

# Regional Performance

*NOTE:*

*Special attention should be directed toward the data anomalies that are outlined on pages 2 and 3 of this report.*

**The Red and Green Report  
Year End 2004 - 2005**



8/18/2005 Final

## 2004-2005 Year-End Red & Green Report - Comments

### Welfare Transition Measures: Welfare Entered Employment Rate (#1), Welfare Entered Employment Wage Rate (#2), Welfare Return Rate (#3), and Welfare Participation Rate

In May DCF implemented changes in the way it tracks TANF clients, to track them by zip code of residence and to automatically transfer cases to offices in the county of the participant's residence. In doing so DCF overwrote the information in their system that related to actual location of service. This change meant that AWI could no longer get consistent data for June to enable us to report the short-term Welfare Transition measures for the MMR and Red & Green reports. Consequently, the 2004-2005 Year-End Red & Green Report will exclude a month of data and report only 11 months for the Welfare Entered Employment Rate and the Welfare Return Rate. We are advised that the abovementioned DCF change also applies to the Welfare Participation Rate measure. AWI also advises us that the Welfare Entered Employment Wage Rate measure should be reported for only 11 months as well.

As to the second Welfare Transition related issue, it was pointed out recently that there are currently no provisions to "de-duplicate" the results for the Welfare Entered Employment Rate and the Welfare Return Rate when rolling up the monthly numbers by quarter and by year.

These two problems significantly impact the validity of the year-end outcomes reported for these two measures. For this reason WFI staff is recommending that no short-term incentive dollars be awarded for 2004-2005 performance for the Welfare Entered Employment Rate. Instead it will be recommended that funds allotted for the short-term Welfare Transition measure be added to the long-term award.

### Wagner Peyser Entered Employment Rate (#11)

This measure has proven to be inaccurate due to the methodology involving the use of the DOR New Hire Report. The methodology called for counting all those reported hired on the New Hire Report within 12 months of the provision of a reportable WP service. The counts from this "12-month reach back" added individuals to the numerator who were not included in the denominator that consisted of only those registered for the report period. As a result, outcomes for this measure have been inflated, sometimes ranging in excess of 200%.

Due to this problem WFI staff is recommending that the short-term incentive dollars not be awarded for 2004-2005 performance for the Wagner-Peyser Entered Employment Rate. Instead it will be recommended that funds allotted for the short-term measure be awarded based on the most current UC employment and earnings data.

8/18/2005 Final

## 2004-2005 Year-End Red & Green Report - Comments

### Wagner-Peyser Entered Employment Wage Rate (#12)

The reliability of the outcomes and ranking for this measure are under review. Recently, controversy arose occasioned by the implementation of the Florida minimum wage requirement in May. At least one region has charged that results for this measure have been skewed with the change in minimum wage to \$6.15 per hour based on whether an RWB changed their outstanding job orders as directed by AWI. This in turn has called attention to what here-to-fore has been the questionable methodology of excluding wages of less than 10 cents an hour above minimum wage. WFI Staff agrees with AWI staff who recommended that this question required review, and accordingly we are waiting for data from AWI to show by RWB the incident of Wages that were excluded for the quarter ending 6/30/05.

### Wagner-Peyser Measures: WP New Hire Involvement Rate (#13) and WP Employer Involvement Rate (#14)

The results for these two measures were inaccurate and consequently no data is displayed for them in the 2004-2005 Year-End Red & Green Report.

A review of methodology for these measures has proven it to be flawed. There is no direct correlation between the numerator and denominator. Job Seekers in one RWB can be counted in the denominator but counted in the numerator for a different RWB. Duplicate employer counts are included due to the practice of using name and phone number to identify employers. These problems make it impossible to accurately roll up monthly data by the quarter or year.

# Summary

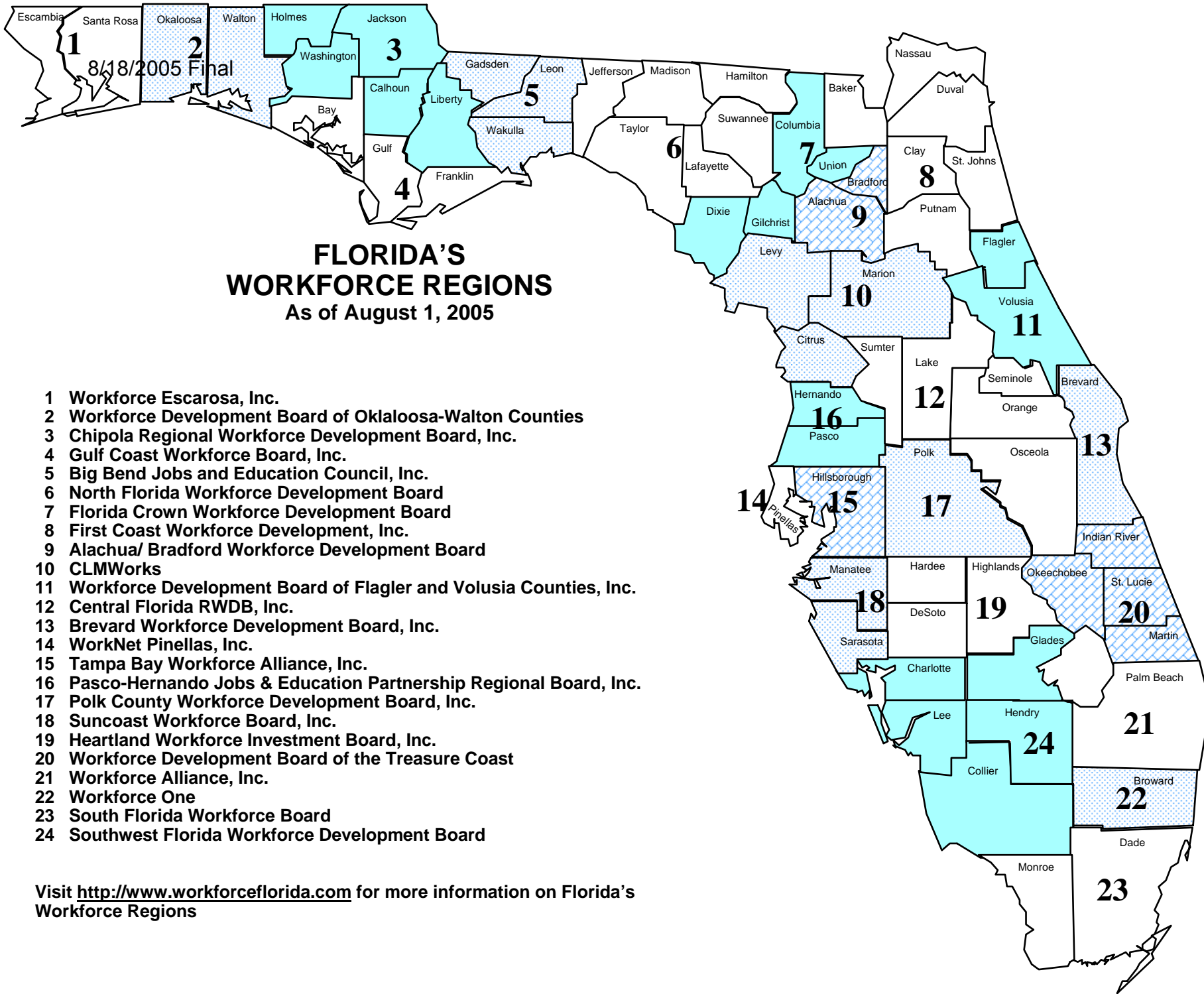
## **Workforce Investment Act Performance Measures Results**

The year-end (4th QTR) PY 2004 – 2005 “Red – Green” report is tabulated into 17 measures that include 3 welfare, 9 WIA, and 5 Wagner – Peyser. Three colors further delineated these performance measures. The colors used were “RED” that equals the bottom quartile of performance; “GREEN” indicates top quartile performance; while “WHITE” indicates the middle two quartiles. Regions meeting their goals and in the bottom quartile were not colored red. The dark blue areas in the tables are statewide results.

### Florida’s Customer Satisfaction Survey For the Workforce Investment Act

The Florida Customer Satisfaction Survey was created by a workgroup chaired by Labor Market Statistics. It consisted of local Workforce Development Board Executive Directors, local Board Staff, and staff from Workforce Florida Incorporated. Florida’s Customer Satisfaction Survey is designed to comply with the Workforce Investment Act of 1998 and to provide Employers, Participants, and Program Operators with a measure of customer satisfaction with services. In accordance with the WIA, each state must set specific goals for customer satisfaction and negotiate those goals with the U.S. Department of Labor. To gauge the effectiveness of statewide WIA programs and compare customer satisfaction among all 50 states, the U.S. Department of Labor elected to use the American Customer Satisfaction Index (ACSI). The ACSI is a weighted average of the first three questions of the Florida Customer Satisfaction Survey.

| Performance Measure | RWB                              | 1       | 2       | 3       | 4       | 5       | 6       | 7       | 8       | 9       | 10      | 11      | 12      | 13      | 14      | 15      | 16      | 17      | 18      | 19      | 20      | 21      | 22      | 23      | 24      | STW     |
|---------------------|----------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1 *See Note         | Welfare Entered Employment Rate  | 34.92%  | 41.97%  | 30.32%  | 36.59%  | 36.49%  | 29.73%  | 26.88%  | 34.29%  | 34.57%  | 35.55%  | 33.97%  | 36.24%  | 44.78%  | 33.94%  | 38.44%  | 33.96%  | 35.52%  | 28.13%  | 31.08%  | 34.56%  | 33.62%  | 37.51%  | 34.17%  | 33.36%  | 35.09%  |
| 2 *See Note         | Welfare Trans Ent Emp Wage Rate  | 67.93%  | 68.14%  | 69.32%  | 68.97%  | 68.72%  | 65.77%  | 68.70%  | 71.51%  | 71.42%  | 69.77%  | 70.18%  | 74.19%  | 73.44%  | 75.07%  | 74.30%  | 71.38%  | 72.21%  | 80.43%  | 72.36%  | 74.70%  | 71.68%  | 70.70%  | 64.68%  | 75.49%  | 71.02%  |
| 3 *See Note         | Welfare Return Rate              | 14.27%  | 14.10%  | 11.15%  | 13.33%  | 15.37%  | 15.33%  | 12.31%  | 12.62%  | 16.85%  | 14.46%  | 13.51%  | 14.82%  | 16.08%  | 15.61%  | 12.05%  | 12.88%  | 13.10%  | 12.19%  | 11.25%  | 15.35%  | 14.32%  | 15.68%  | 13.74%  | 11.45%  | 14.03%  |
| 4                   | WIA Emp Worker Outcome Rate      | 92.55%  | 87.80%  | 95.24%  | 92.11%  | 100.00% | 98.97%  | 88.64%  | 96.68%  | 93.65%  | 98.48%  | 78.40%  | 100.00% | 90.91%  | 100.00% | 82.18%  | 96.30%  | 86.96%  | 99.24%  | 93.33%  | 100.00% | 40.31%  | 96.43%  | 52.90%  | 82.69%  | 84.53%  |
| 5                   | WIA Adult Ent Emp Rate           | 75.00%  | 100.00% | 100.00% | 96.11%  | 94.12%  | 80.00%  | 100.00% | 73.02%  | 98.88%  | 100.00% | 62.50%  | 100.00% | 92.45%  | 100.00% | 77.47%  | 89.86%  | 81.48%  | 88.24%  | 90.32%  | 99.18%  | 61.04%  | 98.75%  | 84.97%  | 94.53%  | 84.43%  |
| 6                   | WIA Adult Ent Emp Wage Rate      | 127.44% | 103.97% | 100.39% | 130.85% | 111.94% | 116.91% | 135.87% | 179.30% | 135.50% | 146.89% | 117.80% | 105.02% | 148.73% | 142.84% | 143.12% | 108.91% | 109.62% | 126.92% | 108.25% | 135.22% | 103.11% | 133.39% | 96.98%  | 114.44% | 128.39% |
| 7                   | WIA Disl Work Ent Emp Rate       | 82.26%  | 100.00% | 97.30%  | 92.11%  | 100.00% | 75.00%  | 100.00% | 66.35%  | 100.00% | 100.00% | 81.69%  | 100.00% | 95.80%  | 100.00% | 86.17%  | 97.14%  | 85.56%  | 96.08%  | 100.00% | 98.91%  | 61.40%  | 100.00% | 85.21%  | 94.67%  | 85.61%  |
| 8                   | WIA Disl Work Ent Emp Wage Rate  | 98.16%  | 119.25% | 110.25% | 125.15% | 144.03% | 133.82% | 125.63% | 138.75% | 148.57% | 157.96% | 101.86% | 121.80% | 118.79% | 147.61% | 151.12% | 117.15% | 124.64% | 125.61% | 116.12% | 135.12% | 133.24% | 147.64% | 115.89% | 125.83% | 132.81% |
| 9                   | WIA Youth Goal Attainment Rate   | 90.33%  | 100.00% | 94.60%  | 96.98%  | 96.53%  | 59.55%  | 88.31%  | 86.31%  | 92.81%  | 87.05%  | 86.06%  | 96.37%  | 91.07%  | 92.56%  | 89.35%  | 89.67%  | 97.68%  | 81.93%  | 84.08%  | 89.04%  | 69.01%  | 87.46%  | 71.83%  | 85.33%  | 80.12%  |
| 10                  | WIA Youth Pos Outcome Rate       | 93.88%  | 100.00% | 97.84%  | 99.28%  | 97.33%  | 94.83%  | 100.00% | 95.85%  | 100.00% | 95.07%  | 88.74%  | 100.00% | 96.88%  | 98.48%  | 98.01%  | 97.44%  | 93.57%  | 90.24%  | 100.00% | 96.97%  | 89.64%  | 92.83%  | 89.21%  | 92.77%  | 92.90%  |
| 11 *See Note        | WP Entered Employment Rate       | 43.60%  | 49.56%  | 51.47%  | 58.72%  | 56.63%  | 36.59%  | 53.20%  | 53.54%  | 46.32%  | 54.04%  | 51.69%  | 54.93%  | 45.64%  | 57.43%  | 63.25%  | 49.49%  | 50.21%  | 56.55%  | 46.26%  | 49.07%  | 50.06%  | 55.23%  | 51.22%  | 54.85%  | 53.81%  |
| 12 *See Note        | WP Entered Emp Wage Rate         | 98.65%  | 92.84%  | 88.28%  | 89.17%  | 67.53%  | 87.29%  | 91.13%  | 96.20%  | 88.55%  | 92.52%  | 93.76%  | 110.62% | 92.26%  | 92.02%  | 86.80%  | 85.63%  | 88.74%  | 94.28%  | 90.00%  | 104.05% | 90.49%  | 96.24%  | 81.00%  | 101.30% | 92.53%  |
| 13 *See Note        | WP New Hire Involvement Rate     | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   |
| 14 *See Note        | WP Employer Involvement Rate     | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   |
| 15                  | Customer Satis - WIA Individuals | 79.54   | 82.31   | 88.44   | 85.19   | 78.19   | 81.45   | 82.70   | 80.45   | 80.83   | 81.40   | 79.46   | 78.87   | 79.67   | 86.35   | 79.93   | 77.14   | 76.67   | 83.72   | 82.63   | 81.13   | 74.52   | 79.08   | 77.71   | 81.88   | 80.12   |
| 16                  | Customer Satis - WP Individuals  | 71.77   | 74.61   | 78.21   | 78.32   | 72.59   | 75.14   | 70.07   | 72.27   | 71.62   | 75.15   | 70.97   | 69.73   | 73.01   | 71.19   | 71.67   | 70.39   | 72.83   | 73.95   | 75.65   | 72.54   | 71.93   | 75.24   | 75.09   | 73.44   | 73.22   |
| 17                  | Customer Satis - All Employers   | 73.67   | 77.05   | 83.17   | 79.09   | 75.76   | 79.51   | 77.69   | 74.54   | 73.14   | 76.00   | 78.96   | 63.50   | 71.37   | 72.34   | 73.28   | 76.22   | 74.23   | 68.29   | 74.67   | 69.86   | 69.54   | 70.90   | 73.01   | 73.40   | 73.84   |



**FLORIDA'S  
WORKFORCE REGIONS**  
As of August 1, 2005

- 1 Workforce Escarosa, Inc.
- 2 Workforce Development Board of Okaloosa-Walton Counties
- 3 Chipola Regional Workforce Development Board, Inc.
- 4 Gulf Coast Workforce Board, Inc.
- 5 Big Bend Jobs and Education Council, Inc.
- 6 North Florida Workforce Development Board
- 7 Florida Crown Workforce Development Board
- 8 First Coast Workforce Development, Inc.
- 9 Alachua/ Bradford Workforce Development Board
- 10 CLMWorks
- 11 Workforce Development Board of Flagler and Volusia Counties, Inc.
- 12 Central Florida RWDB, Inc.
- 13 Brevard Workforce Development Board, Inc.
- 14 WorkNet Pinellas, Inc.
- 15 Tampa Bay Workforce Alliance, Inc.
- 16 Pasco-Hernando Jobs & Education Partnership Regional Board, Inc.
- 17 Polk County Workforce Development Board, Inc.
- 18 Suncoast Workforce Board, Inc.
- 19 Heartland Workforce Investment Board, Inc.
- 20 Workforce Development Board of the Treasure Coast
- 21 Workforce Alliance, Inc.
- 22 Workforce One
- 23 South Florida Workforce Board
- 24 Southwest Florida Workforce Development Board

Visit <http://www.workforceflorida.com> for more information on Florida's Workforce Regions



## Red - Green Report

### Measure Number One - Welfare Entered Employment Rate

Year Ending: 6/30/2005

| RWB        | # CASES<br>CLOSED DUE TO<br>EARNINGS | # CASES CLOSED | ENTERED<br>EMPLOYMENT<br>RATE (%) | GOAL (%)      | PERCENT OF<br>GOAL (%) |
|------------|--------------------------------------|----------------|-----------------------------------|---------------|------------------------|
| 13         | 459                                  | 1,025          | 44.78%                            | 28.00%        | 159.93%                |
| 02         | 183                                  | 436            | 41.97%                            | 27.50%        | 152.63%                |
| 15         | 2,082                                | 5,416          | 38.44%                            | 27.50%        | 139.79%                |
| 22         | 2,469                                | 6,582          | 37.51%                            | 29.30%        | 128.03%                |
| 04         | 307                                  | 839            | 36.59%                            | 29.50%        | 124.04%                |
| 05         | 783                                  | 2,146          | 36.49%                            | 27.50%        | 132.68%                |
| 12         | 3,261                                | 8,998          | 36.24%                            | 30.00%        | 120.80%                |
| 10         | 539                                  | 1,516          | 35.55%                            | 27.80%        | 127.89%                |
| 17         | 665                                  | 1,872          | 35.52%                            | 27.50%        | 129.18%                |
| 01         | 593                                  | 1,698          | 34.92%                            | 27.50%        | 126.99%                |
| 09         | 465                                  | 1,345          | 34.57%                            | 27.70%        | 124.81%                |
| 20         | 716                                  | 2,072          | 34.56%                            | 27.80%        | 124.30%                |
| 08         | 1,247                                | 3,637          | 34.29%                            | 27.50%        | 124.68%                |
| 23         | 7,186                                | 21,032         | 34.17%                            | 28.60%        | 119.46%                |
| 11         | 591                                  | 1,740          | 33.97%                            | 26.00%        | 130.64%                |
| 16         | 799                                  | 2,353          | 33.96%                            | 27.50%        | 123.48%                |
| 14         | 1,332                                | 3,925          | 33.94%                            | 27.50%        | 123.40%                |
| 21         | 1,306                                | 3,885          | 33.62%                            | 28.70%        | 117.13%                |
| 24         | 376                                  | 1,127          | 33.36%                            | 27.50%        | 121.32%                |
| 19         | 239                                  | 769            | 31.08%                            | 27.50%        | 113.02%                |
| 03         | 84                                   | 277            | 30.32%                            | 27.50%        | 110.27%                |
| 06         | 234                                  | 787            | 29.73%                            | 27.50%        | 108.12%                |
| 18         | 387                                  | 1,376          | 28.13%                            | 28.00%        | 100.45%                |
| 07         | 132                                  | 491            | 26.88%                            | 25.50%        | 105.43%                |
| <b>STW</b> | <b>26,435</b>                        | <b>75,344</b>  | <b>35.09%</b>                     | <b>27.50%</b> | <b>127.58%</b>         |

\*See Note

\* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05



## Red - Green Report

### Measure Number Two - Welfare Entered Employment Wage Rate

Year Ending: 6/30/2005

| RWB | WAGE AT ENTRY (\$) | LLSIL (\$) | ENTERED EMPLOYMENT WAGE RATE (%) | GOAL (%) | PERCENT OF GOAL (%) |
|-----|--------------------|------------|----------------------------------|----------|---------------------|
| 18  | \$8.57             | \$10.66    | 80.43%                           | 70.00%   | 114.90%             |
| 24  | \$8.15             | \$10.80    | 75.49%                           | 68.00%   | 111.02%             |
| 14  | \$8.18             | \$10.90    | 75.07%                           | 66.00%   | 113.74%             |
| 20  | \$7.93             | \$10.62    | 74.70%                           | 70.00%   | 106.71%             |
| 15  | \$8.00             | \$10.76    | 74.30%                           | 69.00%   | 107.69%             |
| 12  | \$7.83             | \$10.55    | 74.19%                           | 69.00%   | 107.52%             |
| 13  | \$7.78             | \$10.59    | 73.44%                           | 67.00%   | 109.61%             |
| 17  | \$7.50             | \$10.39    | 72.21%                           | 69.00%   | 104.65%             |
| 19  | \$7.45             | \$10.30    | 72.36%                           | 68.00%   | 106.41%             |
| 21  | \$8.06             | \$11.25    | 71.68%                           | 67.00%   | 106.98%             |
| 08  | \$7.53             | \$10.53    | 71.51%                           | 67.00%   | 106.74%             |
| 09  | \$7.48             | \$10.48    | 71.42%                           | 67.00%   | 106.60%             |
| 16  | \$7.45             | \$10.44    | 71.38%                           | 67.00%   | 106.54%             |
| 22  | \$8.09             | \$11.44    | 70.70%                           | 67.00%   | 105.52%             |
| 11  | \$7.53             | \$10.73    | 70.18%                           | 68.00%   | 103.20%             |
| 10  | \$7.19             | \$10.30    | 69.77%                           | 67.00%   | 104.13%             |
| 03  | \$7.04             | \$10.15    | 69.32%                           | 66.00%   | 105.02%             |
| 04  | \$7.13             | \$10.34    | 68.97%                           | 67.00%   | 102.95%             |
| 05  | \$7.20             | \$10.47    | 68.72%                           | 68.00%   | 101.07%             |
| 07  | \$7.05             | \$10.26    | 68.70%                           | 68.00%   | 101.03%             |
| 02  | \$7.05             | \$10.34    | 68.14%                           | 67.00%   | 101.70%             |
| 01  | \$7.03             | \$10.35    | 67.93%                           | 66.00%   | 102.93%             |
| 06  | \$6.73             | \$10.23    | 65.77%                           | 67.00%   | 98.16%              |
| 23  | \$7.49             | \$11.58    | 64.68%                           | 67.00%   | 96.53%              |
| STW | \$7.71             | \$10.85    | 71.02%                           | 67.00%   | 106.00%             |

\*See Note

\* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the denominator in calculating the Red and Green Report wage rate measures. " Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region. Source: AWI, Office Labor Market Statistics



## Red - Green Report

### Measure Number Three - Welfare Return Rate

Year Ending: 6/30/2005

| RWB | # PREVIOUSLY CLOSED DUE TO EARNINGS | # NEW CASES | WELFARE RETURN RATE (%) | GOAL (%) | PERCENT OF GOAL (%) |
|-----|-------------------------------------|-------------|-------------------------|----------|---------------------|
| 03  | 30                                  | 269         | 11.15%                  | 15.00%   | 134.50%             |
| 19  | 83                                  | 738         | 11.25%                  | 15.00%   | 133.37%             |
| 24  | 112                                 | 978         | 11.45%                  | 15.00%   | 130.98%             |
| 15  | 658                                 | 5,459       | 12.05%                  | 15.00%   | 124.45%             |
| 18  | 162                                 | 1,329       | 12.19%                  | 15.00%   | 123.06%             |
| 07  | 57                                  | 463         | 12.31%                  | 15.00%   | 121.84%             |
| 08  | 436                                 | 3,454       | 12.62%                  | 15.00%   | 118.83%             |
| 17  | 225                                 | 1,718       | 13.10%                  | 15.00%   | 114.53%             |
| 16  | 287                                 | 2,228       | 12.88%                  | 15.00%   | 116.45%             |
| 04  | 116                                 | 870         | 13.33%                  | 15.00%   | 112.50%             |
| 11  | 216                                 | 1,599       | 13.51%                  | 15.00%   | 111.04%             |
| 23  | 2,640                               | 19,219      | 13.74%                  | 15.00%   | 109.20%             |
| 02  | 54                                  | 383         | 14.10%                  | 15.00%   | 106.39%             |
| 01  | 214                                 | 1,500       | 14.27%                  | 15.00%   | 105.14%             |
| 21  | 500                                 | 3,492       | 14.32%                  | 15.00%   | 104.76%             |
| 10  | 208                                 | 1,438       | 14.46%                  | 15.00%   | 103.70%             |
| 12  | 1,240                               | 8,368       | 14.82%                  | 15.00%   | 101.23%             |
| 06  | 117                                 | 763         | 15.33%                  | 15.00%   | 97.82%              |
| 20  | 289                                 | 1,883       | 15.35%                  | 15.00%   | 97.73%              |
| 05  | 312                                 | 2,030       | 15.37%                  | 15.00%   | 97.60%              |
| 14  | 554                                 | 3,549       | 15.61%                  | 15.00%   | 96.09%              |
| 22  | 964                                 | 6,147       | 15.68%                  | 15.00%   | 95.65%              |
| 13  | 151                                 | 939         | 16.08%                  | 15.00%   | 93.28%              |
| 09  | 186                                 | 1,104       | 16.85%                  | 15.00%   | 89.03%              |
| STW | 9,811                               | 69,920      | 14.03%                  | 15.00%   | 106.90%             |



## Red - Green Report

### Measure Number Four - WIA Employed Worker Outcome Rate

Year Ending: 6/30/2005

| RWB | # ATTAINED A CREDENTIAL | # EXITERS | WORKER OUTCOME RATE (%) | PERCENT OF STATEWIDE AVERAGE (%) | STATEWIDE AVERAGE |
|-----|-------------------------|-----------|-------------------------|----------------------------------|-------------------|
| 05  | 15                      | 15        | 100.00                  | 118.30                           | 84.53             |
| 12  | 102                     | 102       | 100.00                  | 118.30                           | 84.53             |
| 14  | 134                     | 134       | 100.00                  | 118.30                           | 84.53             |
| 20  | 149                     | 149       | 100.00                  | 118.30                           | 84.53             |
| 18  | 260                     | 262       | 99.24                   | 117.40                           | 84.53             |
| 06  | 287                     | 290       | 98.97                   | 117.08                           | 84.53             |
| 10  | 130                     | 132       | 98.48                   | 116.50                           | 84.53             |
| 08  | 2,186                   | 2,261     | 96.68                   | 114.37                           | 84.53             |
| 22  | 162                     | 168       | 96.43                   | 114.07                           | 84.53             |
| 16  | 26                      | 27        | 96.30                   | 113.92                           | 84.53             |
| 03  | 40                      | 42        | 95.24                   | 112.67                           | 84.53             |
| 09  | 59                      | 63        | 93.65                   | 110.78                           | 84.53             |
| 19  | 28                      | 30        | 93.33                   | 110.41                           | 84.53             |
| 01  | 87                      | 94        | 92.55                   | 109.48                           | 84.53             |
| 04  | 70                      | 76        | 92.11                   | 108.96                           | 84.53             |
| 13  | 180                     | 198       | 90.91                   | 107.54                           | 84.53             |
| 07  | 39                      | 44        | 88.64                   | 104.86                           | 84.53             |
| 02  | 36                      | 41        | 87.80                   | 103.86                           | 84.53             |
| 17  | 40                      | 46        | 86.96                   | 102.87                           | 84.53             |
| 24  | 43                      | 52        | 82.69                   | 97.82                            | 84.53             |
| 15  | 489                     | 595       | 82.18                   | 97.21                            | 84.53             |
| 11  | 127                     | 162       | 78.40                   | 92.74                            | 84.53             |
| 23  | 702                     | 1,327     | 52.90                   | 62.58                            | 84.53             |
| 21  | 52                      | 129       | 40.31                   | 47.68                            | 84.53             |
| STW | 5,443                   | 6,439     | 84.53                   | 100.00                           | 84.53             |



## Red - Green Report

### Measure Number Five - WIA Adult Entered Employment Rate

Year Ending: 6/30/2005

| RWB | # ENTERING EMPLOYMENT | # EXITERS NOT EMPLOYED @ REG | ENTERED EMPLOYMENT RATE (%) | GOAL (%) | PERCENT OF GOAL (%) |
|-----|-----------------------|------------------------------|-----------------------------|----------|---------------------|
| 10  | 125                   | 125                          | 100.00                      | 68.00    | 147.06              |
| 14  | 115                   | 115                          | 100.00                      | 68.00    | 147.00              |
| 02  | 67                    | 67                           | 100.00                      | 70.00    | 143.00              |
| 03  | 70                    | 70                           | 100.00                      | 70.00    | 143.00              |
| 07  | 43                    | 43                           | 100.00                      | 70.00    | 143.00              |
| 12  | 207                   | 207                          | 100.00                      | 71.00    | 141.00              |
| 20  | 121                   | 122                          | 99.18                       | 70.00    | 142.00              |
| 09  | 88                    | 89                           | 98.88                       | 70.00    | 141.00              |
| 22  | 473                   | 479                          | 98.75                       | 70.00    | 141.00              |
| 04  | 173                   | 180                          | 96.11                       | 74.00    | 130.00              |
| 24  | 190                   | 201                          | 94.53                       | 71.00    | 133.00              |
| 05  | 16                    | 17                           | 94.12                       | 70.00    | 134.00              |
| 13  | 49                    | 53                           | 92.45                       | 70.25    | 132.00              |
| 19  | 56                    | 62                           | 90.32                       | 70.00    | 129.00              |
| 16  | 62                    | 69                           | 89.86                       | 70.50    | 127.00              |
| 18  | 15                    | 17                           | 88.24                       | 70.00    | 126.00              |
| 23  | 2,707                 | 3,186                        | 84.97                       | 68.60    | 124.00              |
| 17  | 88                    | 108                          | 81.48                       | 73.00    | 112.00              |
| 06  | 16                    | 20                           | 80.00                       | 70.00    | 114.00              |
| 15  | 141                   | 182                          | 77.47                       | 70.00    | 110.67              |
| 01  | 66                    | 88                           | 75.00                       | 68.00    | 110.00              |
| 08  | 230                   | 315                          | 73.02                       | 69.00    | 106.00              |
| 11  | 80                    | 128                          | 62.50                       | 70.00    | 89.00               |
| 21  | 470                   | 770                          | 61.04                       | 75.00    | 81.00               |
| STW | 5,668                 | 6,713                        | 84.43                       | 70.00    | 121.00              |



## Red - Green Report

### Measure Number Six - WIA Adult Entered Employment Wage Rate

Year Ending: 6/30/2005

| RWB | WAGE AT ENTRY (\$) | LLSIL (\$) | ENTERED EMPLOYMENT WAGE RATE (%) | GOAL (%) | PERCENT OF GOAL (%) |
|-----|--------------------|------------|----------------------------------|----------|---------------------|
| 08  | \$18.88            | \$10.53    | 179.30                           | 95.00    | 188.74              |
| 13  | \$15.75            | \$10.59    | 148.73                           | 95.00    | 156.56              |
| 10  | \$15.13            | \$10.30    | 146.89                           | 95.00    | 154.62              |
| 15  | \$15.40            | \$10.76    | 143.12                           | 99.41    | 143.97              |
| 14  | \$15.57            | \$10.90    | 142.84                           | 95.00    | 150.36              |
| 07  | \$13.94            | \$10.26    | 135.87                           | 101.70   | 133.49              |
| 09  | \$14.20            | \$10.48    | 135.50                           | 114.00   | 118.84              |
| 20  | \$14.36            | \$10.62    | 135.22                           | 100.00   | 135.22              |
| 22  | \$15.26            | \$11.44    | 133.39                           | 95.00    | 140.41              |
| 04  | \$13.53            | \$10.34    | 130.85                           | 109.70   | 119.24              |
| 01  | \$13.19            | \$10.35    | 127.44                           | 100.00   | 127.00              |
| 18  | \$13.53            | \$10.66    | 126.92                           | 105.00   | 120.88              |
| 11  | \$12.64            | \$10.73    | 117.80                           | 99.51    | 118.38              |
| 06  | \$11.96            | \$10.23    | 116.91                           | 100.00   | 116.91              |
| 24  | \$12.36            | \$10.80    | 114.44                           | 95.00    | 120.46              |
| 05  | \$11.72            | \$10.47    | 111.94                           | 109.90   | 101.79              |
| 17  | \$11.39            | \$10.39    | 109.62                           | 106.00   | 103.42              |
| 16  | \$11.37            | \$10.44    | 108.91                           | 95.00    | 114.64              |
| 19  | \$11.15            | \$10.30    | 108.25                           | 95.00    | 113.95              |
| 12  | \$11.08            | \$10.55    | 105.02                           | 95.00    | 110.55              |
| 02  | \$10.75            | \$10.34    | 103.97                           | 105.10   | 99.00               |
| 21  | \$11.60            | \$11.25    | 103.11                           | 95.00    | 108.54              |
| 03  | \$10.19            | \$10.15    | 100.39                           | 95.00    | 106.00              |
| 23  | \$11.23            | \$11.58    | 96.98                            | 98.25    | 98.71               |
| STW | \$13.93            | \$10.85    | 128.39                           | 95.00    | 135.15              |

\* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the



### Red - Green Report

### Measure Number Seven - WIA Dislocated Worker Entered Employment Rate

Year Ending: 6/30/2005

| RWB | # ENTERING EMPLOYMENT | # EXITERS | ENTERED EMPLOYMENT RATE (%) | GOAL (%) | PERCENT OF GOAL (%) |
|-----|-----------------------|-----------|-----------------------------|----------|---------------------|
| 09  | 22                    | 22        | 100.00                      | 71.00    | 140.85              |
| 14  | 223                   | 223       | 100.00                      | 72.00    | 138.89              |
| 07  | 22                    | 22        | 100.00                      | 72.00    | 138.89              |
| 10  | 108                   | 108       | 100.00                      | 72.00    | 138.89              |
| 12  | 314                   | 314       | 100.00                      | 72.00    | 138.89              |
| 22  | 713                   | 713       | 100.00                      | 72.00    | 138.89              |
| 19  | 29                    | 29        | 100.00                      | 74.00    | 135.14              |
| 02  | 80                    | 80        | 100.00                      | 74.00    | 135.14              |
| 05  | 29                    | 29        | 100.00                      | 74.00    | 135.14              |
| 20  | 91                    | 92        | 98.91                       | 72.00    | 137.38              |
| 03  | 36                    | 37        | 97.30                       | 72.00    | 135.14              |
| 16  | 102                   | 105       | 97.14                       | 72.00    | 134.92              |
| 18  | 49                    | 51        | 96.08                       | 74.00    | 129.84              |
| 13  | 114                   | 119       | 95.80                       | 72.00    | 133.06              |
| 24  | 142                   | 150       | 94.67                       | 74.00    | 127.93              |
| 04  | 35                    | 38        | 92.11                       | 72.00    | 127.93              |
| 15  | 299                   | 347       | 86.17                       | 72.52    | 118.82              |
| 17  | 77                    | 90        | 85.56                       | 76.00    | 112.58              |
| 23  | 1,239                 | 1,454     | 85.21                       | 72.50    | 117.53              |
| 01  | 51                    | 62        | 82.26                       | 72.00    | 114.25              |
| 11  | 58                    | 71        | 81.69                       | 72.52    | 112.64              |
| 06  | 3                     | 4         | 75.00                       | 72.00    | 104.17              |
| 08  | 280                   | 422       | 66.35                       | 73.00    | 90.89               |
| 21  | 490                   | 798       | 61.40                       | 74.00    | 82.97               |
| STW | 4,606                 | 5,380     | 85.61                       | 74.00    | 115.69              |

\* Data from State Technology Office and Agency from Workforce Innovation

18-Aug-05



### Red - Green Report

### Measure Number Eight - WIA Dislocated Worker Entered Employment Wage Rate

Year Ending: 6/30/2005

| RWB | WAGE AT ENTRY (\$) | LLSIL (\$) | ENTERED EMPLOYMENT WAGE RATE (%) | GOAL (%) | PERCENT OF GOAL (%) |
|-----|--------------------|------------|----------------------------------|----------|---------------------|
| 10  | \$16.27            | \$10.30    | 157.96                           | 120.00   | 131.63              |
| 15  | \$16.26            | \$10.76    | 151.12                           | 136.30   | 110.83              |
| 09  | \$15.57            | \$10.48    | 148.57                           | 125.90   | 117.96              |
| 22  | \$16.89            | \$11.44    | 147.64                           | 120.00   | 123.03              |
| 14  | \$16.09            | \$10.90    | 147.61                           | 113.00   | 130.63              |
| 05  | \$15.08            | \$10.47    | 144.03                           | 121.10   | 118.87              |
| 08  | \$14.61            | \$10.53    | 138.75                           | 115.00   | 120.65              |
| 20  | \$14.35            | \$10.62    | 135.12                           | 115.00   | 117.50              |
| 06  | \$13.69            | \$10.23    | 133.82                           | 115.00   | 116.37              |
| 21  | \$14.99            | \$11.25    | 133.24                           | 115.00   | 115.86              |
| 24  | \$13.59            | \$10.80    | 125.83                           | 115.00   | 109.42              |
| 07  | \$12.89            | \$10.26    | 125.63                           | 122.40   | 102.56              |
| 18  | \$13.39            | \$10.66    | 125.61                           | 115.00   | 109.23              |
| 04  | \$12.94            | \$10.34    | 125.15                           | 116.10   | 107.71              |
| 17  | \$12.95            | \$10.39    | 124.64                           | 116.20   | 107.24              |
| 12  | \$12.85            | \$10.55    | 121.80                           | 115.00   | 105.91              |
| 02  | \$12.33            | \$10.34    | 119.25                           | 116.60   | 102.20              |
| 13  | \$12.58            | \$10.59    | 118.79                           | 115.00   | 103.30              |
| 16  | \$12.23            | \$10.44    | 117.15                           | 115.00   | 101.87              |
| 19  | \$11.96            | \$10.30    | 116.12                           | 114.00   | 101.86              |
| 23  | \$13.42            | \$11.58    | 115.89                           | 117.70   | 98.42               |
| 03  | \$11.19            | \$10.15    | 110.25                           | 111.00   | 99.32               |
| 11  | \$10.93            | \$10.73    | 101.86                           | 112.40   | 90.58               |
| 01  | \$10.16            | \$10.35    | 98.16                            | 113.00   | 86.87               |
| STW | \$14.41            | \$10.85    | 132.81                           | 115.00   | 115.49              |

\* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for ""self-sufficiency"" wage and use for the



## Red - Green Report

### Measure Number Nine - Youth Skill Attainment Rate

Year Ending: 6/30/2005

| RWB | # GOALS ATTAINED | # GOALS DUE | ATTAINMENT RATE (%) | GOAL (%) | PERCENT OF GOAL (%) |
|-----|------------------|-------------|---------------------|----------|---------------------|
| 02  | 213              | 213         | 100.00              | 70.00%   | 142.00%             |
| 17  | 506              | 518         | 97.68               | 72.00%   | 135.00%             |
| 04  | 386              | 398         | 96.98               | 75.00%   | 129.00%             |
| 05  | 500              | 518         | 96.53               | 70.00%   | 137.00%             |
| 12  | 797              | 827         | 96.37               | 68.00%   | 141.00%             |
| 03  | 298              | 315         | 94.60               | 68.00%   | 139.00%             |
| 09  | 413              | 445         | 92.81               | 70.00%   | 132.00%             |
| 14  | 199              | 215         | 92.56               | 68.00%   | 136.00%             |
| 13  | 102              | 112         | 91.07               | 68.00%   | 133.00%             |
| 01  | 299              | 331         | 90.33               | 68.00%   | 132.00%             |
| 16  | 165              | 184         | 89.67               | 70.00%   | 128.00%             |
| 15  | 562              | 629         | 89.35               | 68.00%   | 130.00%             |
| 20  | 723              | 812         | 89.04               | 68.00%   | 130.00%             |
| 07  | 136              | 154         | 88.31               | 70.00%   | 126.00%             |
| 22  | 607              | 694         | 87.46               | 75.00%   | 116.00%             |
| 10  | 363              | 417         | 87.05               | 68.00%   | 128.00%             |
| 08  | 643              | 745         | 86.31               | 70.00%   | 123.00%             |
| 11  | 216              | 251         | 86.06               | 68.00%   | 125.00%             |
| 24  | 157              | 184         | 85.33               | 68.00%   | 125.00%             |
| 19  | 301              | 358         | 84.08               | 68.00%   | 123.00%             |
| 18  | 68               | 83          | 81.93               | 70.00%   | 117.00%             |
| 23  | 5,013            | 6,979       | 71.83               | 68.00%   | 104.00%             |
| 21  | 412              | 597         | 69.01               | 68.00%   | 101.00%             |
| 06  | 159              | 267         | 59.55               | 66.00%   | 90.00%              |
| STW | 14,549           | 18,159      | 80.12               | 70.00%   | 114.00%             |



## Red - Green Report

### Measure Number Ten - WIA Youth Positive Outcome Rate

Year Ending: 6/30/2005

| RWB | # OF POSITIVE OUTCOMES | # YOUTH EXITERS | OUTCOME RATE (%) | GOAL (%) | PERCENT OF GOAL (%) |
|-----|------------------------|-----------------|------------------|----------|---------------------|
| 12  | 397                    | 397             | 100.00           | 90.00    | 111.11              |
| 02  | 70                     | 70              | 100.00           | 90.00    | 111.11              |
| 07  | 21                     | 21              | 100.00           | 90.00    | 111.11              |
| 09  | 182                    | 182             | 100.00           | 90.00    | 111.11              |
| 19  | 107                    | 107             | 100.00           | 90.00    | 111.11              |
| 04  | 138                    | 139             | 99.28            | 90.00    | 110.31              |
| 14  | 65                     | 66              | 98.48            | 90.00    | 109.42              |
| 15  | 197                    | 201             | 98.01            | 90.00    | 108.90              |
| 03  | 136                    | 139             | 97.84            | 90.00    | 108.71              |
| 16  | 76                     | 78              | 97.44            | 90.00    | 108.27              |
| 05  | 73                     | 75              | 97.33            | 90.00    | 108.14              |
| 20  | 224                    | 231             | 96.97            | 90.00    | 107.74              |
| 13  | 62                     | 64              | 96.88            | 90.00    | 107.64              |
| 08  | 254                    | 265             | 95.85            | 90.00    | 106.50              |
| 10  | 193                    | 203             | 95.07            | 90.00    | 105.63              |
| 06  | 110                    | 116             | 94.83            | 90.00    | 105.37              |
| 01  | 92                     | 98              | 93.88            | 90.00    | 104.31              |
| 17  | 233                    | 249             | 93.57            | 90.00    | 103.97              |
| 22  | 518                    | 558             | 92.83            | 90.00    | 103.14              |
| 24  | 77                     | 83              | 92.77            | 90.00    | 103.08              |
| 18  | 37                     | 41              | 90.24            | 90.00    | 100.27              |
| 21  | 277                    | 309             | 89.64            | 90.00    | 99.60               |
| 23  | 2,480                  | 2,780           | 89.21            | 90.00    | 99.12               |
| 11  | 134                    | 151             | 88.74            | 90.00    | 98.60               |
| STW | 6,153                  | 6,623           | 92.90            | 90.00    | 103.22              |



## Red - Green Report

### Measure Number Eleven - Wagner Peyser Entered Employment Rate

Year Ending: 6/30/2005

| RWB        | # OF INDIVIDUALS PLACED AND OBTAINED EMPLOYMENT | # OF APPLICANTS | ENTERED EMPLOYMENT RATE (%) | GOAL (%)     | PERCENT OF GOAL (%) |
|------------|---|-----------------|-----------------------------|--------------|---------------------|
| 15         | 39,874  | 63,042          | 63.25                       | 35.00        | 180.71              |
| 04         | 6,657   | 11,337          | 58.72                       | 35.00        | 167.77              |
| 14         | 24,373  | 42,442          | 57.43                       | 35.00        | 164.09              |
| 05         | 12,460  | 22,003          | 56.63                       | 36.00        | 157.31              |
| 18         | 11,659  | 20,616          | 56.55                       | 35.00        | 161.57              |
| 22         | 39,807  | 72,081          | 55.23                       | 35.00        | 157.80              |
| 12         | 54,286  | 98,825          | 54.93                       | 35.00        | 156.94              |
| 24         | 28,095  | 51,219          | 54.85                       | 36.00        | 152.36              |
| 10         | 12,474  | 23,083          | 54.04                       | 35.00        | 154.40              |
| 08         | 40,628  | 75,877          | 53.54                       | 36.00        | 148.72              |
| 07         | 3,233   | 6,077           | 53.20                       | 35.00        | 152.00              |
| 11         | 11,143  | 21,556          | 51.69                       | 35.00        | 147.69              |
| 03         | 4,802   | 9,329           | 51.47                       | 35.00        | 147.06              |
| 23         | 58,221  | 113,676         | 51.22                       | 35.00        | 146.34              |
| 17         | 16,076  | 32,017          | 50.21                       | 35.00        | 143.46              |
| 21         | 27,507  | 54,949          | 50.06                       | 39.00        | 128.36              |
| 02         | 6,072   | 12,251          | 49.56                       | 35.00        | 141.60              |
| 16         | 12,528  | 25,312          | 49.49                       | 35.00        | 141.40              |
| 20         | 21,502  | 43,820          | 49.07                       | 36.00        | 136.31              |
| 09         | 6,327   | 13,659          | 46.32                       | 37.00        | 125.19              |
| 19         | 4,073   | 8,805           | 46.26                       | 35.00        | 132.17              |
| 13         | 16,256  | 35,615          | 45.64                       | 35.00        | 130.40              |
| 01         | 13,206  | 30,288          | 43.60                       | 36.00        | 121.11              |
| 06         | 2,419   | 6,611           | 36.59                       | 35.00        | 104.54              |
| <b>STW</b> | <b>467,967</b>                                  | <b>869,710</b>  | <b>53.81</b>                | <b>35.00</b> | <b>153.74</b>       |

\*See Note

\* Data from State Technology Office and Agency for Workforce Innovation

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## Red - Green Report

### Measure Number Twelve - Wagner Peyser Entered Employment Wage Rate

Year Ending: 6/30/2005

| RWB | WAGE AT ENTRY (\$) | LLSIL (\$) | ENTERED EMPLOYMENT WAGE RATE (%) | GOAL (%) | PERCENT OF GOAL (%) |
|-----|--------------------|------------|----------------------------------|----------|---------------------|
| 12  | \$11.67            | \$10.55    | 110.62                           | 87.00    | 127.15              |
| 20  | \$11.05            | \$10.62    | 104.05                           | 86.00    | 120.99              |
| 24  | \$10.94            | \$10.80    | 101.30                           | 86.00    | 117.79              |
| 01  | \$10.21            | \$10.35    | 98.65                            | 86.00    | 114.71              |
| 22  | \$11.01            | \$11.44    | 96.24                            | 86.00    | 111.91              |
| 08  | \$10.13            | \$10.53    | 96.20                            | 86.00    | 111.86              |
| 18  | \$10.05            | \$10.66    | 94.28                            | 87.90    | 107.26              |
| 11  | \$10.06            | \$10.73    | 93.76                            | 86.00    | 109.02              |
| 02  | \$9.60             | \$10.34    | 92.84                            | 90.20    | 102.93              |
| 10  | \$9.53             | \$10.30    | 92.52                            | 86.00    | 107.58              |
| 13  | \$9.77             | \$10.59    | 92.26                            | 86.00    | 107.28              |
| 14  | \$10.03            | \$10.90    | 92.02                            | 86.00    | 107.00              |
| 07  | \$9.35             | \$10.26    | 91.13                            | 88.30    | 103.20              |
| 21  | \$10.18            | \$11.25    | 90.49                            | 94.50    | 95.76               |
| 19  | \$9.27             | \$10.30    | 90.00                            | 86.00    | 104.65              |
| 04  | \$9.22             | \$10.34    | 89.17                            | 88.00    | 101.33              |
| 17  | \$9.22             | \$10.39    | 88.74                            | 94.10    | 94.30               |
| 09  | \$9.28             | \$10.48    | 88.55                            | 86.80    | 102.02              |
| 03  | \$8.96             | \$10.15    | 88.28                            | 86.00    | 102.65              |
| 06  | \$8.93             | \$10.23    | 87.29                            | 86.00    | 101.50              |
| 15  | \$9.34             | \$10.76    | 86.80                            | 91.30    | 95.07               |
| 16  | \$8.94             | \$10.44    | 85.63                            | 86.00    | 99.57               |
| 23  | \$9.38             | \$11.58    | 81.00                            | 86.00    | 94.19               |
| 05  | \$7.07             | \$10.47    | 67.53                            | 88.80    | 76.05               |
| STW | \$10.04            | \$10.85    | 92.53                            | 86.00    | 107.59              |

\*See Note

\* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for ""self-sufficiency"" wage and use for the denominator in calculating the Red and Green Report wage rate measures." Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region. Source: AWI, Office Labor Market Statistics



**Red - Green Report**

**Measure Number Thirteen - Wagner Peyser New Hire Involvement Rate**

**Year Ending 6/30/2005**

| <b>RWB</b> | <b># ENTERING<br/>EMPLOYMENT</b> | <b>NEW HIRES</b> | <b>INVOLVEMENT<br/>RATE RATE (%)</b> | <b>GOAL (%)</b> | <b>PERCENT OF GOAL<br/>(%)</b> |
|------------|----------------------------------|------------------|--------------------------------------|-----------------|--------------------------------|
|------------|----------------------------------|------------------|--------------------------------------|-----------------|--------------------------------|

**Measure Number Fourteen - Wagner Employer Involvement Rate**

**Year Ending 6/30/2005**

| <b>RWB</b> | <b># EMPLOYERS<br/>SERVED</b> | <b># EMPLOYERS<br/>REPORTING<br/>NEW HIRES</b> | <b>INVOLVEMENT<br/>RATE RATE (%)</b> | <b>GOAL (%)</b> | <b>PERCENT OF GOAL<br/>(%)</b> |
|------------|-------------------------------|--|--------------------------------------|-----------------|--------------------------------|
|------------|-------------------------------|--|--------------------------------------|-----------------|--------------------------------|

See Note



## Red - Green Report

### Measure Number Fifteen- Customer Satisfaction WIA Individuals Year Ending: 6/30/2005

| RWB        | ACSI SCORE   | GOAL         | PERCENT OF GOAL |
|------------|--------------|--------------|-----------------|
| 03         | 88.44        | 71.00        | 124.57%         |
| 14         | 86.35        | 71.00        | 121.62%         |
| 04         | 85.19        | 74.00        | 115.12%         |
| 18         | 83.72        | 73.00        | 114.68%         |
| 07         | 82.70        | 73.00        | 113.29%         |
| 19         | 82.63        | 73.50        | 112.43%         |
| 02         | 82.31        | 73.00        | 112.76%         |
| 24         | 81.88        | 73.00        | 112.16%         |
| 06         | 81.45        | 71.00        | 114.72%         |
| 10         | 81.40        | 71.00        | 114.65%         |
| 20         | 81.13        | 75.00        | 108.17%         |
| 09         | 80.83        | 73.00        | 110.73%         |
| 08         | 80.45        | 72.00        | 111.74%         |
| 15         | 79.93        | 72.00        | 111.02%         |
| 13         | 79.67        | 71.00        | 112.21%         |
| 01         | 79.54        | 71.00        | 112.02%         |
| 11         | 79.46        | 73.00        | 108.85%         |
| 22         | 79.08        | 73.00        | 108.33%         |
| 12         | 78.87        | 71.00        | 111.08%         |
| 05         | 78.19        | 73.00        | 107.11%         |
| 23         | 77.71        | 73.00        | 106.45%         |
| 16         | 77.14        | 73.00        | 105.67%         |
| 17         | 76.67        | 75.00        | 102.22%         |
| 21         | 74.52        | 73.00        | 102.08%         |
| <b>STW</b> | <b>80.12</b> | <b>73.00</b> | <b>109.76%</b>  |

The American Customer Satisfaction Index – The ACSI weighted score usually yields scores slightly less than the average. The Voice of the Nation's Consumer

Established in 1994, the American Customer Satisfaction Index (ACSI) is a uniform and independent measure of household consumption experience. A powerful economic indicator, the ACSI tracks trends in customer satisfaction and provides valuable benchmarking insights of the consumer economy for companies, industry trade associations, and government agencies.

The ACSI is produced through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and the international consulting firm, CFI Group. The ACSI reports scores on a 0-100 scale at the national level. It measures 7 economic sectors, 35 industries (including e-commerce), 190 companies, and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships. The ACSI is based on econometric modeling of data obtained from telephone interviews with customers – the actual users of products and services that make up a substantial part of the gross domestic product. The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households. Companies based outside of the United States with major market shares in several industries are also included in the ACSI. Smaller companies are grouped together in an "All Other" category. Data are collected at the individual customer level, with scores for a company's customers aggregated to produce company-level results. The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company. Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector's contribution to the GDP.

For more information: <http://www.theacsi.org/what-it-measures.htm>

\* Data from State Technology Office and Agency for Workforce Innovation

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## Red - Green Report

### Measure Number Sixteen- Customer Satisfaction W-P Individuals Year Ending: 6/30/2005

| RWB | ACSI SCORE | GOAL  | PERCENT OF GOAL |
|-----|------------|-------|-----------------|
| 04  | 78.32      | 80.00 | 97.90%          |
| 03  | 78.21      | 80.00 | 97.76%          |
| 19  | 75.65      | 80.00 | 94.56%          |
| 22  | 75.24      | 80.00 | 94.05%          |
| 10  | 75.15      | 80.00 | 93.93%          |
| 06  | 75.14      | 80.00 | 93.92%          |
| 23  | 75.09      | 80.00 | 93.86%          |
| 02  | 74.61      | 80.00 | 93.26%          |
| 18  | 73.95      | 80.00 | 92.44%          |
| 24  | 73.44      | 80.00 | 91.80%          |
| 13  | 73.01      | 80.00 | 91.26%          |
| 17  | 72.83      | 80.00 | 91.04%          |
| 05  | 72.59      | 80.00 | 90.74%          |
| 20  | 72.54      | 80.00 | 90.68%          |
| 08  | 72.27      | 80.00 | 90.33%          |
| 21  | 71.93      | 80.00 | 89.91%          |
| 01  | 71.77      | 80.00 | 89.72%          |
| 15  | 71.67      | 80.00 | 89.59%          |
| 09  | 71.62      | 80.00 | 89.52%          |
| 14  | 71.19      | 80.00 | 88.99%          |
| 11  | 70.97      | 80.00 | 88.72%          |
| 16  | 70.39      | 80.00 | 87.99%          |
| 07  | 70.07      | 80.00 | 87.59%          |
| 12  | 69.73      | 80.00 | 87.16%          |
| STW | 73.22      | 80.00 | 91.52%          |

The American Customer Satisfaction Index – The ACSI weighted score usually yields scores slightly less than the average. The Voice of the Nation's Consumer

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For more information: [http://www.theacsi.org/what\\_it\\_measures.htm](http://www.theacsi.org/what_it_measures.htm)

\* Data from State Technology Office and Agency for Workforce Innovation

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## Red - Green Report

### Measure Number Seventeen- Customer Satisfaction Employers Year Ending: 6/30/2005

| RWB | ACSI SCORE | GOAL  | PERCENT OF GOAL |
|-----|------------|-------|-----------------|
| 03  | 83.17      | 71.00 | 117.15%         |
| 06  | 79.51      | 73.00 | 108.92%         |
| 04  | 79.09      | 74.00 | 106.88%         |
| 11  | 78.96      | 73.00 | 108.16%         |
| 07  | 77.69      | 73.00 | 106.43%         |
| 02  | 77.05      | 73.00 | 105.54%         |
| 16  | 76.22      | 73.00 | 104.41%         |
| 10  | 76.00      | 71.00 | 107.04%         |
| 05  | 75.76      | 73.00 | 103.78%         |
| 19  | 74.67      | 73.00 | 102.28%         |
| 08  | 74.54      | 72.00 | 103.53%         |
| 17  | 74.23      | 75.00 | 98.98%          |
| 01  | 73.67      | 71.00 | 103.76%         |
| 24  | 73.40      | 73.00 | 100.55%         |
| 15  | 73.28      | 72.00 | 101.78%         |
| 09  | 73.14      | 72.00 | 101.59%         |
| 23  | 73.01      | 73.00 | 100.01%         |
| 14  | 72.34      | 71.00 | 101.89%         |
| 13  | 71.37      | 71.00 | 100.52%         |
| 22  | 70.90      | 73.00 | 97.13%          |
| 20  | 69.86      | 75.00 | 93.15%          |
| 21  | 69.54      | 73.00 | 95.26%          |
| 18  | 68.29      | 73.00 | 93.55%          |
| 12  | 63.50      | 71.00 | 89.43%          |
| STW | 73.84      | 73.00 | 101.15%         |

The American Customer Satisfaction Index – The ACSI weighted score usually yields scores slightly less than the average. The Voice of the Nation's Consumer

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The ACSI is produced through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and the international consulting firm, CFI Group. The ACSI reports scores on a 0-100 scale at the national level. It measures 7 economic sectors, 35 industries (including e-commerce), 190 companies, and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships. The ACSI is based on econometric modeling of data obtained from telephone interviews with customers – the actual users of products and services that make up a substantial part of the gross domestic product. The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households. Companies based outside of the United States with major market shares in several industries are also included in the ACSI. Smaller companies are grouped together in an "All Other" category. Data are collected at the individual customer level, with scores for a company's customers aggregated to produce company-level results. The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company. Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector's contribution to the GDP.

For more information: [http://www.theacsi.org/what\\_it\\_measures.htm](http://www.theacsi.org/what_it_measures.htm)

\* Data from State Technology Office and Agency for Workforce Innovation

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## **Definitions of Short-term Measures for the State Red/Green Report as Approved by the Workforce Florida Board**

Regional performances against the following measures falling within the top quartile will be colored green. Performances in the lowest quartile will be colored red. However, performances that represent achievement of a region's negotiated goal will not be colored red.

### **1. WELFARE ENTERED EMPLOYMENT RATE**

The percentage of closed TANF cases that were closed due to earned income. The numerator is the sum of cases that received TANF during the report period that were closed due to earnings. The denominator is the sum of closed cases that received TANF during the report period.

### **2. WELFARE TRANSITION ENTERED EMPLOYMENT WAGE RATE**

The average welfare transition program hourly wage at entry into employment expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics.

### **3. WELFARE RETURN RATE**

Return TANF cases that were previously closed due to earnings expressed as a percentage of new cases. The numerator is the sum of cases that begin receiving TANF during the report period that were previously closed due to earnings. The denominator is the sum of all cases that began receiving TANF during the report period.

### **4. ADULT EMPLOYED WORKER OUTCOME RATE**

Of those who are employed at registration, the number remaining in employment and who attain a credential at exit: divided by the number of adults who exit during the quarter.

### **5. WIA ADULT ENTERED EMPLOYMENT RATE**

Applies the WIA core measure for entered employment at exit. Of those adults' unemployed at registration, the percentage employed at exit.

### **6. WIA ADULT WAGE RATE**

The average adult hourly wage at exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

### **7. WIA DISLOCATED WORKER ENTERED EMPLOYMENT RATE**

Applies the WIA core measure for entered employment at exit. The percentage of all dislocated workers employed at exit.

### **8. WIA DISLOCATED WORKER ENTERED EMPLOYMENT WAGE RATE**

The average dislocated worker hourly wage at exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

### **9. WIA YOUTH GOAL ATTAINMENT RATE**

The number of goals obtained by youth 14-18 as percentage of goals set to be obtained for three categories of younger youth goals: basic skills, work readiness, and occupational skills. This measure is the same as the federal WIA core indicator.

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**10. WIA YOUTH POSITIVE OUTCOME RATE**

The percent of youth exiters 14-18 with positive outcomes. This measure will express the number of younger youth participants who enter employment, the military, apprenticeship programs, post-secondary education, and/or stay in secondary education or receive a diploma as a percentage of all younger youth exiters.

**11. WAGNER-PEYSER ENTERED EMPLOYMENT RATE**

Based on data entered into the DLES MIS system and data reported by the Department of Revenue monthly New Hire Report, the percentage of Wagner-Peyser applicants who enter employment. The total entering employment includes all applicants placed as a result of a job referral, those who obtained employment after the receipt of a "prerequisite service", and those who went to work after having received a "reportable service".

**12. WAGNER-PEYSER ENTERED EMPLOYMENT WAGE RATE**

As recently verified by AWI, the average Wagner-Peyser hourly wage at placement is based on job orders filled, expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

**13. WAGNER-PEYSER NEW HIRE INVOLVEMENT RATE**

The total Wagner-Peyser entered employment expressed as a percentage of the total new hires reported by the Department of Revenue monthly New Hire Report.

**14. WAGNER-PEYSER EMPLOYER INVOLVEMENT RATE**

The total number of employers receiving Wagner-Peyser services expressed as a percentage of the total number of employers reporting new hires in the Department of Revenue monthly New Hire Report.

**15. CUSTOMER SATISFACTION – WIA INDIVIDUALS**

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

**16. CUSTOMER SATISFACTION – WAGNER-PEYSER (WP) INDIVIDUALS**

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is the same as that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

**17. CUSTOMER SATISFACTION – ALL EMPLOYERS**

Based on a monthly telephone survey, the average employer rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

8/18/2005 Final

## Florida's Customer Satisfaction Survey For the Workforce Investment Act

The Florida Customer Satisfaction Survey was created by a workgroup chaired by Labor Market Statistics. It consisted of local Workforce Development Board Executive Directors, local Board Staff, and staff from Workforce Florida Incorporated. Florida's Customer Satisfaction Survey is designed to comply with the Workforce Investment Act of 1998 and to provide Employers, Participants, and Program Operators with a measure of customer satisfaction with services.

In accordance with the WIA, each state must set specific goals for customer satisfaction and negotiate those goals with the U.S. Department of Labor. To gauge the effectiveness of statewide WIA programs and compare customer satisfaction among all 50 states, the U.S. Department of Labor elected to use the American Customer Satisfaction Index (ACSI). **The ACSI is a weighted average of the first three questions of the Florida Customer Satisfaction Survey.**

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