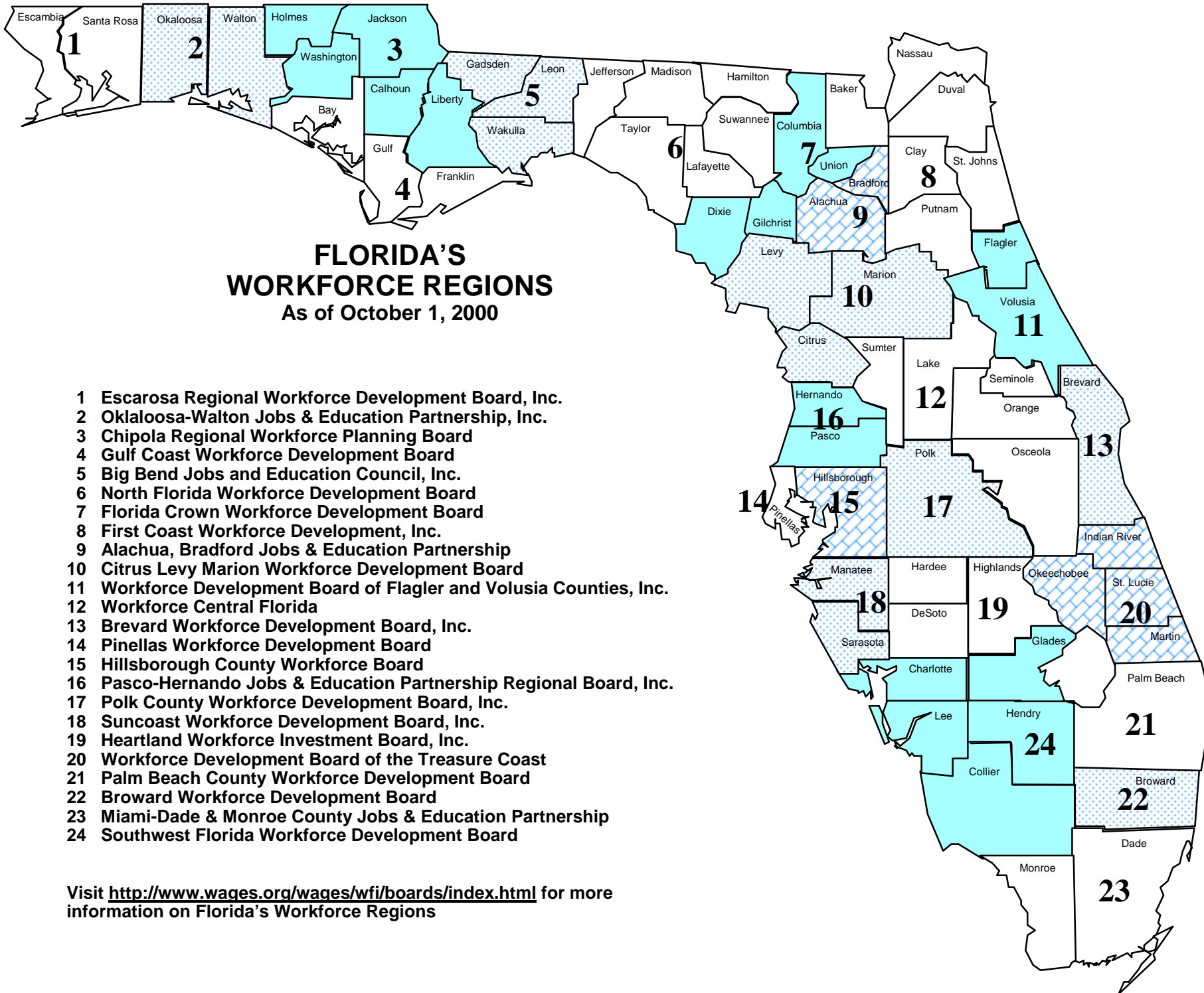


ATTACHMENTS

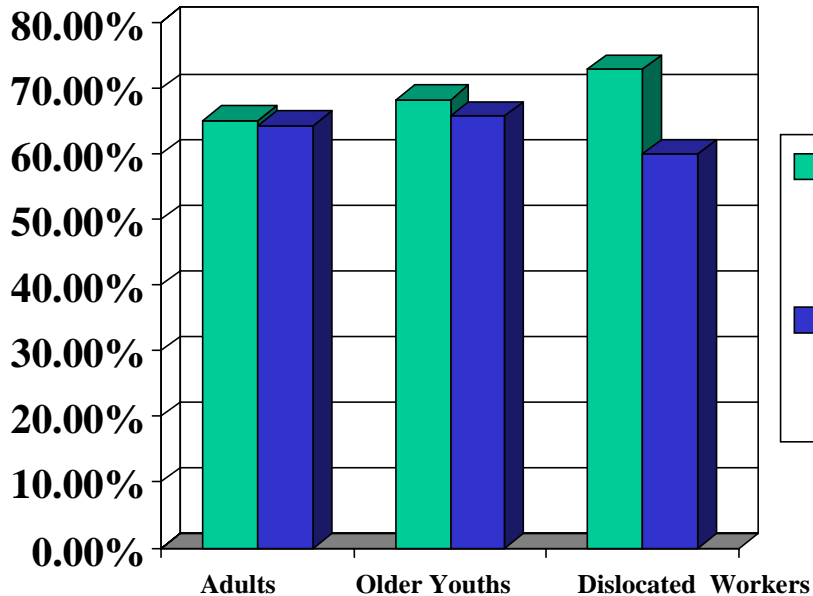


**FLORIDA'S
WORKFORCE REGIONS**
As of October 1, 2000

- 1 Escarosa Regional Workforce Development Board, Inc.
- 2 Okaloosa-Walton Jobs & Education Partnership, Inc.
- 3 Chipola Regional Workforce Planning Board
- 4 Gulf Coast Workforce Development Board
- 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 Jobs & Education Partnership
- 10 Citrus Levy Marion Workforce Development Board
- 11 Workforce Development Board of Flagler and Volusia Counties, Inc.
- 12 Workforce Central Florida
- 13 Brevard Workforce Development Board, Inc.
- 14 Pinellas Workforce Development Board
- 15 Hillsborough County Workforce Board
- 16 Pasco-Hernando Jobs & Education Partnership Regional Board, Inc.
- 17 Polk County Workforce Development Board, Inc.
- 18 Suncoast Workforce Development Board, Inc.
- 19 Heartland Workforce Investment Board, Inc.
- 20 Workforce Development Board of the Treasure Coast
- 21 Palm Beach County Workforce Development Board
- 22 Broward Workforce Development Board
- 23 Miami-Dade & Monroe County Jobs & Education Partnership
- 24 Southwest Florida Workforce Development Board

Visit <http://www.wages.org/wages/wfi/boards/index.html> for more information on Florida's Workforce Regions

Figure 1. Florida's Entered Employment Rates PY 99 (October 98-September 99)



Entered Employment Rates

Adults- 65.04%

Older Youth- 68.18%

Dislocated Workers-72.86%

Goal

Adults- 64.30%

Older Youth- 65.63%

Dislocated Workers- 60.00%

Figure 2. Florida's Retention Rates PY 99 (October 98-September 99)

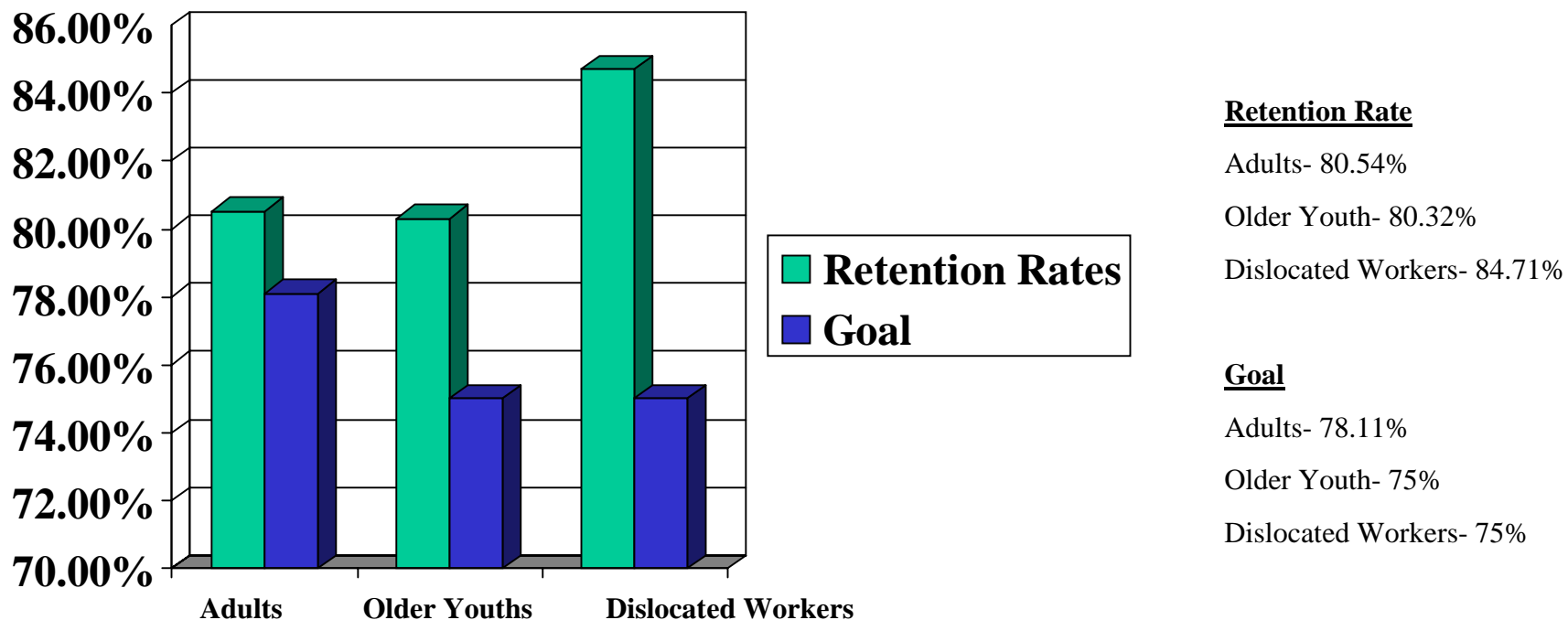
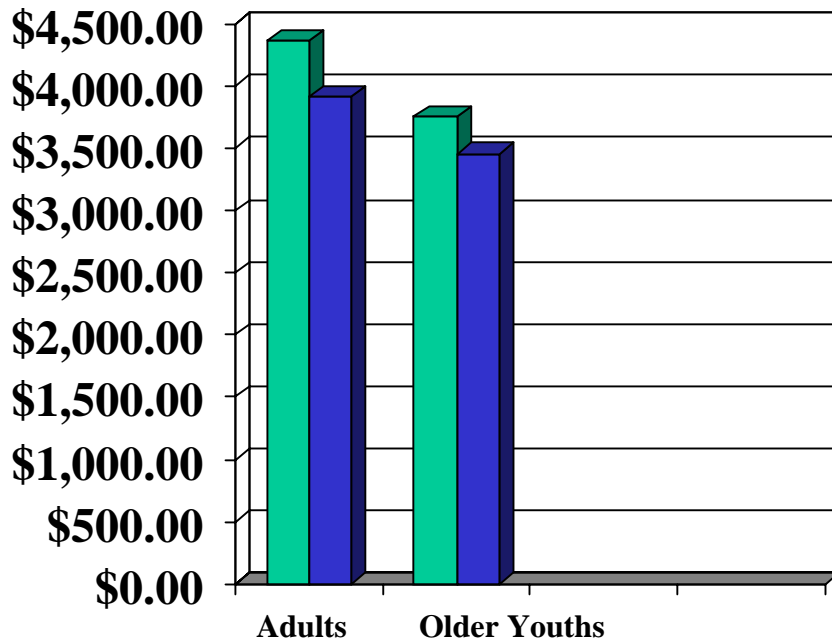


Figure 3. Florida's Earnings Gain PY 99 (October 98-September 99)



Earnings Gain
Goal

Earnings Gain

Adults- \$4,367

Older Youths- \$3,916

Goal

Adults- \$3,755

Older Youths-\$3,452

Figure 4. Florida's Wage Replacement Rates PY 99 (October 98-September 99)

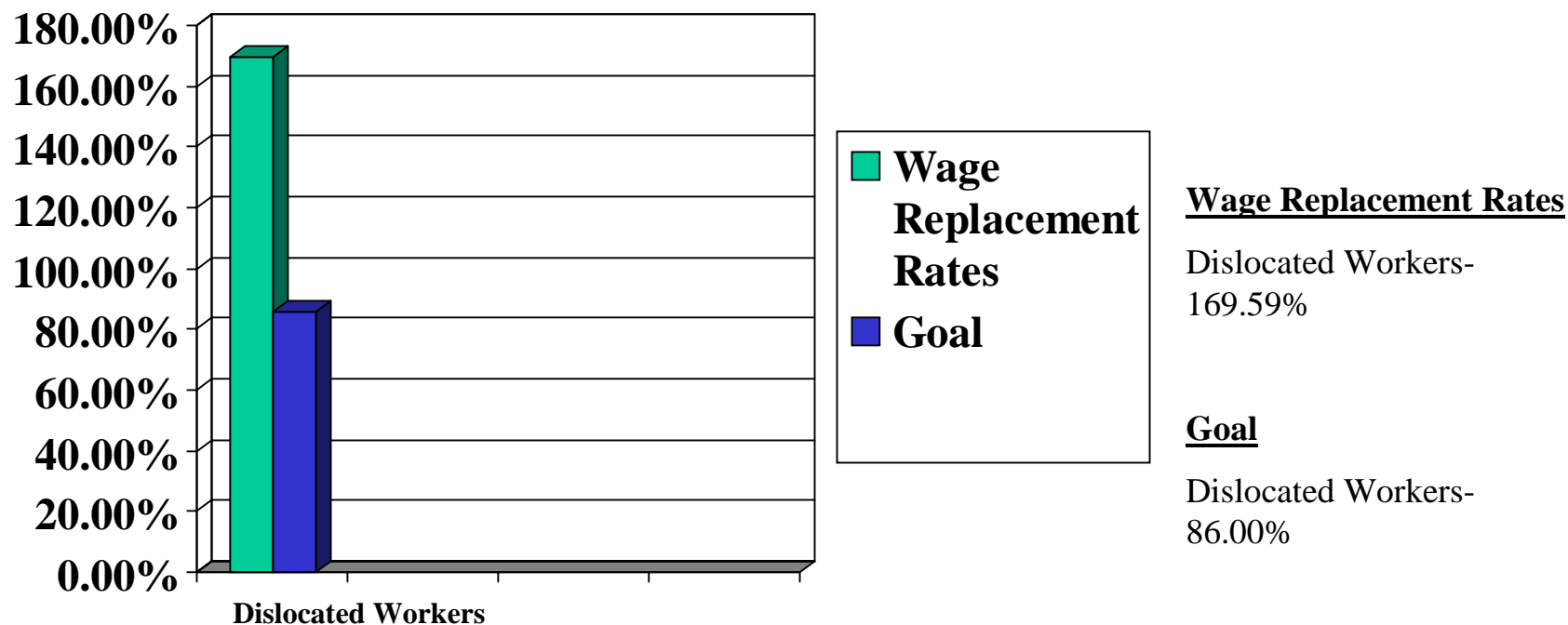


Figure 5. Florida's Customer Satisfaction PY 99 (July 99-June 2000)



Table 2

State of Florida Summary of Performance for Selected Groups

Performance Measure	Public Assistance Recipients		Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers		Out-of-School Youth		Received Training Services		Received Core or Intensive Services Only	
<i>Exit Period by Measures: October through September</i>																
Adult Entered Employment	63.11%	3,166 Num.	62.36%	810 Num.	50.92%	250 Num.	47.44%	204 Num.	54.82%	239 Num.	NA Num.	58.72%	2,078 Num.	69.86%	3,241 Num.	
Adult Employment Retention	5,017 Den.	1,299 Den.	491 Den.	430 Den.	436 Den.	NA Den.	3,539 Den.	4,639 Den.								
Adult Earnings Change	81.09%	3,315 Num.	82.11%	927 Num.	72.35%	212 Num.	80.33%	196 Num.	80.25%	260 Num.	NA Num.	80.13%	2,174 Num.	81.22%	3,611 Num.	
Dislocated Worker Entered Employment	4,088 Den.	1,129 Den.	293 Den.	244 Den.	324 Den.	NA Den.	2,713 Den.	4,446 Den.								
Dislocated Worker Employment Retention	\$4,258	\$17,405,233 Num.	\$4,431	\$5,003,043 Num.	\$3,501	\$1,025,734 Num.	\$3,531	\$861,535 Num.	\$4,727	\$1,531,627 Num.	NA Num.	\$4,406	\$11,953,963 Num.	\$4,446	\$19,766,894 Num.	
Dislocated Worker Earnings Replacement	4,088 Den.	1,129 Den.	293 Den.	244 Den.	324 Den.	NA Den.	2,713 Den.	4,446 Den.								
Older Youth Entered Employment	67.87%	245 Num.	70.29%	956 Num.	62.57%	112 Num.	64.78%	493 Num.	67.06%	57 Num.	NA Num.	71.59%	1,013 Num.	73.25%	3,354 Num.	
Older Youth Retention	361 Den.	1,360 Den.	179 Den.	761 Den.	85 Den.	NA Den.	1,415 Den.	4,579 Den.								
Older Youth Earnings Change	81.22%	199 Num.	84.31%	806 Num.	85.71%	96 Num.	82.95%	428 Num.	84.21%	48 Num.	NA Num.	85.70%	869 Num.	84.49%	2,833 Num.	
Younger Youth Diploma	245 Den.	956 Den.	112 Den.	516 Den.	57 Den.	NA Den.	1,014 Den.	3,353 Den.								
Younger Youth Entered Employment	258.73%	\$1,628,146 Num.	143.04%	\$9,252,688 Num.	219.40%	\$960,692 Num.	121.48%	\$4,131,062 Num.	294.52%	\$366,217 Num.	NA Num.	169.62%	\$9,354,097 Num.	170.13%	\$29,237,938 Num.	
Younger Youth Retention	\$629,272 Den.	\$6,468,498 Den.	\$437,865 Den.	\$3,400,684 Den.	\$124,345 Den.	NA Den.	\$5,514,630 Den.	\$17,185,393 Den.								
Older Youth Entered Employment	65.71%	410 Num.	67.24%	117 Num.	50.00%	95 Num.	NA Num.	52.08%	25 Num.	61.47%	351 Num.	62.50%	410 Num.	72.86%	580 Num.	
Older Youth Retention	624 Den.	174 Den.	190 Den.	NA Den.	48 Den.	571 Den.	656 Den.	796 Den.								
Older Youth Earnings Change	80.84%	443 Num.	83.08%	162 Num.	73.08%	76 Num.	NA Num.	63.64%	21 Num.	71.33%	296 Num.	73.25%	345 Num.	84.49%	752 Num.	
Younger Youth Entered Employment	548 Den.	195 Den.	104 Den.	NA Den.	33 Den.	415 Den.	471 Den.	890 Den.								
Younger Youth Earnings Change	\$4,171	\$2,285,447 Num.	\$4,197	\$818,328 Num.	\$3,357	\$349,115 Num.	NA Num.	\$3,500	\$115,515 Num.	\$2,657	\$1,102,607 Num.	\$3,506	\$1,651,233 Num.	\$4,174	\$3,714,459 Num.	
Younger Youth Retention	548 Den.	195 Den.	104 Den.	NA Den.	33 Den.	415 Den.	471 Den.	890 Den.								
<i>Exit Period by Measures: July through June</i>																
Younger Youth Entered Employment	23.23%	36 Num.	NA Num.	0.00%	0 Num.	NA Num.	34.78%	56 Num.	9.69%	22 Num.	22.56%	143 Num.	NA Num.			
Younger Youth Retention	155 Den.	NA Den.	7 Den.	NA Den.	161 Den.	227 Den.	634 Den.	NA Den.								

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 1 Escarosa Regional Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	375	141
Dislocated Workers	490	96
Older Youth	42	20
Younger Youth	170	81

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.0	70.0		
			Sample Frame	47
Employer Customer Satisfaction Score	60.0	64.0		
			Sample Frame	137

Exit Period Covered by Measures: October through September

Adult Entered Employment	70.00%	58.53%	Numerator	127
			Denominator	217
Adult Employment Retention	83.00%	77.01%	Numerator	134
			Denominator	174
Adult Earnings Change		\$4,767	Numerator	\$829,417
			Denominator	174
Dislocated Worker Entered Employment	64.00%	61.86%	Numerator	146
			Denominator	236
Dislocated Worker Employment Retention	80.00%	84.25%	Numerator	123
			Denominator	146
Dislocated Worker Earnings Replacement		249.35%	Numerator	\$1,128,614
			Denominator	452,627
Older Youth Entered Employment	76.00%	48.72%	Numerator	19
			Denominator	39
Older Youth Retention	75.00%	74.19%	Numerator	23
			Denominator	31
Older Youth Earnings Change		\$3,228	Numerator	\$100,081
			Denominator	31

Exit Period Covered by Measure: July through June

Younger Youth Diploma	25.00%	28.57%	Numerator	16
			Denominator	56

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 2 Okaloosa-Walton Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	197	75
Dislocated Workers	305	29
Older Youth	0	0
Younger Youth	4	2

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	60.7		
			Sample Frame	75
Employer Customer Satisfaction Score	64.0	69.1		
			Sample Frame	129

Exit Period Covered by Measures: October through September

Adult Entered Employment	71.00%	74.04%	Numerator	77
			Denominator	104
Adult Employment Retention	87.29%	78.07%	Numerator	89
			Denominator	114
Adult Earnings Change		\$3,931	Numerator	\$448,134
			Denominator	114
Dislocated Worker Entered Employment	65.01%	72.15%	Numerator	57
			Denominator	79
Dislocated Worker Employment Retention	79.64%	82.46%	Numerator	47
			Denominator	57
Dislocated Worker Earnings Replacement		192.70%	Numerator	\$413,302
			Denominator	214,475
Older Youth Entered Employment	67.20%	70.27%	Numerator	26
			Denominator	37
Older Youth Retention	75.00%	74.29%	Numerator	26
			Denominator	35
Older Youth Earnings Change		\$3,680	Numerator	\$128,797
			Denominator	35

Exit Period Covered by Measure: July through June

Younger Youth Diploma	25.52%	0.00%	Numerator	0
			Denominator	2

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 3 Chipola Regional Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	171	124
Dislocated Workers	230	110
Older Youth	51	32
Younger Youth	235	5

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	67.4		
			Sample Frame	52
Employer Customer Satisfaction Score	60.0	72.4		
			Sample Frame	68

Exit Period Covered by Measures: October through September

Adult Entered Employment	68.80%	67.19%	Numerator	86
			Denominator	128
Adult Employment Retention	85.75%	78.23%	Numerator	97
			Denominator	124
Adult Earnings Change		\$3,940	Numerator	\$488,525
			Denominator	124
Dislocated Worker Entered Employment	62.00%	74.83%	Numerator	113
			Denominator	151
Dislocated Worker Employment Retention	78.20%	75.22%	Numerator	85
			Denominator	113
Dislocated Worker Earnings Replacement		157.12%	Numerator	\$815,431
			Denominator	518993
Older Youth Entered Employment	76.00%	57.58%	Numerator	19
			Denominator	33
Older Youth Retention	75.00%	79.31%	Numerator	23
			Denominator	29
Older Youth Earnings Change		\$3,139	Numerator	\$91,025
			Denominator	29

Exit Period Covered by Measure: July through June

Younger Youth Diploma	23.37%	#DIV/0!	Numerator	0
			Denominator	0

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 4 Gulf Coast Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	340	184
Dislocated Workers	453	244
Older Youth	97	54
Younger Youth	194	20

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	68.0		
			Sample Frame	33
Employer Customer Satisfaction Score	60.0	66.3		
			Sample Frame	93

Exit Period Covered by Measures: October through September

Adult Entered Employment	70.00%	73.89%	Numerator	116
			Denominator	157
Adult Employment Retention	91.00%	82.01%	Numerator	155
			Denominator	189
Adult Earnings Change		\$4,785	Numerator	\$904,376
			Denominator	189
Dislocated Worker Entered Employment	68.00%	69.89%	Numerator	195
			Denominator	279
Dislocated Worker Employment Retention	83.00%	82.05%	Numerator	160
			Denominator	195
Dislocated Worker Earnings Replacement		86.12%	Numerator	\$1,916,200
			Denominator	2225104
Older Youth Entered Employment	76.00%	77.36%	Numerator	41
			Denominator	53
Older Youth Retention	75.00%	84.48%	Numerator	49
			Denominator	58
Older Youth Earnings Change		\$5,999	Numerator	\$347,915
			Denominator	58

Exit Period Covered by Measure: July through June

Younger Youth Diploma	24.00%	38.46%	Numerator	5
			Denominator	13

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 5 Big Bend Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	421	139
Dislocated Workers	93	32
Older Youth	110	29
Younger Youth	342	26

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	69.2		
			Sample Frame	41
Employer Customer Satisfaction Score	60.0	72.6		
			Sample Frame	74

Exit Period Covered by Measures: October through September

Adult Entered Employment	69.00%	70.73%	Numerator	87
			Denominator	123
Adult Employment Retention	86.00%	84.46%	Numerator	125
			Denominator	148
Adult Earnings Change		\$6,105	Numerator	\$903,605
			Denominator	148
Dislocated Worker Entered Employment	65.00%	82.93%	Numerator	34
			Denominator	41
Dislocated Worker Employment Retention	79.00%	79.41%	Numerator	27
			Denominator	34
Dislocated Worker Earnings Replacement		279.63%	Numerator	\$359,505
			Denominator	128,563
Older Youth Entered Employment	65.63%	82.93%	Numerator	34
			Denominator	41
Older Youth Retention	75.00%	76.60%	Numerator	36
			Denominator	47
Older Youth Earnings Change		\$5,717	Numerator	\$268,708
			Denominator	47

Exit Period Covered by Measure: July through June

Younger Youth Diploma	23.00%	25.00%	Numerator	1
			Denominator	4

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 6 North Florida Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	163	63
Dislocated Workers	64	34
Older Youth	43	9
Younger Youth	243	6

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	73.1		
			Sample Frame	25
Employer Customer Satisfaction Score	60.0	75.6		
			Sample Frame	17

Exit Period Covered by Measures: October through September

Adult Entered Employment	68.00%	63.46%	Numerator	66
			Denominator	104
Adult Employment Retention	84.00%	88.12%	Numerator	89
			Denominator	101
Adult Earnings Change		\$4,961	Numerator	\$501,026
			Denominator	101
Dislocated Worker Entered Employment	62.00%	82.61%	Numerator	38
			Denominator	46
Dislocated Worker Employment Retention	79.00%	84.21%	Numerator	32
			Denominator	38
Dislocated Worker Earnings Replacement		261.59%	Numerator	\$296,225
			Denominator	113241
Older Youth Entered Employment	73.00%	77.78%	Numerator	21
			Denominator	27
Older Youth Retention	75.00%	100.00%	Numerator	39
			Denominator	39
Older Youth Earnings Change		\$5,726	Numerator	\$223,304
			Denominator	39

Exit Period Covered by Measure: July through June

Younger Youth Diploma	24.00%	20.00%	Numerator	1
			Denominator	5

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 7 Florida Crown Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	84	53
Dislocated Workers	68	43
Older Youth	34	18
Younger Youth	107	74

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	61.0		
			Sample Frame	18
Employer Customer Satisfaction Score	60.0	68.8		
			Sample Frame	39

Exit Period Covered by Measures: October through September

Adult Entered Employment	69.00%	66.67%	Numerator	22
			Denominator	33
Adult Employment Retention	79.00%	92.31%	Numerator	36
			Denominator	39
Adult Earnings Change		\$7,555	Numerator	\$294,655
			Denominator	39
Dislocated Worker Entered Employment	72.00%	77.14%	Numerator	27
			Denominator	35
Dislocated Worker Employment Retention	79.00%	85.19%	Numerator	23
			Denominator	27
Dislocated Worker Earnings Replacement		506.80%	Numerator	\$248,156
			Denominator	48,965
Older Youth Entered Employment	75.00%	60.00%	Numerator	6
			Denominator	10
Older Youth Retention	75.00%	100.00%	Numerator	14
			Denominator	14
Older Youth Earnings Change		\$5,412	Numerator	\$75,765
			Denominator	14

Exit Period Covered by Measure: July through June

Younger Youth Diploma	26.00%	50.00%	Numerator	1
			Denominator	2

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 8 First Coast Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	674	225
Dislocated Workers	1033	558
Older Youth	68	19
Younger Youth	967	334

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	75.0	64.9		
			Sample Frame	189
Employer Customer Satisfaction Score	75.0	67.1		
			Sample Frame	370

Exit Period Covered by Measures: October through September

Adult Entered Employment	70.00%	74.41%	Numerator	157
			Denominator	211
Adult Employment Retention	82.00%	76.17%	Numerator	163
			Denominator	214
Adult Earnings Change		\$4,685	Numerator	\$1,002,686
			Denominator	214
Dislocated Worker Entered Employment	83.00%	76.90%	Numerator	273
			Denominator	355
Dislocated Worker Employment Retention	82.00%	83.15%	Numerator	227
			Denominator	273
Dislocated Worker Earnings Replacement		200.49%	Numerator	\$2,786,280
			Denominator	1389718
Older Youth Entered Employment	68.66%	76.00%	Numerator	19
			Denominator	25
Older Youth Retention	75.00%	91.30%	Numerator	21
			Denominator	23
Older Youth Earnings Change		\$5,060	Numerator	\$116,373
			Denominator	23

Exit Period Covered by Measure: July through June

Younger Youth Diploma	22.00%	96.55%	Numerator	28
			Denominator	29

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 9 Alachua/Bradford Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	124	62
Dislocated Workers	91	44
Older Youth	14	5
Younger Youth	45	4

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	62.8		
			Sample Frame	67
Employer Customer Satisfaction Score	60.0	62.5		
			Sample Frame	69

Exit Period Covered by Measures: October through September

Adult Entered Employment	70.00%	79.41%	Numerator	27
			Denominator	34
Adult Employment Retention	87.00%	90.00%	Numerator	36
			Denominator	40
Adult Earnings Change		\$8,948	Numerator	\$357,926
			Denominator	40
Dislocated Worker Entered Employment	65.00%	71.11%	Numerator	32
			Denominator	45
Dislocated Worker Employment Retention	80.00%	87.50%	Numerator	28
			Denominator	32
Dislocated Worker Earnings Replacement		132.21%	Numerator	\$302,032
			Denominator	228,450
Older Youth Entered Employment	72.00%	100.00%	Numerator	6
			Denominator	6
Older Youth Retention	75.00%	85.71%	Numerator	6
			Denominator	7
Older Youth Earnings Change		\$5,602	Numerator	\$39,216
			Denominator	7

Exit Period Covered by Measure: July through June

Younger Youth Diploma	24.00%	100.00%	Numerator	1
			Denominator	1

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 10 Citrus, Levy, Marion Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	337	208
Dislocated Workers	133	71
Older Youth	59	33
Younger Youth	269	97

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	62.4		
			Sample Frame	56
Employer Customer Satisfaction Score	60.0	69.0		
			Sample Frame	105

Exit Period Covered by Measures: October through September

Adult Entered Employment	78.00%	70.25%	Numerator	111
			Denominator	158
Adult Employment Retention	85.00%	81.07%	Numerator	137
			Denominator	169
Adult Earnings Change		\$3,977	Numerator	\$672,112
			Denominator	169
Dislocated Worker Entered Employment	84.00%	81.11%	Numerator	73
			Denominator	90
Dislocated Worker Employment Retention	78.00%	84.93%	Numerator	62
			Denominator	73
Dislocated Worker Earnings Replacement		193.82%	Numerator	\$642,304
			Denominator	331,399
Older Youth Entered Employment	70.00%	66.67%	Numerator	42
			Denominator	63
Older Youth Retention	75.00%	72.13%	Numerator	44
			Denominator	61
Older Youth Earnings Change		\$2,997	Numerator	\$182,823
			Denominator	61

Exit Period Covered by Measure: July through June

Younger Youth Diploma	24.00%	50.00%	Numerator	32
			Denominator	64

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 11 Flagler Volusia Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	567	365
Dislocated Workers	183	106
Older Youth	18	14
Younger Youth	521	226

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	67.5		
			Sample Frame	113
Employer Customer Satisfaction Score	60.0	68.4		
			Sample Frame	122

Exit Period Covered by Measures: October through September

Adult Entered Employment	73.00%	62.86%	Numerator	132
			Denominator	210
Adult Employment Retention	78.11%	81.82%	Numerator	180
			Denominator	220
Adult Earnings Change		\$3,591	Numerator	\$790,119
			Denominator	220
Dislocated Worker Entered Employment	83.00%	76.52%	Numerator	264
			Denominator	345
Dislocated Worker Employment Retention	80.00%	85.23%	Numerator	225
			Denominator	264
Dislocated Worker Earnings Replacement		154.37%	Numerator	\$1,965,819
			Denominator	1,273,430
Older Youth Entered Employment	72.00%	56.32%	Numerator	49
			Denominator	87
Older Youth Retention	75.00%	70.49%	Numerator	43
			Denominator	61
Older Youth Earnings Change		\$2,923	Numerator	\$178,311
			Denominator	61

Exit Period Covered by Measure: July through June

Younger Youth Diploma	26.00%	25.58%	Numerator	22
			Denominator	86

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 12 Central Florida Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exiters
Adults	1302	734
Dislocated Workers	682	332
Older Youth	188	121
Younger Youth	1105	1163

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	70.2		
			Sample Frame	302
Employer Customer Satisfaction Score	60.0	64.1		
			Sample Frame	511

Exit Period Covered by Measures: October through September

Adult Entered Employment	68.00%	74.28%	Numerator	309
			Denominator	416
Adult Employment Retention	82.00%	81.88%	Numerator	375
			Denominator	458
Adult Earnings Change		\$4,963	Numerator	\$2,273,082
			Denominator	458
Dislocated Worker Entered Employment	71.00%	76.46%	Numerator	302
			Denominator	395
Dislocated Worker Employment Retention	86.00%	85.10%	Numerator	257
			Denominator	302
Dislocated Worker Earnings Replacement		300.62%	Numerator	\$2,860,849
			Denominator	951,634
Older Youth Entered Employment	72.00%	74.58%	Numerator	88
			Denominator	118
Older Youth Retention	75.00%	83.33%	Numerator	120
			Denominator	144
Older Youth Earnings Change		\$3,962	Numerator	\$570,539
			Denominator	144

Exit Period Covered by Measure: July through June

Younger Youth Diploma	21.00%	9.09%	Numerator	2
			Denominator	22

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 13 Brevard Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	374	155
Dislocated Workers	213	117
Older Youth	16	8
Younger Youth	129	2

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	67.0		
			Sample Frame	105
Employer Customer Satisfaction Score	60.0	69.7		
			Sample Frame	203

Exit Period Covered by Measures: October through September

Adult Entered Employment	71.00%	73.99%	Numerator	128
			Denominator	173
Adult Employment Retention	86.00%	81.61%	Numerator	142
			Denominator	174
Adult Earnings Change		\$3,845	Numerator	\$669,101
			Denominator	174
Dislocated Worker Entered Employment	67.00%	72.43%	Numerator	155
			Denominator	214
Dislocated Worker Employment Retention	80.00%	89.68%	Numerator	139
			Denominator	155
Dislocated Worker Earnings Replacement		123.91%	Numerator	\$1,602,947
			Denominator	1,293,620
Older Youth Entered Employment	69.00%	78.79%	Numerator	26
			Denominator	33
Older Youth Retention	75.00%	94.29%	Numerator	33
			Denominator	35
Older Youth Earnings Change		\$2,525	Numerator	\$88,380
			Denominator	35

Exit Period Covered by Measure: July through June

Younger Youth Diploma	23.00%	#DIV/0!	Numerator	0
			Denominator	0

Table 4

Summary of Local Performance

State Name: FLORIDA

Local Area Name: Region 14 Pinellas Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	496	120
Dislocated Workers	319	115
Older Youth	5	2
Younger Youth	113	6

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant				
Customer Satisfaction Score	68.40%	69.60%	Sample Frame	195
Employer				
Customer Satisfaction Score	60.00%	58.20%	Sample Frame	189

Exit Period Covered by Measures: October through September

Adult Entered Employment	66.80%	65.12%	Numerator	84
			Denominator	129
Adult Employment Retention	80.35%	80.62%	Numerator	104
			Denominator	129
Adult Earnings Change		\$3,612	Numerator	\$465,936
			Denominator	129
Dislocated Worker Entered Employment	65.80%	78.71%	Numerator	207
			Denominator	263
Dislocated Worker Employment Retention	77.17%	89.37%	Numerator	185
			Denominator	207
Dislocated Worker Earnings Replacement		196.51%	Numerator	\$1,895,212
			Denominator	\$964,418
Older Youth Entered Employment	62.06%	75.00%	Numerator	12
			Denominator	16
Older Youth Retention	75.00%	64.29%	Numerator	9
			Denominator	14
Older Youth Earnings Change		\$2,318	Numerator	\$32,451
			Denominator	14

Exit Period Covered by Measure: July through June

Younger Youth Diploma	19.68%	0.00%	Numerator	0
			Denominator	6

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 15 Hillsborough Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	481	278
Dislocated Workers	350	198
Older Youth	90	59
Younger Youth	324	13

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant				
Customer Satisfaction Score	68.40%	63.30%	Sample Frame	136
Employer				
Customer Satisfaction Score	60.00%	62.80%	Sample Frame	313

Exit Period Covered by Measures: October through September

Adult Entered Employment	66.50%	65.23%	Numerator	349
			Denominator	535
Adult Employment Retention	79.42%	83.68%	Numerator	400
			Denominator	478
Adult Earnings Change		\$4,671	Numerator	\$2,232,960
			Denominator	478
Dislocated Worker Entered Employment	62.42%	78.69%	Numerator	192
			Denominator	244
Dislocated Worker Employment Retention	75.63%	89.06%	Numerator	171
			Denominator	192
Dislocated Worker Earnings Replacement		213.33%	Numerator	\$2,141,857
			Denominator	\$1,004,028
Older Youth Entered Employment	71.71%	81.82%	Numerator	45
			Denominator	55
Older Youth Retention	75.00%	77.59%	Numerator	45
			Denominator	58
Older Youth Earnings Change		\$3,718	Numerator	\$215,659
			Denominator	58

Exit Period Covered by Measure: July through June

Younger Youth Diploma	20.72%	0.00%	Numerator	0
			Denominator	13

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 16 Pasco-Hernando Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	221	93
Dislocated Workers	143	42
Older Youth	28	24
Younger Youth	232	31

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant				
Customer Satisfaction Score	68.40%	63.40%	Sample Frame	101
Employer				
Customer Satisfaction Score	60.00%	65.60%	Sample Frame	102

Exit Period Covered by Measures: October through September

Adult Entered Employment	70.00%	63.19%	Numerator	91
			Denominator	144
Adult Employment Retention	75.00%	92.17%	Numerator	106
			Denominator	115
Adult Earnings Change		\$6,522	Numerator	\$749,999
			Denominator	115
Dislocated Worker Entered Employment	75.00%	67.94%	Numerator	89
			Denominator	131
Dislocated Worker Employment Retention	80.00%	83.15%	Numerator	74
			Denominator	89
Dislocated Worker Earnings Replacement		190.48%	Numerator	\$750,329
			Denominator	\$393,925
Older Youth Entered Employment	66.00%	65.00%	Numerator	26
			Denominator	40
Older Youth Retention	75.00%	75.00%	Numerator	21
			Denominator	28
Older Youth Earnings Change		\$5,285	Numerator	\$147,978
			Denominator	28

Exit Period Covered by Measure: July through June

Younger Youth Diploma	26.20%	55.56%	Numerator	10
			Denominator	18

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 17 Polk Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitters
Adults	851	458
Dislocated Workers	295	129
Older Youth	111	43
Younger Youth	167	14

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant				
Customer Satisfaction Score	68.40%	63.00%	Sample Frame	96
Employer				
Customer Satisfaction Score	60.00%	64.00%	Sample Frame	158

Exit Period Covered by Measures: October through September

Adult Entered Employment	66.00%	76.20%	Numerator	285
			Denominator	374
Adult Employment Retention	80.00%	86.21%	Numerator	325
			Denominator	377
Adult Earnings Change		\$3,935	Numerator	\$1,483,632
			Denominator	377
Dislocated Worker Entered Employment	82.00%	79.21%	Numerator	160
			Denominator	202
Dislocated Worker Employment Retention	76.00%	81.88%	Numerator	131
			Denominator	160
Dislocated Worker Earnings Replacement		145.24%	Numerator	\$1,420,729
			Denominator	\$978,184
Older Youth Entered Employment	72.00%	83.67%	Numerator	41
			Denominator	49
Older Youth Retention	75.00%	82.81%	Numerator	53
			Denominator	64
Older Youth Earnings Change		\$2,877	Numerator	\$184,128
			Denominator	64

Exit Period Covered by Measure: July through June

Younger Youth Diploma	21.00%	16.67%	Numerator	1
			Denominator	6

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 18 Suncoast Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	91	51
Dislocated Workers	542	156
Older Youth	42	12
Younger Youth	110	53

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant				
Customer Satisfaction Score	68.40%	70.40%	Sample Frame	127
Employer				
Customer Satisfaction Score	60.00%	59.80%	Sample Frame	192

Exit Period Covered by Measures: October through September

Adult Entered Employment	70.00%	66.97%	Numerator	73
			Denominator	109
Adult Employment Retention	84.00%	79.69%	Numerator	102
			Denominator	128
Adult Earnings Change		\$4,267	Numerator	\$546,167
			Denominator	128
Dislocated Worker Entered Employment	79.00%	62.30%	Numerator	38
			Denominator	61
Dislocated Worker Employment Retention	79.00%	94.74%	Numerator	36
			Denominator	38
Dislocated Worker Earnings Replacement		190.11%	Numerator	\$380,882
			Denominator	\$200,343
Older Youth Entered Employment	74.00%	69.57%	Numerator	16
			Denominator	23
Older Youth Retention	75.00%	95.83%	Numerator	23
			Denominator	24
Older Youth Earnings Change		\$3,815	Numerator	\$91,560
			Denominator	24

Exit Period Covered by Measure: July through June

Younger Youth Diploma	22.00%	0.00%	Numerator	0
			Denominator	48

Table 4

Summary of Local Performance

State Name: FLORIDA

Local Area Name: Region 19 Heartland Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exiters
Adults	167	95
Dislocated Workers	41	5
Older Youth	45	22
Younger Youth	181	5

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant				
Customer Satisfaction Score	68.40%	63.00%	Sample Frame	42
Employer				
Customer Satisfaction Score	60.00%	63.30%	Sample Frame	73

Exit Period Covered by Measures: October through September

Adult Entered Employment	69.00%	69.23%	Numerator	72
			Denominator	104
Adult Employment Retention	82.00%	82.93%	Numerator	68
			Denominator	82
Adult Earnings Change		\$5,409	Numerator	\$443,514
			Denominator	82
Dislocated Worker Entered Employment	74.00%	71.19%	Numerator	42
			Denominator	59
Dislocated Worker Employment Retention	87.00%	85.71%	Numerator	36
			Denominator	42
Dislocated Worker Earnings Replacement		164.19%	Numerator	\$333,428
			Denominator	203,078
Older Youth Entered Employment	75.00%	66.67%	Numerator	14
			Denominator	21
Older Youth Retention	75.00%	75.00%	Numerator	15
			Denominator	20
Older Youth Earnings Change		\$4,034	Numerator	\$80,686
			Denominator	20

Exit Period Covered by Measure: July through June

Younger Youth Diploma	25.00%	50.00%	Numerator	1
			Denominator	2

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 20 Treasure Coast Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	539	308
Dislocated Workers	137	80
Older Youth	82	53
Younger Youth	1073	35

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant				
Customer Satisfaction Score	68.40%	69.80%	Sample Frame	202
Employer				
Customer Satisfaction Score	60.00%	70.90%	Sample Frame	177

Exit Period Covered by Measures: October through September

Adult Entered Employment	70.00%	73.90%	Numerator	218
			Denominator	295
Adult Employment Retention	81.60%	78.82%	Numerator	227
			Denominator	288
Adult Earnings Change		\$4,445	Numerator	\$1,280,113
			Denominator	288
Dislocated Worker Entered Employment	77.00%	76.76%	Numerator	109
			Denominator	142
Dislocated Worker Employment Retention	75.00%	91.74%	Numerator	100
			Denominator	109
Dislocated Worker Earnings Replacement		123.05%	Numerator	\$1,002,678
			Denominator	\$814,827
Older Youth Entered Employment	67.00%	69.81%	Numerator	37
			Denominator	53
Older Youth Retention	75.00%	85.45%	Numerator	47
			Denominator	55
Older Youth Earnings Change		\$3,946	Numerator	\$217,007
			Denominator	55

Exit Period Covered by Measure: July through June

Younger Youth Diploma	21.00%	12.50%	Numerator	2
			Denominator	16

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 21 Palm Beach Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exiters
Adults	791	461
Dislocated Workers	484	290
Older Youth	137	94
Younger Youth	92	51

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant				
Customer Satisfaction Score	68.40%	70.10%	Sample Frame	216
Employer				
Customer Satisfaction Score	60.00%	65.20%	Sample Frame	212

Exit Period Covered by Measures: October through September

Adult Entered Employment	65.35%	68.00%	Numerator	396
			Denominator	606
Adult Employment Retention	78.00%	81.96%	Numerator	468
			Denominator	571
Adult Earnings Change		\$5,044	Numerator	\$2,880,070
			Denominator	571
Dislocated Worker Entered Employment	66.00%	69.53%	Numerator	340
			Denominator	489
Dislocated Worker Employment Retention	76.00%	86.58%	Numerator	316
			Denominator	365
Dislocated Worker Earnings Replacement		133.71%	Numerator	\$3,462,264
			Denominator	\$2,589,443
Older Youth Entered Employment	71.00%	63.21%	Numerator	67
			Denominator	106
Older Youth Retention	75.00%	80.91%	Numerator	89
			Denominator	110
Older Youth Earnings Change		\$3,328	Numerator	\$366,043
			Denominator	110

Exit Period Covered by Measure: July through June

Younger Youth Diploma	20.00%	0.00%	Numerator	0
			Denominator	43

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 22 Broward Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	843	272
Dislocated Workers	1015	288
Older Youth	162	72
Younger Youth	141	50

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
---------------------	------------------------------	---------------------------	--

Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	67.2		
			Sample Frame	151
Employer Customer Satisfaction Score	60.0	61.2		
			Sample Frame	137

Exit Period Covered by Measures: October through September

Adult Entered Employment	70.00%	69.41%	Numerator	236
			Denominator	340
Adult Employment Retention	78.71%	82.43%	Numerator	244
			Denominator	296
Adult Earnings Change		\$4,724	Numerator	\$1,398,385
			Denominator	296
Dislocated Worker Entered Employment	78.00%	66.73%	Numerator	365
			Denominator	547
Dislocated Worker Employment Retention	76.00%	86.58%	Numerator	316
			Denominator	365
Dislocated Worker Earnings Replacement		208.58%	Numerator	\$3,264,630
			Denominator	\$1,565,158
Older Youth Entered Employment	68.17%	71.43%	Numerator	40
			Denominator	56
Older Youth Retention	75.00%	86.96%	Numerator	40
			Denominator	46
Older Youth Earnings Change		\$4,082	Numerator	\$187,778
			Denominator	46

Exit Period Covered by Measure: July through June

Younger Youth Diploma	20.00%	69.23%	Numerator	18
			Denominator	26

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 23 Dade, Monroe Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exitors
Adults	5080	2453
Dislocated Workers	4023	1365
Older Youth	830	242
Younger Youth	5914	259

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	62.6		
			Sample Frame	374
Employer Customer Satisfaction Score	60.0	64.4		
			Sample Frame	388

Exit Period Covered by Measures: October through September

Adult Entered Employment	59.85%	63.40%	Numerator	1889
			Denominator	3156
Adult Employment Retention	76.30%	78.42%	Numerator	1788
			Denominator	2280
Adult Earnings Change		\$3,973	Numerator	\$9,057,611
			Denominator	2280
Dislocated Worker Entered Employment	72.93%	55.62%	Numerator	1002
			Denominator	1374
Dislocated Worker Employment Retention	71.92%	82.34%	Numerator	825
			Denominator	1002
Dislocated Worker Earnings Replacement		179.92%	Numerator	\$7,671,905
			Denominator	\$4,264,086
Older Youth Entered Employment	65.20%	62.01%	Numerator	235
			Denominator	379
Older Youth Retention	75.00%	76.87%	Numerator	216
			Denominator	281
Older Youth Earnings Change		\$4,085	Numerator	\$1,147,840
			Denominator	281

Exit Period Covered by Measure: July through June

Younger Youth Diploma	16.59%	0.71%	Numerator	1
			Denominator	141

Table 4

Summary of Local Performance

State Name: FLORIDA
Local Area Name: Region 24 Southwest Florida Workforce Board

Program Year Participation Summary

Program	Total Participants Served	Total Exiters
Adults	497	300
Dislocated Workers	221	131
Older Youth	65	63
Younger Youth	128	35

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels	
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Exit Period Covered by Measures: April through September

Participant Customer Satisfaction Score	68.4	76.5		
			Sample Frame	130
Employer Customer Satisfaction Score	60.0	63.7		
			Sample Frame	220

Exit Period Covered by Measures: October through September

Adult Entered Employment	72.00%	71.72%	Numerator	142
			Denominator	198
Adult Employment Retention	84.00%	80.38%	Numerator	168
			Denominator	209
Adult Earnings Change		\$4,399	Numerator	\$919,338
			Denominator	209
Dislocated Worker Entered Employment	73.00%	71.52%	Numerator	113
			Denominator	158
Dislocated Worker Employment Retention	87.00%	85.84%	Numerator	97
			Denominator	113
Dislocated Worker Earnings Replacement		170.65%	Numerator	\$922,057
			Denominator	\$540,314
Older Youth Entered Employment	72.00%	75.00%	Numerator	60
			Denominator	80
Older Youth Retention	75.00%	80.00%	Numerator	60
			Denominator	75
Older Youth Earnings Change		\$3,346	Numerator	\$250,923
			Denominator	75

Exit Period Covered by Measure: July through June

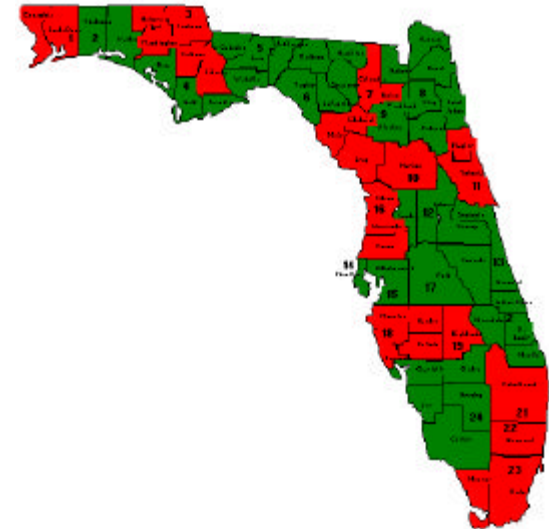
Younger Youth Diploma	22.00%	3.57%	Numerator	1
			Denominator	28

Florida Workforce Development Regions

Entered Employment Performance Measure

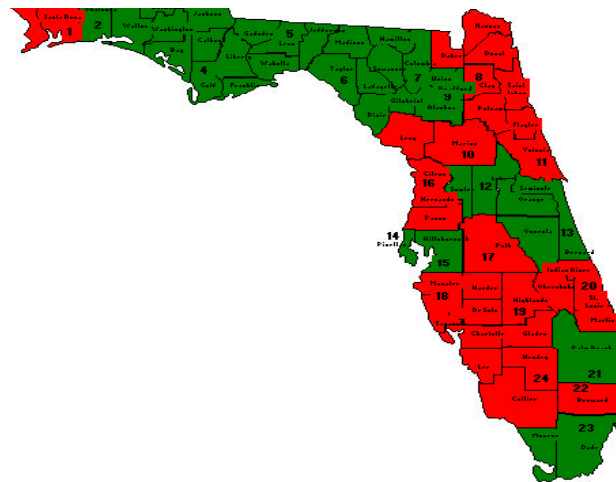
1st Year WIA Performance Outcome Data
(3 Qtr JTPA Performances & 1st True Qtr of WIA Performance)

Older Youth



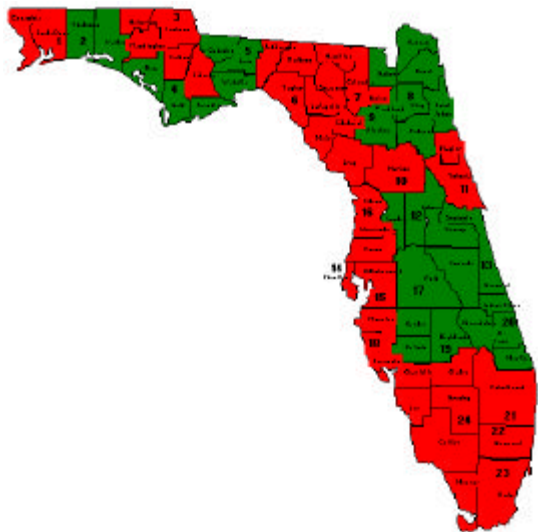
Statewide
Actual Performances: 68.18%
Negotiated Performances: 65.63%

Dislocated Workers



Statewide
Actual Performances: 72.86%
Negotiated Performances: 60.00%

Adult



Statewide
Actual Performances: 65.04%
Negotiated Performances: 64.30%

1. Escarosa
2. Okaloosa, Walton
3. Chipola
4. Gulf Coast
5. Big Bend
6. North Florida
7. Florida Crown
8. First Coast
9. Alachua, Bradford
10. Citrus, Levy, Marion
11. Flagler, Volusia
12. Central Florida
13. Brevard
14. Pinellas
15. Hillsborough
16. Pasco-Hernando
17. Polk
18. Suncoast
19. Heartland
20. Indian River, Martin, St. Lucie, Okeechobee
21. Palm Beach
22. Broward
23. Dade, Monroe
24. Charlotte, Collier, Glades, Hendry, Lee

LEGEND:
+ Meeting negotiated performance
+ Not meeting negotiated performance

*The State of Florida met its 1st year WIA Entered Employment rate statewide. The above reflects regional performances only.

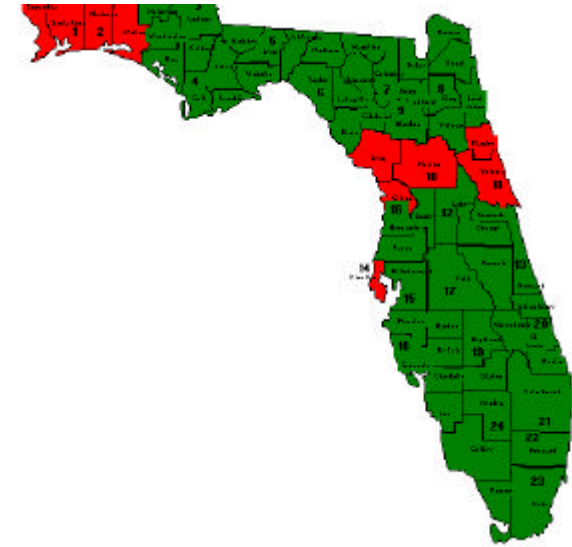
Florida Workforce Development Regions

Retention Performance Measure

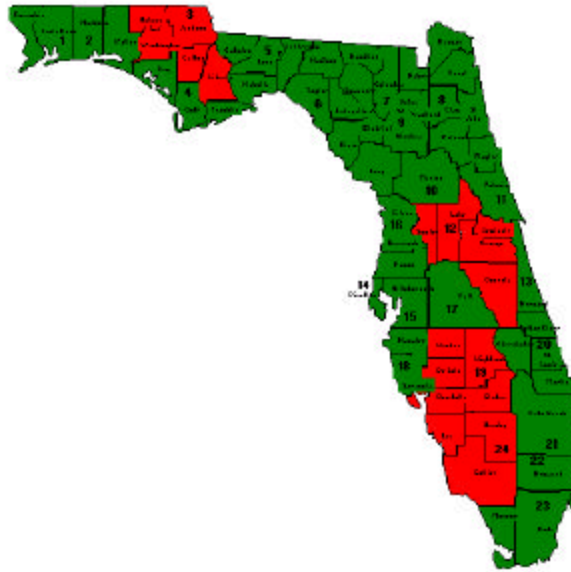
1st Year WIA Performance Outcome Data

(3 Qtr JTPA Performances & 1st True Qtr of WIA Performance)

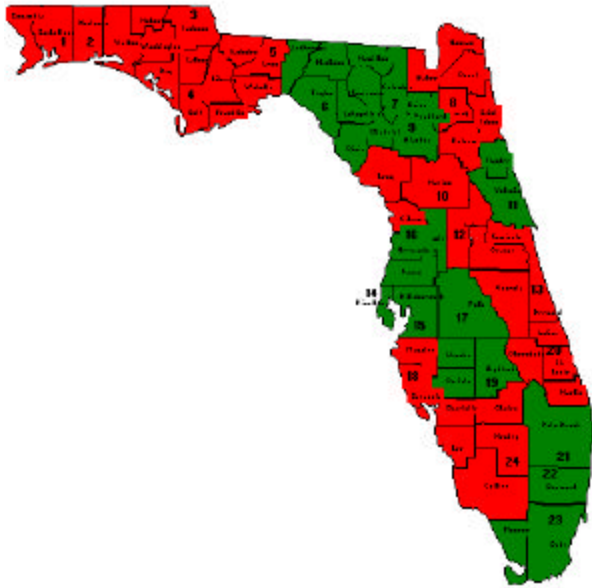
Older Youth



Dislocated Workers



Adult



Statewide
Actual Performances: 80.81%
Negotiated Performances: 78.11%

Statewide
Actual Performances: 84.77%
Negotiated Performances: 75.00%

Statewide
Actual Performances 80.60%
Negotiated Performances: 75.00%

1. Escarosa
2. Okaloosa, Walton
3. Chipola
4. Gulf Coast
5. Big Bend
6. North Florida
7. Florida Crown
8. First Coast
9. Alachua, Bradford
10. Citrus, Levy, Marion
11. Flagler, Volusia
12. Central Florida
13. Brevard
14. Pinellas
15. Hillsborough
16. Pasco-Hernando
17. Polk
18. Suncoast
19. Heartland
20. Indian River, Martin, St. Lucie, Okeechobee
21. Palm Beach
22. Broward
23. Dade, Monroe
24. Charlotte, Collier, Glades, Hendry, Lee

LEGEND:
 + Meeting negotiated performance
 + Not meeting negotiated performance

*The State of Florida met its 1st year WIA Entered Employment rate statewide. The above reflects regional performances only.

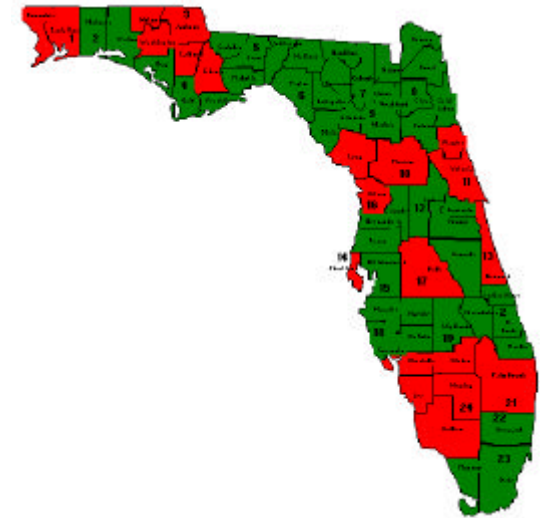
Florida Workforce Development Regions

Earnings Performance Measure

1st Year WIA Performance Outcome Data

(3 Qtr JTPA Performances & 1st True Qtr of WIA Performance)

Older Youth



Actual Performances: **\$3,942**
 Negotiated Performances: **\$3,452**

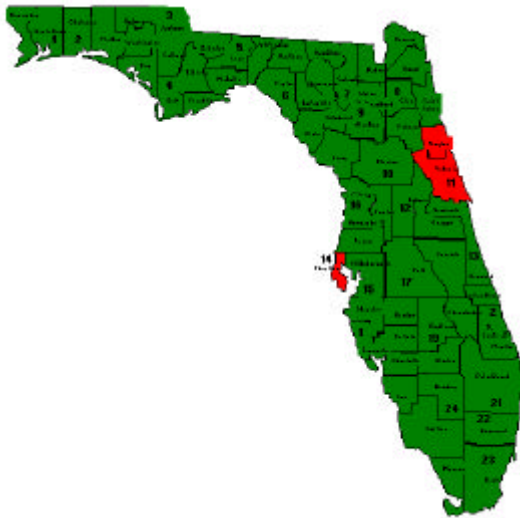
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Dislocated Workers



Statewide
 Actual Performances: **170.01%**
 Negotiated Performances: **86.00%**

Adult



Statewide
 Actual Performance: **\$4,431**
 Negotiated Performances: **\$3,755**

LEGEND:
 + Meeting negotiated performance
 - Not meeting negotiated performance

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

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