOUTH	NA	85.71
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	92.40	95.29
	DISLOCATED WORKER	91.90	95.54
	OLDER YOUTH	NA	86.49
	YOUNGER YOUTH	NA	85.71
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	20,700	21,147
	DISLOCATED WORKER	17,394	18,124
	OLDER YOUTH	NA	4,346
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	93.92
	DISLOCATED WORKER	NA	87.34
	OLDER YOUTH	NA	82.65
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	19.05
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	100.00
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	77.90	88
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	95.00	97
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	60.75	72.17

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 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 17

Local Area Name: CareerSource Polk	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	718
		DISLOCATED	124
		OLDER YOUTH	197
		YOUNGER YOUTH	339
ETA ASSIGNED # 12200	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	713
		DISLOCATED	162
		OLDER YOUTH	105
		YOUNGER YOUTH	337

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	81.60	75.19
	DISLOCATED WORKER	85.00	78.64
	OLDER YOUTH	NA	89.47
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	86.60	89.28
	DISLOCATED WORKER	90.50	90.81
	OLDER YOUTH	NA	94.34
	YOUNGER YOUTH	NA	87.59
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	20,000	14,364
	DISLOCATED WORKER	15,202	14,327
	OLDER YOUTH	NA	4,760
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	54.81
	DISLOCATED WORKER	NA	44.87
	OLDER YOUTH	NA	49.38
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	57.43
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	78.48
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	68.88	85
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	85.00	68
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	55.00	55.81

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	4	4

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 18

Local Area Name: CareerSource Suncoast	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	632
		DISLOCATED	70
		OLDER YOUTH	85
		YOUNGER YOUTH	49
ETA ASSIGNED # 12050	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	388
		DISLOCATED	50
		OLDER YOUTH	17
		YOUNGER YOUTH	18

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	98.60	83.49
	DISLOCATED WORKER	95.70	80.36
	OLDER YOUTH	NA	82.35
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	94.80	96.86
	DISLOCATED WORKER	94.40	93.75
	OLDER YOUTH	NA	97.44
	YOUNGER YOUTH	NA	89.23
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	19,504	20,438
	DISLOCATED WORKER	16,330	19,083
	OLDER YOUTH	NA	6,438
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	68.19
	DISLOCATED WORKER	NA	55.36
	OLDER YOUTH	NA	55.17
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	40.00
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	68.57
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	82.10	79
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	80.90	66
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	40.60	71.43

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	5	4

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 19

Local Area Name: CareerSource Heartland	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	129
		DISLOCATED	10
		OLDER YOUTH	58
		YOUNGER YOUTH	109
ETA ASSIGNED # 12205	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	113
		DISLOCATED	10
		OLDER YOUTH	46
		YOUNGER YOUTH	58
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	88.55	92.50
	DISLOCATED WORKER	88.00	92.31
	OLDER YOUTH	NA	100.00
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	88.10	97.62
	DISLOCATED WORKER	88.00	100.00
	OLDER YOUTH	NA	98.15
	YOUNGER YOUTH	NA	90.70
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	17,000	19,791
	DISLOCATED WORKER	12,432	12,688
	OLDER YOUTH	NA	5,546
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	89.47
	DISLOCATED WORKER	NA	80.00
	OLDER YOUTH	NA	95.35
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	74.07
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	92.81
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	92.50	96
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	92.50	98
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	71.60	86.79

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	0	9

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 20

Local Area Name: CareerSource Research Coast	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	492
		DISLOCATED	143
		OLDER YOUTH	126
		YOUNGER YOUTH	157
ETA ASSIGNED # 12210	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	253
		DISLOCATED	90
		OLDER YOUTH	63
		YOUNGER YOUTH	62
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	85.00	81.67
	DISLOCATED WORKER	82.48	82.35
	OLDER YOUTH	NA	83.64
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	92.00	94.53
	DISLOCATED WORKER	88.70	92.00
	OLDER YOUTH	NA	76.06
	YOUNGER YOUTH	NA	80.43
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	15,639	15,849
	DISLOCATED WORKER	14,127	16,369
	OLDER YOUTH	NA	4,086
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	71.90
	DISLOCATED WORKER	NA	59.26
	OLDER YOUTH	NA	83.87
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	53.33
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	82.81
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	67.28	85
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 -September 30, 2015	YOUTH	83.70	99
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	75.80	65.59

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	3	6

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 21

Local Area Name: CareerSource Palm Beach County	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	603
		DISLOCATED	171
		OLDER YOUTH	176
		YOUNGER YOUTH	98
ETA ASSIGNED # 12075	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	469
		DISLOCATED	111
		OLDER YOUTH	105
		YOUNGER YOUTH	94

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	70.24	62.75
	DISLOCATED WORKER	86.20	68.70
	OLDER YOUTH	NA	70.37
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	88.60	89.81
	DISLOCATED WORKER	85.90	89.52
	OLDER YOUTH	NA	92.31
	YOUNGER YOUTH	NA	69.90
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	25,102	28,158
	DISLOCATED WORKER	20,000	18,416
	OLDER YOUTH	NA	4,964
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	84.71
	DISLOCATED WORKER	NA	50.00
	OLDER YOUTH	NA	46.15
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	60.47
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	76.42
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	74.48	70
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	68.00	74
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	18.90	26.19

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))

<b>OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)</b>	NOT MET	MET	EXCEEDED
	1	3	5

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 22

Local Area Name: CareerSource Broward	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	1,804
		DISLOCATED	1,257
		OLDER YOUTH	257
		YOUNGER YOUTH	816
ETA ASSIGNED # 12015	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	559
		DISLOCATED	486
		OLDER YOUTH	55
		YOUNGER YOUTH	338

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	92.00	87.16
	DISLOCATED WORKER	95.50	91.65
	OLDER YOUTH	NA	76.00
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	91.00	88.75
	DISLOCATED WORKER	93.50	92.90
	OLDER YOUTH	NA	80.52
	YOUNGER YOUTH	NA	81.34
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	14,200	16,306
	DISLOCATED WORKER	17,621	19,253
	OLDER YOUTH	NA	5,290
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	63.49
	DISLOCATED WORKER	NA	68.98
	OLDER YOUTH	NA	19.30
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	95.94
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	84.26
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	83.45	95
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	41.90	94
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	63.02	17.78

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	1	4	4

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 23

Local Area Name: CareerSource South Florida	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	6,620
		DISLOCATED	1,235
		OLDER YOUTH	841
		YOUNGER YOUTH	1,415
ETA ASSIGNED # 12055	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	2,899
		DISLOCATED	801
		OLDER YOUTH	260
		YOUNGER YOUTH	668
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	82.00	76.30
	DISLOCATED WORKER	90.00	70.90
	OLDER YOUTH	NA	84.30
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	84.40	84.82
	DISLOCATED WORKER	91.60	88.02
	OLDER YOUTH	NA	94.17
	YOUNGER YOUTH	NA	80.53
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	14,275	15,687
	DISLOCATED WORKER	17,897	17,884
	OLDER YOUTH	NA	9,243
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	52.13
	DISLOCATED WORKER	NA	48.82
	OLDER YOUTH	NA	43.52
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	50.10
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	87.82
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	73.30	70
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	73.95	52
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	54.63	68.55

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	2	4	3

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

**Table O - Performance**

9/13/2016

Local Workforce Development Board Number: 24

Local Area Name: CareerSource Southwest Florida	TOTAL PARTICIPANTS SERVED July 1, 2015 - June 30, 2016	ADULT	1,339
		DISLOCATED	204
		OLDER YOUTH	252
		YOUNGER YOUTH	816
ETA ASSIGNED # 12215	TOTAL EXITERS April 1, 2015 - March 31, 2016	ADULT	604
		DISLOCATED	120
		OLDER YOUTH	66
		YOUNGER YOUTH	258

		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION January 1, 2015 - December 31, 2015	PROGRAM PARTICIPANTS	NA	
	EMPLOYERS	NA	
ENTERED EMPLOYMENT October 1, 2014 - September 30, 2015	ADULT	86.83	92.10
	DISLOCATED WORKER	86.74	90.14
	OLDER YOUTH	NA	86.49
RETENTION RATE April 1, 2014 - March 31, 2015	ADULT	87.00	92.05
	DISLOCATED WORKER	90.10	89.52
	OLDER YOUTH	NA	93.44
	YOUNGER YOUTH	NA	77.60
AVERAGE EARNINGS or SIX MONTHS EARNINGS INCREASE April 1, 2014 - March 31, 2015	ADULT	16,445	15,974
	DISLOCATED WORKER	15,662	16,432
	OLDER YOUTH	NA	3,791
CREDENTIAL/DIPLOMA RATE October 1, 2014 - September 30, 2015	ADULT	NA	77.29
	DISLOCATED WORKER	NA	61.38
	OLDER YOUTH	NA	87.18
YOUNGER YOUTH DIPLOMA or EQUIVALENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	70.04
YOUNGER YOUTH SKILL ATTAINMENT RATE April 1, 2015 - March 31, 2016	YOUNGER YOUTH	NA	81.06
PLACEMENT IN EMPLOYMENT OR EDUCATION October 1, 2014 - September 30, 2015	YOUTH	78.30	83
YOUTH ATTAINMENT OF DEGREE OR CERTIFICATE October 1, 2014 - September 30, 2015	YOUTH	96.26	93
YOUTH LITERACY OR NUMERACY GAINS July 1, 2015 - June 30, 2016	YOUTH	66.20	57.72

DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1) (INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))

OVERALL STATUS OF LOCAL PERFORMANCE (BASED ON COMMON MEASURES ONLY)	NOT MET	MET	EXCEEDED
	0	4	5

Based on the USDOL, TEGL 25-13 dated May 15, 2014, "NOT MET" is defined as the number of performance measures less than 80% of the negotiated goal. "MET" is defined as the number of performance measures between 80% - 100% of the negotiated goal. "EXCEEDED" is defined as the number of performance measures above 100% of the negotiated goal.

STW

**Table P - Veteran Priority of Service**

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	1,006	
Covered Entrants Who Received a Service During the Entry Period	999	99.3
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	999	99.3

**Table Q - Veterans' Outcomes by Special Populations**

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop Veterans	
Entered Employment Rate (10/01/14 - 09/30/2015)	83.7	283	82.6	256	92.1	35
		338		310		38
Employment Retention Rate (04/01/2014 - 03/31/2015)	93.8	376	93.9	354	93.6	29
		401		377		31
Six Months Average Earnings (04/01/2014 - 03/31/2015)	19,512	6,634,022	19,415	6,232,360	21,554	581,957
		340		321		27