



Plain English Trend Report

5 Year Past Performance

STW

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	21.39%	23.27%	19.08%	13.12%	8.00%
Employers - Of those who hired this year, how many used One-Stop services?	24.79%	25.91%	28.88%	23.50%	11.10%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	77.02	78.34	76.20	68.69	65.20
Satisfaction rating for individuals who received training	77.26	75.80	78.60	76.69	67.10
Satisfaction rating for job seekers who received help in finding work	74.80	73.99	74.40	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	28.80 %	27.13%	25.91%	24.60%	24.13%
Total Number	28,070	28,708	27,755	25,116	29,561
Rate which customers who were on welfare return to welfare	13.50%	14.94%	14.01%	14.78%	15.49%
% of disadvantaged adults who got jobs	68.78%	66.92%	77.84%	78.94%	66.50%
Total Number	4,982	5,278	9,109	6,797	4,020
% of unemployed receiving training who got jobs	75.08%	67.95%	86.61%	88.43%	83.20%
Total Number	4,703	8,067	7,867	6,661	4,115
% of all job seekers who got jobs	41.54%	39.11%	32.69%	29.70%	32.65%
Total Number	411,217	410,431	349,315	248,103	227,979

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.42	\$7.29	\$7.04	\$6.61	\$6.38
Wage rate	69.00 %	69.56%	68.02%	65.78%	63.50%
The average starting wage for disadvantaged adult customers	\$12.57	\$11.19	\$10.59	\$8.78	\$7.62
Wage rate	117.04%	106.77%	102.32%	87.38%	83.40%
The average starting wage for customers who had lost their job	\$13.85	\$12.98	\$12.96	\$11.24	\$9.74
Wage rate	128.96%	123.86%	125.22%	111.86%	104.40%
The average starting wage of job seeker customers	\$9.71	\$9.55	\$8.98	8.49	\$7.83
Wage rate	90.41%	91.13%	86.76%	84.49%	77.90%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

STW

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	83.37%	59.48%	46.01%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	93.05%	88.12%	92.79%	91.26%	86.90%
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Number with positive outcomes *

	5,170	5,200	8,914	5,807	2,217
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,051	\$1,117	\$1,494	\$1,457	\$1,086
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The average cost for a disadvantaged adult customer

	\$5,820	\$3,801	\$3,219	\$4,608	\$5,823
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The average cost for a customer who lost their job

	\$6,039	\$2,337	\$3,390	\$3,782	\$5,329
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The average combined cost for older/younger youth customers

	\$2,213	\$2,166	\$2,078	\$2,422	\$2,158
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$3,655	\$4,119	\$5,765	\$5,955	\$4,502
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The average cost for a disadvantaged adult getting a job

	\$8,461	\$5,708	\$4,135	\$5,838	\$8,756
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The average cost for a customer who lost their job to get rehire

	\$8,043	\$3,440	\$3,913	\$4,277	\$6,406
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The average combined cost for older/younger youth to obtain a positive outcome *

	\$3,217	\$6,006	\$2,952	\$1,580	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	27.00%	16.87%	15.90%	14.68%	Not Available
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Plain English Trend Report

5 Year Past Performance

STW

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$42,154,304	\$30,126,468	\$37,667,624	\$39,678,676	\$35,199,928
Customers who lost Jobs	\$37,825,692	\$27,749,128	\$30,787,306	\$28,491,980	\$26,359,336
Youth Customers	\$38,102,016	\$37,285,476	\$40,089,944	\$31,967,368	\$35,004,460
Job Seeker Customers	\$25,270,522	\$22,517,202	\$24,870,560	\$21,197,226	\$23,314,678
Welfare Customers	\$102,594,896	\$118,237,456	\$160,011,792	\$149,557,328	\$133,082,192

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

01

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	23.38%	29.29%	24.39%	13.21%	5.80%
Employers - Of those who hired this year, how many used One-Stop services?	27.63%	24.15%	25.13%	28.74%	15.20%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	79.64	80.04	80.00	73.90	64.00
Satisfaction rating for individuals who received training	83.24	78.79	80.30	77.30	70.70
Satisfaction rating for job seekers who received help in finding work	73.83	73.38	73.70	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	23.70%	20.32%	22.23%	19.58%	20.32%
Total Number	693	646	711	638	744
Rate which customers who were on welfare return to welfare	11.50%	14.15%	13.10%	12.95%	17.06%
% of disadvantaged adults who got jobs	89.42%	86.96%	82.22%	87.23%	73.90%
Total Number	93	60	111	82	68
% of unemployed receiving training who got jobs	100.00%	100.00%	86.36%	96.05%	88.20%
Total Number	41	53	190	268	90
% of all job seekers who got jobs	38.93%	40.59%	38.06%	28.00%	24.97%
Total Number	10,397	12,016	10,398	5,441	4,168

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 6.55	\$6.39	\$6.28	\$5.92	\$5.72
Wage rate	66.20 %	65.27%	65.28%	63.46%	61.50%

Wage rate

The average starting wage for disadvantaged adult customers

The average starting wage for disadvantaged adult customers	\$11.65	\$13.19	\$11.09	\$8.77	\$8.90
Wage rate	117.80%	134.76%	115.33%	93.95%	81.90%

Wage rate

The average starting wage for customers who had lost their job

The average starting wage for customers who had lost their job	\$11.09	\$11.36	\$10.53	\$8.41	\$10.76
Wage rate	112.13%	116.01%	109.53%	90.10%	99.60%

Wage rate

The average starting wage of job seeker customers

The average starting wage of job seeker customers	\$9.93	\$8.67	\$8.04	8.80	\$7.63
Wage rate	100.40%	87.84%	83.58%	94.28%	81.70%

Wage rate



Plain English Trend Report

5 Year Past Performance

01

Are we helping employed workers?

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

2004	2003	2002	2001	2000
90.48%	92.68%	87.30%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

97.78%	91.18%	98.00%	100.00%	76.50%
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Number with positive outcomes *

44	155	98	58	62
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$906	\$1,012	\$1,235	\$986	\$874
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The average cost for a disadvantaged adult customer

\$11,437	\$14,766	\$6,337	\$6,506	\$6,976
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The average cost for a customer who lost their job

\$12,294	\$7,333	\$2,452	\$3,074	\$8,338
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The average combined cost for older/younger youth customers

\$3,146	\$3,320	\$2,972	\$1,844	\$490
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$3,829	\$4,981	\$5,555	\$5,034	\$4,301
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The average cost for a disadvantaged adult getting a job

\$12,789	\$16,980	\$7,707	\$7,458	\$9,438
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The average cost for a customer who lost their job to get rehire

\$12,294	\$7,333	\$2,839	\$3,200	\$9,450
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The average combined cost for older/younger youth to obtain a positive outcome *

\$4,559	\$7,490	\$3,171	\$2,117	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

45.60%	40.19%	39.77%	33.93%	Not Available
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Plain English Trend Report

5 Year Past Performance

01

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,189,410	\$1,018,825	\$855,471	\$611,540	\$641,752
Customers who lost Jobs	\$504,073	\$388,636	\$539,421	\$857,636	\$850,467
Youth Customers	\$1,116,998	\$1,198,467	\$1,090,671	\$656,388	\$468,855
Job Seeker Customers	\$530,041	\$571,172	\$615,874	\$533,970	\$538,512
Welfare Customers	\$2,653,735	\$3,217,621	\$3,949,751	\$3,211,974	\$3,199,910

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

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Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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Plain English Trend Report

5 Year Past Performance

02

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	17.22%	22.24%	19.02%	19.11%	9.20%
Employers - Of those who hired this year, how many used One-Stop services?	34.70%	34.80%	36.98%	27.41%	19.40%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	75.80	79.99	78.80	76.20	69.10
Satisfaction rating for individuals who received training	80.35	77.45	81.50	78.10	60.70
Satisfaction rating for job seekers who received help in finding work	77.07	74.11	75.80	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.60 %	28.62%	28.36%	26.41%	26.88%
Total Number	237	334	304	220	254
Rate which customers who were on welfare return to welfare	14.10%	16.12%	14.90%	13.57%	15.84%
% of disadvantaged adults who got jobs	86.44%	83.50%	95.98%	79.24%	93.30%
Total Number	51	86	167	42	56
% of unemployed receiving training who got jobs	100.00%	85.55%	84.73%	99.03%	90.50%
Total Number	70	148	111	103	19
% of all job seekers who got jobs	36.70%	34.34%	28.48%	30.30%	27.84%
Total Number	4,968	5,427	4,550	4,633	3,510

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 6.62	\$6.50	\$6.37	\$5.90	\$5.91
Wage rate	66.80 %	66.19%	64.93%	62.04%	62.00%
The average starting wage for disadvantaged adult customers	\$10.96	\$11.48	\$7.66	\$8.58	\$9.41
Wage rate	110.48%	116.86%	78.12%	90.14%	75.40%
The average starting wage for customers who had lost their job	\$11.61	\$12.07	\$9.13	\$7.37	\$11.22
Wage rate	117.04%	122.89%	93.13%	77.43%	90.90%
The average starting wage of job seeker customers	\$9.35	\$9.34	\$7.87	7.56	\$7.45
Wage rate	94.25%	95.32%	80.22%	79.43%	78.30%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

02

Are we helping employed workers?

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

2004	2003	2002	2001	2000
81.48%	38.24%	43.18%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

100.00%	96.33%	95.60%	50.00%	0.00%
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Number with positive outcomes *

158	99	87	35	0
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,306	\$934	\$1,269	\$1,579	\$963
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The average cost for a disadvantaged adult customer

\$3,616	\$2,020	\$1,317	\$5,807	\$5,857
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The average cost for a customer who lost their job

\$3,954	\$1,055	\$1,622	\$2,454	\$25,673
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The average combined cost for older/younger youth customers

\$1,229	\$744	\$1,413	\$2,045	\$1,059
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$4,739	\$3,262	\$4,476	\$5,978	\$3,583
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The average cost for a disadvantaged adult getting a job

\$4,183	\$2,419	\$1,372	\$7,328	\$6,275
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The average cost for a customer who lost their job to get rehire

\$3,954	\$1,233	\$1,914	\$2,478	\$28,376
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The average combined cost for older/younger youth to obtain a positive outcome *

\$1,283	\$1,536	\$1,788	\$3,115	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

57.60%	25.00%	12.05%	6.34%	Not Available
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Plain English Trend Report

5 Year Past Performance

02

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$213,319	\$208,072	\$229,114	\$307,779	\$351,398
Customers who lost Jobs	\$276,760	\$182,541	\$212,436	\$255,252	\$539,138
Youth Customers	\$261,689	\$218,107	\$316,542	\$339,512	\$387,661
Job Seeker Customers	\$300,428	\$146,833	\$273,047	\$281,298	\$290,149
Welfare Customers	\$1,123,123	\$1,089,547	\$1,360,664	\$1,315,161	\$909,981

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

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03

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

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

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	38.42%	43.78%	42.64%	35.70%	14.70%
Employers - Of those who hired this year, how many used One-Stop services?	37.61%	39.64%	38.69%	37.60%	14.00%

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Satisfaction rating for employers who received services	86.29	80.33	83.00	82.70	72.40
Satisfaction rating for individuals who received training	83.21	80.80	84.70	85.80	67.40
Satisfaction rating for job seekers who received help in finding work	78.60	79.06	77.90	NO SURVEY	NO SURVEY

Do our customers get jobs?

% on welfare who got jobs

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

% on welfare who got jobs	24.30 %	22.92%	20.95%	18.58%	23.01%
Total Number	136	168	180	147	237
Rate which customers who were on welfare return to welfare	11.60%	12.03%	11.35%	13.15%	18.80%
% of disadvantaged adults who got jobs	94.25%	94.20%	95.35%	93.33%	83.10%
Total Number	82	65	82	56	59
% of unemployed receiving training who got jobs	100.00%	96.36%	100.00%	94.69%	92.70%
Total Number	213	53	57	107	102
% of all job seekers who got jobs	34.43%	30.86%	30.91%	30.10%	37.42%
Total Number	3,460	3,332	3,312	2,732	2,558

What is their average starting wage?

The average starting wage of those customers who were on welfare

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate

The average starting wage of those customers who were on welfare	\$ 6.59	\$6.25	\$6.24	\$6.07	\$5.74
Wage rate	68.70 %	65.31%	66.60%	66.78%	62.90%
The average starting wage for disadvantaged adult customers	\$10.37	\$9.92	\$8.77	\$9.31	\$8.92
Wage rate	108.13%	103.70%	93.60%	102.36%	95.50%
The average starting wage for customers who had lost their job	\$9.40	\$10.69	\$10.75	\$9.09	\$9.04
Wage rate	98.02%	111.69%	114.77%	99.94%	98.80%
The average starting wage of job seeker customers	\$8.48	\$7.62	\$7.59	7.54	\$8.55
Wage rate	88.43%	79.62%	81.00%	82.90%	94.00%



Plain English Trend Report 5 Year Past Performance

03

Are we helping employed workers?

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

2004	2003	2002	2001	2000
95.92%	80.00%	68.52%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

94.44%	91.86%	98.55%	95.70%	80.00%
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Number with positive outcomes *

102	158	136	89	4
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,620	\$1,417	\$2,021	\$2,017	\$1,081
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The average cost for a disadvantaged adult customer

\$5,561	\$5,815	\$4,979	\$7,868	\$4,415
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The average cost for a customer who lost their job

\$804	\$3,392	\$4,885	\$2,415	\$3,237
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The average combined cost for older/younger youth customers

\$1,929	\$1,481	\$1,176	\$1,418	\$591
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$6,669	\$6,184	\$9,644	\$10,855	\$4,699
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The average cost for a disadvantaged adult getting a job

\$5,900	\$6,173	\$5,222	\$8,430	\$5,313
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The average cost for a customer who lost their job to get rehire

\$804	\$3,520	\$4,885	\$2,550	\$3,491
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The average combined cost for older/younger youth to obtain a positive outcome *

\$2,310	\$2,546	\$1,463	\$1,752	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

18.10%	11.58%	11.28%	15.03%	Not Available
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Plain English Trend Report

5 Year Past Performance

03

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$483,810	\$401,229	\$428,188	\$472,061	\$313,492
Customers who lost Jobs	\$171,161	\$186,568	\$278,455	\$272,887	\$356,100
Youth Customers	\$584,413	\$616,245	\$575,103	\$580,055	\$340,991
Job Seeker Customers	\$127,240	\$144,994	\$178,087	\$150,050	\$149,780
Welfare Customers	\$907,001	\$1,038,995	\$1,735,965	\$1,595,701	\$1,113,729

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

04

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	24.20%	25.42%	19.86%	18.31%	8.80%
Employers - Of those who hired this year, how many used One-Stop services?	47.18%	40.81%	34.16%	38.58%	21.50%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	81.46	82.44	76.30	78.40	66.30
Satisfaction rating for individuals who received training	83.44	81.13	86.00	83.70	68.00
Satisfaction rating for job seekers who received help in finding work	76.30	76.03	75.20	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	32.40 %	29.62%	29.39%	22.93%	23.76%
Total Number	309	372	383	305	277
Rate which customers who were on welfare return to welfare	14.80%	18.18%	15.98%	13.63%	17.66%
% of disadvantaged adults who got jobs	91.43%	89.29%	94.91%	90.34%	79.60%
Total Number	160	175	205	234	90
% of unemployed receiving training who got jobs	100.00%	86.75%	87.61%	80.14%	83.10%
Total Number	134	72	99	113	206
% of all job seekers who got jobs	42.25%	37.45%	24.69%	27.60%	27.41%
Total Number	5,767	5,368	3,938	3,640	3,142

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 6.64	\$6.37	\$6.30	\$6.04	\$5.79
Wage rate	67.20 %	64.74%	64.62%	63.88%	61.80%
The average starting wage for disadvantaged adult customers	\$12.65	\$12.02	\$10.63	\$9.72	\$9.81
Wage rate	128.04%	122.20%	109.04%	102.71%	87.20%
The average starting wage for customers who had lost their job	\$11.72	\$11.28	\$11.19	\$12.33	\$9.02
Wage rate	118.62%	114.60%	114.82%	130.29%	117.00%
The average starting wage of job seeker customers	\$8.76	\$8.75	\$8.29	8.42	\$7.11
Wage rate	88.66%	88.82%	85.03%	88.98%	75.10%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

04

Are we helping employed workers?

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

2004	2003	2002	2001	2000
77.91%	62.07%	31.29%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes
Number with positive outcomes *

96.67%	96.81%	96.20%	94.40%	75.00%
87	182	76	118	15

What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer
The average cost for a disadvantaged adult customer
The average cost for a customer who lost their job
The average combined cost for older/younger youth customers

\$1,436	\$1,430	\$2,515	\$1,417	\$1,352
\$4,687	\$3,039	\$4,321	\$3,471	\$5,281
\$2,531	\$3,791	\$4,433	\$3,675	\$2,797
\$1,633	\$1,277	\$1,962	\$1,979	\$1,219

What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job
The average cost for a disadvantaged adult getting a job
The average cost for a customer who lost their job to get rehire
The average combined cost for older/younger youth to obtain a positive outcome *

\$4,429	\$4,830	\$8,556	\$6,177	\$5,689
\$5,127	\$3,404	\$4,553	\$3,842	\$6,630
\$2,531	\$4,370	\$5,060	\$4,586	\$3,367
\$2,414	\$3,663	\$3,489	\$2,947	Not Available

Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

12.50%	12.75%	13.04%	10.80%	Not Available
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Plain English Trend Report

5 Year Past Performance

04

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$820,302	\$595,732	\$933,429	\$899,039	\$596,698
Customers who lost Jobs	\$339,118	\$314,665	\$500,983	\$518,213	\$693,689
Youth Customers	\$902,932	\$813,277	\$1,259,667	\$934,057	\$856,002
Job Seeker Customers	\$254,701	\$285,711	\$317,102	\$294,923	\$296,599
Welfare Customers	\$1,368,664	\$1,796,593	\$3,277,041	\$1,883,960	\$1,575,921

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

** 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. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

05

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	30.59%	34.71%	27.03%	21.10%	7.50%
Employers - Of those who hired this year, how many used One-Stop services?	22.67%	25.05%	22.42%	24.13%	7.00%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	75.43	77.40	76.80	71.70	72.60
Satisfaction rating for individuals who received training	74.85	75.04	75.20	73.90	69.20
Satisfaction rating for job seekers who received help in finding work	73.67	72.44	74.10	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	25.50 %	24.33%	26.02%	26.25%	24.88%
Total Number	548	582	687	728	799
Rate which customers who were on welfare return to welfare	15.10%	16.13%	17.91%	18.85%	19.52%
% of disadvantaged adults who got jobs	91.18%	96.83%	81.88%	92.72%	80.90%
Total Number	31	61	122	102	72
% of unemployed receiving training who got jobs	100.00%	100.00%	90.48%	95.23%	90.60%
Total Number	19	233	76	40	29
% of all job seekers who got jobs	39.70%	37.46%	33.06%	34.10%	41.89%
Total Number	10,061	10,437	8,004	6,663	6,679

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.00	\$7.38	\$6.54	\$6.31	\$6.07
Wage rate	68.50 %	72.85%	65.14%	64.77%	62.20%

Wage rate

The average starting wage for disadvantaged adult customers

The average starting wage for disadvantaged adult customers	\$12.21	\$13.67	\$11.50	\$11.05	\$8.70
Wage rate	119.47%	134.91%	114.58%	113.41%	129.90%

Wage rate

The average starting wage for customers who had lost their job

The average starting wage for customers who had lost their job	\$12.72	\$13.17	\$13.59	\$11.18	\$13.46
Wage rate	124.46%	129.99%	135.43%	114.75%	117.60%

Wage rate

The average starting wage of job seeker customers

The average starting wage of job seeker customers	\$9.27	\$9.14	\$7.02	7.27	\$7.13
Wage rate	90.70%	90.33%	69.92%	74.62%	73.20%

Wage rate



Plain English Trend Report 5 Year Past Performance

05

Are we helping employed workers?

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

2004	2003	2002	2001	2000
88.89%	91.94%	30.85%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

100.00%	100.00%	88.98%	97.28%	88.50%
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Number with positive outcomes *

229	31	105	143	23
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,045	\$1,372	\$1,534	\$1,471	\$1,099
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The average cost for a disadvantaged adult customer

\$23,158	\$6,426	\$4,770	\$3,812	\$5,274
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The average cost for a customer who lost their job

\$29,831	\$1,133	\$3,377	\$7,295	\$9,389
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The average combined cost for older/younger youth customers

\$981	\$1,752	\$1,898	\$648	\$628
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$4,102	\$5,640	\$5,896	\$5,604	\$4,418
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The average cost for a disadvantaged adult getting a job

\$25,399	\$6,742	\$5,826	\$4,111	\$6,519
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The average cost for a customer who lost their job to get rehire

\$29,831	\$1,133	\$3,732	\$7,660	\$10,361
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The average combined cost for older/younger youth to obtain a positive outcome *

\$1,382	\$9,469	\$2,473	\$816	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

41.50%	38.34%	6.92%	5.36%	Not Available
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Plain English Trend Report

5 Year Past Performance

05

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$787,362	\$411,264	\$710,801	\$419,294	\$469,378
Customers who lost Jobs	\$566,784	\$263,965	\$283,633	\$306,384	\$300,461
Youth Customers	\$628,633	\$795,419	\$798,930	\$370,518	\$552,827
Job Seeker Customers	\$481,746	\$430,046	\$403,978	\$417,451	\$453,645
Welfare Customers	\$2,248,084	\$3,282,412	\$4,050,555	\$4,079,953	\$3,529,976

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

06

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	25.59%	36.33%	33.94%	15.95%	7.30%
Employers - Of those who hired this year, how many used One-Stop services?	20.70%	22.60%	23.60%	18.43%	17.90%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	84.01	79.86	74.60	65.80	75.60
Satisfaction rating for individuals who received training	78.74	71.15	73.60	81.50	73.10
Satisfaction rating for job seekers who received help in finding work	75.70	73.36	74.30	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	29.60 %	23.65%	24.58%	26.22%	24.42%
Total Number	230	268	277	327	348
Rate which customers who were on welfare return to welfare	16.70%	17.21%	17.69%	16.65%	16.47%
% of disadvantaged adults who got jobs	90.00%	91.89%	55.05%	82.71%	65.90%
Total Number	9	34	60	67	27
% of unemployed receiving training who got jobs	98.59%	95.31%	82.67%	88.00%	89.50%
Total Number	490	61	62	44	34
% of all job seekers who got jobs	31.03%	29.88%	28.98%	20.20%	33.07%
Total Number	2,328	3,119	2,850	1,337	893

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 6.74	\$6.49	\$6.24	\$5.88	\$5.82
Wage rate	68.60 %	66.43%	64.73%	62.86%	64.10%
The average starting wage for disadvantaged adult customers	\$15.09	\$10.22	\$8.00	\$8.84	\$10.47
Wage rate	153.51%	104.60%	82.96%	94.44%	94.30%
The average starting wage for customers who had lost their job	\$10.73	\$12.07	\$10.16	\$8.61	\$12.28
Wage rate	109.16%	123.50%	105.42%	91.98%	96.90%
The average starting wage of job seeker customers	\$9.12	\$7.93	\$7.70	8.19	\$7.99
Wage rate	92.78%	80.76%	79.88%	87.50%	85.40%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

06

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	97.26%	58.00%	38.67%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	97.00%	91.67%	81.82%	92.59%	16.70%
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Number with positive outcomes *

	97	77	153	25	1
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,489	\$1,365	\$1,498	\$2,032	\$1,389
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The average cost for a disadvantaged adult customer

	\$50,472	\$5,798	\$2,992	\$4,516	\$8,305
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The average cost for a customer who lost their job

	\$392	\$3,152	\$1,634	\$4,096	\$4,942
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The average combined cost for older/younger youth customers

	\$1,756	\$4,041	\$1,108	\$1,367	\$607
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$5,029	\$5,770	\$6,096	\$7,748	\$5,689
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The average cost for a disadvantaged adult getting a job

	\$56,080	\$6,310	\$5,436	\$5,459	\$12,611
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The average cost for a customer who lost their job to get rehire

	\$398	\$3,307	\$1,976	\$4,654	\$5,523
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The average combined cost for older/younger youth to obtain a positive outcome *

	\$3,025	\$10,469	\$1,376	\$1,849	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	24.80%	18.75%	10.20%	14.39%	Not Available
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Plain English Trend Report

5 Year Past Performance

06

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$504,724	\$214,523	\$326,169	\$365,783	\$340,492
Customers who lost Jobs	\$195,007	\$201,731	\$122,516	\$204,795	\$187,788
Youth Customers	\$393,288	\$690,969	\$409,905	\$493,582	\$340,424
Job Seeker Customers	\$131,513	\$108,120	\$113,170	\$90,174	\$132,080
Welfare Customers	\$1,156,731	\$1,546,253	\$1,688,616	\$2,533,472	\$1,979,681

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

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Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

07

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

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

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	27.99%	31.60%	32.03%	37.89%	25.20%
Employers - Of those who hired this year, how many used One-Stop services?	19.36%	25.36%	20.63%	20.79%	6.70%

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

	2004	2003	2002	2001	2000
Satisfaction rating for employers who received services	83.21	79.62	80.00	72.10	68.80
Satisfaction rating for individuals who received training	76.71	79.62	77.10	85.90	61.00
Satisfaction rating for job seekers who received help in finding work	71.29	73.01	72.30	NO SURVEY	NO SURVEY

Do our customers get jobs?

% on welfare who got jobs

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

	2004	2003	2002	2001	2000
% on welfare who got jobs	22.20 %	19.93%	22.34%	21.88%	23.63%
Total Number	179	277	304	254	294
Rate which customers who were on welfare return to welfare	11.20%	13.02%	14.91%	14.30%	14.29%
% of disadvantaged adults who got jobs	88.00%	95.00%	85.71%	85.41%	97.20%
Total Number	22	38	18	41	35
% of unemployed receiving training who got jobs	97.67%	91.36%	66.88%	96.61%	91.30%
Total Number	84	74	105	57	42
% of all job seekers who got jobs	32.65%	29.08%	28.26%	31.80%	34.68%
Total Number	2,481	2,673	2,757	3,399	2,496

What is their average starting wage?

The average starting wage of those customers who were on welfare

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate

	2004	2003	2002	2001	2000
The average starting wage of those customers who were on welfare	\$ 6.79	\$6.54	\$6.31	\$6.18	\$5.83
Wage rate	70.30 %	67.70%	66.49%	67.04%	63.60%
The average starting wage for disadvantaged adult customers	\$10.69	\$9.76	\$9.99	\$8.65	\$10.42
Wage rate	110.78%	101.05%	105.28%	93.91%	105.20%
The average starting wage for customers who had lost their job	\$13.80	\$12.05	\$11.46	\$13.29	\$10.13
Wage rate	143.01%	124.69%	120.75%	144.28%	106.00%
The average starting wage of job seeker customers	\$8.74	\$8.78	\$8.05	7.83	\$7.14
Wage rate	90.57%	91.41%	84.83%	85.00%	77.50%



Plain English Trend Report 5 Year Past Performance

07

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	92.31%	86.67%	34.38%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes
Number with positive outcomes *

	88.12%	81.45%	8.33%	73.17%	95.90%
	89	101	5	30	71

What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer
The average cost for a disadvantaged adult customer
The average cost for a customer who lost their job
The average combined cost for older/younger youth customers

	\$1,721	\$1,093	\$2,501	\$3,015	\$1,868
	\$18,876	\$7,406	\$6,826	\$8,460	\$7,671
	\$1,847	\$2,323	\$364	\$2,915	\$4,462
	\$2,303	\$1,717	\$1,372	\$3,059	\$876

What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job
The average cost for a disadvantaged adult getting a job
The average cost for a customer who lost their job to get rehire
The average combined cost for older/younger youth to obtain a positive outcome *

	\$7,761	\$5,485	\$11,199	\$13,780	\$7,903
	\$21,450	\$7,796	\$7,964	\$9,904	\$7,890
	\$1,891	\$2,543	\$544	\$3,017	\$4,887
	\$3,005	\$3,162	\$1,628	\$4,604	Not Available

Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	12.20%	22.27%	20.23%	23.40%	Not Available
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Plain English Trend Report

5 Year Past Performance

07

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$471,902	\$296,258	\$143,349	\$406,067	\$276,163
Customers who lost Jobs	\$158,845	\$188,178	\$57,136	\$171,994	\$205,245
Youth Customers	\$384,683	\$379,480	\$376,021	\$464,959	\$246,211
Job Seeker Customers	\$119,833	\$142,351	\$123,217	\$65,266	\$117,600
Welfare Customers	\$1,389,166	\$1,519,307	\$3,404,424	\$3,500,000	\$2,323,396

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

08

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	28.16%	27.98%	21.66%	11.11%	4.90%
Employers - Of those who hired this year, how many used One-Stop services?	24.51%	23.04%	27.92%	28.57%	10.70%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	75.37	77.53	76.66	69.40	67.10
Satisfaction rating for individuals who received training	78.25	75.10	81.30	81.20	64.90
Satisfaction rating for job seekers who received help in finding work	72.20	73.68	72.90	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	26.60 %	23.62%	24.81%	26.08%	25.72%
Total Number	1,341	1,553	1,437	1,153	1,448
Rate which customers who were on welfare return to welfare	11.80%	14.23%	14.99%	15.36%	15.19%
% of disadvantaged adults who got jobs	85.61%	79.68%	85.81%	79.51%	71.10%
Total Number	226	404	127	132	96
% of unemployed receiving training who got jobs	97.59%	83.89%	85.71%	93.75%	96.80%
Total Number	243	557	222	390	541
% of all job seekers who got jobs	48.33%	44.36%	36.41%	27.80%	31.52%
Total Number	41,685	37,578	30,699	17,067	16,205

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.40	\$7.26	\$7.17	\$6.91	\$6.52
Wage rate	72.60 %	71.81%	71.41%	70.85%	66.00%
The average starting wage for disadvantaged adult customers	\$15.19	\$13.25	\$11.36	\$10.71	\$8.16
Wage rate	149.07%	131.03%	113.12%	109.86%	93.80%
The average starting wage for customers who had lost their job	\$14.38	\$15.63	\$13.43	\$15.22	\$9.62
Wage rate	141.12%	154.58%	133.68%	156.12%	129.90%
The average starting wage of job seeker customers	\$9.89	\$9.02	\$9.71	8.70	\$7.51
Wage rate	97.06%	89.42%	96.71%	89.24%	77.00%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

08

Are we helping employed workers?

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

2004	2003	2002	2001	2000
96.90%	65.34%	86.37%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

94.65%	93.80%	96.62%	92.55%	96.70%
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Number with positive outcomes *

230	227	314	323	325
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,144	\$931	\$1,473	\$1,849	\$1,591
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The average cost for a disadvantaged adult customer

\$8,535	\$3,925	\$23,467	\$26,433	\$10,648
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The average cost for a customer who lost their job

\$8,099	\$1,992	\$8,245	\$7,869	\$3,237
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The average combined cost for older/younger youth customers

\$2,577	\$3,945	\$3,948	\$2,080	\$1,222
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$4,300	\$3,940	\$5,935	\$7,088	\$6,187
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The average cost for a disadvantaged adult getting a job

\$9,970	\$4,945	\$27,348	\$33,242	\$14,973
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The average cost for a customer who lost their job to get rehire

\$8,299	\$2,375	\$9,619	\$8,393	\$3,344
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The average combined cost for older/younger youth to obtain a positive outcome *

\$3,512	\$12,463	\$5,729	\$2,557	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

27.10%	9.72%	10.86%	13.43%	Not Available
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Plain English Trend Report

5 Year Past Performance

08

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$2,253,197	\$1,997,795	\$3,473,145	\$4,387,895	\$1,437,450
Customers who lost Jobs	\$2,016,563	\$1,322,651	\$2,135,346	\$3,273,352	\$1,809,305
Youth Customers	\$2,061,419	\$3,128,227	\$3,225,668	\$1,965,973	\$1,745,863
Job Seeker Customers	\$1,909,545	\$1,477,912	\$1,940,262	\$1,697,516	\$1,702,165
Welfare Customers	\$5,766,151	\$6,119,528	\$8,529,154	\$8,172,410	\$8,958,967

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

** 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. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

09

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

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

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	26.19%	31.31%	24.21%	16.90%	10.70%
Employers - Of those who hired this year, how many used One-Stop services?	20.02%	15.49%	18.30%	17.12%	6.80%

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

	2004	2003	2002	2001	2000
Satisfaction rating for employers who received services	70.48	71.25	71.10	69.70	62.50
Satisfaction rating for individuals who received training	83.35	81.53	80.20	81.30	62.80
Satisfaction rating for job seekers who received help in finding work	77.09	72.59	75.60	NO SURVEY	NO SURVEY

Do our customers get jobs?

% on welfare who got jobs

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

	2004	2003	2002	2001	2000
% on welfare who got jobs	28.40 %	26.62%	25.38%	22.81%	22.91%
Total Number	661	754	632	516	622
Rate which customers who were on welfare return to welfare	17.90%	16.33%	15.64%	16.62%	18.61%
% of disadvantaged adults who got jobs	100.00%	100.00%	97.92%	100.00%	92.50%
Total Number	110	56	47	35	37
% of unemployed receiving training who got jobs	97.50%	96.67%	100.00%	90.32%	95.50%
Total Number	39	29	30	28	42
% of all job seekers who got jobs	38.25%	41.13%	33.67%	29.80%	29.33%
Total Number	7,304	7,940	6,096	4,589	3,235

What is their average starting wage?

The average starting wage of those customers who were on welfare

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate

	2004	2003	2002	2001	2000
The average starting wage of those customers who were on welfare	\$ 7.00	\$6.80	\$6.58	\$6.26	\$5.99
Wage rate	69.70 %	68.20%	66.94%	65.59%	62.40%
The average starting wage for disadvantaged adult customers	\$14.26	\$13.10	\$10.39	\$11.27	\$8.94
Wage rate	142.03%	131.41%	105.65%	118.05%	110.90%
The average starting wage for customers who had lost their job	\$14.64	\$12.68	\$12.10	\$9.93	\$10.92
Wage rate	145.82%	127.15%	122.99%	104.02%	111.20%
The average starting wage of job seeker customers	\$9.30	\$8.04	\$8.06	7.86	\$7.72
Wage rate	92.63%	80.84%	81.99%	82.33%	80.90%



Plain English Trend Report 5 Year Past Performance

09

Are we helping employed workers?

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

2004	2003	2002	2001	2000
91.94%	80.85%	75.00%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

100.00%	99.14%	100.00%	96.00%	83.30%
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Number with positive outcomes *

61	115	107	24	5
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,027	\$982	\$1,613	\$1,751	\$1,426
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The average cost for a disadvantaged adult customer

\$5,037	\$7,891	\$6,434	\$15,953	\$8,111
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The average cost for a customer who lost their job

\$7,475	\$7,831	\$2,542	\$10,698	\$5,792
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The average combined cost for older/younger youth customers

\$1,470	\$1,386	\$1,867	\$1,554	\$945
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$3,610	\$3,688	\$6,354	\$7,676	\$6,223
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The average cost for a disadvantaged adult getting a job

\$5,037	\$8,173	\$6,571	\$15,953	\$8,769
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The average cost for a customer who lost their job to get rehire

\$7,667	\$8,101	\$2,542	\$11,844	\$6,068
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The average combined cost for older/younger youth to obtain a positive outcome *

\$1,979	\$3,676	\$2,658	\$2,035	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

18.30%	20.06%	9.64%	10.09%	Not Available
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Plain English Trend Report

5 Year Past Performance

09

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$554,048	\$457,686	\$308,828	\$558,347	\$324,439
Customers who lost Jobs	\$299,004	\$234,933	\$76,267	\$331,630	\$254,853
Youth Customers	\$651,109	\$411,662	\$690,960	\$394,828	\$285,482
Job Seeker Customers	\$317,718	\$277,695	\$391,468	\$317,121	\$312,700
Welfare Customers	\$2,386,051	\$2,780,919	\$4,016,018	\$3,960,813	\$3,870,423

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

10

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	23.32%	29.07%	27.34%	24.43%	14.90%
Employers - Of those who hired this year, how many used One-Stop services?	23.65%	22.82%	24.14%	24.40%	11.50%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	75.84	77.87	77.70	78.20	69.00
Satisfaction rating for individuals who received training	82.27	80.44	84.50	80.00	62.40
Satisfaction rating for job seekers who received help in finding work	75.78	72.21	72.00	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	31.60 %	26.73%	28.88%	27.85%	25.82%
Total Number	731	875	911	754	688
Rate which customers who were on welfare return to welfare	13.50%	16.41%	15.41%	16.55%	16.43%
% of disadvantaged adults who got jobs	100.00%	100.00%	87.04%	85.45%	77.60%
Total Number	67	49	47	47	97
% of unemployed receiving training who got jobs	95.45%	100.00%	100.00%	97.77%	97.20%
Total Number	21	37	42	44	69
% of all job seekers who got jobs	38.86%	38.26%	33.15%	40.00%	37.68%
Total Number	10,702	11,507	10,873	10,172	8,282

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.08	\$6.97	\$6.61	\$6.22	\$6.01
Wage rate	71.20 %	71.27%	68.29%	66.16%	64.90%
The average starting wage for disadvantaged adult customers	\$11.35	\$11.16	\$9.58	\$8.35	\$11.50
Wage rate	114.19%	114.16%	98.99%	88.89%	87.40%
The average starting wage for customers who had lost their job	\$14.23	\$15.97	\$9.85	\$9.73	\$9.76
Wage rate	143.16%	163.31%	101.74%	103.58%	106.70%
The average starting wage of job seeker customers	\$9.12	\$8.86	\$8.00	7.95	\$7.64
Wage rate	91.75%	89.78%	82.64%	84.63%	81.30%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

10

Are we helping employed workers?

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

2004	2003	2002	2001	2000
100.00%	89.06%	80.00%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes
Number with positive outcomes *

95.41%	86.52%	94.12%	97.26%	88.60%
208	77	64	71	93

What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer
The average cost for a disadvantaged adult customer
The average cost for a customer who lost their job
The average combined cost for older/younger youth customers

\$1,268	\$1,134	\$1,970	\$2,046	\$1,715
\$14,289	\$18,163	\$18,206	\$9,773	\$8,785
\$22,910	\$11,099	\$11,543	\$6,955	\$9,693
\$1,273	\$1,413	\$1,673	\$2,192	\$997

What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job
The average cost for a disadvantaged adult getting a job
The average cost for a customer who lost their job to get rehire
The average combined cost for older/younger youth to obtain a positive outcome *

\$4,015	\$4,242	\$6,820	\$7,346	\$6,643
\$14,289	\$18,163	\$20,918	\$11,437	\$11,321
\$24,001	\$11,099	\$11,543	\$7,113	\$9,974
\$1,689	\$6,729	\$2,849	\$1,590	Not Available

Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

33.20%	24.74%	30.69%	9.56%	Not Available
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Plain English Trend Report

5 Year Past Performance

10

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$957,351	\$889,974	\$983,129	\$537,516	\$1,098,147
Customers who lost Jobs	\$504,019	\$410,675	\$484,796	\$312,966	\$688,200
Youth Customers	\$693,985	\$733,431	\$737,963	\$589,746	\$748,845
Job Seeker Customers	\$496,077	\$492,069	\$562,596	\$442,022	\$462,064
Welfare Customers	\$2,934,719	\$3,711,801	\$6,213,105	\$5,538,613	\$4,570,374

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

11

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

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

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	14.75%	14.08%	12.34%	11.49%	6.80%
Employers - Of those who hired this year, how many used One-Stop services?	21.28%	23.82%	16.81%	13.28%	8.80%

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Satisfaction rating for employers who received services	79.34	78.77	75.50	66.10	68.40
Satisfaction rating for individuals who received training	78.22	73.32	79.70	76.20	67.50
Satisfaction rating for job seekers who received help in finding work	75.48	73.52	75.00	NO SURVEY	NO SURVEY

Do our customers get jobs?

% on welfare who got jobs

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

% on welfare who got jobs	27.30 %	24.15%	27.02%	25.79%	20.99%
Total Number	705	711	761	663	731
Rate which customers who were on welfare return to welfare	12.00%	14.80%	13.79%	16.49%	15.63%
% of disadvantaged adults who got jobs	78.44%	77.49%	95.91%	80.31%	45.40%
Total Number	131	296	211	253	119
% of unemployed receiving training who got jobs	95.00%	73.02%	95.58%	80.35%	61.30%
Total Number	95	276	216	90	66
% of all job seekers who got jobs	36.50%	32.54%	33.05%	34.90%	35.48%
Total Number	8,690	7,564	6,957	6,897	5,076

What is their average starting wage?

The average starting wage of those customers who were on welfare

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate

The average starting wage of those customers who were on welfare	\$ 7.21	\$7.01	\$6.78	\$6.33	\$6.06
Wage rate	70.70 %	69.27%	68.55%	65.92%	63.30%
The average starting wage for disadvantaged adult customers	\$10.91	\$11.48	\$8.74	\$8.50	\$9.79
Wage rate	106.96%	113.44%	88.34%	88.50%	85.60%
The average starting wage for customers who had lost their job	\$11.59	\$11.37	\$11.61	\$9.92	\$13.21
Wage rate	113.63%	112.35%	117.38%	103.29%	101.10%
The average starting wage of job seeker customers	\$8.92	\$8.53	\$8.21	8.20	\$7.65
Wage rate	87.45%	84.49%	83.01%	85.38%	79.70%



Plain English Trend Report

5 Year Past Performance

11

Are we helping employed workers?

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

2004	2003	2002	2001	2000
71.96%	82.86%	85.66%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

94.67%	64.06%	82.91%	96.86%	90.30%
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Number with positive outcomes *

142	139	165	370	204
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,042	\$518	\$1,261	\$1,375	\$1,067
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The average cost for a disadvantaged adult customer

\$5,777	\$1,227	\$2,889	\$4,155	\$2,791
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The average cost for a customer who lost their job

\$7,517	\$1,241	\$3,380	\$6,535	\$4,000
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The average combined cost for older/younger youth customers

\$3,127	\$1,913	\$2,578	\$2,763	\$1,292
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$3,810	\$2,143	\$4,665	\$5,333	\$5,085
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The average cost for a disadvantaged adult getting a job

\$7,365	\$1,583	\$3,012	\$5,173	\$6,144
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The average cost for a customer who lost their job to get rehire

\$7,913	\$1,699	\$3,536	\$8,132	\$6,546
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The average combined cost for older/younger youth to obtain a positive outcome *

\$4,113	\$2,835	\$3,264	\$2,552	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

20.00%	12.34%	12.81%	12.39%	Not Available
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Plain English Trend Report

5 Year Past Performance

11

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$964,819	\$468,644	\$635,547	\$1,308,718	\$731,146
Customers who lost Jobs	\$751,709	\$468,954	\$763,811	\$731,864	\$432,011
Youth Customers	\$900,695	\$640,731	\$858,427	\$1,135,640	\$1,006,224
Job Seeker Customers	\$672,561	\$530,555	\$585,856	\$541,361	\$566,638
Welfare Customers	\$2,686,198	\$1,523,798	\$3,550,072	\$3,535,570	\$3,716,832

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

12

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

2004	2003	2002	2001	2000
19.70%	19.43%	15.29%	9.67%	5.30%
21.54%	18.47%	20.18%	21.77%	11.40%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

72.06	76.57	76.40	71.20	64.10
72.54	71.80	76.50	75.10	70.20
73.70	72.20	72.80	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

30.50 %	28.89%	29.79%	29.22%	27.51%
4,404	4,221	3,819	2,876	2,868
13.40%	14.92%	14.33%	16.73%	17.09%
62.94%	92.68%	82.20%	80.45%	68.70%
338	152	157	321	364
92.55%	98.39%	91.46%	91.08%	74.50%
149	611	289	276	251
40.18%	37.06%	28.29%	26.50%	29.52%
47,114	42,849	34,129	24,224	20,360

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

\$ 7.37	\$7.32	\$7.22	\$6.98	\$6.68
71.20 %	71.98%	70.71%	70.41%	67.40%

Wage rate

The average starting wage for disadvantaged adult customers

\$10.09	\$10.10	\$9.80	\$9.07	\$9.88
97.39%	99.31%	95.95%	91.48%	91.80%

Wage rate

The average starting wage for customers who had lost their job

\$12.44	\$11.69	\$11.34	\$11.14	\$8.63
120.08%	114.91%	111.06%	112.36%	105.10%

Wage rate

The average starting wage of job seeker customers

\$9.19	\$8.77	\$8.70	8.30	\$7.84
88.71%	86.43%	85.21%	83.72%	79.10%

Wage rate



Plain English Trend Report 5 Year Past Performance

12

Are we helping employed workers?

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

2004	2003	2002	2001	2000
74.42%	87.23%	37.74%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes
Number with positive outcomes *

93.94%	96.74%	99.86%	99.89%	98.30%
558	563	729	921	1,072

What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer
The average cost for a disadvantaged adult customer
The average cost for a customer who lost their job
The average combined cost for older/younger youth customers

\$694	\$552	\$788	\$1,009	\$742
\$6,414	\$6,700	\$5,823	\$4,188	\$3,821
\$26,185	\$4,284	\$6,095	\$6,290	\$4,544
\$3,968	\$2,310	\$1,495	\$1,881	\$1,102

What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job
The average cost for a disadvantaged adult getting a job
The average cost for a customer who lost their job to get rehire
The average combined cost for older/younger youth to obtain a positive outcome *

\$2,274	\$1,912	\$2,644	\$3,452	\$2,697
\$10,190	\$7,229	\$7,084	\$5,206	\$5,563
\$28,294	\$4,354	\$6,664	\$6,906	\$6,101
\$4,179	\$3,132	\$1,525	\$1,809	Not Available

Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

22.20%	22.76%	14.02%	6.49%	Not Available
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Plain English Trend Report

5 Year Past Performance

12

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$3,444,080	\$1,098,814	\$1,112,228	\$1,671,001	\$2,024,928
Customers who lost Jobs	\$4,215,840	\$2,660,122	\$1,925,993	\$1,906,017	\$1,531,286
Youth Customers	\$3,071,522	\$1,822,969	\$1,294,354	\$1,814,758	\$1,756,562
Job Seeker Customers	\$2,984,113	\$2,264,059	\$2,336,972	\$2,494,480	\$2,551,964
Welfare Customers	\$10,015,591	\$8,068,725	\$10,098,494	\$9,927,601	\$7,736,256

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

** 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. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

13

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

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

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	22.77%	24.73%	23.45%	19.97%	14.80%
Employers - Of those who hired this year, how many used One-Stop services?	35.01%	34.42%	39.94%	47.24%	15.40%

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Satisfaction rating for employers who received services	80.83	83.50	79.60	76.60	69.70
Satisfaction rating for individuals who received training	73.62	69.78	76.00	80.60	67.00
Satisfaction rating for job seekers who received help in finding work	73.84	72.68	74.20	NO SURVEY	NO SURVEY

Do our customers get jobs?

% on welfare who got jobs

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

% on welfare who got jobs	30.20 %	26.15%	27.53%	27.54%	26.15%
Total Number	542	591	596	609	631
Rate which customers who were on welfare return to welfare	11.60%	14.93%	14.74%	17.29%	18.02%
% of disadvantaged adults who got jobs	81.74%	81.98%	45.74%	96.46%	95.90%
Total Number	94	91	59	109	94
% of unemployed receiving training who got jobs	91.53%	87.62%	65.38%	96.42%	100.00%
Total Number	54	177	102	108	117
% of all job seekers who got jobs	32.81%	31.39%	31.40%	39.80%	42.13%
Total Number	12,167	12,154	11,241	10,528	10,321

What is their average starting wage?

The average starting wage of those customers who were on welfare

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate

The average starting wage of those customers who were on welfare	\$ 7.45	\$7.18	\$6.94	\$6.70	\$6.26
Wage rate	72.70 %	71.09%	68.44%	68.06%	62.90%
The average starting wage for disadvantaged adult customers	\$11.53	\$9.48	\$9.66	\$8.99	\$10.85
Wage rate	112.60%	93.89%	95.31%	91.37%	88.40%
The average starting wage for customers who had lost their job	\$12.68	\$13.65	\$12.62	\$14.21	\$9.80
Wage rate	123.83%	135.15%	124.51%	144.42%	117.20%
The average starting wage of job seeker customers	\$8.94	\$9.73	\$10.87	8.27	\$7.66
Wage rate	87.30%	98.61%	107.20%	84.05%	77.90%



Plain English Trend Report 5 Year Past Performance

13

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	90.97%	42.59%	30.77%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	92.21%	89.89%	81.79%	84.95%	100.00%
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Number with positive outcomes *

	71	83	247	158	2
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,074	\$1,011	\$1,573	\$1,491	\$1,470
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The average cost for a disadvantaged adult customer

	\$5,987	\$4,921	\$5,308	\$7,700	\$7,294
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The average cost for a customer who lost their job

	\$15,382	\$3,126	\$4,670	\$7,952	\$4,975
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The average combined cost for older/younger youth customers

	\$5,206	\$6,099	\$1,343	\$2,745	\$2,043
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$3,560	\$3,865	\$5,715	\$5,413	\$5,623
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The average cost for a disadvantaged adult getting a job

	\$7,325	\$6,003	\$11,606	\$7,983	\$7,604
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The average cost for a customer who lost their job to get rehire

	\$16,806	\$3,567	\$7,143	\$8,247	\$4,975
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The average combined cost for older/younger youth to obtain a positive outcome *

	\$6,471	\$8,803	\$1,462	\$1,825	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	35.20%	23.20%	12.27%	17.23%	Not Available
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Plain English Trend Report

5 Year Past Performance

13

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$688,524	\$546,243	\$684,763	\$870,139	\$714,771
Customers who lost Jobs	\$907,528	\$631,359	\$728,564	\$890,650	\$582,121
Youth Customers	\$692,348	\$853,879	\$529,217	\$719,222	\$825,185
Job Seeker Customers	\$674,597	\$539,269	\$694,031	\$523,061	\$654,679
Welfare Customers	\$1,929,598	\$2,283,940	\$3,406,417	\$3,296,359	\$3,547,844

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Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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Plain English Trend Report

5 Year Past Performance

14

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	19.78%	18.17%	15.00%	8.89%	2.70%
Employers - Of those who hired this year, how many used One-Stop services?	23.57%	23.26%	22.65%	21.38%	9.00%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	71.82	71.97	74.00	65.30	58.20
Satisfaction rating for individuals who received training	77.09	68.24	71.00	70.90	69.60
Satisfaction rating for job seekers who received help in finding work	71.82	72.39	73.70	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.60 %	23.23%	24.04%	26.28%	28.47%
Total Number	1,575	1,760	1,648	1,548	1,865
Rate which customers who were on welfare return to welfare	16.50%	15.15%	15.39%	18.30%	20.45%
% of disadvantaged adults who got jobs	100.00%	92.86%	90.34%	57.08%	42.40%
Total Number	33	39	215	141	39
% of unemployed receiving training who got jobs	91.07%	82.55%	97.87%	77.70%	71.10%
Total Number	51	733	322	115	86
% of all job seekers who got jobs	39.20%	31.91%	28.02%	26.20%	21.61%
Total Number	22,104	19,918	17,357	10,482	6,866

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.88	\$7.56	\$7.37	\$7.21	\$6.84
Wage rate	72.00 %	70.79%	68.62%	69.17%	64.90%
The average starting wage for disadvantaged adult customers	\$13.30	\$10.57	\$12.83	\$9.99	\$10.11
Wage rate	121.46%	98.95%	119.48%	95.84%	86.70%
The average starting wage for customers who had lost their job	\$16.17	\$13.44	\$12.87	\$12.16	\$12.23
Wage rate	147.67%	125.80%	119.87%	116.66%	98.00%
The average starting wage of job seeker customers	\$10.07	\$9.69	\$8.38	8.89	\$8.21
Wage rate	91.96%	90.73%	78.03%	85.28%	78.80%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

14

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	98.77%	46.77%	12.14%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes
Number with positive outcomes *

	96.76%	86.54%	94.94%	92.11%	0.00%
	209	90	75	105	0

What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer
The average cost for a disadvantaged adult customer
The average cost for a customer who lost their job
The average combined cost for older/younger youth customers

	\$904	\$896	\$777	\$1,173	\$978
	\$27,451	\$15,985	\$6,056	\$4,467	\$11,316
	\$39,803	\$1,336	\$2,958	\$4,228	\$7,923
	\$2,539	\$2,908	\$2,251	\$6,708	\$1,661

What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job
The average cost for a disadvantaged adult getting a job
The average cost for a customer who lost their job to get rehire
The average combined cost for older/younger youth to obtain a positive outcome *

	\$3,277	\$3,858	\$3,230	\$4,463	\$3,437
	\$27,451	\$28,690	\$6,704	\$7,826	\$26,694
	\$43,705	\$1,619	\$3,023	\$5,441	\$11,148
	\$3,566	\$8,989	\$4,680	\$3,873	Not Available

Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	41.20%	8.40%	13.14%	6.62%	Not Available
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Plain English Trend Report

5 Year Past Performance

14

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$905,871	\$1,118,920	\$1,441,314	\$1,103,429	\$1,041,084
Customers who lost Jobs	\$2,228,945	\$1,186,420	\$973,315	\$625,744	\$958,732
Youth Customers	\$987,717	\$979,854	\$832,974	\$751,282	\$1,023,303
Job Seeker Customers	\$1,516,709	\$1,333,671	\$1,645,082	\$1,313,286	\$1,341,658
Welfare Customers	\$5,161,560	\$6,790,721	\$5,322,314	\$6,908,541	\$6,409,656

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

15

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	20.84%	21.11%	16.09%	12.03%	5.70%
Employers - Of those who hired this year, how many used One-Stop services?	18.70%	22.42%	21.48%	18.65%	8.70%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	76.41	78.79	75.70	67.20	62.80
Satisfaction rating for individuals who received training	77.2	74.16	77.20	78.70	64.30
Satisfaction rating for job seekers who received help in finding work	73.91	71.09	73.50	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	24.80 %	26.03%	24.33%	28.48%	23.56%
Total Number	1,226	1,069	974	1,159	1,471
Rate which customers who were on welfare return to welfare	9.50%	11.58%	12.69%	12.89%	13.86%
% of disadvantaged adults who got jobs	73.33%	46.06%	78.75%	88.54%	70.60%
Total Number	77	146	126	116	139
% of unemployed receiving training who got jobs	90.70%	57.49%	90.65%	92.91%	89.90%
Total Number	39	645	223	118	178
% of all job seekers who got jobs	36.12%	30.95%	27.28%	28.40%	27.80%
Total Number	28,136	26,629	22,433	17,622	12,605

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.55	\$7.56	\$7.37	\$7.19	\$6.82
Wage rate	70.60 %	72.28%	70.59%	70.97%	66.80%
The average starting wage for disadvantaged adult customers	\$15.81	\$9.39	\$9.71	\$9.94	\$8.74
Wage rate	147.90%	89.74%	93.01%	98.08%	92.70%
The average starting wage for customers who had lost their job	\$17.29	\$14.24	\$12.76	\$13.06	\$10.22
Wage rate	161.74%	136.09%	122.19%	128.87%	121.60%
The average starting wage of job seeker customers	\$8.69	\$9.90	\$7.97	9.05	\$8.39
Wage rate	81.29%	93.88%	76.34%	89.30%	82.80%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

15

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	72.11%	20.83%	55.10%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	96.94%	88.31%	93.55%	99.35%	50.00%
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Number with positive outcomes *

	348	438	174	308	7
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,098	\$1,589	\$2,133	\$2,087	\$1,441
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The average cost for a disadvantaged adult customer

	\$16,105	\$3,979	\$9,102	\$9,886	\$9,577
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The average cost for a customer who lost their job

	\$43,308	\$1,140	\$6,295	\$8,460	\$5,904
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The average combined cost for older/younger youth customers

	\$2,356	\$1,302	\$1,732	\$3,747	\$956
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$4,420	\$6,105	\$8,767	\$7,330	\$6,118
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The average cost for a disadvantaged adult getting a job

	\$21,962	\$8,640	\$11,558	\$11,165	\$13,573
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The average cost for a customer who lost their job to get rehire

	\$47,750	\$1,983	\$6,944	\$9,106	\$6,567
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The average combined cost for older/younger youth to obtain a positive outcome *

	\$3,445	\$3,239	\$3,685	\$2,434	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	32.00%	18.07%	15.58%	20.99%	Not Available
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Plain English Trend Report

5 Year Past Performance

15

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,691,045	\$1,261,443	\$1,456,363	\$1,295,099	\$1,886,610
Customers who lost Jobs	\$1,862,244	\$1,278,984	\$1,548,493	\$1,074,451	\$1,168,972
Youth Customers	\$1,884,474	\$1,671,361	\$1,761,293	\$1,528,800	\$1,195,930
Job Seeker Customers	\$1,820,263	\$1,887,484	\$1,840,894	\$1,564,001	\$1,544,552
Welfare Customers	\$5,418,990	\$6,526,190	\$8,539,151	\$8,494,897	\$8,998,900

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

** 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. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

16

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	20.07%	19.30%	14.00%	9.01%	2.80%
Employers - Of those who hired this year, how many used One-Stop services?	22.23%	21.69%	19.80%	12.37%	5.20%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	78.81	79.95	74.20	66.40	65.60
Satisfaction rating for individuals who received training	73.32	72.25	74.40	71.90	63.40
Satisfaction rating for job seekers who received help in finding work	73.47	71.15	71.60	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.80 %	25.98%	20.49%	24.72%	23.13%
Total Number	814	602	493	646	768
Rate which customers who were on welfare return to welfare	11.20%	12.99%	12.84%	13.80%	14.98%
% of disadvantaged adults who got jobs	90.63%	74.61%	81.69%	70.00%	95.60%
Total Number	58	144	58	42	65
% of unemployed receiving training who got jobs	86.11%	80.46%	91.84%	86.30%	85.70%
Total Number	62	140	90	63	36
% of all job seekers who got jobs	36.64%	27.44%	24.13%	23.50%	24.73%
Total Number	10,165	8,963	6,781	4,437	3,414

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.30	\$7.15	\$6.86	\$6.46	\$6.19
Wage rate	72.00 %	72.37%	69.86%	67.81%	66.20%
The average starting wage for disadvantaged adult customers	\$9.77	\$11.53	\$9.84	\$10.57	\$7.68
Wage rate	96.35%	116.71%	100.25%	110.93%	89.90%
The average starting wage for customers who had lost their job	\$11.69	\$12.54	\$11.18	\$10.96	\$10.02
Wage rate	115.29%	126.93%	113.87%	115.03%	103.20%
The average starting wage of job seeker customers	\$8.46	\$8.29	\$8.65	8.16	\$8.10
Wage rate	83.43%	84.21%	88.09%	85.64%	85.00%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

16

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	93.55%	31.17%	71.43%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	100.00%	72.95%	90.00%	84.72%	74.20%
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Number with positive outcomes *

	98	89	126	61	23
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$858	\$1,309	\$1,223	\$1,115	\$778
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The average cost for a disadvantaged adult customer

	\$9,054	\$2,857	\$6,551	\$11,275	\$11,401
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The average cost for a customer who lost their job

	\$14,618	\$3,627	\$7,045	\$6,854	\$13,879
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The average combined cost for older/younger youth customers

	\$2,547	\$1,582	\$1,068	\$1,778	\$1,019
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$3,093	\$5,038	\$5,970	\$4,512	\$3,364
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The average cost for a disadvantaged adult getting a job

	\$9,991	\$3,830	\$8,019	\$16,107	\$11,928
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The average cost for a customer who lost their job to get rehire

	\$16,976	\$4,508	\$7,671	\$7,942	\$16,192
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The average combined cost for older/younger youth to obtain a positive outcome *

	\$3,228	\$3,698	\$1,627	\$1,554	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	29.60%	12.38%	4.55%	12.58%	Not Available
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Plain English Trend Report

5 Year Past Performance

16

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$579,467	\$551,497	\$465,095	\$676,503	\$775,297
Customers who lost Jobs	\$1,052,515	\$631,085	\$690,389	\$500,333	\$582,926
Youth Customers	\$506,819	\$480,792	\$338,434	\$369,741	\$535,124
Job Seeker Customers	\$642,628	\$512,294	\$682,414	\$508,725	\$547,324
Welfare Customers	\$2,517,341	\$3,033,037	\$2,943,131	\$2,914,766	\$2,583,333

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

17

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	20.47%	22.50%	14.37%	14.40%	8.40%
Employers - Of those who hired this year, how many used One-Stop services?	16.22%	17.28%	15.43%	20.59%	8.50%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	76.94	78.93	77.10	71.10	64.00
Satisfaction rating for individuals who received training	77.65	77.92	71.10	73.50	63.00
Satisfaction rating for job seekers who received help in finding work	73.68	76.48	75.80	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	26.60 %	22.77%	17.81%	19.79%	22.40%
Total Number	638	591	612	840	975
Rate which customers who were on welfare return to welfare	11.10%	12.67%	11.03%	12.95%	14.26%
% of disadvantaged adults who got jobs	100.00%	100.00%	100.00%	96.39%	68.70%
Total Number	304	241	152	294	224
% of unemployed receiving training who got jobs	85.37%	97.88%	100.00%	98.57%	74.60%
Total Number	315	185	191	207	97
% of all job seekers who got jobs	31.87%	29.32%	21.43%	27.30%	31.94%
Total Number	12,578	12,943	8,690	9,222	8,998

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.17	\$7.04	\$6.86	\$6.57	\$6.29
Wage rate	70.30 %	70.40%	69.79%	68.84%	65.50%
The average starting wage for disadvantaged adult customers	\$11.44	\$12.07	\$10.44	\$8.68	\$7.00
Wage rate	112.27%	120.71%	106.19%	90.95%	82.70%
The average starting wage for customers who had lost their job	\$11.75	\$11.72	\$11.37	\$10.98	\$9.77
Wage rate	115.31%	117.18%	115.62%	115.05%	99.10%
The average starting wage of job seeker customers	\$9.71	\$10.35	\$8.14	8.04	\$7.61
Wage rate	95.29%	103.40%	82.81%	84.24%	79.70%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report

5 Year Past Performance

17

Are we helping employed workers?

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

2004	2003	2002	2001	2000
80.39%	89.11%	66.27%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

98.41%	94.58%	100.00%	100.00%	66.70%
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Number with positive outcomes *

310	192	183	9	10
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,393	\$1,444	\$1,276	\$915	\$518
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The average cost for a disadvantaged adult customer

\$6,468	\$7,490	\$9,523	\$3,200	\$7,560
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The average cost for a customer who lost their job

\$2,825	\$5,768	\$5,865	\$3,795	\$6,801
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The average combined cost for older/younger youth customers

\$5,494	\$7,700	\$4,728	\$5,042	\$919
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$5,237	\$6,341	\$7,165	\$4,625	\$2,311
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The average cost for a disadvantaged adult getting a job

\$6,468	\$7,490	\$9,523	\$3,320	\$11,002
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The average cost for a customer who lost their job to get rehire

\$3,309	\$5,892	\$5,865	\$3,850	\$9,114
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The average combined cost for older/younger youth to obtain a positive outcome *

\$5,544	\$13,447	\$5,336	\$4,545	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

40.80%	30.26%	13.43%	8.96%	Not Available
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Plain English Trend Report

5 Year Past Performance

17

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,966,339	\$1,804,995	\$1,447,523	\$976,054	\$2,464,423
Customers who lost Jobs	\$1,042,248	\$1,090,095	\$1,120,278	\$796,991	\$884,085
Youth Customers	\$1,813,002	\$2,702,866	\$1,163,140	\$1,013,537	\$963,537
Job Seeker Customers	\$719,224	\$760,547	\$810,514	\$449,248	\$688,178
Welfare Customers	\$3,341,408	\$3,747,713	\$4,384,923	\$3,884,938	\$2,252,937

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

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Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

18

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	12.14%	12.76%	12.77%	7.15%	3.70%
Employers - Of those who hired this year, how many used One-Stop services?	21.65%	21.69%	22.93%	20.69%	8.20%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	77.31	76.62	74.40	67.60	59.80
Satisfaction rating for individuals who received training	80.02	78.46	79.90	79.90	70.40
Satisfaction rating for job seekers who received help in finding work	74.18	74.27	70.60	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	27.40 %	27.18%	29.27%	29.23%	26.96%
Total Number	438	484	540	446	544
Rate which customers who were on welfare return to welfare	12.80%	14.60%	16.84%	16.96%	16.44%
% of disadvantaged adults who got jobs	74.07%	75.00%	91.67%	61.53%	74.10%
Total Number	20	33	11	16	20
% of unemployed receiving training who got jobs	84.42%	86.00%	91.84%	91.92%	94.90%
Total Number	130	86	45	467	149
% of all job seekers who got jobs	37.12%	35.65%	33.04%	25.90%	31.59%
Total Number	9,491	9,538	9,586	5,327	4,735

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.91	\$7.58	\$7.38	\$7.01	\$6.62
Wage rate	74.70 %	72.81%	70.35%	68.81%	66.90%
The average starting wage for disadvantaged adult customers	\$13.05	\$11.84	\$9.73	\$9.52	\$9.33
Wage rate	123.23%	113.78%	92.77%	93.50%	96.00%
The average starting wage for customers who had lost their job	\$11.85	\$13.82	\$12.04	\$9.81	\$10.25
Wage rate	111.90%	132.75%	114.75%	96.35%	86.20%
The average starting wage of job seeker customers	\$9.25	\$9.50	\$8.99	8.52	\$8.42
Wage rate	87.35%	90.97%	85.70%	83.68%	82.70%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

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Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	93.46%	89.68%	84.44%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes
Number with positive outcomes *

	77.42%	97.44%	93.55%	85.71%	9.40%
	48	38	29	24	5

What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer
The average cost for a disadvantaged adult customer
The average cost for a customer who lost their job
The average combined cost for older/younger youth customers

	\$980	\$1,175	\$1,576	\$1,653	\$944
	\$20,981	\$11,416	\$47,956	\$18,544	\$9,105
	\$6,250	\$6,973	\$14,410	\$1,243	\$3,990
	\$3,476	\$2,567	\$3,550	\$2,753	\$914

What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job
The average cost for a disadvantaged adult getting a job
The average cost for a customer who lost their job to get rehire
The average combined cost for older/younger youth to obtain a positive outcome *

	\$3,584	\$4,323	\$5,385	\$5,655	\$3,502
	\$28,325	\$15,221	\$52,316	\$30,135	\$12,292
	\$7,404	\$8,108	\$15,691	\$1,352	\$4,204
	\$4,534	\$7,030	\$4,936	\$2,258	Not Available

Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	42.40%	27.31%	6.46%	5.39%	Not Available
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Plain English Trend Report

5 Year Past Performance

18

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$566,492	\$502,304	\$575,472	\$482,154	\$245,845
Customers who lost Jobs	\$962,540	\$697,255	\$706,093	\$631,500	\$626,431
Youth Customers	\$312,864	\$323,381	\$315,925	\$264,243	\$420,547
Job Seeker Customers	\$798,086	\$788,265	\$1,282,003	\$740,638	\$739,409
Welfare Customers	\$1,569,749	\$2,092,197	\$2,907,885	\$2,522,076	\$1,904,846

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

19

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	15.59%	14.39%	12.07%	16.72%	52.50%
Employers - Of those who hired this year, how many used One-Stop services?	24.75%	23.29%	28.28%	15.09%	8.50%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	82.51	76.78	76.80	70.70	63.30
Satisfaction rating for individuals who received training	84.46	81.22	85.80	79.80	63.00
Satisfaction rating for job seekers who received help in finding work	77.46	77.16	77.50	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	24.40 %	23.65%	24.86%	21.90%	18.46%
Total Number	200	211	225	184	161
Rate which customers who were on welfare return to welfare	10.90%	10.92%	11.76%	10.90%	10.17%
% of disadvantaged adults who got jobs	100.00%	69.15%	81.63%	79.31%	68.50%
Total Number	56	65	40	46	50
% of unemployed receiving training who got jobs	83.08%	79.31%	92.31%	83.33%	81.80%
Total Number	54	23	12	15	18
% of all job seekers who got jobs	33.88%	29.13%	23.61%	31.00%	63.35%
Total Number	3,036	2,873	2,474	3,064	8,744

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 6.97	\$6.61	\$6.60	\$6.06	\$5.94
Wage rate	69.50 %	67.17%	67.97%	64.25%	62.90%
The average starting wage for disadvantaged adult customers	\$11.36	\$10.55	\$8.44	\$8.19	\$8.94
Wage rate	113.15%	107.26%	86.92%	86.89%	80.20%
The average starting wage for customers who had lost their job	\$12.35	\$11.52	\$12.53	\$9.66	\$8.20
Wage rate	123.01%	117.10%	128.99%	102.48%	91.90%
The average starting wage of job seeker customers	\$8.78	\$8.85	\$7.51	6.28	\$5.84
Wage rate	87.45%	89.84%	77.34%	66.63%	62.00%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

19

Are we helping employed workers?

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

2004	2003	2002	2001	2000
86.96%	56.76%	75.00%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

100.00%	91.62%	96.08%	82.09%	83.30%
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Number with positive outcomes *

61	175	49	55	5
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,123	\$1,365	\$1,668	\$1,716	\$894
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The average cost for a disadvantaged adult customer

\$11,561	\$9,972	\$10,224	\$10,633	\$16,927
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The average cost for a customer who lost their job

\$4,455	\$12,539	\$20,003	\$3,198	\$13,938
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The average combined cost for older/younger youth customers

\$2,716	\$1,871	\$2,513	\$3,494	\$1,408
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$4,600	\$5,769	\$6,710	\$7,836	\$4,844
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The average cost for a disadvantaged adult getting a job

\$11,561	\$14,421	\$12,525	\$13,407	\$24,713
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The average cost for a customer who lost their job to get rehire

\$5,363	\$15,810	\$21,670	\$3,838	\$17,035
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The average combined cost for older/younger youth to obtain a positive outcome *

\$3,290	\$4,402	\$4,170	\$1,983	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

26.40%	24.56%	17.78%	17.07%	Not Available
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Plain English Trend Report

5 Year Past Performance

19

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$647,442	\$937,395	\$500,994	\$616,735	\$1,235,650
Customers who lost Jobs	\$289,599	\$363,641	\$260,040	\$57,564	\$306,636
Youth Customers	\$513,285	\$611,932	\$746,462	\$660,395	\$795,630
Job Seeker Customers	\$169,246	\$139,146	\$141,785	\$229,336	\$181,193
Welfare Customers	\$919,993	\$1,217,225	\$1,509,775	\$1,441,837	\$779,881

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

** 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. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

20

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

2004	2003	2002	2001	2000
29.13%	21.48%	19.85%	13.45%	8.90%
32.57%	33.55%	37.14%	35.47%	14.50%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

76.63	77.65	75.10	72.70	70.90
77.62	78.67	79.90	81.10	69.80
75.00	75.14	75.30	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

27.40 %	27.62%	28.56%	26.45%	27.49%
589	609	708	667	791
14.90%	14.04%	15.56%	16.26%	16.36%
95.81%	84.42%	89.80%	81.95%	76.70%
183	195	273	168	171
82.32%	92.54%	97.13%	90.90%	72.50%
149	335	169	60	58
46.41%	35.26%	33.54%	29.50%	34.35%
17,702	12,428	11,927	7,704	7,763

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

\$ 7.55	\$7.39	\$7.17	\$6.56	\$6.27
72.70 %	73.17%	71.77%	67.57%	64.40%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

20

Are we helping employed workers?

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

2004	2003	2002	2001	2000
93.04%	74.07%	70.89%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

98.10%	86.92%	93.72%	95.99%	75.70%
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Number with positive outcomes *

310	392	687	551	28
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$1,097	\$1,040	\$1,668	\$1,576	\$1,378
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The average cost for a disadvantaged adult customer

\$9,896	\$12,684	\$11,110	\$12,582	\$7,017
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The average cost for a customer who lost their job

\$7,723	\$3,877	\$11,794	\$12,263	\$12,068
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The average combined cost for older/younger youth customers

\$2,720	\$2,661	\$1,843	\$2,373	\$1,141
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$3,995	\$3,765	\$5,839	\$5,959	\$5,011
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The average cost for a disadvantaged adult getting a job

\$10,329	\$15,026	\$12,372	\$15,353	\$9,151
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The average cost for a customer who lost their job to get rehire

\$9,382	\$4,190	\$12,143	\$13,489	\$16,645
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The average combined cost for older/younger youth to obtain a positive outcome *

\$3,971	\$6,828	\$2,154	\$1,669	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

17.50%	15.80%	11.38%	9.32%	Not Available
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Plain English Trend Report

5 Year Past Performance

20

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,890,156	\$2,930,083	\$3,377,460	\$2,579,271	\$1,564,894
Customers who lost Jobs	\$1,397,951	\$1,403,539	\$2,052,179	\$809,368	\$965,404
Youth Customers	\$1,890,375	\$2,519,590	\$2,754,998	\$3,099,135	\$3,023,015
Job Seeker Customers	\$731,476	\$673,969	\$835,744	\$751,879	\$774,751
Welfare Customers	\$2,353,092	\$2,293,080	\$4,134,079	\$3,974,503	\$3,963,506

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

* 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

21

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	22.44%	24.36%	15.32%	11.56%	11.70%
Employers - Of those who hired this year, how many used One-Stop services?	28.11%	28.40%	21.41%	17.55%	9.60%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	76.59	76.96	74.80	69.80	65.20
Satisfaction rating for individuals who received training	70.09	71.45	75.20	76.90	70.10
Satisfaction rating for job seekers who received help in finding work	72.63	75.46	73.10	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	30.80 %	26.48%	24.96%	25.87%	26.39%
Total Number	1,312	1,202	1,098	1,135	1,385
Rate which customers who were on welfare return to welfare	14.80%	14.53%	14.15%	15.20%	17.53%
% of disadvantaged adults who got jobs	47.18%	96.15%	80.84%	91.38%	48.80%
Total Number	1,005	449	730	838	164
% of unemployed receiving training who got jobs	82.20%	94.14%	92.91%	95.84%	65.20%
Total Number	97	578	812	646	189
% of all job seekers who got jobs	46.40%	43.55%	28.02%	27.50%	33.51%
Total Number	29,760	29,462	18,917	14,422	15,098

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.72	\$7.64	\$7.27	\$7.07	\$6.66
Wage rate	67.10 %	68.15%	68.39%	68.54%	64.60%
The average starting wage for disadvantaged adult customers	\$11.43	\$10.65	\$9.51	\$9.39	\$8.49
Wage rate	99.48%	95.05%	89.47%	91.00%	91.90%
The average starting wage for customers who had lost their job	\$14.02	\$14.34	\$12.63	\$12.96	\$9.85
Wage rate	122.02%	127.88%	118.82%	125.60%	114.80%
The average starting wage of job seeker customers	\$11.69	\$11.82	\$9.32	8.93	\$8.88
Wage rate	101.74%	105.98%	87.68%	86.54%	86.10%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report

5 Year Past Performance

21

Are we helping employed workers?

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

2004	2003	2002	2001	2000
43.27%	22.19%	29.47%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

93.77%	97.16%	95.18%	89.49%	54.70%
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Number with positive outcomes *

316	651	79	664	29
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

\$884	\$1,023	\$1,544	\$1,337	\$1,295
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The average cost for a disadvantaged adult customer

\$1,149	\$4,905	\$3,080	\$4,618	\$7,647
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The average cost for a customer who lost their job

\$23,550	\$3,998	\$3,234	\$3,598	\$4,620
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The average combined cost for older/younger youth customers

\$3,176	\$2,674	\$2,866	\$2,570	\$1,862
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

\$2,867	\$3,864	\$6,185	\$5,166	\$4,909
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The average cost for a disadvantaged adult getting a job

\$2,435	\$5,113	\$3,810	\$5,054	\$15,666
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The average cost for a customer who lost their job to get rehire

\$28,649	\$4,247	\$3,481	\$3,754	\$7,089
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The average combined cost for older/younger youth to obtain a positive outcome *

\$4,084	\$4,213	\$5,806	\$1,554	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

8.10%	16.27%	22.15%	17.27%	Not Available
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Plain English Trend Report

5 Year Past Performance

21

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$2,446,858	\$2,295,648	\$2,781,346	\$4,235,080	\$2,569,290
Customers who lost Jobs	\$2,778,938	\$2,454,656	\$2,826,849	\$2,425,225	\$1,339,793
Youth Customers	\$2,270,801	\$3,125,724	\$3,181,738	\$2,325,711	\$3,580,646
Job Seeker Customers	\$1,874,465	\$1,780,115	\$1,905,870	\$1,752,222	\$1,765,410
Welfare Customers	\$3,761,093	\$4,644,457	\$6,791,664	\$5,863,826	\$6,798,563

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

* 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

22

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	19.96%	19.56%	15.65%	11.79%	7.20%
Employers - Of those who hired this year, how many used One-Stop services?	20.88%	19.63%	20.18%	21.07%	11.70%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	74.35	78.81	72.90	68.10	61.20
Satisfaction rating for individuals who received training	75.48	79.68	82.40	76.60	67.20
Satisfaction rating for job seekers who received help in finding work	75.82	77.30	77.10	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	31.10 %	31.34%	27.49%	25.34%	24.10%
Total Number	2,254	2,309	2,123	1,581	1,560
Rate which customers who were on welfare return to welfare	15.20%	16.63%	12.95%	13.80%	13.03%
% of disadvantaged adults who got jobs	94.38%	62.40%	80.67%	79.04%	76.30%
Total Number	302	239	263	415	167
% of unemployed receiving training who got jobs	75.03%	47.54%	88.47%	85.58%	76.90%
Total Number	610	387	307	564	287
% of all job seekers who got jobs	36.97%	31.35%	25.99%	27.20%	32.56%
Total Number	35,260	31,155	26,144	21,198	21,788

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.76	\$7.57	\$7.44	\$7.02	\$6.73
Wage rate	66.90 %	68.32%	67.95%	66.02%	63.60%

Wage rate

The average starting wage for disadvantaged adult customers

The average starting wage for disadvantaged adult customers	\$15.17	\$10.73	\$9.79	\$10.37	\$10.09
Wage rate	130.89%	96.82%	89.40%	97.55%	85.20%

Wage rate

The average starting wage for customers who had lost their job

The average starting wage for customers who had lost their job	\$16.50	\$14.60	\$12.95	\$12.83	\$12.87
Wage rate	142.36%	131.75%	118.26%	120.69%	102.60%

Wage rate

The average starting wage of job seeker customers

The average starting wage of job seeker customers	\$9.10	\$9.45	\$10.41	9.44	\$9.08
Wage rate	78.52%	86.37%	95.07%	88.80%	85.40%

Wage rate



Plain English Trend Report 5 Year Past Performance

22

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	97.56%	60.00%	42.86%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	99.38%	97.09%	79.78%	87.37%	88.00%
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Number with positive outcomes *

	319	100	71	83	44
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$969	\$771	\$1,287	\$1,393	\$1,193
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The average cost for a disadvantaged adult customer

	\$11,361	\$7,798	\$8,631	\$7,277	\$14,873
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The average cost for a customer who lost their job

	\$3,972	\$3,481	\$6,539	\$4,064	\$7,851
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The average combined cost for older/younger youth customers

	\$4,770	\$5,267	\$5,516	\$9,239	\$1,013
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$3,110	\$2,460	\$4,682	\$5,497	\$4,949
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The average cost for a disadvantaged adult getting a job

	\$12,038	\$12,595	\$10,699	\$9,206	\$19,504
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The average cost for a customer who lost their job to get rehire

	\$5,294	\$7,321	\$7,391	\$4,748	\$10,204
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The average combined cost for older/younger youth to obtain a positive outcome *

	\$7,295	\$13,326	\$7,887	\$4,961	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	28.10%	9.86%	10.66%	19.68%	Not Available
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Plain English Trend Report

5 Year Past Performance

22

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$3,635,483	\$3,010,110	\$2,813,706	\$3,820,413	\$3,257,125
Customers who lost Jobs	\$3,229,239	\$2,833,208	\$2,269,069	\$2,677,941	\$2,928,501
Youth Customers	\$3,114,976	\$1,985,575	\$2,421,410	\$2,282,101	\$2,376,653
Job Seeker Customers	\$2,815,010	\$2,602,990	\$2,450,731	\$2,072,629	\$2,477,562
Welfare Customers	\$7,009,625	\$5,681,117	\$9,939,728	\$8,691,092	\$7,720,255

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

** 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. Positive Outcomes are based on exitters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

23

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	24.41%	36.72%	32.57%	17.01%	14.00%
Employers - Of those who hired this year, how many used One-Stop services?	30.10%	45.50%	74.36%	32.78%	17.90%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

	2004	2003	2002	2001	2000
Satisfaction rating for employers who received services	75.30	80.35	73.90	72.80	64.40
Satisfaction rating for individuals who received training	76.66	77.20	77.70	74.70	62.60
Satisfaction rating for job seekers who received help in finding work	80.85	76.00	78.70	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

	2004	2003	2002	2001	2000
% on welfare who got jobs	29.80 %	29.95%	25.55%	22.12%	22.44%
Total Number	7,872	8,074	7,730	7,720	9,362
Rate which customers who were on welfare return to welfare	14.10%	15.38%	13.03%	13.32%	13.76%
% of disadvantaged adults who got jobs	66.19%	52.77%	72.90%	77.28%	64.10%
Total Number	1,402	2,065	5,009	2,528	1,347
% of unemployed receiving training who got jobs	64.41%	51.54%	80.10%	76.33%	82.10%
Total Number	807	2,462	2,620	1,355	1,170
% of all job seekers who got jobs	41.27%	49.57%	38.87%	26.00%	28.00%
Total Number	56,718	76,190	73,526	43,058	41,325

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

	2004	2003	2002	2001	2000
The average starting wage of those customers who were on welfare	\$ 7.47	\$7.45	\$7.08	\$6.47	\$6.26
Wage rate	63.50%	66.34%	64.25%	60.50%	58.90%
The average starting wage for disadvantaged adult customers	\$11.31	\$11.41	\$9.47	\$7.50	\$8.79
Wage rate	96.26%	101.63%	85.90%	70.08%	71.10%
The average starting wage for customers who had lost their job	\$14.05	\$13.00	\$11.89	\$9.99	\$10.85
Wage rate	119.57%	115.80%	107.81%	93.35%	89.20%
The average starting wage of job seeker customers	\$13.98	\$12.20	\$9.58	8.73	\$7.82
Wage rate	118.98%	110.15%	86.93%	81.58%	73.10%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

23

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	21.18%	10.83%	15.79%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	80.90%	77.69%	94.55%	84.50%	67.40%
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Number with positive outcomes *

	902	774	3,953	1,336	182
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,200	\$1,522	\$1,762	\$1,371	\$975
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The average cost for a disadvantaged adult customer

	\$6,243	\$1,454	\$1,562	\$2,872	\$4,238
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The average cost for a customer who lost their job

	\$8,767	\$1,505	\$2,728	\$4,521	\$4,969
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The average combined cost for older/younger youth customers

	\$1,783	\$1,569	\$1,569	\$1,882	\$862
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$4,024	\$5,081	\$6,898	\$6,196	\$4,344
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The average cost for a disadvantaged adult getting a job

	\$9,432	\$2,756	\$2,143	\$3,717	\$6,610
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The average cost for a customer who lost their job to get rehire

	\$13,612	\$2,921	\$3,406	\$5,922	\$6,052
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The average combined cost for older/younger youth to obtain a positive outcome *

	\$3,176	\$8,883	\$2,212	\$1,017	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	25.70%	13.43%	18.90%	17.93%	Not Available
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Plain English Trend Report

5 Year Past Performance

23

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$13,223,465	\$5,690,827	\$10,733,578	\$9,395,548	\$8,904,068
Customers who lost Jobs	\$10,984,513	\$7,191,199	\$8,924,057	\$8,023,904	\$7,080,576
Youth Customers	\$11,332,458	\$9,433,936	\$13,035,796	\$8,055,124	\$10,550,294
Job Seeker Customers	\$3,986,043	\$3,597,209	\$3,685,672	\$2,892,005	\$3,986,198
Welfare Customers	\$31,678,006	\$41,027,552	\$53,319,960	\$47,835,920	\$40,667,484

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

** 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. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.*

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 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 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>



Plain English Trend Report

5 Year Past Performance

24

Market Share - Are our services being used?

Employee - Of those hired this year, how many used One-Stop services?

	2004	2003	2002	2001	2000
Employee - Of those hired this year, how many used One-Stop services?	15.84%	17.58%	14.65%	11.14%	3.80%
Employers - Of those who hired this year, how many used One-Stop services?	27.00%	22.05%	20.27%	16.53%	5.10%

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

Customer Satisfaction - How satisfied are our customers?

Satisfaction rating for employers who received services

Satisfaction rating for employers who received services	74.98	78.00	75.90	71.00	63.70
Satisfaction rating for individuals who received training	79.59	79.41	81.30	83.50	76.50
Satisfaction rating for job seekers who received help in finding work	73.52	72.47	74.50	NO SURVEY	NO SURVEY

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who received help in finding work

Do our customers get jobs?

% on welfare who got jobs

% on welfare who got jobs	26.20 %	25.60%	29.91%	29.33%	26.07%
Total Number	436	445	602	538	738
Rate which customers who were on welfare return to welfare	9.90%	15.07%	16.43%	14.39%	14.24%
% of disadvantaged adults who got jobs	90.78%	81.90%	84.48%	75.34%	66.70%
Total Number	128	95	147	110	146
% of unemployed receiving training who got jobs	50.86%	86.82%	93.44%	87.75%	88.60%
Total Number	737	112	114	43	117
% of all job seekers who got jobs	42.26%	41.24%	38.78%	43.20%	45.89%
Total Number	21,172	21,027	17,543	13,432	11,698

Total Number

Rate which customers who were on welfare return to welfare

% of disadvantaged adults who got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

What is their average starting wage?

The average starting wage of those customers who were on welfare

The average starting wage of those customers who were on welfare	\$ 7.97	\$7.51	\$7.44	\$6.94	\$6.52
Wage rate	75.10 %	72.56%	72.94%	70.09%	65.60%
The average starting wage for disadvantaged adult customers	\$11.50	\$10.02	\$9.54	\$9.32	\$8.89
Wage rate	108.39%	96.81%	93.51%	94.10%	93.60%
The average starting wage for customers who had lost their job	\$13.41	\$12.58	\$11.87	\$10.82	\$13.66
Wage rate	126.39%	121.55%	116.37%	109.25%	103.40%
The average starting wage of job seeker customers	\$9.04	\$9.44	\$9.81	9.26	\$8.60
Wage rate	85.20%	91.40%	96.18%	93.50%	86.80%

Wage rate

The average starting wage for disadvantaged adult customers

Wage rate

The average starting wage for customers who had lost their job

Wage rate

The average starting wage of job seeker customers

Wage rate



Plain English Trend Report 5 Year Past Performance

24

Are we helping employed workers?

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

	2004	2003	2002	2001	2000
	89.87%	65.45%	57.14%	N/A	N/A

Are we helping our younger youth?

% of youth customers ages 14-19 who have positive outcomes

	95.05%	81.85%	83.33%	87.07%	20.00%
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Number with positive outcomes *

	173	240	190	128	7
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What is the average cost for a customer leaving the workforce program?

The average cost for a welfare customer

	\$1,381	\$1,844	\$2,454	\$2,439	\$1,402
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The average cost for a disadvantaged adult customer

	\$8,999	\$12,226	\$7,187	\$11,529	\$8,837
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The average cost for a customer who lost their job

	\$753	\$9,024	\$10,715	\$17,047	\$8,232
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The average combined cost for older/younger youth customers

	\$3,547	\$2,133	\$2,012	\$4,021	\$1,146
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What is the average cost for a customer leaving the workforce program with a positive outcome?

The average cost for a welfare customer getting a job

	\$5,273	\$7,202	\$8,204	\$8,315	\$5,379
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The average cost for a disadvantaged adult getting a job

	\$9,913	\$14,928	\$8,508	\$15,302	\$13,256
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The average cost for a customer who lost their job to get rehire

	\$1,480	\$10,393	\$11,467	\$19,426	\$9,287
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The average combined cost for older/younger youth to obtain a positive outcome *

	\$3,943	\$3,542	\$3,570	\$2,025	Not Available
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Are welfare customers working or preparing for work?

What is the rate that Florida's welfare customers are participating in countable work activities at least 30 hours per week?

	26.80%	19.69%	8.87%	6.16%	Not Available
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Plain English Trend Report

5 Year Past Performance

24

Program Dollars Spent (July 1 - June 30)

	2004	2003	2002	2001	2000
Disadvantaged Adult Customer	\$1,268,840	\$1,418,187	\$1,250,612	\$1,683,210	\$1,935,388
Customers who lost Jobs	\$1,090,550	\$1,164,067	\$1,307,187	\$835,319	\$1,086,617
Youth Customers	\$1,131,532	\$1,147,602	\$1,374,344	\$1,158,061	\$978,648
Job Seeker Customers	\$1,197,259	\$1,030,726	\$1,054,190	\$1,074,564	\$1,039,868
Welfare Customers	\$2,299,226	\$3,204,722	\$4,938,902	\$4,473,340	\$3,969,538

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

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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.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details. State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>

**USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED
7/1/03 Through 6/30/04**

ITAs Awarded*

Region	Enrolled in Training	Receiving ITA	Percent	Avg. ITA Amount
1	495	495	100.00%	\$6,525
2	126	105	83.33%	\$2,138
3	197	190	96.45%	\$2,138
4	392	389	99.23%	\$3,247
5	194	188	96.91%	\$3,132
6	398	381	95.73%	\$525
7	134	124	92.54%	\$2,963
8	1,304	923	70.78%	\$3,924
9	181	172	95.03%	\$2,478
10	360	343	95.28%	\$3,097
11	269	194	72.12%	\$2,217
12	1,151	1,081	93.92%	\$3,539
13	284	257	90.49%	\$2,319
14	888	859	96.73%	\$4,091
15	1,390	1,337	96.19%	\$2,575
16	413	383	92.74%	\$3,050
17	626	589	94.09%	\$4,962
18	255	243	95.29%	\$1,762
19	150	145	96.67%	\$3,513
20	616	450	73.05%	\$2,322
21	995	903	90.75%	\$4,242
22	1,120	891	79.55%	\$2,491
23	7,332	6,886	93.92%	\$3,599
24	444	373	84.01%	\$2,588
Total All Regions	19,962	17,901	89.68%	\$3,411

State ITA 50% Expenditure Requirement**

Total Expenditures	ITA Expenditures	Percent
\$1,693,483	\$1,105,679	65.29%
\$490,079	\$263,628	53.79%
\$654,971	\$393,382	60.06%
\$1,159,420	\$643,125	55.47%
\$1,354,146	\$808,349	59.69%
\$699,731	\$468,192	66.91%
\$630,747	\$388,867	61.65%
\$4,269,760	\$2,869,085	67.20%
\$853,052	\$458,091	53.70%
\$1,461,370	\$1,090,841	74.65%
\$1,716,528	\$1,057,572	61.61%
\$7,659,920	\$7,132,219	93.11%
\$1,596,052	\$853,799	53.49%
\$3,134,816	\$2,121,333	67.67%
\$3,553,289	\$3,148,759	88.62%
\$1,631,982	\$1,064,699	65.24%
\$3,008,587	\$2,184,620	72.61%
\$1,529,032	\$1,214,585	79.43%
\$937,041	\$612,685	65.39%
\$3,288,107	\$1,910,159	58.09%
\$5,225,796	\$3,560,171	68.13%
\$6,864,722	\$5,369,280	78.22%
\$24,207,978	\$18,002,178	74.36%
\$2,359,390	\$1,871,178	79.31%
\$79,979,999	\$58,592,476	73.26%

* Information from OSMIS participant data provided by the Agency for Workforce Innovation September 2004.

**Based on data provided by the Agency for Workforce Innovation 8/20/04.

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.