

FEDERAL PROGRAMS: WORKFORCE INVESTMENT ACT (WIA), RELATED WORKFORCE PROGRAMS

Introduction: Governance and Service Delivery Structures under the Workforce Investment Act (WIA)

Florida's workforce system has been crafted to comprehensively incorporate all workforce-related services, traditional federally funded employment and training, welfare reform, and specialized state-funded programs. The broad structure and details of the primary non-federal programs are provided in separate year-end reports. Florida's Workforce Innovation Act was expressly drafted to be compatible with and build upon the provisions of the federal Workforce Investment Act (WIA), and the more traditional workforce programs funded through the U.S. Department of Labor.

This report provides the performance outcome data and other information required to be reported by federal WIA law covering services and programs funded through WIA, Wagner-Peyser and related programs under the jurisdiction of the U.S. Department of Labor. In Florida the primary roles in WIA-related governance and service delivery were as follows during the 2002-2003 Program Year:

- Workforce Investment Board (WIA Section 111): Workforce Florida Inc., (WFI) Governor Jeb Bush, Chairman Ray Gilley, President Curtis Austin (<http://www.workforceflorida.com/wages/wfi/about>)
- State-level Administrative/Fiscal Agency (WIA Sections 132, 303, etc.): Agency for Workforce Innovation (AWI), Director Susan Pareigis (<http://www.floridajobs.com>)
- Local Workforce Investment Boards (WIA Section 116): Florida's 24 Regional Workforce Boards (RWBs), as shown on the attached map and at <http://www.workforceflorida.com/wages/wfi/boards/index.html>
- One Stop Delivery System (WIA Section 134): Florida's network of One-Stop Operators and Centers at <http://floridajobs.org/onestop/onestopdir.index.htm>

State Workforce Performance

Background

Section 136 of the Federal Workforce Investment Act (WIA) identifies core indicators of performance for the adult, dislocated worker, and youth programs. Fifteen core measures apply to outcomes for the adult, dislocated worker, and youth programs; and two measures of customer satisfaction apply across these three programs, bringing the total number of required measures to seventeen. These measures are as follows (definitions for each can be found in Appendix Table 2 or at <http://www.workforceflorida.com/wages/wfi/news/red-green/definitions.doc>):

Adults

1. Entry into unsubsidized employment;
2. Retention in unsubsidized employment six months after entry into employment;
3. Earnings change six months after entry into employment;
4. Credential attainment

Dislocated Worker

5. Entry into unsubsidized employment;
6. Retention in unsubsidized employment six months after entry into employment;
7. Earnings replacement six months after entry into employment;
8. Credential attainment

Older Youth (aged 19-21)

9. Entry into unsubsidized employment;
10. Retention in unsubsidized employment six months after entry into employment;
11. Earnings change six months after entry into employment;
12. Credential attainment

Younger Youth (aged 14-18)

13. Attainment of secondary school diplomas and their recognized equivalents;
14. Attainment of goals and skills;
15. Retention in unsubsidized employment six months after entry into employment;

All Programs

16. Customer satisfaction for individuals;
17. Customer satisfaction for employers.

In accordance with the WIA, each of these measures is broken out into sub-categories to track special populations and target groups. The adult and dislocated worker programs listed above also provide three levels of service: Core, Intensive and Training services. Reports must be compiled detailing each level of service, breaking out special populations within each service level such as Displaced Homemakers, Individuals with Disabilities, Out of School Youth, persons on Public Assistance, etc.

Table 1 presents the total number of participants and exiters leaving the WIA program during the 2002-2003 Program Year.

Table 1
2002-2003 WIA Participants/Exiters

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

The number of customers served in each program during 2002-2003 decreased over the prior year. A total of 59,907 customers were served during the year in all programs as compared to 71,372 customers for the preceding year.

Reporting Time Periods

Federal guidelines require two differing time periods for the 17 WIA core measures. The first reporting period is comprised of three calendar quarters of the 2001-2002 WIA Program Year and the first calendar quarter of the 2002-2003 WIA Program Year – four quarters beginning 10/1/01 and ending 9/30/02. This delayed year is required so that follow-up data from Unemployment Insurance (UI) Wage Reports can be collected on participants six months after exit. Thirteen performance measures (numbers 1 through 12 and 15 on the key above) are reported using this reporting period. Four measures are reported using data from the actual 2002-2003 WIA Program Year – four quarters beginning 7/1/02 and ending 6/30/03. These measures report real-time data elements that do not require a follow-up period. The four measures (note key above) are numbers 13, 14, 16 and 17.

Core Measures

Pursuant to the Workforce Investment Act, all states submitting a state plan must propose expected levels of performance for each of the seventeen measures, or core measures. Federal guidelines describe core measures as the key measures of success in achieving the legislative goals of WIA. The measures are used to:

- set performance goals at the State and local level;
- ensure comparability of state performance results to maintain objectivity in measuring results for incentive and sanction determinations;
- provide information for system wide reporting and evaluation for program improvement.

The proposed levels of performance are developed with the use of baseline data produced in accordance with federal instructions. As part of the state plan review process, the Secretary of the United States Department of Labor (USDOL) and the Governor must negotiate an agreement on the levels of performance or goals for each core measure.

Data on core measures is collected from Florida’s MIS system, UI Wage Records, and from the Wage Record Information System (WRIS). The MIS system gathers exit

information on participants, and covers the real-time data elements referenced above. UI Wage records contain information such as wage and retention information after exit. The WRIS system is a database consisting of 20 states' records for wages and employment, etc. WRIS records supplement Florida's UI data to paint a clearer picture of participant outcomes.

Table 2 below displays Florida's negotiated rate for each of the seventeen required measures along with the actual statewide outcomes achieved. Federal policy requires states to achieve at least 80% of the negotiated goal. The eighty-percent criterion is shown in parentheses.

Table 2
State WIA Performance Measures

WIA CORE MEASURE	NEGOTIATED GOAL (80% of Goal)	ACTUAL PERFORMANCE	DIFFERENCE COMPARED TO 80% OF GOAL
Adult Entered Employment Rate	66.0% (52.8%)	67.74%	+14.94
Adult Employment Retention Rate	80.0% (64.0%)	82.39%	+18.39
Adult Earnings Gain	\$3,500 (\$2,800)	\$3,308	+\$508
Adult Credential Attainment	42.0% (33.6%)	48.62%	+15.02
Dislocated Worker Entered Employment Rate	67.0% (53.6%)	76.59%	+22.99
Dislocated Worker Employment Retention Rate	81.0% (64.8%)	87.31%	+22.51
Dislocated Worker Earnings Replacement Rate	94.0% (75.2%)	90.57%	+15.37
Dislocated Worker Credential Attainment	42.0% (33.6%)	46.77%	+13.17
Older Youth (19-21) Entered Employment Rate	63.0% (50.4%)	64.59%	+14.19
Older Youth (19-21) Employment Retention Rate	81.0% (64.8%)	79.52%	+14.72
Older Youth (19-21) Earnings Gain	\$3,200 (\$2560)	\$2,792	+\$232
Older Youth (19-21) Credential Attainment	31.0% (24.8%)	36.60%	+11.80
Younger Youth (14-18) Skill Attainment Rate	63.0% (50.4%)	69.88%	+19.48
Younger Youth (14-18) Diploma Attainment Rate	40.0% (32.0%)	46.14%	+14.14
Younger Youth (14-18) Retention Rate	40.0% (32.0%)	58.90%	+26.90
Customer Satisfaction-Individuals	71.0 (56.8)	75.80	+19.00
Customer Satisfaction-Employers	71.0 (56.8)	78.34	+21.54

As the above table indicates, Florida 2002-2003 performance exceeded the federal criterion of 80% of goal for each of the core measures. Compared with 2001 Program Year outcomes PY 2002 results generally decreased. However, Employer Customer Satisfaction increased by over 4 percentage points over the prior year. Further, the Younger Youth Retention Rate rose by 7.1 percentage points and the Older Youth Credential Attainment Rate rose by 7.7 percentage points over the prior year.

Non-Traditional Employment, Training-Related Employment

The WIA also mandates that states report on placement of participants in non-traditional employment and training-related employment. Training-related employment is employment in which the individual uses a substantial portion of the skills taught in the training received by the individual. Nontraditional employment is employment in an occupation or field of work for which individuals of the participant’s gender comprise less than 25% of the individuals employed in such occupation or field of work. Charts 1 and 2 provide a brief overview of participants for the Adult, Dislocated Worker (DW) and Older Youth (OY) components.

Chart 1

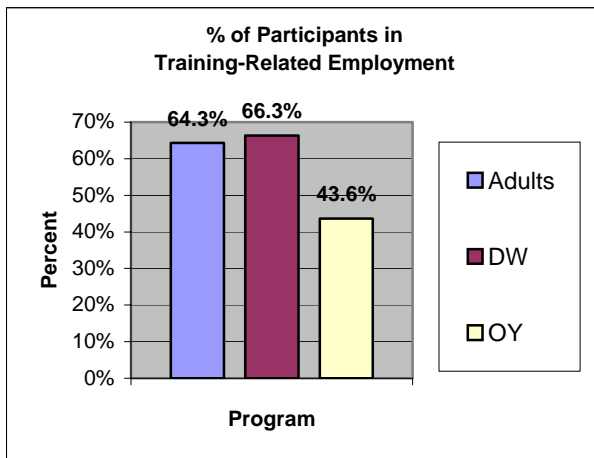
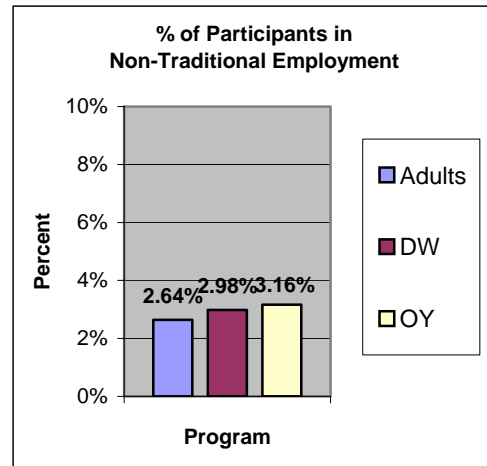


Chart 2

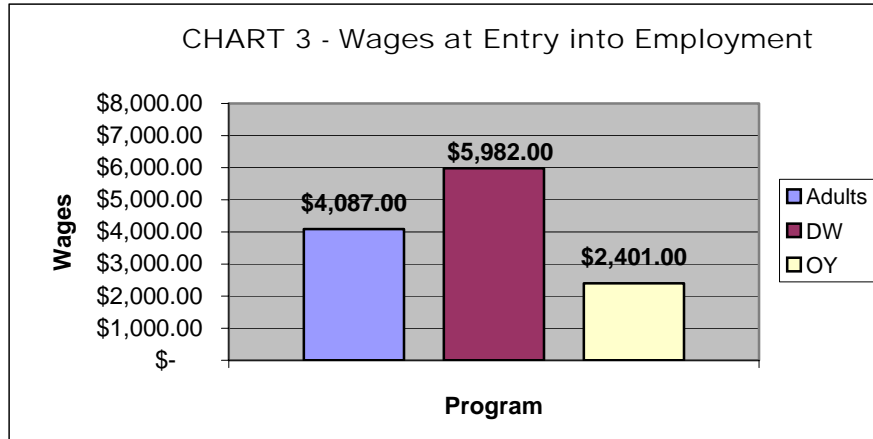


Since information on these graphs is collected after participants leave the system, data is taken from UI (Unemployment Insurance) Wage Reports. Chart 1 shows that more than 64% of adults became employed in training-related jobs, while the percentage of dislocated workers that found training-related jobs is even greater. Chart 2 indicates that the percentage that found employment in non-traditional employment is comparable for all three groups, ranging from 2.64% for adults to 3.16% for older youth.

Wages at Entry into Employment

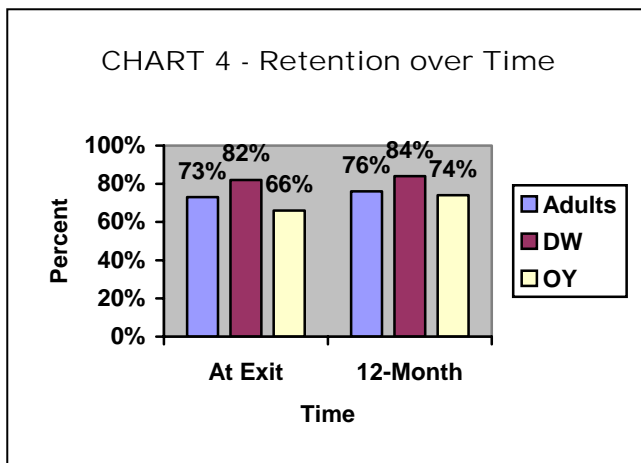
The WIA requires that states track participants to determine their wage at entry into employment. Again, Florida uses UI (Unemployment Insurance) Wage Reports to track former participants after exit. Chart 3 (below) displays the quarterly earnings that each group - Adults, Dislocated Workers and Older Youth - attained after exit.

Dislocated Worker earnings are well above Adults earnings, while Older Youth earnings are understandably lower. Dislocated Worker earnings are significantly higher because they already have skills many employers desire.



12-Month Retention and Earnings Change

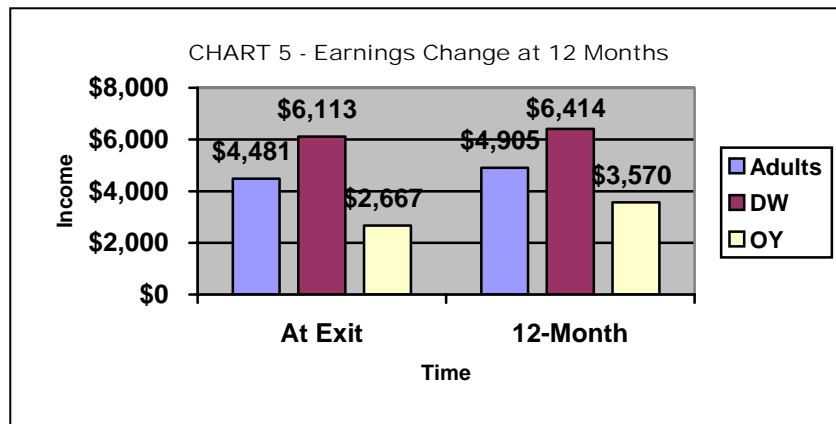
These measures take a look at individuals who exited more than one year ago, and tracks their retention in unsubsidized employment and the wages they garner in those jobs. Chart 4 displays the trend of individuals as they hold employment over time. 12-month figures are taken from the percentage at exit (for adults, 73% had a job at exit, 75% of those still had a job at 12 months).



Since a primary goal of the WIA is to promote self-sufficiency for its participants, income of participants after they receive employment is also tracked. The Earnings Change/ Earnings Replacement measure uses the same UI data to track former

participants after they exit. Figures for earnings are reported by quarter, not annual increments.

Chart 5 shows the average income for each group at 12 months compared to at their earnings at entered employment.



Participant data is not available for hourly wages only for total income garnered during the quarters.

State-Level Discretionary Funding

The Workforce Florida Board of Directors has dedicated Title I funding to state administration to induce, design, develop, and fund innovative Individual Training Account pilots, demonstrations, and special programs. Of these state level funds, \$2 million was reserved for the Incumbent Worker Training Program. Additionally, the Workforce Florida Board directed funding for operating fiscal, compliance, and management accountability systems through Workforce Florida; conducting evaluation and research on workforce development activities; and providing technical and capacity building assistance to regions.

Disbursement of these funds was handled under three separate conditions. One, through contracts with various vendors to produce analysis data, follow-up reports, or provide demographic economic conditions in the state. Secondly, funds were disbursed through grants to regional workforce boards to provide innovative pilot projects to reach certain targeted populations such as youth, incumbent workers, etc. Finally, funds were disbursed for regional workforce board performance incentives based on the state short-term and federal core measures

All request for proposals included stipulations for leveraging of funds from private business, community-based organizations and/or partnering with area agencies to encourage and produce greatest outcomes for the least funding. In addition, the evaluation process for the RFPs included additional allowance for proposals that specifically addressed special needs or that focused projects within empowerment zones or enterprise zones. As a result of these efforts, Florida has been successful in funding many projects to meet local needs and created many agency and community based partnerships within the state to carry on these activities geared to creating an effective workforce. Various workforce development strategies funded from state-level discretionary funds during the year include:

- **Performance Incentives** – Awards were made to high performing regional workforce boards based on the state short-term and federal core measures.
- **Youth** – The provision of youth mentoring, internship, job experience and job placement services.
- **Employer Services** – support for the state’s regional workforce boards in planning and conducting business outreach efforts; the provision labor market information; and efforts to increase organizational tolerance and diverse cultures in the workplace.
- **Targeted Industry Sector** – the provision of skills upgrade training to incumbent workers and several employed worker initiatives in targeted industry sectors.
- **Measuring progress** – Projects and contracts that contributed to the ability to measure progress and evaluate the workforce system, which included contracts

with the Florida Information and Placement Information Program (FETPIP) for placement data and a contract with Brandt Information Systems to provide the mandated customer satisfaction phone survey of employers and participants.

- **Biotechnology** – the provision of curricula development and internet web-based design modules for entry level occupations in the biotechnology industry.
- **Aerospace** – a survey to assess businesses’ needs for the development of programs to support the aerospace industry.

In addition to the use of 15% WIA discretionary funds as described here, Florida also used Temporary Assistance to Needy Families (TANF) funds for similar pilots, performance measurement and incentives.

Some of these initiatives were brought forward from the prior fiscal year; and these will continue into fiscal year 2003-2004, while some have concluded. A more complete listing the 2002-2003 uses of WIA discretionary funds is available in Appendix Table 3. For complete descriptions of all special initiatives see the section of this report entitled “Workforce Florida Activities and Accomplishments.”

Rapid Response Funding for Regional Workforce Boards

The Federal Workforce Investment Act (WIA) of 1998 requires that up to 25 percent of the state’s annual Dislocated Worker (DW) allocation be used for rapid response activities to respond to major layoffs and emergency situations. Pursuant to state Workforce Innovation Act of 2000, the expenditure of these rapid response funds is to be carried out in accordance with approved policies by the Agency for Workforce Innovation (AWI) under contract with Workforce Florida, Incorporated (WFI). At the beginning of each program year, the United States Department of Labor awards the state an allocation in DW funds. The state approved allocation for rapid response/dislocated worker assistance consists of funds budgeted for the state DW unit activities with a balance set aside as emergency reserve.

The Emergency Reserve funds set aside each program year are awarded as supplemental funds to Regional Workforce Boards based on need at the local level. During 2002-2003, AWI at the direction of the Workforce Florida State Board awarded \$6,071,666 in supplemental funds to 14 of the State’s local boards to provide dislocated worker services in their areas. For the period ending June 30, 2002, \$3,548,579 of these funds had been expended. Appendix, Table 4 itemizes expenditures of the state level WIA Rapid Response funds.

Reemployment and Emergency Assistance Coordination Team (REACT).

The federal Workforce Investment Act of 1998 requires each state to establish a dislocated worker unit to implement statewide rapid response reemployment activities on behalf of dislocated workers. Florida’s dislocated worker unit, the Reemployment and Emergency Assistance Coordination Team (REACT), is the state-level focal point for dealing with the

dislocation of Florida's private sector and governmental workers. Chapter 445.003, Florida Statutes, requires that rapid response activities be included in the state plan. The purpose of this plan is to coordinate efforts at state and local levels to assist workers who have or will be dislocated due to a facility/plant closure, a major downsizing, natural disaster, or other act of nature resulting in the dislocation of 50 or more workers. Locally, the State's 24 regional workforce boards (RWBs) take the lead in coordinating rapid response activities. Many workers and employers are introduced to the workforce system through the rapid response process, which involves REACT, the RWBs, and other partners. Local chambers of commerce, labor unions, and other community organizations coordinate and leverage resources needed to successfully support and reemploy laid-off workers.

Many industries, including state and local governments, were adversely impacted during Program Year 2002-2003. A Workforce Transition Database has been designed by the state Department of Management Services to capture information on affected state workers. This database is being used by REACT to determine the workers' status and to account for all services that are provided to them. Between June 2001 and June 2003, over 12,400 positions were identified for elimination by the State. Approximately 5,500 of these positions were filled which resulted in these individuals being laid off. As of June, 30, 2003, 2,400 of these workers had been placed in other positions within state government. Another 1,100 were placed in private industry. Also 88 refused job offers; 547 refused assistance; and 84 enrolled in training. As of the end of the program year 402 individuals remained in need of assistance.

REACT has established two measures for use in evaluating the effectiveness of the statewide and regional rapid response program:

1. The average number of days it takes rapid response teams to conduct initial rapid contacts after the receipt of Worker Adjustment and Retraining Notification (WARN) notices, that identify companies planning layoffs.
2. The reduction in the average number of weeks that rapid response assisted dislocated workers collect unemployment compensation benefits in comparison to other unemployment compensation recipients.

In many cases, REACT was able to obtain information about layoffs from other sources before the affected companies officially filed WARN notices. This resulted in REACT being able to respond on average of 3.6 days before the official receipt of the WARN notice.

Reports also indicate that the average weeks of benefits collected for those workers receiving rapid response assistance is 4.4 weeks as compared to the standard of 5.6 weeks.

REACT responded to 316 dislocation events (including all WARN notices) and identified 29,098 eligible dislocated workers.

Reemployment Services Program. The purpose of Florida's Expedited Reemployment

Program is to provide immediate reemployment assistance to Unemployment Compensation (UC) customers. The program identifies claims customers who are likely to have difficulty finding employment; those who have not returned to work after a specified period; and also those claimants who are in circumstances that have historically resulted in improper benefit payments.

Once these claimants have been identified, they are required to report to the local One-stop Career Center site for expedited re-employment services. The purpose of this interview is to ascertain what skills and training are necessary for employment, confirm that the claimant continues to meet eligibility requirements, and to provide reemployment services.

Labor market information including conditions of the claimant's customary employment and employment opportunities in the area are used to help the claimant develop a realistic work plan. Methods of developing leads and application techniques are also discussed. The staff and claimant develop a work search plan that reflects the claimant's skills, experience, and wages.

The program consists of four strategic elements:

1. Early intervention and aggressive recruitment;
2. A shift in unemployment compensation customer service, making Expedited Reemployment Services the principal focus of the unemployment compensation staff deployed throughout the One-Stop Career Center;
3. Program integration; and
4. Mainstreaming claimants through a unified orientation to introduce claimants to the full spectrum of One-Stop services.

Recently completed programming changes to the Claims Register report provide local one-stop operators easier access to the names, social security numbers, addresses and telephone numbers of all new claims customers filing from within the respective workforce regions.

The previous statistical profiling model, which assigned a rank-order score, has been enhanced to a characteristics screening model, which creates a pool of claimants most likely to exhaust unemployment compensation benefits before finding reemployment. Advertisement of the Expedited Reemployment Program now includes the following statement on each UC Wage Transcript and Determination: "The State of Florida's Expedited Reemployment Program can help speed your return to gainful employment. For assistance in locating the One-Stop Career Center nearest you, call America's Service Locator toll-free help line at 1-877-872-5627 or use the One-Stop directory at: www2.MyFlorida.com/AWI/contacts/onestopdir/index.htm." The Rapid Service Voice Processing (RSVP) telephone system where UC claimants telephone to claim weeks of unemployment now includes a message about one-stop reemployment services and how to access information. The Internet claim filing system routes the claimant to a "What's Next?" page that markets the One-Stop delivery system and provides a link to the One-Stop Career Center Directory. From this directory, local One-Stop web pages can also be accessed.

During the Program Year 2002-2003, 86.7 percent of all registered UC claimants received Wagner-Peyser and other services within the One-Stop delivery system. This impressive showing reflects continuing improvement in the integration of services, and has resulted in a significant improvement in placement rates for UC claims customers. The proportion of claimants who were placed in jobs or otherwise obtained employment during the year increased by 5.4 percentage points over the prior year to a new high of 25 percent. This is a 28 percent improvement over the 2001-2002 reporting period.

National Emergency Grant (NEG). The purpose of the NEG is to provide employment and training assistance to workers affected by major economic dislocations, such as plant closures, mass layoffs affecting 50 or more workers at a single site of employment, closures of military installations, and multiple layoffs in a single local community, emergencies or natural disasters. The NEG provides federal assistance to states when it can be demonstrated that additional funds are needed to provide appropriate services for dislocated workers.

Florida was successful in securing three important National Emergency Grants in the past year as follows:

Operation Paycheck – Airline and Related 9-11 Dislocation Project. In the immediate aftermath of the terrorist attacks on America in September 2001, it became evident that Florida would be profoundly affected by these events. With the grounding of the nation’s airlines, one of our major sources of revenue was almost grounded as well: Florida’s Tourist Trade. Governor Jeb Bush took immediate action to gauge the economic effects of September 11 and to formulate a plan for getting the State of Florida quickly back on the road to recovery. On September 28, 2001, Governor Bush convened the leadership of Workforce Florida, Inc. (WFI), the Agency for Workforce Innovation (AWI), the State Board of Education, the Division of Community Colleges and the Department of Education and charged them with creating a program that would credit Floridians with skills and experiences gained in their fields and apply that credit toward accelerated training that would place them in demand occupations. That initiative was Operation Paycheck.

Despite the adverse impact on tourism and other industries, Florida retained strong employment demands in health care, financial services, security and education. The challenge was to get people who had lost jobs in the tourism, airline industries and related fields into these “demand occupations.” By building upon the transferable skills of the worker, substantial acceleration was achieved in getting Floridians quickly back into employment. The private sector training providers readily agreed to make “training on demand” available in response to customers’ needs. Other Florida training providers worked toward achieving that same level of flexibility. Operation Paycheck (OP), an innovative strategy for getting Floridians who were affected by the tragic events of September 11, 2001 quickly back to work, was launched on October 4, 2001.

Operation Paycheck was supported by a total of \$29,747,273 from several federal funding sources under the policy direction of Workforce Florida, Inc.

- Wagner-Peyser (WP) – federal program funds derived from federal unemployment compensation taxes (FUTA) that support the national public employment service;
- Workforce Investment Act (WIA) – a customer focused federal program to help Americans access the tools they need to enter or reenter the workforce with upgraded skills needed by employers. These federal funds include state level set aside funds and funds specifically identified for major layoffs/Rapid Response; and
- National Emergency Grant (NEG)

Operation Paycheck customers’ training included the following occupational areas: Information Technology, Business Management, Transportation, and Health Care.

Operation Paycheck enrolled 8,600 customers. Of these more than 70 percent enrolled in high tech training that prepared them for careers in Florida’s high skill, high wage economy.

For the quarters for which wage information is available, 78.68 percent of Operation Paycheck participants no longer receiving services entered employment.

Using Unemployment Insurance wage records, Florida Education and Training Placement Information Program has provides long term outcome reports for exiters of the Operation Paycheck customers. Table 3 shows the exit cohorts along with wage results.

Table 3
Operation Paycheck Long-Term Performance

Exit Quarter	Entered Employment Rate	Average Quarterly Earnings	Annualized Earnings	Annualized Hourly Wage
Oct - Dec 2001	100%	\$6,474	\$25,897	\$12.45
Jan - Mar 2002	76 %	\$6,718	\$26,873	\$12.92
Apr – Jun 2002	75%	\$6,305	\$25,219	\$12.12
Jul – Sep 2002	81%	\$7,100	\$28,400	\$13.65
Oct – Dec 2002	79%	\$6,538	\$26,151	\$12.57
Cumulative	79%	\$6,689	\$26,754	\$12.86

Based on UI wage data as of 1st Quarter 2003

Dual Enrollment Project. On June 30, 2003, AWI was awarded \$11,353,858 in NEG funds to dual enroll workers certified eligible to apply for Trade Adjustment Assistance or

North American Free Trade Agreement-Transitional Adjustment Assistance into the Workforce Investment Act (WIA) Program. These funds were used to supplement and enhance employment and training services to participants already being served through other workforce funds. Of the \$11,353,858 awarded, \$6,353,858 was released for immediate use. Approximately 1,946 workers have been targeted for assistance under this grant.

Trade Adjustment Assistance Infrastructure. On January 16, 2003, the AWI was awarded \$200,000 in NEG funds to assist the State of Florida in developing procedures and systems for health insurance coverage assistance for trade-impacted workers. These funds were requested as a result of the passage of the new Trade Adjustment Assistance Reform Act of 2002.

Local Performance

Upon the completion of the State's negotiation with the USDOL on state performance goals for each of the twelve reportable WIA core measures, the state workforce board conducted negotiations at the state level with each regional workforce board. As a result of this process, expected levels of performance or goals were agreed upon for each region. Table 4 summarizes outcomes based on these goals. Individual performance tables for each of Florida's twenty-four regions are also provided in the Appendices (Appendix A-Table O-Performance).

Table 4
Regional Program Year 2002-2003 WIA Performance

WIA CORE MEASURE	STATE GOAL	RANGE OF REGIONAL PERFORMANCE	# OF REGIONS ACHIEVING REGIONAL GOAL	% OF REGIONS ACHIEVING GOAL
CUSTOMER SATISFACTION INDIVIDUALS	71.00	71.97 to 83.50	22 of 24	91.7%
CUSTOMER SATISFACTION EMPLOYERS	71.00	68.24 to 81.53	24 of 24	100%
ADULT ENTERED EMPLOYMENT RATE	66.00%	44.44% to 88.56%	17 of 24	70.8%
ADULT EMPLOYMENT RETENTION RATE	80.00%	76.14% to 92.14%	19 of 24	79.2%
ADULT EARNINGS GAIN	\$3,500	\$798 to \$8,554	14 of 24	58.3%
ADULT EMPLOYMENT AND CREDENTIAL RATE	42.00%	17.88% to 81.88%	19 of 24	79.2%
DISLOCATED WORKER ENTERED EMPLOYMENT RATE	67.00%	67.69% to 92.00%	22 of 24	91.7%
DISLOCATED WORKER EMPLOYMENT RETENTION RATE	81.00%	83.04% to 100%	21 of 24	87.5%
DISLOCATED WORKER EARNINGS REPLACEMENT RATE	94.00%	62.63% to 121.67%	13 of 24	54.2%
DISLOCATED WORKER EMPLOYMENT AND CREDENTIAL RATE	42.00%	28.79% to 84.09%	20 of 24	83.3%
OLDER YOUTH (19-21) ENTERED EMPLOYMENT RATE	63.00%	0% to 100%	17 of 24	70.8%
OLDER YOUTH (19-21) EMPLOYMENT RETENTION RATE	81.00%	40.00% to 100%	14 of 24	58.3%
OLDER YOUTH (19-21) EARNINGS GAIN	\$3,200	-\$763 to \$18,431	11 of 24	45.8%
OLDER YOUTH CREDENTIAL RATE	31.00%	8.99% to 71.43%	16 of 24	66.7%
YOUNGER YOUTH (14-18) SKILL ATTAINMENT RATE	63.00%	39.83% to 97.40%	20 of 24	83.3%
YOUNGER YOUTH (14-18) DIPLOMA ATTAINMENT RATE	40.00%	11.43% to 94.49%	14 of 24	58.3%
YOUNGER YOUTH (14-18) RETENTION RATE	40.00%	45.24% to 100%	24 of 24	100%

State Evaluation Activities and Incentive Policy

Overall Description and Background

Due to historical practices and state law mandates, Florida has long engaged in extensive program evaluation activities, with a particular emphasis on results, outcomes and longitudinal information. In the workforce realm, much of that evaluation activity has been based on many of the key elements mandated by WIA, including use of many of the same or similar measures, similar definitions and heavy reliance on use of Unemployment Insurance wage records to verify initial job placement, job retention, and initial and long-term earnings over time.

Florida Education and Training Placement Information Program (FETPIP)

One of Florida's earliest and most successful innovations in evaluation and performance tracking has been the Florida Education and Training Placement Information Program (FETPIP) established in the mid-80's within the state Department of Education. This program was developed mainly to help evaluate the effectiveness of post-secondary education and training programs, particularly vocational education and similar career preparation programs. The scope of the groups to be tracked rapidly expanded to cover nearly all job training and placement programs including WIA, Wagner-Peyser, Job Corps, Veterans, welfare reform (TANF), Apprenticeship, Unemployment Compensation claimants, ex-offenders, and a total of nearly 200 groups or sub-cohorts being tracked.

The FETPIP follow-up data is electronically derived from Unemployment Compensation (Insurance) quarterly wage records, federal military and civilian personnel records, public assistance, incarceration/parole records, and continued education rosters. Access to this data allows for annual reports with extensive detail and longitudinal capabilities. Each group is typically tracked for at least 2 years, with many tracked over much longer periods, including the "Class of 1991" composed of all graduates (and drop-outs) of high school, certificate programs, and all levels of higher education. Quarterly reports covering employment and public assistance status and outcomes are regularly run and analyzed. For more details on FETPIP, including examples of annual outcome reports, see: <http://www.firn.edu/doe/bin00078/fetpip/fmain.htm>.

Short Term Measures – "Red and Green Report"

A few years ago a "regional outcome matrix" was prepared to display key program outcomes statewide and for each workforce region. This report was designed as a first indicator of program performance to work in conjunction with other administrative short-term reports and longitudinal reports required by state and federal law. Key measures were selected from exit data available through the State's administrative reporting systems. With the implementation of the Workforce Investment Act (WIA), this report was revised to reflect the new WIA measures and the Act's emphasis on program integration through the one-stop system. The revisions and the adoption of new short-term measures were based on the extensive solicitation of input from all parties and the recommendations of two working groups appointed by the Board which represented state and local agencies, the regional workforce boards, and other interested parties.

The “regional outcome matrix,” often referred to as the Red and Green Report addresses outcomes for the three major one-stop partner programs in Florida: WIA programs, Wagner-Peyser programs, and the State’s TANF/Welfare Transition Program. All short-term measures outline performance outcomes that can be typically reported within one calendar quarter through the various programs’ management information systems. Results from the measures are compiled regionally and compared against other regions and statewide outcomes. Appendix Table 10 contains the 2002-2003 Year-End Performance and a detailed description of the measures included in the Red and Green Report. Additionally, comparisons are made between the short-term Red and Green Report outcomes and the longer-term WIA core measures. This comparison shows a strong correlation on a statewide basis between the WIA core measures and Red and Green Report outcomes.

The Table 5 below shows statewide PY 2002-03 outcomes for each of the short-term measures. Outcomes for each of the measures listed in Appendix Table 2 are reported statewide and by workforce region.

Table 5
 PY 2002-03 Statewide Short-Term Outcomes

Welfare Entered Employ. Rate (1)	Welfare Initial Employ. Wage Rate (2)	Welfare Return Rate (3)	WIA Employed Worker. Outcome Rate (4)	WIA Adult Enter. Emp. Rate (5)	WIA Adult Wage Rate (6)
27.1%	69.6%	14.9%	59.5%	66.7%	106.7%
WIA Dislocated Wkr. Enter. Emp. Rate (7)	WIA Dislocated Wkr. Wage Rate (8)	WIA Youth Goal Attainment Rate (9)	WIA Youth Positive Outcome Rate (10)	WP Entered Emp. Rate (11)	WP Wage Rate (12)
68.0%	123.9%	69.3%	88.1%	39.1%	91.1%
WP New Hire Involvement Rate (13)	WP Employer Involvement Rate (14)	Customer Satisfaction – WIA Individuals (15)	Customer Satisfaction– WP Applicants (16)	Customer Satisfaction– Employers (17)	
23.3%	25.9%	75.8*	74.0*	78.3*	

*Score based on American Satisfaction Index (ACSI).

“Plain English” Key Indicators

The “Red and Green” short-term outcome measures have served as a useful analytic tool for assessing comparative performance, trend lines, diagnostic early warnings, predictors of long term results, and application of common measures for multiple related programs, including WIA, Welfare Transition/TANF, and Wagner-Peyser. However the technical terms and definitions used in the “Red and Green” reports which are completely understandable to workforce professionals are often obscure and non-user-friendly to volunteer board members, community partners, legislators and the rest of the world who are not familiar with the technical definitions of Entered Employment Rate, New Hire Involvement Rate, or even Wagner-Peyser. Workforce Board staff has therefore developed a “Plain English” version of the short term measures to be presented to broader audiences of stakeholders, partners, and others interested in workforce issues. As illustrated in Table 6, the new Statewide Key Indicators ask for sets of simple questions about services provided, customer satisfaction, jobs obtained and earnings, also indicating year-to-year trends, statewide cumulative results. Additionally, the same questions are replicated and presented in breakouts for each of the 24 regions in Appendix B. Other Reports and Supporting Documents – Workforce Program Summaries by Region. These Key Indicators are now being used in conjunction with the “Red and Green” reports and will be produced on the same schedule---mid-year, as of the end of March, and at the end of each program year ending in June.

Table 6
WORKFORCE RED AND GREEN KEY INDICATORS



4 Year Past Performance

Statewide

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	2003	2002	2001	2000
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	19.10%	13.12%	8.00%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	* 28.90%	23.82%	11.12%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	2003	2002	2001	2000
Satisfaction rating for employers who received services	78.34	76.20	68.69	NO SURVEY
Satisfaction rating for individuals who received training	75.88	78.60	76.69	NO SURVEY
Satisfaction rating for job seekers who got help in finding work	73.99	74.40	NO SURVEY	NO SURVEY

Did our customers get jobs?

% on welfare that got jobs

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

	2003	2002	2001	2000
% on welfare that got jobs	27.13%	25.91%	24.47%	24.13%
Total Number	28,708	27,755	25,116	29,561
Rate which customers that were on welfare return to welfare	14.94%	14.01%	14.78%	15.49%
% of disadvantaged adults that got jobs	66.68%	77.84%	78.94%	64.80%
Total Number	5,285	9,109	6,797	4,020
% of unemployed receiving training who got jobs	67.95%	86.61%	88.43%	84.10%
Total Number	8,067	7,867	6,661	4,023
% of all job seekers who got jobs	39.11%	37.20%	29.66%	32.60%
Total Number	410,431	349,315	248,103	227,979

What was their wage?

The average wage of those who were on welfare

Wage rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage rate

	2003	2002	2001	2000
The average wage of those who were on welfare	\$7.29	\$7.04	\$6.61	\$6.38
Wage rate	69.56%	68.02%	65.78%	48.00%
The average wage for disadvantaged adults	\$11.19	\$10.59	\$8.78	\$8.36
Wage rate	106.77%	102.32%	87.38%	62.90%
The average wage for workers that lost their jobs	\$12.98	\$12.96	\$11.24	\$10.47
Wage rate	123.86%	125.22%	111.86%	78.80%
The average wage of job seekers	\$9.55	\$8.98	\$8.49	\$7.83
Wage rate	91.13%	86.76%	84.49%	58.90%

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.

* Includes data questioned in Inspector General's inspection for Region 23



4 Year Past Performance

Statewide

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2003	2002	2001	2000
59.48%	46.01%	N/A	N/A

Are we helping younger youth?

% of younger youth that have positive outcomes
Number with positive outcomes **

88.12%	92.78%	91.26%	86.91%
5,200	8,914	5,807	2,217

** Year 2000 based on exiters--does not include skill attainment for participants still on board

What are the costs per enrollments?

The average cost per enrollment for welfare
The average cost per enrollment for disadvantaged adults
The average cost per enrollment for workers that lost their jobs
The average cost per enrollment for older and younger youth

data not available	\$1,991.41	\$2,084.31	\$1,698.98
data not available	\$1,577.68	\$1,577.68	\$2,297.20
data not available	\$1,199.72	\$1,729.09	\$2,236.31
data not available	\$2,078.38	\$1,580.35	\$2,158.10

What are the costs per positive outcomes?

The average cost per welfare participant getting a job
The average cost per welfare participant whose case is closed
The average cost per placement for disadvantaged adults
The average cost per placement for workers that lost their jobs
The average cost per positive outcome for all younger youth (older and younger youth)

data not available	\$5,765.15	\$5,954.66	\$4,436.41
data not available	\$1,493.80	\$1,457.12	\$1,070.46
data not available	\$1,809.99	\$5,837.67	\$8,756.20
data not available	\$3,913.47	\$4,277.43	\$6,552.16
data not available	\$2,952.13	\$2,422.14	\$10,724.41

NOTE: 2003 cost data not yet available

Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma.

Average cost per: based on the total enrollments/positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).

** Positive outcome based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details

Prepared by Workforce Florida, Inc. 8/28/2003

Regional Review Teams

Section 445.007(3), of the Florida Statutes mandates that “The Workforce Development Board shall assign staff to meet with each regional workforce development board annually to review the board’s performance and to certify that the board is in compliance with applicable state and federal law.”

Workforce Florida executive staff made presentations to all 24 regional workforce boards. Preparation for the annual review presentations included evaluating, utilizing and linking all available performance data (including Red and Green short-term exit measures, longitudinal tier measures, monthly management reports), information and resources. AWI contracted with KPMG to focus on assessing the region’s compliance with applicable State and Federal laws, regulations and policies, the extent to which regional boards incorporated the needs of the employer community into strategic planning efforts, operational plans/operational systems, sales and marketing efforts and One-Stop bricks and mortar plans. Presentations to the regional workforce boards included; comparative demographic information reflecting regional poverty and unemployment rates, relative shares of funding to meet those needs (e.g. WIA, Welfare-to-Work, Wagner-Peyser and TANF funds), regional board performance compared to other regions and to prior year and an assessment of how well employer needs had been met.

In addition to the performance reporting for all 24 regional workforce boards, the Workforce Florida Board direct a special evaluation and technical assistance in a formal Performance Improvement Program (PIP) process. Regions that reflect a pattern of significant and sustained low quartile performance on the short term Red and Green Report and/or had indicated structural, governance, operational, reporting, financial management or other performance difficulties may receive a PIP. The PIP process addressed analysis of statistical performance indicators/outcomes, any structural/governance issues, financial management, operational issues, other compliance issues, coupled with a plan and timetable for corrective action and a budget for improvement steps, primarily covering training for regional board and staff, technical assistance and management tools.

State Longitudinal Measures—“Tier Measures”

State Longitudinal Measures—“Tier Measures” - The Florida Legislature has mandated that the State Workforce Florida Board develop uniform measures and standards to cover all job training, placement, career education and other workforce programs [See Sec. 445.005 (9), Florida Statutes]. Tier 1 measures are broad outcome measures that can be (almost) universally applied to all workforce-related indicators, including entered employment, job retention and earnings at various levels. Tier 2 measures are oriented to logical grouping of programs and/or targeted populations and provide additional measures that are uniquely relevant to that group. These measures include continued education status for youth programs and reduction in public assistance dependency for TANF recipients and other low-income individuals. Tier 3 includes process/output measures including those mandated for federally funded programs. These measures also disaggregate the Tier 1 and 2 measures to sub-state breakouts, some of which are regionally adjusted. Examples of process measures would include caseloads for specific programs or first-payment time-lapse data for Unemployment

Compensation. Disaggregated results would include the WIA performance of specific Workforce Regions or the number/percentage of youth who complete teen pregnancy prevention programs in a specific county or region. A summary of the most recent Tier report is included as Appendix – A, Table 11.

WIA Incentive Awards: State-level and Local

Florida was one of five early implementation states that opted to begin applying the terms of the federal Workforce Investment Act (WIA) on July 1, 1999, a year earlier than the mandated implementation schedule. Among other advantages resulting from early implementation, Florida also became eligible for the first round of Workforce Incentive Awards available under WIA. Earning an award also required submission of a timely WIA annual report to USDOL, furnishing required financial and participant data, and achieving the WIA long-term performance standards negotiated with USDOL. Florida met all those requirements, formally applied for a performance award, and was awarded \$2,645,125, with most of the federal award derived from federal education funds and the balance coming out of WIA federal reserves. In 2001-2002, Florida again submitted a timely annual report and achieved all 17 negotiated long-term WIA performance goals, and our partner Department of Education's adult education and literacy program met their required goals for the prior year. Florida was therefore awarded \$3,000,000 for the combined WIA and workforce-related education performance.

The terms of the federal award require Florida to submit a joint plan for use of the Workforce Incentive Award, with sign-off by the Governor, the Department of Education, Workforce Florida, Inc., and the Agency for Workforce Innovation. The plan approved by USDOL and US Department of Education for the 2001-2002 award first provides that \$2,000,000 will be administered through the Florida Department of Education to build stronger adult education systems throughout Florida, including several internet-based virtual/remote learning systems and greater linkages between one-stop systems and local adult education/literacy programs. The remaining \$1 million of that Workforce Incentive Award was been earmarked to be used for program and performance improvements for Regions that have performed at the lower levels compared to other Regions, using the Performance Improvement Plan (PIP) process as described above in the section on "Regional Review Teams," and below in this section.

In the most recent year, Florida again won a \$3 million Workforce Incentive Award, covering achievement for both WIA Title I (workforce services) and Title II (education services). This time, rather than dividing the award between the two systems based on funding sources, Florida submitted a plan that was approved by the U.S. Department of Labor to operate a single joint improvement initiative focusing on 2 primary targets:

1. Training for the skill needs of the emerging, high skills/high wages simulation industry, and
2. Assisting the 12,000 high school seniors who have been denied diplomas due to their failure to pass the Florida Comprehensive Assessment Test (FCAT). The partnership of state and local education and workforce systems are recruiting the students for academic remediation, adult education, GED preparation and optimal employment, with special emphasis on English as a Second Language (ESOL) needs.

In addition to the special federal WIA Performance Award funds described above, in the last two years the WFI Board annually earmarked a total of approximately \$1.8 million in WIA State-Level 15% funds for incentive payments to high performing regions for performance in the 2002-2003 Program Years, also setting aside commensurate amounts of Welfare Transition (TANF) and Wagner-Peyser funds for similar incentives. There are separate sets of awards for both short-term and long-term measures, with the total WIA funds equally divided between the two sets. The short term-measures are derived from the "Red and Green" annual report, using the comparative Entered Employment Rates for WIA Adults and Dislocated Workers, along with Customer Satisfaction scores for Individuals and Employers. The long-term measures for WIA incentive payments are derived from the 17 federal WIA measures. Both short-term and long-term award calculations reward both achievement of negotiated goals and performance in the top quartile among the 24 regions.

Cost of Workforce Investment Activities

Expenditure Levels

During the 2002-2003 program year, Florida had \$146,770,701 in available funds including carry-forward from all WIA funding sources. Of this amount \$121,922,132 or 83.1%, was expended to carry out state-level and regional activities. Of the \$109,502,724 expended by the State's twenty-four regions, 92% went for direct client services. An additional \$23,932,651 in state-level funds was also expended for direct client services. For additional information on expenditures see the WIA Financial Statement included in Appendix A as Table 5 and the Appendix Table N, Cost of Program Activities.

Cost of Program Activities Relative to Effect

Florida tracks and evaluates the cost of program activities relative to effect in a number of ways. Cost per participant and cost per positive outcome is computed at the state and regional level for the adult, dislocated worker, and youth programs. The overall cost per participant served for all programs was \$1,549. The overall cost per positive outcome for exiters from all programs was \$3,289. The positive outcome tracked for the dislocated worker program was entered employment. Positive outcomes for the adult program included entered employment and the successful completion of program activities designed to assist employed workers in upgrading their employment in order to attain a greater degree of self-sufficiency. Florida has placed an emphasis on assisting the under-employed worker. As a result, the number of adult program exiters with positive outcomes included 3,854 employed workers who successfully completed program activities in order to upgrade their employment. Positive outcomes for older youth included entered employment and the attainment of a credential. Positive outcomes for younger youth included entered employment, entrance into postsecondary education, advanced training, apprenticeship or the military, attainment of a youth goal, and attainment of a diploma.

Generally, outcomes were tracked for the exit periods used for the corresponding WIA core measure. Therefore, the exit period used for the adult and dislocated programs was the period from 10/1/01 through 9/30/02, while the period for the older and younger youth programs was the actual program year from 7/1/02 through 6/30/03. Cost information was also tracked by major level of activity: core services, intensive services, and training for the

adult and dislocated worker programs; and for other services and for training for the youth programs.

Statewide data for expenditures and cost per positive outcome is displayed in Table 7 on the following page. Similar data for each of Florida's twenty-four regions are included in the Appendix as Tables 6 through 9.

Table 7
 FLORIDA PROGRAM YEAR 2002-2003
 WIA EXPENDITURES/COST PER POSITIVE OUTCOME

ADULT PROGRAM 10/1/01 TO 9/30/02

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$39,421,866	100.0%				
TOTAL EXPEND.	\$33,672,663	85.4%	24,650	\$1,366	9,743	\$3,456
EXPEND. OTHER SERVICES	\$17,061,631	50.7%	24,650	\$590	9,743	\$1,494
EXPEND. TRAINING	\$16,611,032	49.3%	6,879	\$2,415	4,516	\$3,678

DISLOCATED WORKER PROGRAM 10/1/01 TO 9/30/02

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$31,280,394	100.0%				
TOTAL EXPEND.	\$28,459,252	91.0%	22,305	\$1,276	6,118	\$4,652
EXPEND. OTHER SERVICES	\$15,413,293	54.2%	22,305	\$598	6,118	\$2,179
EXPEND. TRAINING	\$13,045,959	45.8%	4,804	\$2,716	3,637	\$3,587

OLDER YOUTH PROGRAM 7/1/02 TO 6/30/03

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$42,099,606	100.0%				
TOTAL EXPEND.	\$10,608,651	25.2%	3,299	\$3,207	884	\$11,967
OTHER SERVICES	\$5,396,006	50.9%	3,299	\$1,636	884	\$6,104
TRAINING	\$4,303,304	40.6%	2,934	\$1,467	800	\$5,379

YOUNGER YOUTH PROGRAM 7/1/02 TO 6/30/03

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$42,099,606	100.0%				
TOTAL EXPEND.	\$26,676,825	63.4%	13,912	\$1,920	5,324	\$5,016
OTHER SERVICES	\$11,604,118	43.5%	13,912	\$834	5,324	\$2,180
TRAINING	\$12,786,050	47.9%	11,662	\$1,096	4,916	\$2,601

Source: Agency for Workforce Innovation, 9/23/03

Use of Individual Training Accounts (ITAs)

Florida policy places emphasis on the provision of training services. Accordingly, State statute requires the tracking of the number of ITAs awarded and their average value. The statute also requires 50% of WIA pass-through funds for adults and dislocated workers to be allocated to ITAs and ITA-related expenses. For Program Year 2002-2003, 22,858 ITAs were awarded in the State with an average value of \$3,844. Of \$57,875,595 expended by Florida's twenty-four regions for the adult and dislocated worker programs during the program year, \$34,459,470 or 59.5% was expended for ITAs and ITA-related activities (see Table 8 below).

**Table 8 - USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED
7/1/02 Through 6/30/03**

ITAs Awarded*					State ITA 50% Expenditure Requirement**		
Region	Enrolled in Training	Receiving ITA	Percent	Avg. ITA Amount	Total Expenditures	ITA Expenditures	Percent
1	531	530	99.81%	\$2,883.55	\$1,407,461	\$918,903	65.29%
2	291	274	94.16%	\$2,345.53	\$390,613	\$194,094	49.69%
3	214	199	92.99%	\$2,067.92	\$587,797	\$383,517	65.25%
4	473	471	99.58%	\$3,309.51	\$910,397	\$580,195	63.73%
5	500	500	100.00%	\$3,684.15	\$675,229	\$511,309	75.72%
6	82	80	97.56%	\$3,137.68	\$416,254	\$77,257	18.56%
7	170	169	99.41%	\$3,546.89	\$484,436	\$274,303	56.62%
8	1,696	1,583	93.34%	\$3,860.69	\$3,320,446	\$2,184,964	65.80%
9	231	231	100.00%	\$3,097.81	\$692,619	\$340,978	49.23%
10	375	375	100.00%	\$4,104.85	\$1,300,649	\$838,445	64.46%
11	651	545	83.72%	\$2,494.14	\$937,598	\$464,939	49.59%
12	2,139	2,137	99.91%	\$3,683.39	\$3,758,936	\$1,525,614	40.59%
13	472	468	99.15%	\$2,277.97	\$1,177,602	\$954,269	81.03%
14	1,458	1,452	99.59%	\$3,595.07	\$2,305,340	\$1,363,372	59.14%
15	1,330	1,326	99.70%	\$3,390.04	\$2,540,427	\$2,253,060	88.69%
16	477	447	93.71%	\$3,082.72	\$1,182,582	\$768,736	65.00%
17	636	619	97.33%	\$4,782.30	\$2,895,090	\$2,188,217	75.58%
18	210	205	97.62%	\$1,943.98	\$1,199,559	\$580,826	48.42%
19	229	206	89.96%	\$4,135.33	\$1,301,036	\$609,408	46.84%
20	878	720	82.00%	\$2,189.09	\$4,333,622	\$2,345,016	54.11%
21	1,348	1,341	99.48%	\$4,384.70	\$4,750,304	\$1,628,715	34.29%
22	2,357	2,301	97.62%	\$3,036.76	\$5,843,318	\$3,455,949	59.14%
23	6,468	6,217	96.12%	\$5,027.14	\$12,882,026	\$8,067,930	62.63%
24	467	462	98.93%	\$2,960.06	\$2,582,254	\$1,949,454	75.49%
Total All Regions	23,683	22,858	96.52%	\$3,843.98	\$57,875,595	\$34,459,470	59.54%

* Information from OSMIS participant data provided by the Agency for Workforce Innovation 10/23/03.

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