

Regional Performance

The Red and Green Report 3rd QTR - 2004 – 2005

DRAFT REPORT



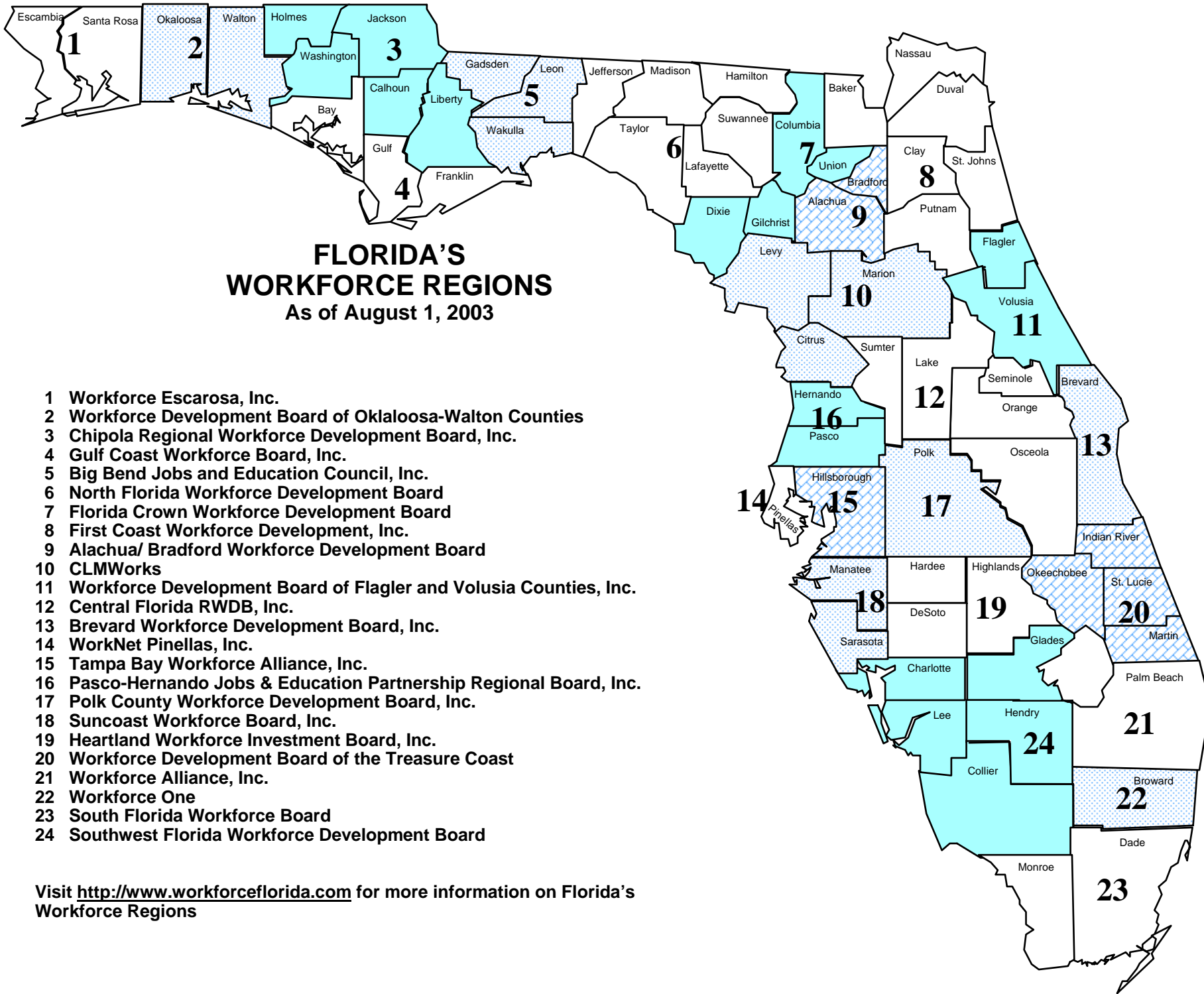
Workforce Florida -- May 13 2005

Summary

Workforce Investment Act Performance Measures Results

The 3rd Quarter 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 and light blue areas in the tables are 00’s and statewide results respectively.

The following table is a synopsis by Regional Workforce Board performance.



**FLORIDA'S
WORKFORCE REGIONS**
As of August 1, 2003

- 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

Workforce Florida, Inc.
3rd QTR Red-Green
PY 2004-2005

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	Welfare Entered Employment Rate	45.39%	39.94%	29.28%	35.47%	35.66%	28.63%	26.13%	33.23%	34.46%	35.13%	33.89%	35.79%	43.97%	34.07%	37.67%	33.18%	35.04%	26.23%	29.60%	33.37%	32.60%	37.41%	33.67%	32.89%	34.74%
2	Welfare Trans Ent Emp Wage Rate	67.05%	67.60%	68.97%	68.28%	68.29%	65.79%	69.10%	71.51%	71.47%	69.03%	69.62%	74.03%	73.37%	74.68%	74.07%	70.88%	71.90%	80.02%	72.43%	74.39%	71.64%	70.54%	64.42%	74.54%	70.69%
3	Welfare Return Rate	13.51%	13.55%	11.16%	13.20%	14.96%	15.54%	13.54%	12.73%	17.48%	14.96%	13.54%	14.49%	15.32%	15.92%	12.10%	12.74%	12.64%	11.99%	10.61%	15.08%	13.88%	15.51%	13.64%	11.25%	13.91%
4	WIA Emp Worker Outcome Rate	95.18%	86.84%	94.12%	94.00%	100.00%	99.06%	64.29%	93.68%	97.87%	98.15%	83.05%	100.00%	96.93%	100.00%	72.84%	100.00%	85.71%	98.90%	100.00%	100.00%	79.41%	96.92%	73.20%	73.33%	87.88%
5	WIA Adult Ent Emp Rate	78.87%	100.00%	100.00%	97.76%	100.00%	83.33%	100.00%	81.29%	100.00%	100.00%	71.43%	100.00%	89.19%	100.00%	72.67%	96.23%	92.73%	85.71%	94.44%	98.57%	95.28%	99.67%	87.99%	97.08%	90.66%
6	WIA Adult Ent Emp Wage Rate	131.44%	102.93%	96.84%	132.44%	110.59%	111.10%	109.62%	202.36%	135.63%	147.43%	117.32%	104.53%	155.73%	141.15%	137.36%	109.47%	113.40%	125.35%	108.62%	128.56%	101.87%	122.93%	98.21%	112.78%	124.42%
7	WIA Dist Work Ent Emp Rate	82.46%	98.67%	100.00%	100.00%	100.00%	75.00%	100.00%	79.76%	100.00%	100.00%	97.30%	100.00%	92.86%	100.00%	82.77%	97.37%	92.19%	94.59%	100.00%	100.00%	93.80%	100.00%	89.48%	97.00%	92.71%
8	WIA Dist Work Ent Emp Wage Rate	99.36%	118.80%	110.73%	128.38%	142.29%	133.89%	118.29%	135.67%	136.30%	155.58%	98.59%	118.18%	126.84%	142.99%	156.69%	120.87%	127.84%	112.50%	116.19%	137.32%	126.41%	143.31%	115.49%	119.17%	130.32%
9	WIA Youth Goal Attainment Rate	90.23%	100.00%	91.56%	94.32%	94.83%	55.81%	87.64%	76.71%	95.59%	75.11%	89.83%	97.73%	87.34%	86.84%	85.80%	75.16%	100.00%	73.33%	68.16%	92.25%	54.34%	66.80%	79.01%	74.19%	79.59%
10	WIA Youth Pos Outcome Rate	93.33%	100.00%	100.00%	99.11%	100.00%	100.00%	100.00%	95.76%	100.00%	94.23%	90.29%	100.00%	97.22%	100.00%	95.95%	97.50%	100.00%	83.33%	100.00%	94.74%	99.06%	90.73%	97.15%	93.10%	96.71%
11	WP Entered Employment Rate	36.81%	43.86%	47.77%	52.57%	54.35%	33.02%	52.01%	52.28%	42.98%	49.85%	46.72%	50.54%	41.71%	55.07%	57.70%	46.81%	46.29%	54.25%	42.30%	44.18%	47.07%	52.02%	50.62%	52.93%	50.50%
12	WP Entered Emp Wage Rate	98.00%	91.32%	89.05%	86.39%	91.39%	83.72%	90.52%	95.20%	86.51%	91.49%	94.21%	110.60%	92.27%	87.13%	84.67%	83.61%	88.47%	90.45%	92.21%	104.07%	91.74%	86.91%	84.48%	100.37%	92.53%
13	WP New Hire Involvement Rate	19.15%	15.12%	38.01%	18.34%	25.21%	19.79%	24.61%	20.49%	16.16%	18.47%	13.55%	16.25%	21.36%	16.35%	19.62%	17.06%	18.37%	9.46%	14.40%	25.49%	16.39%	17.61%	19.44%	14.39%	17.57%
14	WP Employer Involvement Rate	22.31%	25.99%	31.45%	28.08%	15.34%	15.14%	17.44%	13.22%	11.45%	16.52%	9.98%	11.03%	30.01%	16.38%	11.76%	15.14%	11.97%	11.51%	18.94%	23.18%	13.51%	14.12%	17.82%	16.09%	15.01%
15	Customer Satis - WIA Individuals	79.89	82.53	88.37	84.14	77.07	81.09	78.13	81.27	80.46	81.25	79.36	78.22	79.88	86.50	80.56	75.76	76.50	82.10	83.09	82.86	75.22	78.37	78.07	81.35	80.01
16	Customer Satis - Wagner Peysers Indiv	70.42	73.54	78.12	75.56	72.34	74.57	69.58	72.02	70.05	74.87	69.71	69.24	73.87	71.64	71.89	70.62	72.61	72.07	73.36	72.67	70.05	75.29	76.12	70.73	72.51
17	Customer Satis - All Employers	73.70	77.48	84.01	79.45	73.84	79.06	77.13	75.17	73.49	75.02	78.63	63.78	71.53	72.28	73.27	75.20	74.14	66.73	73.50	69.90	69.84	72.00	73.59	73.59	73.67

All reported performance based on data provided to WFI by the Agency of Workforce Innovation
All base data has not been delivered to WFI and fully validated at this point.

Workforce Florida, Inc.
 Red-Green
 PY 2004-2005
 3rd Quarter

Measure One - Welfare Entered Employment Rate

RWB	Cases Closed Due to Earnings	Total Cases Closed	Welfare EER	Goal	Percent of Goal
1	665	1,465	45.39%	27.50%	165.06%
2	145	363	39.94%	27.50%	145.25%
3	65	222	29.28%	27.50%	106.47%
4	254	716	35.47%	29.50%	120.25%
5	658	1,845	35.66%	27.50%	129.69%
6	197	688	28.63%	27.50%	104.12%
7	110	421	26.13%	25.50%	102.46%
8	1,008	3,033	33.23%	27.50%	120.85%
9	409	1,187	34.46%	27.70%	124.39%
10	449	1,278	35.13%	27.80%	126.38%
11	490	1,446	33.89%	26.00%	130.33%
12	2,735	7,641	35.79%	30.00%	119.31%
13	390	887	43.97%	28.00%	157.03%
14	1,142	3,352	34.07%	27.50%	123.89%
15	1,699	4,510	37.67%	27.50%	136.99%
16	659	1,986	33.18%	27.50%	120.66%
17	567	1,618	35.04%	27.50%	127.43%
18	315	1,201	26.23%	28.00%	93.67%
19	193	652	29.60%	27.50%	107.64%
20	601	1,801	33.37%	27.80%	120.04%
21	1,051	3,224	32.60%	28.70%	113.59%
22	2,048	5,475	37.41%	29.30%	127.67%
23	6,122	18,182	33.67%	28.60%	117.73%
24	324	985	32.89%	27.50%	119.61%
Data from the Agency for Workforce Innovation					
STW	22,296	64,178	34.74%	27.5 %	126.33%

Measure One - Welfare Entered Employment Rate

RWB	Cases Closed Due to Earnings	Total Cases Closed	Welfare EER	Goal	Percent of Goal
1	665	1,465	45.39%	27.50%	165.06%
13	390	887	43.97%	28.00%	157.03%
2	145	363	39.94%	27.50%	145.25%
15	1,699	4,510	37.67%	27.50%	136.99%
22	2,048	5,475	37.41%	29.30%	127.67%
12	2,735	7,641	35.79%	30.00%	119.31%
5	658	1,845	35.66%	27.50%	129.69%
4	254	716	35.47%	29.50%	120.25%
10	449	1,278	35.13%	27.80%	126.38%
17	567	1,618	35.04%	27.50%	127.43%
9	409	1,187	34.46%	27.70%	124.39%
14	1,142	3,352	34.07%	27.50%	123.89%
11	490	1,446	33.89%	26.00%	130.33%
23	6122	18,182	33.67%	28.60%	117.73%
20	601	1,801	33.37%	27.80%	120.04%
8	1008	3033	33.23%	27.50%	120.85%
16	659	1,986	33.18%	27.50%	120.66%
24	324	985	32.89%	27.50%	119.61%
21	1051	3224	32.60%	28.70%	113.59%
19	193	652	29.60%	27.50%	107.64%
3	65	222	29.28%	27.50%	106.47%
6	197	688	28.63%	27.50%	104.12%
18	315	1,201	26.23%	28.00%	93.67%
7	110	421	26.13%	25.50%	102.46%
Data from the Agency for Workforce Innovation					
STW	22,296	64,178	34.74%	27.50%	126.33%

Source: Agency for Workforce Innovation Monthly Management Report @ http://www.floridajobs.org/reports/os_report_mgmt.html

Workforce Florida, Inc.
 Red-Green
 PY 2004-2005
 3rd Quarter

Measure Two - Welfare Transition Entered Employment Wage Rate

RWB	Wage at Entry	LLSIL	WTEERWR	Goal	Percent of Goal
1	\$6.94	\$10.35	67.05%	66.00%	101.60%
2	\$6.99	\$10.34	67.60%	67.00%	100.90%
3	\$7.00	\$10.15	68.97%	66.00%	104.49%
4	\$7.06	\$10.34	68.28%	67.00%	101.91%
5	\$7.15	\$10.47	68.29%	68.00%	100.43%
6	\$6.73	\$10.23	65.79%	67.00%	98.19%
7	\$7.09	\$10.26	69.10%	68.00%	101.62%
8	\$7.53	\$10.53	71.51%	67.00%	106.73%
9	\$7.49	\$10.48	71.47%	67.00%	106.67%
10	\$7.11	\$10.30	69.03%	67.00%	103.03%
11	\$7.47	\$10.73	69.62%	68.00%	102.38%
12	\$7.81	\$10.55	74.03%	69.00%	107.29%
13	\$7.77	\$10.59	73.37%	67.00%	109.51%
14	\$8.14	\$10.90	74.68%	66.00%	113.15%
15	\$7.97	\$10.76	74.07%	69.00%	107.35%
16	\$7.40	\$10.44	70.88%	67.00%	105.79%
17	\$7.47	\$10.39	71.90%	69.00%	104.20%
18	\$8.53	\$10.66	80.02%	70.00%	114.31%
19	\$7.46	\$10.30	72.43%	68.00%	106.51%
20	\$7.90	\$10.62	74.39%	70.00%	106.27%
21	\$8.06	\$11.25	71.64%	67.00%	106.93%
22	\$8.07	\$11.44	70.54%	67.00%	105.29%
23	\$7.46	\$11.58	64.42%	67.00%	96.15%
24	\$8.05	\$10.80	74.54%	68.00%	109.61%
Data from the Agency for Workforce Innovation					
STW	\$7.67	\$10.85	70.69%	67.00%	105.51%

Measure Two - Welfare Transition Entered Employment Wage Rate

RWB	Wage at Entry	LLSIL	WTEERWR	Goal	Percent of Goal
18	\$8.53	\$10.66	80.02%	70.00%	114.31%
14	\$8.14	\$10.90	74.68%	66.00%	113.15%
24	\$8.05	\$10.80	74.54%	68.00%	109.61%
20	\$7.90	\$10.62	74.39%	70.00%	106.27%
15	\$7.97	\$10.76	74.07%	69.00%	107.35%
12	\$7.81	\$10.55	74.03%	69.00%	107.29%
13	\$7.77	\$10.59	73.37%	67.00%	109.51%
19	\$7.46	\$10.30	72.43%	68.00%	106.51%
17	\$7.47	\$10.39	71.90%	69.00%	104.20%
21	\$8.06	\$11.25	71.64%	67.00%	106.93%
8	\$7.53	\$10.53	71.51%	67.00%	106.73%
9	\$7.49	\$10.48	71.47%	67.00%	106.67%
16	\$7.40	\$10.44	70.88%	67.00%	105.79%
22	\$8.07	\$11.44	70.54%	67.00%	105.29%
11	\$7.47	\$10.73	69.62%	68.00%	102.38%
7	\$7.09	\$10.26	69.10%	68.00%	101.62%
10	\$7.11	\$10.30	69.03%	67.00%	103.03%
3	\$7.00	\$10.15	68.97%	66.00%	104.49%
5	\$7.15	\$10.47	68.29%	68.00%	100.43%
4	\$7.06	\$10.34	68.28%	67.00%	101.91%
2	\$6.99	\$10.34	67.60%	67.00%	100.90%
1	\$6.94	\$10.35	67.05%	66.00%	101.60%
6	\$6.73	\$10.23	65.79%	67.00%	98.19%
23	\$7.46	\$11.58	64.42%	67.00%	96.15%
Data from the Agency for Workforce Innovation					
STW	\$7.67	\$10.85	70.69%	67.00%	105.51%

Source: Agency for Workforce Innovation Monthly Management Report @ http://www.floridajobs.org/reports/os_report_mgmt.html

FPLI = 2004 Florida Price Level Index

LLSIL = 2004 Lower Living Standard Income Level

The Annual 2004 LLSIL for a family of 3 for Florida is \$22,570 or \$10.85/hour; selected by state policy as the indicator for "self-sufficiency" wage and used 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

Workforce Florida, Inc.
 Red-Green
 PY 2004-2005
 3rd Quarter

Measure Number Three - Welfare Return Rate

RWB	Previously Closed Due to Earnings	New Cases	Goal	Return Rate	Percent of Goal
1	165	1,221	15.00%	13.51%	111.00%
2	45	332	15.00%	13.55%	110.67%
3	25	224	15.00%	11.16%	134.40%
4	97	735	15.00%	13.20%	113.66%
5	252	1,685	15.00%	14.96%	100.30%
6	99	637	15.00%	15.54%	96.52%
7	52	384	15.00%	13.54%	110.77%
8	370	2,907	15.00%	12.73%	117.85%
9	168	961	15.00%	17.48%	85.80%
10	181	1,210	15.00%	14.96%	100.28%
11	183	1,352	15.00%	13.54%	110.82%
12	1,055	7,283	15.00%	14.49%	103.55%
13	125	816	15.00%	15.32%	97.92%
14	496	3,116	15.00%	15.92%	94.23%
15	558	4,612	15.00%	12.10%	123.98%
16	239	1,876	15.00%	12.74%	117.74%
17	187	1,479	15.00%	12.64%	118.64%
18	135	1,126	15.00%	11.99%	125.11%
19	66	622	15.00%	10.61%	141.36%
20	239	1,585	15.00%	15.08%	99.48%
21	399	2,874	15.00%	13.88%	108.05%
22	784	5,054	15.00%	15.51%	96.70%
23	2,224	16,306	15.00%	13.64%	109.98%
24	96	853	15.00%	11.25%	133.28%
Data from the Agency for Workforce Innovation					
STW	8,240	59,250	15.00%	13.91%	107.86%

Measure Number Three - Welfare Return Rate

RWB	Previously Closed Due to Earnings	New Cases	Goal	Return Rate	Percent of Goal
19	66	622	15.00%	10.61%	141.36%
3	25	224	15.00%	11.16%	134.40%
24	96	853	15.00%	11.25%	133.28%
18	135	1,126	15.00%	11.99%	125.11%
15	558	4,612	15.00%	12.10%	123.98%
17	187	1,479	15.00%	12.64%	118.64%
8	370	2,907	15.00%	12.73%	117.85%
16	239	1,876	15.00%	12.74%	117.74%
4	97	735	15.00%	13.20%	113.66%
1	165	1,221	15.00%	13.51%	111.00%
11	183	1,352	15.00%	13.54%	110.82%
7	52	384	15.00%	13.54%	110.77%
2	45	332	15.00%	13.55%	110.67%
23	2,224	16,306	15.00%	13.64%	109.98%
21	399	2,874	15.00%	13.88%	108.05%
12	1,055	7,283	15.00%	14.49%	103.55%
5	252	1,685	15.00%	14.96%	100.30%
10	181	1,210	15.00%	14.96%	100.28%
20	239	1,585	15.00%	15.08%	99.48%
13	125	816	15.00%	15.32%	97.92%
22	784	5,054	15.00%	15.51%	96.70%
6	99	637	15.00%	15.54%	96.52%
14	496	3,116	15.00%	15.92%	94.23%
9	168	961	15.00%	17.48%	85.80%
Data from the Agency for Workforce Innovation					
STW	8,240	59,250	15.00%	13.91%	107.86%

Source: Agency for Workforce Innovation Monthly Management Report @ http://www.floridajobs.org/reports/os_report_mgmt.html

Workforce Florida, Inc.
 Red-Green
 PY 2004-2005
 3rd Quarter

Number Four - WIA Employed Worker Outcome Rate

RWB	Attained Credential	Total Exits	Worker Outcome Rate	WIA Emp Wkr Outcome Goal	Percent of Goal
1	79	83	95.18%	85.06%	111.90%
2	33	38	86.84%	85.06%	102.10%
3	32	34	94.12%	85.06%	110.65%
4	47	50	94.00%	85.06%	110.51%
5	12	12	100.00%	85.06%	117.56%
6	210	212	99.06%	85.06%	116.45%
7	9	14	64.29%	85.06%	75.58%
8	801	855	93.68%	85.06%	110.14%
9	46	47	97.87%	85.06%	115.06%
10	106	108	98.15%	85.06%	115.39%
11	49	59	83.05%	85.06%	97.64%
12	92	92	100.00%	85.06%	117.56%
13	158	163	96.93%	85.06%	113.96%
14	100	100	100.00%	85.06%	117.56%
15	236	324	72.84%	85.06%	85.63%
16	23	23	100.00%	85.06%	117.56%
17	30	35	85.71%	85.06%	100.77%
18	180	182	98.90%	85.06%	116.27%
19	18	18	100.00%	85.06%	117.56%
20	112	112	100.00%	85.06%	117.56%
21	27	34	79.41%	85.06%	93.36%
22	63	65	96.92%	85.06%	113.95%
23	639	873	73.20%	85.06%	86.05%
24	22	30	73.33%	85.06%	86.21%
Data from the Agency for Workforce Innovation					
STW	3,124	3,563	87.68%	85.06%	103.08%

Number Four - WIA Employed Worker Outcome Rate

RWB	Attained Credential	Total Exits	Worker Outcome Rate	WIA Emp Wkr Outcome Goal	Percent of Goal
5	12	12	100.00%	85.06%	117.56%
12	92	92	100.00%	85.06%	117.56%
14	100	100	100.00%	85.06%	117.56%
16	23	23	100.00%	85.06%	117.56%
19	18	18	100.00%	85.06%	117.56%
20	112	112	100.00%	85.06%	117.56%
6	210	212	99.06%	85.06%	116.45%
18	180	182	98.90%	85.06%	116.27%
10	106	108	98.15%	85.06%	115.39%
9	46	47	97.87%	85.06%	115.06%
13	158	163	96.93%	85.06%	113.96%
22	63	65	96.92%	85.06%	113.95%
1	79	83	95.18%	85.06%	111.90%
3	32	34	94.12%	85.06%	110.65%
4	47	50	94.00%	85.06%	110.51%
8	801	855	93.68%	85.06%	110.14%
2	33	38	86.84%	85.06%	102.10%
17	30	35	85.71%	85.06%	100.77%
11	49	59	83.05%	85.06%	97.64%
21	27	34	79.41%	85.06%	93.36%
24	22	30	73.33%	85.06%	86.21%
23	639	873	73.20%	85.06%	86.05%
15	236	324	72.84%	85.06%	85.63%
7	9	14	64.29%	85.06%	75.58%
Data from the Agency for Workforce Innovation					
STW	3,124	3,563	87.68%	85.06%	103.08%

Source: OSMIS C-TAB CMRPGO3_RAG_CTAB_02

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Measure Number Five - WIA Adult Entered Employment Rate

RWB	# ENTERING EMPLOY.	# EXITERS NOT EMPLOYED @ REG	ENTER. EMPLOY. RATE	GOAL	Percent of Goal
1	56	71	78.87%	68.00%	115.99%
2	63	63	100.00%	70.00%	142.86%
3	55	55	100.00%	70.00%	142.86%
4	131	134	97.76%	74.00%	132.11%
5	13	13	100.00%	70.00%	142.86%
6	10	12	83.33%	70.00%	119.05%
7	30	30	100.00%	70.00%	142.86%
8	126	155	81.29%	69.00%	117.81%
9	71	71	100.00%	70.00%	142.86%
10	99	99	100.00%	68.00%	147.06%
11	45	63	71.43%	70.00%	102.04%
12	150	150	100.00%	71.00%	140.85%
13	33	37	89.19%	70.25%	126.96%
14	81	81	100.00%	68.00%	147.06%
15	109	150	72.67%	70.00%	103.81%
16	51	53	96.23%	70.50%	136.49%
17	51	55	92.73%	73.00%	127.02%
18	12	14	85.71%	70.00%	122.45%
19	34	36	94.44%	70.00%	134.92%
20	69	70	98.57%	70.00%	140.82%
21	363	381	95.28%	75.00%	127.03%
22	304	305	99.67%	70.00%	142.39%
23	2140	2432	87.99%	68.60%	128.27%
24	166	171	97.08%	71.00%	136.73%
Agency for Workforce Innovation					
STW	4,262	4,701	90.66%	70.00%	129.52%

Measure Number Five - WIA Adult Entered Employment Rate

RWB	# ENTERING EMPLOY.	# EXITERS NOT EMPLOYED @ REG	ENTER. EMPLOY. RATE	GOAL	Percent of Goal
2	63	63	100.00%	70.00%	142.86%
3	55	55	100.00%	70.00%	142.86%
5	13	13	100.00%	70.00%	142.86%
7	30	30	100.00%	70.00%	142.86%
9	71	71	100.00%	70.00%	142.86%
10	99	99	100.00%	68.00%	147.06%
12	150	150	100.00%	71.00%	140.85%
14	81	81	100.00%	68.00%	147.06%
22	304	305	99.67%	70.00%	142.39%
20	69	70	98.57%	70.00%	140.82%
4	131	134	97.76%	74.00%	132.11%
24	166	171	97.08%	71.00%	136.73%
16	51	53	96.23%	70.50%	136.49%
21	363	381	95.28%	75.00%	127.03%
19	34	36	94.44%	70.00%	134.92%
17	51	55	92.73%	73.00%	127.02%
13	33	37	89.19%	70.25%	126.96%
23	2140	2432	87.99%	68.60%	128.27%
18	12	14	85.71%	70.00%	122.45%
6	10	12	83.33%	70.00%	119.05%
8	126	155	81.29%	69.00%	117.81%
1	56	71	78.87%	68.00%	115.99%
15	109	150	72.67%	70.00%	103.81%
11	45	63	71.43%	70.00%	102.04%
Data from the Agency for Workforce Innovation					
STW	4,262	4,701	90.66%	70.00%	129.52%

Source: OSMIS C-TAB CMRPGO3_RAG_CTAB_02

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Measure Number Six - WIA Adult Wage Rate

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
1	\$13.60	\$10.35	131.44%	100.00%	131.44%
2	\$10.64	\$10.34	102.93%	105.19%	97.85%
3	\$9.83	\$10.15	96.84%	95.00%	101.93%
4	\$13.69	\$10.34	132.44%	109.74%	120.68%
5	\$11.58	\$10.47	110.59%	109.97%	100.56%
6	\$11.36	\$10.23	111.10%	100.00%	111.10%
7	\$11.25	\$10.26	109.62%	101.78%	107.70%
8	\$21.30	\$10.53	202.36%	95.00%	213.01%
9	\$14.22	\$10.48	135.63%	114.02%	118.95%
10	\$15.18	\$10.30	147.43%	95.00%	155.19%
11	\$12.59	\$10.73	117.32%	99.51%	117.89%
12	\$11.03	\$10.55	104.53%	95.00%	110.04%
13	\$16.49	\$10.59	155.73%	95.00%	163.93%
14	\$15.39	\$10.90	141.15%	95.00%	148.58%
15	\$14.78	\$10.76	137.36%	99.41%	138.18%
16	\$11.43	\$10.44	109.47%	95.00%	115.23%
17	\$11.78	\$10.39	113.40%	106.00%	106.98%
18	\$13.36	\$10.66	125.35%	105.00%	119.38%
19	\$11.19	\$10.30	108.62%	95.00%	114.34%
20	\$13.65	\$10.62	128.56%	100.00%	128.56%
21	\$11.46	\$11.25	101.87%	95.00%	107.23%
22	\$14.06	\$11.44	122.93%	95.00%	129.40%
23	\$11.37	\$11.58	98.21%	98.25%	99.96%
24	\$12.18	\$10.80	112.78%	95.00%	118.71%
Data from the Agency for Workforce Innovation					
STW	\$13.50	\$10.85	124.42%	95.00%	130.97%

Measure Number Six - WIA Adult Wage Rate

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
8	\$21.30	\$10.53	202.36%	95.00%	213.01%
13	\$16.49	\$10.59	155.73%	95.00%	163.93%
10	\$15.18	\$10.30	147.43%	95.00%	155.19%
14	\$15.39	\$10.90	141.15%	95.00%	148.58%
15	\$14.78	\$10.76	137.36%	99.41%	138.18%
9	\$14.22	\$10.48	135.63%	114.02%	118.95%
4	\$13.69	\$10.34	132.44%	109.74%	120.68%
1	\$13.60	\$10.35	131.44%	100.00%	131.44%
20	\$13.65	\$10.62	128.56%	100.00%	128.56%
18	\$13.36	\$10.66	125.35%	105.00%	119.38%
22	\$14.06	\$11.44	122.93%	95.00%	129.40%
11	\$12.59	\$10.73	117.32%	99.51%	117.89%
17	\$11.78	\$10.39	113.40%	106.00%	106.98%
24	\$12.18	\$10.80	112.78%	95.00%	118.71%
6	\$11.36	\$10.23	111.10%	100.00%	111.10%
5	\$11.58	\$10.47	110.59%	109.97%	100.56%
7	\$11.25	\$10.26	109.62%	101.78%	107.70%
16	\$11.43	\$10.44	109.47%	95.00%	115.23%
19	\$11.19	\$10.30	108.62%	95.00%	114.34%
12	\$11.03	\$10.55	104.53%	95.00%	110.04%
2	\$10.64	\$10.34	102.93%	105.19%	97.85%
21	\$11.46	\$11.25	101.87%	95.00%	107.23%
23	\$11.37	\$11.58	98.21%	98.25%	99.96%
3	\$9.83	\$10.15	96.84%	95.00%	101.93%
Data from the Agency for Workforce Innovation					
STW	\$13.50	\$10.85	124.42%	95.00%	130.97%

FPLI = 2004 Florida Price Level Index

LLSIL = 2004 Lower Living Standard Income Level

The Annual 2004 LLSIL for a family of 3 for Florida is \$22,570 or \$10.85/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

Source: OSMIS C-TAB CMRPGO3_RAG_CTAB_02

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Measure Number Seven - WIA Adult Dislocated Worker Entered Employment Rate

RWB	# ENTERING EMPLOY.	# EXITERS	ENTER. EMPLOY. RATE	GOAL	Percent of Goal
1	47	57	82.46%	72.00%	114.52%
2	74	75	98.67%	74.00%	133.33%
3	27	27	100.00%	72.00%	138.89%
4	26	26	100.00%	72.00%	138.89%
5	25	25	100.00%	74.00%	135.14%
6	3	4	75.00%	72.00%	104.17%
7	16	16	100.00%	72.00%	138.89%
8	201	252	79.76%	73.00%	109.26%
9	17	17	100.00%	71.00%	140.85%
10	60	60	100.00%	72.00%	138.89%
11	36	37	97.30%	72.52%	134.17%
12	233	233	100.00%	72.00%	138.89%
13	52	56	92.86%	72.00%	128.97%
14	155	155	100.00%	72.00%	138.89%
15	221	267	82.77%	72.52%	114.14%
16	74	76	97.37%	72.00%	135.23%
17	59	64	92.19%	76.00%	121.30%
18	35	37	94.59%	74.00%	127.83%
19	21	21	100.00%	74.00%	135.14%
20	64	64	100.00%	72.00%	138.89%
21	333	355	93.80%	74.00%	126.76%
22	520	520	100.00%	72.00%	138.89%
23	1038	1160	89.48%	72.50%	123.42%
24	97	100	97.00%	74.00%	131.08%
Data from the Agency for Workforce Innovation					
STW	3,434	3,704	92.71%	74.00%	125.28%

Measure Number Seven - WIA Adult Dislocated Worker Entered Employment Rate

RWB	# ENTERING EMPLOY.	# EXITERS	ENTER. EMPLOY. RATE	GOAL	Percent of Goal
3	27	27	100.00%	72.00%	138.89%
4	26	26	100.00%	72.00%	138.89%
5	25	25	100.00%	74.00%	135.14%
7	16	16	100.00%	72.00%	138.89%
9	17	17	100.00%	71.00%	140.85%
10	60	60	100.00%	72.00%	138.89%
12	233	233	100.00%	72.00%	138.89%
14	155	155	100.00%	72.00%	138.89%
19	21	21	100.00%	74.00%	135.14%
20	64	64	100.00%	72.00%	138.89%
22	520	520	100.00%	72.00%	138.89%
2	74	75	98.67%	74.00%	133.33%
16	74	76	97.37%	72.00%	135.23%
11	36	37	97.30%	72.52%	134.17%
24	97	100	97.00%	74.00%	131.08%
18	35	37	94.59%	74.00%	127.83%
21	333	355	93.80%	74.00%	126.76%
13	52	56	92.86%	72.00%	128.97%
17	59	64	92.19%	76.00%	121.30%
23	1038	1160	89.48%	72.50%	123.42%
15	221	267	82.77%	72.52%	114.14%
1	47	57	82.46%	72.00%	114.52%
8	201	252	79.76%	73.00%	109.26%
6	3	4	75.00%	72.00%	104.17%
Data from the Agency for Workforce Innovation					
STW	3,434	3,704	92.71%	74.00%	125.28%

Source: OSMIS C-TAB CMRPGO3_RAG_CTAB_02

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Measure Number Eight - WIA Dislocated Worker Wage Rate

WIA DISLOCATED WORKER WAGE AS % OF LLSIL FOR FAMILY OF 3					
RWB	Wages - LLSIL	Average Hourly Wage	Wage Rate	Goal	Percent of Goal
1	\$10.35	\$10.28	99.36%	113.00%	87.93%
2	\$10.34	\$12.28	118.80%	116.68%	101.82%
3	\$10.15	\$11.24	110.73%	111.00%	99.75%
4	\$10.34	\$13.27	128.38%	116.19%	110.49%
5	\$10.47	\$14.90	142.29%	121.17%	117.43%
6	\$10.23	\$13.69	133.89%	115.00%	116.42%
7	\$10.26	\$12.14	118.29%	122.49%	96.57%
8	\$10.53	\$14.28	135.67%	115.00%	117.97%
9	\$10.48	\$14.29	136.30%	125.95%	108.22%
10	\$10.30	\$16.02	155.58%	120.00%	129.65%
11	\$10.73	\$10.58	98.59%	112.45%	87.67%
12	\$10.55	\$12.47	118.18%	115.00%	102.77%
13	\$10.59	\$13.43	126.84%	115.00%	110.29%
14	\$10.90	\$15.59	142.99%	113.00%	126.54%
15	\$10.76	\$16.86	156.69%	136.35%	114.92%
16	\$10.44	\$12.62	120.87%	115.00%	105.10%
17	\$10.39	\$13.28	127.84%	116.22%	110.00%
18	\$10.66	\$11.99	112.50%	115.00%	97.82%
19	\$10.30	\$11.97	116.19%	114.00%	101.92%
20	\$10.62	\$14.58	137.32%	115.00%	119.41%
21	\$11.25	\$14.22	126.41%	115.00%	109.92%
22	\$11.44	\$16.39	143.31%	120.00%	119.42%
23	\$11.58	\$13.37	115.49%	117.75%	98.08%
24	\$10.80	\$12.87	119.17%	115.00%	103.62%
Data from the Agency for Workforce Innovation					
STW	\$10.85	\$14.14	130.32%	115.00%	113.32%

Measure Number Eight - WIA Dislocated Worker Wage Rate

WIA DISLOCATED WORKER WAGE AS % OF LLSIL FOR FAMILY OF 3					
RWB	Wages - LLSIL	Average Hourly Wage	Wage Rate	Goal	Percent of Goal
15	\$10.76	\$16.86	156.69%	136.35%	114.92%
10	\$10.30	\$16.02	155.58%	120.00%	129.65%
22	\$11.44	\$16.39	143.31%	120.00%	119.42%
14	\$10.90	\$15.59	142.99%	113.00%	126.54%
5	\$10.47	\$14.90	142.29%	121.17%	117.43%
20	\$10.62	\$14.58	137.32%	115.00%	119.41%
9	\$10.48	\$14.29	136.30%	125.95%	108.22%
8	\$10.53	\$14.28	135.67%	115.00%	117.97%
6	\$10.23	\$13.69	133.89%	115.00%	116.42%
4	\$10.34	\$13.27	128.38%	116.19%	110.49%
17	\$10.39	\$13.28	127.84%	116.22%	110.00%
13	\$10.59	\$13.43	126.84%	115.00%	110.29%
21	\$11.25	\$14.22	126.41%	115.00%	109.92%
16	\$10.44	\$12.62	120.87%	115.00%	105.10%
24	\$10.80	\$12.87	119.17%	115.00%	103.62%
2	\$10.34	\$12.28	118.80%	116.68%	101.82%
7	\$10.26	\$12.14	118.29%	122.49%	96.57%
12	\$10.55	\$12.47	118.18%	115.00%	102.77%
19	\$10.30	\$11.97	116.19%	114.00%	101.92%
23	\$11.58	\$13.37	115.49%	117.75%	98.08%
18	\$10.66	\$11.99	112.50%	115.00%	97.82%
3	\$10.15	\$11.24	110.73%	111.00%	99.75%
1	\$10.35	\$10.28	99.36%	113.00%	87.93%
11	\$10.73	\$10.58	98.59%	112.45%	87.67%
Data from the Agency for Workforce Innovation					
STW	\$10.85	\$14.14	130.32%	115.00%	113.32%

FPLI = 2004 Florida Price Level Index
 LLSIL = 2004 Lower Living Standard Income Level
 The Annual 2004 LLSIL for a family of 3 for Florida is \$22,570 or \$10.85/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

Source: OSMIS C-TAB CMRPGO3_RAG_CTAB_02

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Measure Number Nine - WIA Youth Goal Attainment Rate

RWB	Goals Attained	Goals Due	Attainment Rate	Goal	Percent of Goal
1	240	266	90.23%	68.00%	132.68%
2	85	85	100.00%	70.00%	142.86%
3	141	154	91.56%	68.00%	134.64%
4	249	264	94.32%	75.00%	125.76%
5	220	232	94.83%	70.00%	135.47%
6	72	129	55.81%	66.00%	84.57%
7	78	89	87.64%	70.00%	125.20%
8	336	438	76.71%	70.00%	109.59%
9	195	204	95.59%	70.00%	136.55%
10	172	229	75.11%	68.00%	110.45%
11	159	177	89.83%	68.60%	130.95%
12	430	440	97.73%	68.00%	143.72%
13	69	79	87.34%	68.00%	128.44%
14	99	114	86.84%	68.00%	127.71%
15	290	338	85.80%	68.60%	125.07%
16	115	153	75.16%	70.00%	107.38%
17	125	125	100.00%	72.00%	138.89%
18	33	45	73.33%	70.00%	104.76%
19	152	223	68.16%	68.00%	100.24%
20	381	413	92.25%	68.00%	135.66%
21	194	357	54.34%	68.00%	79.91%
22	163	244	66.80%	75.00%	89.07%
23	3,447	4,363	79.01%	68.60%	115.17%
24	69	93	74.19%	68.00%	109.11%
Data from the Agency for Workforce Innovation					
STW	8,074	10,145	79.59%	70.00%	113.69%

Measure Number Nine - WIA Youth Goal Attainment Rate

RWB	Goals Attained	Goals Due	Attainment Rate	Goal	Percent of Goal
2	85	85	100.00%	70.00%	142.86%
17	125	125	100.00%	72.00%	138.89%
12	430	440	97.73%	68.00%	143.72%
9	195	204	95.59%	70.00%	136.55%
5	220	232	94.83%	70.00%	135.47%
4	249	264	94.32%	75.00%	125.76%
20	381	413	92.25%	68.00%	135.66%
3	141	154	91.56%	68.00%	134.64%
1	240	266	90.23%	68.00%	132.68%
11	159	177	89.83%	68.60%	130.95%
7	78	89	87.64%	70.00%	125.20%
13	69	79	87.34%	68.00%	128.44%
14	99	114	86.84%	68.00%	127.71%
15	290	338	85.80%	68.60%	125.07%
23	3,447	4,363	79.01%	68.60%	115.17%
8	336	438	76.71%	70.00%	109.59%
16	115	153	75.16%	70.00%	107.38%
10	172	229	75.11%	68.00%	110.45%
24	69	93	74.19%	68.00%	109.11%
18	33	45	73.33%	70.00%	104.76%
19	152	223	68.16%	68.00%	100.24%
22	163	244	66.80%	75.00%	89.07%
6	72	129	55.81%	66.00%	84.57%
21	194	357	54.34%	68.00%	79.91%
Data from the Agency for Workforce Innovation					
STW	8,074	10,145	79.59%	70.00%	113.69%

Based on information received from AWI, this performance data updates data incorrectly reported on the OSMIS online reports screen. Change request to OSMIS pending. Source: AWI Measure & Count data PY043 05052005

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Measure Number Ten - WIA Youth Positive Outcome Rate

RWB	Number of Positive Outcomes	Youth Exiters	Outcome Rate	Goal	Percent of Goal
1	42	45	93.33%	90.00%	103.70%
2	18	18	100.00%	90.00%	111.11%
3	83	83	100.00%	90.00%	111.11%
4	111	112	99.11%	90.00%	110.12%
5	44	44	100.00%	90.00%	111.11%
6	26	26	100.00%	90.00%	111.11%
7	8	8	100.00%	90.00%	111.11%
8	113	118	95.76%	90.00%	106.40%
9	81	81	100.00%	90.00%	111.11%
10	98	104	94.23%	90.00%	104.70%
11	93	103	90.29%	90.00%	100.32%
12	58	58	100.00%	90.00%	111.11%
13	35	36	97.22%	90.00%	108.02%
14	55	55	100.00%	90.00%	111.11%
15	71	74	95.95%	90.00%	106.61%
16	39	40	97.50%	90.00%	108.33%
17	17	17	100.00%	90.00%	111.11%
18	5	6	83.33%	90.00%	92.59%
19	51	51	100.00%	90.00%	111.11%
20	54	57	94.74%	90.00%	105.26%
21	105	106	99.06%	90.00%	110.06%
22	137	151	90.73%	90.00%	100.81%
23	920	947	97.15%	90.00%	107.94%
24	27	29	93.10%	90.00%	103.45%
Data from the Agency for Workforce Innovation					
STW	2,291	2,369	96.71%	90.00%	107.45%

Measure Number Ten - WIA Youth Positive Outcome Rate

RWB	Number of Positive Outcomes	Youth Exiters	Outcome Rate	Goal	Percent of Goal
2	18	18	100.00%	90.00%	111.11%
3	83	83	100.00%	90.00%	111.11%
5	44	44	100.00%	90.00%	111.11%
6	26	26	100.00%	90.00%	111.11%
7	8	8	100.00%	90.00%	111.11%
9	81	81	100.00%	90.00%	111.11%
12	58	58	100.00%	90.00%	111.11%
14	55	55	100.00%	90.00%	111.11%
17	17	17	100.00%	90.00%	111.11%
19	51	51	100.00%	90.00%	111.11%
4	111	112	99.11%	90.00%	110.12%
21	105	106	99.06%	90.00%	110.06%
16	39	40	97.50%	90.00%	108.33%
13	35	36	97.22%	90.00%	108.02%
23	920	947	97.15%	90.00%	107.94%
15	71	74	95.95%	90.00%	106.61%
8	113	118	95.76%	90.00%	106.40%
20	54	57	94.74%	90.00%	105.26%
10	98	104	94.23%	90.00%	104.70%
1	42	45	93.33%	90.00%	103.70%
24	27	29	93.10%	90.00%	103.45%
22	137	151	90.73%	90.00%	100.81%
11	93	103	90.29%	90.00%	100.32%
18	5	6	83.33%	90.00%	92.59%
Data from the Agency for Workforce Innovation					
STW	2,291	2,369	96.71%	90.00%	107.45%

Positive outcomes include: Post Secondary Education, Advanced Training, Military, Apprenticeship Training, Secondary School, Received Diploma and Entered Employment .

Source: OSMIS C-TAB CMRPGO3_RAG_CTAB_02

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Measure Number Eleven - Wagner - Peyser Entered Employment Rate

RWB	Individuals Registered	Total Entered Employment	Entered Employment Rate	Goal	Percent of Goal
1	27,541	10,137	36.81%	36.00%	102.24%
2	10,443	4,580	43.86%	35.00%	125.31%
3	7,635	3,647	47.77%	35.00%	136.48%
4	9,253	4,864	52.57%	35.00%	150.19%
5	17,267	9,384	54.35%	35.87%	151.51%
6	5,633	1,860	33.02%	35.00%	94.34%
7	4,855	2,525	52.01%	35.00%	148.59%
8	62,726	32,793	52.28%	35.50%	147.27%
9	11,439	4,917	42.98%	37.10%	115.86%
10	19,156	9,550	49.85%	35.20%	141.63%
11	18,734	8,753	46.72%	35.00%	133.49%
12	83,867	42,390	50.54%	35.00%	144.41%
13	30,119	12,562	41.71%	35.25%	118.32%
14	35,421	19,506	55.07%	35.00%	157.34%
15	51,160	29,517	57.70%	35.00%	164.84%
16	21,012	9,835	46.81%	35.00%	133.73%
17	26,936	12,470	46.29%	35.00%	132.27%
18	16,672	9,045	54.25%	35.00%	155.01%
19	7,457	3,154	42.30%	36.00%	117.49%
20	38,031	16,802	44.18%	36.00%	122.72%
21	47,600	22,404	47.07%	38.52%	122.19%
22	60,187	31,309	52.02%	35.00%	148.63%
23	92,133	46,640	50.62%	35.00%	144.64%
24	44,228	23,411	52.93%	36.00%	147.03%
Data from the Agency for Workforce Innovation					
STW	729,926	368,592	50.50%	35.00%	144.28%

Measure Number Eleven - Wagner - Peyser Entered Employment Rate

RWB	Individuals Registered	Total Entered Employment	Entered Employment Rate	Goal	Percent of Goal
15	51,160	29,517	57.70%	35.00%	164.84%
14	35,421	19,506	55.07%	35.00%	157.34%
5	17,267	9,384	54.35%	35.87%	151.51%
18	16,672	9,045	54.25%	35.00%	155.01%
24	44,228	23,411	52.93%	36.00%	147.03%
4	9,253	4,864	52.57%	35.00%	150.19%
8	62,726	32,793	52.28%	35.50%	147.27%
22	60,187	31,309	52.02%	35.00%	148.63%
7	4,855	2,525	52.01%	35.00%	148.59%
23	92,133	46,640	50.62%	35.00%	144.64%
12	83,867	42,390	50.54%	35.00%	144.41%
10	19,156	9,550	49.85%	35.20%	141.63%
3	7,635	3,647	47.77%	35.00%	136.48%
21	47,600	22,404	47.07%	38.52%	122.19%
16	21,012	9,835	46.81%	35.00%	133.73%
11	18,734	8,753	46.72%	35.00%	133.49%
17	26,936	12,470	46.29%	35.00%	132.27%
20	38,031	16,802	44.18%	36.00%	122.72%
2	10,443	4,580	43.86%	35.00%	125.31%
9	11,439	4,917	42.98%	37.10%	115.86%
19	7,457	3,154	42.30%	36.00%	117.49%
13	30,119	12,562	41.71%	35.25%	118.32%
1	27,541	10,137	36.81%	36.00%	102.24%
6	5,633	1,860	33.02%	35.00%	94.34%
Data from the Agency for Workforce Innovation					
STW	729,926	368,592	50.50%	35.00%	144.28%

Source: AWI data MARCHWP05XLS

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Measure Number Twelve - W-P Entered Employment Wage Rate

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
1	\$10.14	\$10.35	98.00%	86.00%	113.96%
2	\$9.44	\$10.34	91.32%	90.19%	101.26%
3	\$9.04	\$10.15	89.05%	86.00%	103.55%
4	\$8.93	\$10.34	86.39%	87.98%	98.19%
5	\$9.57	\$10.47	91.39%	88.75%	102.98%
6	\$8.56	\$10.23	83.72%	86.00%	97.34%
7	\$9.29	\$10.26	90.52%	88.26%	102.56%
8	\$10.02	\$10.53	95.20%	86.00%	110.69%
9	\$9.07	\$10.48	86.51%	86.82%	99.64%
10	\$9.42	\$10.30	91.49%	86.00%	106.38%
11	\$10.11	\$10.73	94.21%	86.00%	109.54%
12	\$11.67	\$10.55	110.60%	87.00%	127.13%
13	\$9.77	\$10.59	92.27%	86.00%	107.29%
14	\$9.50	\$10.90	87.13%	86.00%	101.31%
15	\$9.11	\$10.76	84.67%	91.31%	92.72%
16	\$8.73	\$10.44	83.61%	86.00%	97.22%
17	\$9.19	\$10.39	88.47%	94.10%	94.02%
18	\$9.64	\$10.66	90.45%	87.93%	102.86%
19	\$9.50	\$10.30	92.21%	86.00%	107.23%
20	\$11.05	\$10.62	104.07%	86.00%	121.01%
21	\$10.32	\$11.25	91.74%	94.45%	97.13%
22	\$9.94	\$11.44	86.91%	86.00%	101.06%
23	\$9.78	\$11.58	84.48%	86.00%	98.23%
24	\$10.84	\$10.80	100.37%	86.00%	116.71%
Data from the Agency for Workforce Innovation					
STW	\$10.04	\$10.85	92.53%	86.00%	107.60%

Measure Number Twelve - W-P Entered Employment Wage Rate

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
12	\$11.67	\$10.55	110.60%	87.00%	127.13%
20	\$11.05	\$10.62	104.07%	86.00%	121.01%
24	\$10.84	\$10.80	100.37%	86.00%	116.71%
1	\$10.14	\$10.35	98.00%	86.00%	113.96%
8	\$10.02	\$10.53	95.20%	86.00%	110.69%
11	\$10.11	\$10.73	94.21%	86.00%	109.54%
13	\$9.77	\$10.59	92.27%	86.00%	107.29%
19	\$9.50	\$10.30	92.21%	86.00%	107.23%
21	\$10.32	\$11.25	91.74%	94.45%	97.13%
10	\$9.42	\$10.30	91.49%	86.00%	106.38%
5	\$9.57	\$10.47	91.39%	88.75%	102.98%
2	\$9.44	\$10.34	91.32%	90.19%	101.26%
7	\$9.29	\$10.26	90.52%	88.26%	102.56%
18	\$9.64	\$10.66	90.45%	87.93%	102.86%
3	\$9.04	\$10.15	89.05%	86.00%	103.55%
17	\$9.19	\$10.39	88.47%	94.10%	94.02%
14	\$9.50	\$10.90	87.13%	86.00%	101.31%
22	\$9.94	\$11.44	86.91%	86.00%	101.06%
9	\$9.07	\$10.48	86.51%	86.82%	99.64%
4	\$8.93	\$10.34	86.39%	87.98%	98.19%
15	\$9.11	\$10.76	84.67%	91.31%	92.72%
23	\$9.78	\$11.58	84.48%	86.00%	98.23%
6	\$8.56	\$10.23	83.72%	86.00%	97.34%
16	\$8.73	\$10.44	83.61%	86.00%	97.22%
Data from the Agency for Workforce Innovation					
STW	\$10.04	\$10.85	92.53%	86.00%	107.60%

FPLI = 2004 Florida Price Level Index

LLSIL = 2004 Lower Living Standard Income Level

The Annual 2004 LLSIL for a family of 3 for Florida is \$22,570 or \$10.85/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

Source: AWI data MARCHWP05XLS

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Measure Number Thirteen - WP New Hire Involvement Rate

RWB	W-P Employment	New Hires	Involvement Rate	Goal	Percent of Goal
1	10,137	52,940	19.15%	14.00%	136.77%
2	4,580	30,301	15.12%	14.00%	107.96%
3	3,647	9,595	38.01%	14.00%	271.50%
4	4,864	26,517	18.34%	14.00%	131.02%
5	9,384	37,216	25.21%	14.00%	180.11%
6	1,860	9,398	19.79%	14.00%	141.37%
7	2,525	10,259	24.61%	14.00%	175.80%
8	32,793	160,061	20.49%	14.00%	146.34%
9	4,917	30,418	16.16%	14.00%	115.46%
10	9,550	51,706	18.47%	14.00%	131.93%
11	8,753	64,585	13.55%	14.00%	96.80%
12	42,390	260,927	16.25%	14.00%	116.04%
13	12,562	58,800	21.36%	14.00%	152.60%
14	19,506	119,322	16.35%	14.00%	116.77%
15	29,517	150,444	19.62%	14.00%	140.14%
16	9,835	57,646	17.06%	14.00%	121.86%
17	12,470	67,885	18.37%	14.00%	131.21%
18	9,045	95,654	9.46%	14.00%	67.54%
19	3,154	21,902	14.40%	14.00%	102.86%
20	16,802	65,905	25.49%	14.00%	182.10%
21	22,404	136,731	16.39%	14.00%	117.04%
22	31,309	177,748	17.61%	14.00%	125.82%
23	46,640	239,882	19.44%	14.00%	138.88%
24	23,411	162,736	14.39%	14.00%	102.76%
Data from the Agency for Workforce Innovation					
STW	368,592	2,098,235	17.57%	14.00%	125.48%

Measure Number Thirteen - WP New Hire Involvement Rate

RWB	W-P Employment	New Hires	Involvement Rate	Goal	Percent of Goal
3	3,647	9,595	38.01%	14.00%	271.50%
20	16,802	65,905	25.49%	14.00%	182.10%
5	9,384	37,216	25.21%	14.00%	180.11%
7	2,525	10,259	24.61%	14.00%	175.80%
13	12,562	58,800	21.36%	14.00%	152.60%
8	32,793	160,061	20.49%	14.00%	146.34%
6	1,860	9,398	19.79%	14.00%	141.37%
15	29,517	150,444	19.62%	14.00%	140.14%
23	46,640	239,882	19.44%	14.00%	138.88%
1	10,137	52,940	19.15%	14.00%	136.77%
10	9,550	51,706	18.47%	14.00%	131.93%
17	12,470	67,885	18.37%	14.00%	131.21%
4	4,864	26,517	18.34%	14.00%	131.02%
22	31,309	177,748	17.61%	14.00%	125.82%
16	9,835	57,646	17.06%	14.00%	121.86%
21	22,404	136,731	16.39%	14.00%	117.04%
14	19,506	119,322	16.35%	14.00%	116.77%
12	42,390	260,927	16.25%	14.00%	116.04%
9	4,917	30,418	16.16%	14.00%	115.46%
2	4,580	30,301	15.12%	14.00%	107.96%
19	3,154	21,902	14.40%	14.00%	102.86%
24	23,411	162,736	14.39%	14.00%	102.76%
11	8,753	64,585	13.55%	14.00%	96.80%
18	9,045	95,654	9.46%	14.00%	67.54%
Data from the Agency for Workforce Innovation					
STW	368,592	2,098,235	17.57%	14.00%	125.48%

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Measure Number Fourteen - W-P Employer Involvement Rate

RWB	Employers Served	Employers Reporting New Hires	Involvement Rate	Goal	Percent of Goal
1	1,306	5,855	22.31%	25.00%	89.22%
2	1,077	4,144	25.99%	25.00%	103.96%
3	683	2,172	31.45%	25.00%	125.78%
4	995	3,543	28.08%	25.00%	112.33%
5	815	5,314	15.34%	25.00%	61.35%
6	356	2,352	15.14%	25.00%	60.54%
7	423	2,426	17.44%	25.00%	69.74%
8	2,713	20,520	13.22%	25.00%	52.88%
9	601	5,250	11.45%	25.00%	45.79%
10	1,338	8,101	16.52%	25.00%	66.07%
11	1,165	11,675	9.98%	25.00%	39.91%
12	3,655	33,123	11.03%	25.00%	44.14%
13	2,890	9,630	30.01%	25.00%	120.04%
14	2,920	17,822	16.38%	25.00%	65.54%
15	2,558	21,750	11.76%	25.00%	47.04%
16	1,796	11,861	15.14%	25.00%	60.57%
17	1,265	10,571	11.97%	25.00%	47.87%
18	1,532	13,306	11.51%	25.00%	46.05%
19	588	3,105	18.94%	25.00%	75.75%
20	2,385	10,289	23.18%	25.00%	92.72%
21	3,313	24,515	13.51%	25.00%	54.06%
22	4,591	32,504	14.12%	25.00%	56.50%
23	6,052	33,964	17.82%	25.00%	71.28%
24	3,064	19,046	16.09%	25.00%	64.35%
Data from the Agency for Workforce Innovation					
STW	46,950	312,838	15.01%	25.00%	60.03%

Measure Number Fourteen - W-P Employer Involvement Rate

RWB	Employers Served	Employers Reporting New Hires	Involvement Rate	Goal	Percent of Goal
3	683	2,172	31.45%	25.00%	125.78%
13	2,890	9,630	30.01%	25.00%	120.04%
4	995	3,543	28.08%	25.00%	112.33%
2	1,077	4,144	25.99%	25.00%	103.96%
20	2,385	10,289	23.18%	25.00%	92.72%
1	1,306	5,855	22.31%	25.00%	89.22%
19	588	3,105	18.94%	25.00%	75.75%
23	6,052	33,964	17.82%	25.00%	71.28%
7	423	2,426	17.44%	25.00%	69.74%
10	1,338	8,101	16.52%	25.00%	66.07%
14	2,920	17,822	16.38%	25.00%	65.54%
24	3,064	19,046	16.09%	25.00%	64.35%
5	815	5,314	15.34%	25.00%	61.35%
16	1,796	11,861	15.14%	25.00%	60.57%
22	4,591	32,504	14.12%	25.00%	56.50%
21	3,313	24,515	13.51%	25.00%	54.06%
8	2,713	20,520	13.22%	25.00%	52.88%
17	1,265	10,571	11.97%	25.00%	47.87%
15	2,558	21,750	11.76%	25.00%	47.04%
18	1,532	13,306	11.51%	25.00%	46.05%
9	601	5,250	11.45%	25.00%	45.79%
12	3,655	33,123	11.03%	25.00%	44.14%
11	1,165	11,675	9.98%	25.00%	39.91%
Data from the Agency for Workforce Innovation					
STW	46,950	312,838	15.01%	25.00%	60.03%

Measure Number Fifteen - Customer Satisfaction WIA Individuals

RWB	ACSI Score	Goal	Percent of Goal
1	79.89	71.00	112.52%
2	82.53	73.00	113.06%
3	88.37	71.00	124.47%
4	84.14	74.00	113.70%
5	77.07	73.00	105.58%
6	81.09	71.00	114.21%
7	78.13	73.00	107.03%
8	81.27	72.00	112.87%
9	80.46	73.00	110.21%
10	81.25	71.00	114.43%
11	79.36	73.00	108.71%
12	78.22	71.00	110.16%
13	79.88	71.00	112.50%
14	86.50	71.00	121.84%
15	80.56	72.00	111.88%
16	75.76	73.00	103.78%
17	76.50	75.00	102.00%
18	82.10	73.00	112.47%
19	83.09	73.50	113.05%
20	82.86	75.00	110.49%
21	75.22	73.00	103.04%
22	78.37	73.00	107.35%
23	78.07	73.00	106.95%
24	81.35	73.00	111.44%
Data from the Agency for Workforce Innovation			
STW	80.01	73.00	109.60%

Measure Number Fifteen - Customer Satisfaction WIA Individuals

RWB	ACSI Score	Goal	Percent of Goal
3	88.37	71.00	124.47%
14	86.50	71.00	121.84%
4	84.14	74.00	113.70%
19	83.09	73.50	113.05%
20	82.86	75.00	110.49%
2	82.53	73.00	113.06%
18	82.10	73.00	112.47%
24	81.35	73.00	111.44%
8	81.27	72.00	112.87%
10	81.25	71.00	114.43%
6	81.09	71.00	114.21%
15	80.56	72.00	111.88%
9	80.46	73.00	110.21%
1	79.89	71.00	112.52%
13	79.88	71.00	112.50%
11	79.36	73.00	108.71%
22	78.37	73.00	107.35%
12	78.22	71.00	110.16%
7	78.13	73.00	107.03%
23	78.07	73.00	106.95%
5	77.07	73.00	105.58%
17	76.50	75.00	102.00%
16	75.76	73.00	103.78%
21	75.22	73.00	103.04%
Data from the Agency for Workforce Innovation			
STW	80.01	73.00	109.60%

**The American Customer Satisfaction Index –
 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

The ACSI weighted score usually yields scores slightly less than the average.

**Measure Number Sixteen -
 Customer Satisfaction Wagner - Peyser Applicants**

RWB	ACSI Score	Goal	Percent of Goal
1	70.42	80.00	88.02%
2	73.54	80.00	91.92%
3	78.12	80.00	97.65%
4	75.56	80.00	94.46%
5	72.34	80.00	90.43%
6	74.57	80.00	93.22%
7	69.58	80.00	86.98%
8	72.02	80.00	90.02%
9	70.05	80.00	87.56%
10	74.87	80.00	93.59%
11	69.71	80.00	87.14%
12	69.24	80.00	86.55%
13	73.87	80.00	92.34%
14	71.64	80.00	89.55%
15	71.89	80.00	89.86%
16	70.62	80.00	88.27%
17	72.61	80.00	90.76%
18	72.07	80.00	90.08%
19	73.36	80.00	91.70%
20	72.67	80.00	90.84%
21	70.05	80.00	87.56%
22	75.29	80.00	94.11%
23	76.12	80.00	95.15%
24	70.73	80.00	88.42%
Data from the Agency for Workforce Innovation			
STW	72.51	80.00	90.64%

**Measure Number Sixteen -
 Customer Satisfaction Wagner - Peyser Applicants**

RWB	ACSI Score	Goal	Percent of Goal
3	78.12	80.00	97.65%
23	76.12	80.00	95.15%
4	75.56	80.00	94.46%
22	75.29	80.00	94.11%
10	74.87	80.00	93.59%
6	74.57	80.00	93.22%
13	73.87	80.00	92.34%
2	73.54	80.00	91.92%
19	73.36	80.00	91.70%
20	72.67	80.00	90.84%
17	72.61	80.00	90.76%
5	72.34	80.00	90.43%
18	72.07	80.00	90.08%
8	72.02	80.00	90.02%
15	71.89	80.00	89.86%
14	71.64	80.00	89.55%
24	70.73	80.00	88.42%
16	70.62	80.00	88.27%
1	70.42	80.00	88.02%
21	70.05	80.00	87.56%
9	70.05	80.00	87.56%
11	69.71	80.00	87.14%
7	69.58	80.00	86.98%
12	69.24	80.00	86.55%
Data from the Agency for Workforce Innovation			
STW	72.51	80.00	90.64%

**The American Customer Satisfaction Index –
 The Voice of the Nation’s Consumer**

The ACSI weighted score usually yields scores slightly less than the average.

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

Measure Number Seventeen - Customer Satisfaction Employers

RWB	ACSI Score	Goal	Percent of Goal
1	73.70	71.00	103.80%
2	77.48	73.00	106.13%
3	84.01	71.00	118.32%
4	79.45	74.00	107.36%
5	73.84	73.00	101.15%
6	79.06	73.00	108.31%
7	77.13	73.00	105.66%
8	75.17	72.00	104.40%
9	73.49	72.00	102.07%
10	75.02	71.00	105.67%
11	78.63	73.00	107.71%
12	63.78	71.00	89.84%
13	71.53	71.00	100.75%
14	72.28	71.00	101.80%
15	73.27	72.00	101.76%
16	75.20	73.00	103.02%
17	74.14	75.00	98.85%
18	66.73	73.00	91.42%
19	73.50	73.00	100.68%
20	69.90	75.00	93.19%
21	69.84	73.00	95.67%
22	72.00	73.00	98.63%
23	73.59	73.00	100.81%
24	73.59	73.00	100.81%
Data from the Agency for Workforce Innovation			
STW	73.67	73.00	100.92%

Measure Number Seventeen - Customer Satisfaction Employers

RWB	ACSI Score	Goal	Percent of Goal
3	84.01	71.00	118.32%
4	79.45	74.00	107.36%
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11	78.63	73.00	107.71%
2	77.48	73.00	106.13%
7	77.13	73.00	105.66%
16	75.20	73.00	103.02%
8	75.17	72.00	104.40%
10	75.02	71.00	105.67%
17	74.14	75.00	98.85%
5	73.84	73.00	101.15%
1	73.70	71.00	103.80%
23	73.59	73.00	100.81%
24	73.59	73.00	100.81%
19	73.50	73.00	100.68%
9	73.49	72.00	102.07%
15	73.27	72.00	101.76%
14	72.28	71.00	101.80%
22	72.00	73.00	98.63%
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21	69.84	73.00	95.67%
18	66.73	73.00	91.42%
12	63.78	71.00	89.84%
Data from the Agency for Workforce Innovation			
STW	73.67	73.00	100.92%

All rankings and statewide totals are tentative until the data validation exam is complete. The ACSI weighted score usually yields scores slightly less than the average.

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The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households.

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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

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.

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.

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.**

WIA Fifteen Percent Funds

WIA State 15 Funds – 667.130 –The Governor may reserve up to fifteen (15) percent for allotted youth, adult and dislocated workers funds. Funds reserved under this paragraph may be combined and spent on statewide employment and training activities, for adults, dislocated worker and youth activities without regard to funding source.

State Administrative Activities: 667.210 – 667.220

Projects without participants: general administrative functions and coordination of those functions (accounting, budgeting, financial, procurement and purchasing functions, property management functions, personnel management, payroll functions, developing systems and procedures), performing oversight and monitoring responsibilities related to WIA administrative functions, costs of goods and services required for administrative functions of the program, travel costs incurred for official business in carrying out administrative activities or overall management of the WIA system, costs of information systems related to administrative functions

Projects with participants exempt from key measures: employer outreach and job development activities; provision of capacity building and technical assistance to local area, one-stop operators, one-stop partners, and eligible providers, including the development and training of staff and the development of exemplary program activities;

Projects with participants subject to key measures: The establishment and implementation of programs targeted to empowerment zones and enterprise communities, nontraditional employments, and areas with excess unemployment, excess poverty; Conduct research and demonstrations projects.