

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	66.0	79.5	507	2,470	919	55.2
Employers	68.0	78.8	3,697	13,867	6,504	56.8

Table B- Outcomes for Adults

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66.0	67.7	6,904 10,192
Employment Retention Rate	80.0	82.4	8,075 9,801
Earnings Change in Six Months	\$3,500	\$3,308	\$32,422,864 9,801
Employment and Credential Rate	42.0	48.6	3,390 6,972

Table C - Outcomes for Adult Special Populations

Reported	Public Assistance		Veterans		Individuals With		Older Individuals	
Entered Employment	63.1	1,647	69.9	463	54.8	397	60.5	368
		2,611		662		725		608
Employment Retention Rate	81.5	1,965	84.5	638	77.1	430	82.4	403
		2,412		755		558		489
Earnings Change in Six	\$3,816	\$9,205,194	\$4,214	\$3,181,774	\$3,221	\$1,797,335	\$2,140	\$1,046,394
		2,412		755		558		489
Employment and Credential	42.8	1,173	52.6	345	37.5	182	41.8	140
		2,743		656		485		335

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training		Individuals Who Only Received	
Entered Employment Rate	64.8	2,695	69.7	4,209
		4,157		6,035
Employment Retention Rate	83.6	4,006	81.2	4,069
		4,792		5,009
Earnings Change in Six Months	\$3,962	\$18,988,062	\$2,682	\$13,434,802
		4,792		5,009

Table E - Dislocated Worker Program Results At-A-Glance

	Negotiated Performance	Actual Performance Level	
Entered Employment Rate	76.6	6,381.0	6,381 8,331
Employment Retention Rate	81.0	87.3	5,571 6,381
Earnings Replacement in Six Months	94.0	72,299,884.0	\$79,824,057 \$72,299,884
Employment and Credential Rate	42.0	46.8	2,400 5,132

Table F - Outcomes for Dislocated Worker Special Populations

Reported	Veterans		Individuals With		Older Individuals		Displaced	
Entered Employment	74.2	709	71.2	240	69.0	711	72.0	77
		956		337		1,030		107
Employment Retention	84.1	596	81.7	196	86.1	612	79.2	61
		709		240		711		77
Earnings Replacement	83.6	\$8,442,894	89.0	\$2,602,869	75.2	\$7,043,912	274.8	\$769,692
		\$10,099,886		\$2,926,032		\$9,368,000		\$280,113
Employment And	49.2	319	46.0	92	40.6	232	47.4	45
		648		200		572		95

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received		Individuals Who Received Only	
Entered Employment Rate	75.9	3,895	77.7	2,486
		5,132		3,199
Employment Retention Rate	88.0	3,426	86.3	2,145
		3,895		2,486
Earnings Replacement Rate	92.5	\$44,616,723	87.7	\$27,683,161
		\$48,243,223		\$31,580,834

Table H - Older Youth Results At-A-Glance

	Negotiated Performance	Actual Performance Level	
Entered Employment Rate	63.0	64.9	633
			980
Employment Retention Rate	81.0	79.5	691
			869
Earnings Change in Six Months	\$3,200	\$2,792	\$2,426,084
			869
Credential Rate	31.0	36.6	474
			1,295

Table I - Outcomes for Older Youth Special Populations

Reported	Public Assistance	Veterans	Individuals With	Out-of-School Youth				
Entered Employment	60.3	223	60.0	9	49.1	52	65.3	580
		370		15		106		888
Employment Retention Rate	81.7	273	72.2	13	72.6	53	78.9	563
		334		18		73		714
Earnings Change in Six	\$3,290	\$1,098,887	\$3,218	\$57,930	\$2,426	\$177,105	\$2,543	\$1,815,529
		334		18		73		714
Credential Rate	41.0	207	35.5	11	27.5	39	34.1	368
		505		31		142		1,078

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance	Actual Performance Level
Skill Attainment Rate	63.0	69.9
		15,128
Diploma or Equivalent Attainment Rate	40.0	46.1
		21,647
Retention Rate	40.0	58.9
		1,028
		2,228
		1,132
		1,922

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment	68.2	6,721	74.4	4,108	63.0	2,159
		9,862		5,520		3,428
Diploma or Equivalent	52.4	582	61.2	303	20.3	130
		1,110		495		639
Retention Rate	59.3	616	56.5	244	56.2	460
		1,038		432		818

Table L - Other Reported Information

	12 Month		12 Mo. Earnings		Placements		Wages At Entry Into		Entry Into	
Adults	76.4	7,790	\$4,089	\$41,713,486	2.6	182	\$4,087	\$28,218,299	64.3	1,734
		10,202		10,202		6904		6,904		2,695
Dislocated Workers	84.3	4,859	153.6	\$62,330,618	3.0	178	\$5,982	\$38,170,741	66.3	2,389
		5,766		\$40,588,325		5981		6,381		3,601
Older Youth	73.6	749	\$3,650	\$3,716,165	3.2	20	\$2,401	\$15,195,561		
		1,018		1,023		633		633		

Table M - Participation Levels

	Total Participants Served	Total Exitters
Adults	19,595	11,752
Dislocated Workers	22,195	13,418
Older Youth	3,420	1,431
Younger Youth	14,697	6,534

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$27,487,067
Local Dislocated Workers		\$25,500,719
Local Youth		\$34,089,478
Rapid Response (up to 25%) 134 (a) (2) (A)		\$7,672,788
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$5,122,355
Statewide Allowable Activities 134 (a) (3)	Incumbent Worker	\$2,180,419
	Operation Paycheck	\$2,502,370
	Society of the Plastics Industry	\$51,000
	Information Technology - Region 3	\$22,230
	Florida High Tech Corridor	\$250,000
	Florida Space Research (NASA)	\$477,000
	Florida Trend	\$297,026
	The Langley Group	\$150,000
	Florida Atlantic University	\$130,000
	First Jobs/First Wages Council Projects	\$2,581,073
	Miscellaneous	\$577
High Skills/High Wages Council Projects	\$5,324,223	
Total of All Federal Spending Listed Above		\$113,838,325

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.