

Program Year 2001 – 2002 Regional Performance Report

The Red – Green Report
December 18, 2002



Executive Summary

Workforce Investment Act Performance Measures Results

The PY 2001 – 2002 “Red – Green” report is comprised of data received from the State Technology Office’s (STO) SWAR130 and SWAR150 data runs. The SWAR130 is received in a flat file format while the SWAR 150 is in text only. The data on WIA Youth Goal Attainment Rate comes from Linda Knowles at the Agency for Workforce Innovation.

The results of the performance data is tabulated into 17 measures that include three welfare, nine WIA, and five Wagner – Peyser measures. Three colors and three letters further delineated these performance measures. The colors used were “RED” that equals the bottom quartile of performance; “GREEN” indicates top quartile performance; while “WHITE” indicates the middle two quartiles. The letter “N” in on the WIA Customer Satisfaction line represents those Regional Workforce Boards who did not make at least 80 % of the required survey contacts to make the 95% confidence interval specified in the TEGl 7 -99. The letter “D” next to the region number indicates regions that have de-obligated funds, and a “T” in the same block indicates regions that did not meet the timeliness standard of ten days for case data entry. The dark and light blue areas in the tables are 00’s and Statewide results respectively.

The performance tables in the Executive Summary contain only those regions that scored “Red” or “Green” in PY 2001-2002. This performance is contrasted with PY 2000 – 2001’s regional performance.

Performance Measure Results

Measure Number One – Welfare Entered Employment Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
4	29.40%	22.90%	1	22.20%	19.60%
10	28.90%	27.90%	3	21.00%	18.60%
12	29.80%	29.20%	7	22.30%	21.90%
18	29.30%	29.20%	14	24.00%	26.30%
20	28.60%	26.40%	16	20.50%	24.70%
24	29.90%	29.30%	17	17.80%	19.80%

Measure Number Two – Welfare Entered Employment Wage Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
8	71.41%	70.90%	1	65.28%	63.50%
12	70.71%	70.40%	2	64.93%	62.00%
15	70.59%	71.00%	4	64.62%	63.90%
18	70.35%	68.80%	5	65.14%	64.80%
20	71.77%	67.60%	6	64.73%	62.90%
24	72.94%	70.10%	23	64.25%	60.50%

Measure Number Three – Welfare Return Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
3	11.30%	13.20%	5	17.90%	18.80%
15	12.70%	12.90%	6	17.70%	16.70%
16	12.80%	13.80%	18	16.80%	17.00%
17	11.00%	12.90%	24	16.40%	14.40%
19	11.80%	10.90	All Other Regions Met Goal		
22*	13.00%	13.80%			
23*	13.00%	13.30%			

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Measure Number Four – WIA Employed Worker Outcome Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
New Measure for PY 2001 – 2002 and is Not Rated					

Measure Number Five – WIA Adult Entered Employment Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
2	95.98%	79.20%	6	55.05%	82.70%
3	95.35%	93.30%	13	45.74%	96.50%
4	94.91%	90.30%	All Other Regions Met Goal		
9	97.92%	100.0%			
11	95.91%	80.30%			
17	100.0%	96.40%			

Measure Number Six – WIA Adult Wage Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
1	115.30%	94.00%	2	78.12%	90.10%
4	109.90%	102.70%	6	82.96%	94.40%
5	114.60%	113.40%	11	88.30%	88.50%
8	113.10%	109.90%	19	86.90%	86.90%
14	119.50%	95.80%	22	89.40%	97.60%
17	106.20%	91.00%	23	85.90%	70.10%

Measure Number Seven – WIA Dislocated Worker Entered Employment Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
3	100.0%	94.70%	7	66.88%	96.60%
9	100.0%	90.30%	13	65.38%	96.40%
10	100.0%	97.80%	All Other Regions Met Goal		
14	97.87%	77.70%			
17	100.0%	98.60%			
20	97.13%	90.90%			

Measure Number Eight – WIA Dislocated Worker Wage Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
5	135.40%	114.80%	1	109.50%	90.10%
8	133.60%	156.10%	2	93.13%	77.40%
9	122.90%	104.0%	6	105.40%	92.00%
13	124.50%	144.40%	10	101.70%	103.60%
19	128.90%	102.50%	23	107.80%	93.40%
20	126.0%	113.30%	All Other Regions Met Goal		

Measure Number Nine – WIA Youth Goal Attainment Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
1	96.54%	98.95%	5	73.11%	88.03%
2	91.34%	92.82%	6	58.29%	90.84%
4	95.39%	99.61%	All Other Regions Met Goal		
9	95.05%	99.66%			
12	91.64%	96.60%			
17	98.92%	98.62%			

Measure Number Ten – WIA Youth Positive Outcome Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
1	98.00%	100.0%	6	81.81%	92.60%
3	98.55%	95.70%	7	8.30%	73.20%
8	96.61%	92.60%	11	82.91%	96.90%
9	100.0%	96.00%	13	81.78%	85.0%
12	99.86%	99.90%	22	79.77%	87.40%
17	100.0%	100.0%	24	83.33%	87.10%

Measure Number Eleven – Wagner – Peyser Entered Employment Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
1	38.06%	28.00%	4	24.69%	28.00%
8	36.41%	27.80%	15	27.28%	28.40%
9	33.67%	29.80%	16	24.13%	23.50%
20	33.54%	29.50%	17	21.43%	27.30%
23	38.87%	26.0%	19	23.61%	31.00%
24	38.78%	43.20%	22	25.99%	27.20%

Measure Number Twelve – Wagner – Peyser Wage Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
8	96.71%	89.20%	5	69.92%	74.60%
13	107.20%	84.10%	14	78.03%	85.30%
16	88.09%	85.60%	15	76.34%	89.30%
20	89.19%	80.80%	19	77.34%	66.60%
22	95.07%	88.80%	All Other Regions Met Goal		
24	96.18%	93.50%			

Measure Number Thirteen – Wagner – Peyser New Hire Involvement Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
3	42.64%	35.70%	All Regions Met Goal		
5	27.03%	21.10%			
6	33.94%	15.90%			
7	32.03%	37.90%			
10	27.34%	24.40%			
23	32.57%	17.00%			

Measure Number Fourteen – Wagner – Peyser Employer Involvement Rate

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
2	36.98%	27.40%	9	18.30%	17.10%
3	38.69%	37.60%	11	16.81%	13.30%
4	34.16%	38.60%	16	19.80%	12.40%
13	39.94%	47.20%	17	15.43%	20.60%
20	37.14%	35.50%	All Other Regions Met Goal		
23	74.36%	32.80%			

Measure Number Fifteen – Customer Satisfaction WIA Individuals

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
2	81.50%	78.10%	All Regions Met Goal		
3	84.70%	85.80%			
4	86.00%	83.70%			
10	84.50%	80.00%			
19	85.50%	79.80%			
22	82.40%	76.60%			

Measure Number Sixteen – Customer Satisfaction Wagner – Peyser Individuals

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
2	75.80%	N/A	7	72.30%	N/A
3	77.90%	N/A	8	72.90%	N/A
17	75.80%	N/A	10	72.00%	N/A
19	77.50%	N/A	12	72.80%	N/A
22	77.10%	N/A	16	71.60%	N/A
23	78.70%	N/A	18	70.60%	N/A

Measure Number Seventeen – Customer Satisfaction All Employers

Greens Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001	Reds Region	Performance PY 2001 - 2002	Performance PY 2000 - 2001
1	80.00%	73.90%	All Regions Met Goal		
2	78.80%	76.20%			
3	83.00%	82.70%			
7	80.00%	72.10%			
10	77.70%	78.20%			
13	79.60%	76.60%			

The following tables are a synopsis by Regional Workforce Board performance. The first table indicates the number of “REDS” and “GREENS” as well as the letter designations described above and indicated in the third column of the next table.

The methodology for the second table is a composite score of 9 measures that are common on the year-end RED and GREEN reports for 1999, 2001 and 2002. The percentage of scores for the 9 common measures were totaled and divided by 9 to devise a composite score. The scores were then compared to each other for an improvement or decline in performance. The measures used were: The WIA Adult Entered Employment Rate, the WIA Adult Wage Rate, the WIA Dislocated Worker Entered Employment Rate, the WIA Dislocated Worker Wage Rate, the WP Entered Employment Rate, the WP Wage Rate, the WP New Hire Involvement Rate, the WP Employer Involvement Rate, and the Welfare Entered Employment Wage Rate.

The statewide composite score was calculated by adding the score for all 24 regions and dividing by 24 to obtain an average state score.

The full “RED-GREEN” matrix and supporting tables and charts follows:

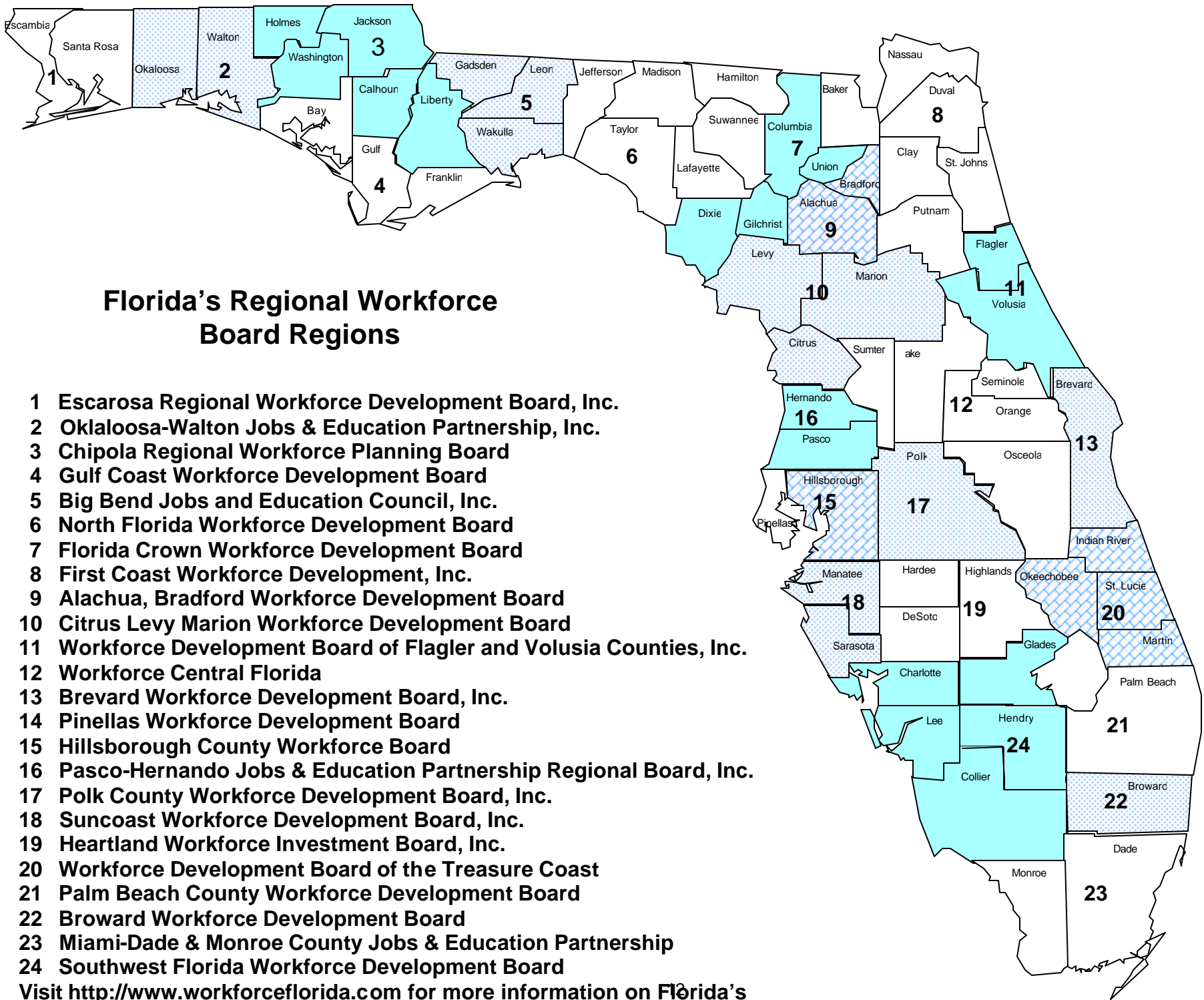
Regional Workforce Board Numbers of Red & Greens

Regional Workforce Board Performance			
D = Have De-obligated Funds N = Did Not Meet 80% of Minimum Customer Survey Contacts Needed for a 95% Confidence Interval T = Did Not Meet the Timeliness of Data Entry Standard of 50% over 10 Days (15 Days)			
RWB	Number of REDS	Number of GREENS	Areas of Concern
1	3	5	D
2	3	6	T and N
3	1	9	D
4	2	6	None
5	3	3	D
6	7	1	None
7	4	2	T
8	1	6	D and T
9	1	6	D and N
10	2	5	None
11	3	1	T
12	1	4	None
13	3	4	N
14	2	2	None
15	2	2	None
16	4	2	T and N
17	3	7	D and N
18	2	2	N
19	3	4	D,T, and N
20	0	7	T
21	0	0	None
22	3	4	T and N
23	3	5	T
24	2	4	T and N

9 Measure Composite Score

9 Measure Composite Score Green indicates improvement from preceding year Red indicates decline from previous year					
RWB	PY 1999 - 2000	PY 2000 - 2001	Rate of Change 1999-2000	PY 2001 - 2002	Rate of Change 2001-2002
1	71.46%	73.05%	102.23%	72.27%	98.93%
2	58.13%	56.63%	97.42%	57.46%	101.47%
3	71.46%	71.17%	99.59%	70.71%	99.35%
4	68.59%	64.86%	94.56%	64.84%	99.97%
5	70.50%	66.54%	94.38%	66.40%	99.79%
6	57.92%	55.99%	96.67%	56.87%	101.57%
7	65.37%	62.27%	95.26%	62.69%	100.67%
8	81.41%	81.90%	100.60%	80.55%	98.35%
9	71.36%	71.72%	100.50%	71.25%	99.34%
10	65.43%	66.89%	102.23%	67.03%	100.21%
11	65.12%	67.18%	103.16%	67.31%	100.19%
12	61.79%	59.39%	96.12%	60.52%	101.90%
13	65.92%	62.41%	94.68%	63.01%	100.96%
14	74.52%	68.28%	91.63%	71.09%	104.12%
15	61.85%	67.17%	108.60%	62.12%	92.48%
16	64.58%	65.27%	101.07%	65.73%	100.70%
17	68.92%	66.65%	96.71%	68.77%	103.18%
18	63.25%	65.37%	103.35%	65.87%	100.76%
19	62.00%	63.30%	102.10%	63.76%	100.73%
20	71.72%	71.63%	99.87%	71.65%	100.03%
21	60.94%	57.79%	94.83%	58.85%	101.83%
22	62.13%	60.21%	96.91%	60.98%	101.28%
23	68.38%	63.12%	92.31%	63.24%	100.19%
24	64.99%	64.20%	98.78%	65.08%	101.37%
Statewide*	66.57%	65.54%	98.45%	65.64%	100.15%

The methodology for this table is a composite score of 9 measures that are common on the year-end RED and GREEN reports for PY1999 - 2000, 2000 - 2001 and 2001 - 2002. The percentage of scores for the 9 common measures were totaled and divided by 9 to devise a composite score. The scores were then compared to each other for an improvement or decline in performance. The measures used were: The WIA Adult Entered Employment Rate, the WIA Adult Wage Rate, the WIA Dislocated Worker Entered Employment Rate, the WIA Dislocated Worker Wage Rate, the WP Entered Employment Rate, the WP Wage Rate, the WP New Hire Involvement Rate, the WP Employer Involvement Rate, and the Welfare Entered Employment Wage Rate. The statewide composite score was calculated by adding the score for all 24 regions and dividing by 24 to obtain an average state score.



Florida's Regional Workforce Board Regions

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

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REGIONAL YEAR – END INDICATOR MATRIX* - Percentages

Regional Workforce Region																										
OUTCOME	1	2-T	3	4	5	6	7-T	8-T	9	10	11-T	12	13	14	15	16-T	17	18	19-T	20-T	21	22-T	23-T	24-T	00	STW
Welfare Entered Employment Rate	22.20	28.40	21.00	29.40	26.00	24.60	22.30	24.80	25.40	28.90	27.00	29.80	27.50	24.00	24.30	20.50	17.80	29.30	24.90	28.60	25.00	27.50	25.50	29.90	N/A	25.90
Welfare Entered Employ. Wage Rate**	65.28	64.93	66.60	64.62	65.14	64.73	66.49	71.41	66.94	68.29	68.55	70.71	68.44	68.62	70.59	69.86	69.79	70.35	67.97	71.77	68.39	67.95	64.25	72.94	N/A	68.02
Welfare Return Rate	13.10	14.90	11.30	16.00	17.90	17.70	14.90	15.00	15.60	15.40	13.80	14.30	14.70	15.40	12.70	12.80	11.00	16.80	11.80	15.60	14.10	13.00	13.00	16.40	N/A	14.00
WIA Employed Worker Outcome Rate***	87.30	43.18	68.52	31.29	30.85	38.67	34.38	86.37	75.00	80.00	85.66	37.74	30.77	12.14	55.10	71.43	66.27	84.44	75.00	70.89	29.47	42.86	15.79	57.14	68.58	46.01
WIA Adult Enter Employ Rate	82.22	95.98	95.35	94.91	81.88	55.05	85.71	85.81	97.92	87.04	95.91	82.20	45.74	90.34	78.75	81.69	100.0	91.67	81.63	89.80	80.84	80.67	72.90	84.48	88.19	77.84
WIA Adult Wage Rate**	115.3	78.12	93.60	109.0	114.6	82.96	105.3	113.1	105.7	99.00	88.30	96.00	95.30	119.5	93.00	100.3	106.2	92.80	86.90	102.2	89.50	89.40	85.90	93.50	216.1	102.3
WIA Dislocated Worker Entered Employ Rate	86.36	84.73	100.0	87.61	90.48	82.67	66.88	85.71	100.0	100.0	95.58	91.46	65.38	97.87	90.65	91.84	100.0	91.84	92.31	97.13	92.91	88.47	80.10	93.40	90.55	86.61
WIA Dislocated Worker Wage Rate**	109.5	93.13	114.7	114.8	135.4	105.4	120.7	133.6	122.9	101.7	117.3	111.0	124.5	119.8	122.1	113.8	115.6	114.7	128.9	126.0	118.8	118.2	107.8	116.3	134.9	125.2
WIA Youth Goal Attainment Rate	95.76	91.34	86.61	95.39	74.63	57.11	74.69	83.27	92.86	83.08	84.94	91.58	84.78	59.94	74.57	75.73	98.65	85.71	78.63	84.38	86.92	86.43	65.07	72.54	N/A	75.07
WIA Youth Positive Outcome Rate	98.00	95.60	98.55	96.20	88.98	81.81	8.30	96.61	100.0	94.11	82.91	99.86	81.78	94.93	93.54	90.00	100.0	93.54	96.07	93.72	95.18	79.77	94.54	83.33	90.43	92.78
WP Entered Employment Rate	38.06	28.48	30.91	24.69	33.06	28.98	28.26	36.41	33.67	33.15	33.05	28.29	31.40	28.02	27.28	24.13	21.43	33.04	23.61	33.54	28.02	25.99	38.87	38.78	N/A	32.70
WP Wage Rate**	83.58	80.22	81.00	85.03	69.92	79.88	84.83	96.71	81.99	82.64	83.01	85.21	107.2	78.03	76.34	88.09	82.81	85.70	77.34	89.19	87.68	95.07	86.93	96.18	N/A	86.76
WP New Hire Involvement Rate	24.39	19.02	42.64	19.86	27.03	33.94	32.03	21.66	24.21	27.34	12.34	15.29	23.45	15.00	16.09	14.00	14.37	12.77	12.07	19.85	15.32	15.65	32.57	14.65	N/A	19.10
WP Employer Involvement Rate	25.13	36.98	38.69	34.16	22.42	23.60	20.63	27.92	18.30	24.14	16.81	20.18	39.94	22.65	21.48	19.80	15.43	22.93	28.28	37.14	21.41	20.18	74.36	20.27	N/A	28.90
Customer Satisfaction WIA Individuals	80.30	81.50 N	84.70	86.00	75.20	73.60	77.10	81.30	80.20 N	84.50	79.70	76.50	76.00 N	71.00	77.20	74.40 N	71.10 N	79.90 N	85.80 N	79.90	75.20	82.40 N	77.70	81.30 N	N/A	78.60
Customer Satisfaction – WP Individuals	73.70	75.80	77.90	75.20	74.10	74.30	72.30	72.90	75.60	72.00	75.00	72.80	74.20	73.70	73.50	71.60	75.80	70.60	77.50	75.30	73.10	77.10	78.70	74.50	N/A	74.40
Customer Satisfaction All Employers	80.00	78.80	83.00	76.30	76.80	74.60	80.00	76.66	71.10	77.70	75.50	76.40	79.60	74.00	75.70	74.20	77.10	74.40	76.80	75.10	74.80	72.90	73.90	75.90	N/A	76.20

WHITE = Top Quartile Performance
WHITE = Low Quartile Performance and failed to meet the established local goal.

Description of Caveats on RED GREEN Matrix

- All data based on input in the State MIS System as of 8/1/2002. Rates, percentages, and wages computed for comparative purposes from this data and they do not necessarily equate to the official federal WIA Record Report or federal core indicators, which are to be based on follow-up data.
- ** Wage Rates expressed as a percentage of the Region's Lower Living Standard Income Level (LLSIL) or \$10.35/hr. statewide for 2001.
- 00 = State-Level WIA 15% special projects administered by WFI or AWI.
- STW = Total for Regions 1-24 plus WIA 15% State-Level Projects.
- **This is a new outcome and will not be included in rating Workforce Boards.
- "N" in WIA Customer Satisfaction indicates regions who did not meet a minimum of 80% of the required contacts to ensure a 95% confidence Interval
- All regions must meet the expected 80% of required contacts commitment on both Wagner Peyser and employers customer satisfaction surveys
- "T" indicates regions that did not meet the 10-day data entry timeliness commitment. A "T" is assigned to regions over 15 days.
- "V" indicates unverified data for Youth Goal Attainment Rate supplied by AWI – Linda Knowles 8/14/02.

**Florida Regional Workforce Board Regions PY 2001 – 2002
Number One - Welfare Entered Employment Rate***

WELFARE TRANSITION ENTERED EMPLOYMENT RATE				
RWB	EMPLOYED	EXITS	Goal	EMPLOYMENT RATE
24	602	2,013	27.50%	29.9%
12	3,819	12,818	27.50%	29.8%
4	383	1,303	27.50%	29.4%
18	540	1,845	27.50%	29.3%
10	911	3,154	27.50%	28.9%
20	708	2,479	27.50%	28.6%
2	304	1,072	27.50%	28.4%
13	596	2,165	27.50%	27.5%
22	2,123	7,722	27.50%	27.5%
11	761	2,816	27.50%	27.0%
5	687	2,640	27.50%	26.0%
23	7,730	30,260	27.50%	25.5%
9	632	2,490	27.50%	25.4%
21	1,098	4,399	27.50%	25.0%
19	225	905	27.50%	24.9%
8	1,437	5,791	27.50%	24.8%
6	277	1,127	27.50%	24.6%
15	974	4,004	27.50%	24.3%
14	1,648	6,854	27.50%	24.0%
7	304	1,361	27.50%	22.3%
1	711	3,198	27.50%	22.2%
3	180	859	27.50%	21.0%
16	493	2,406	27.50%	20.5%
17	612	3,436	27.50%	17.8%
*Data from State Technology Office & AWI				
STW	27,755	107,117	27.50%	25.9%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Two - Welfare Entered Employment Wage Rate*

WELFARE TRANSITION WAGE AS % OF LLSIL FOR FAMILY OF 3**			
<small>**Calculated by dividing the average wage by the regionally adjusted hourly LLSIL for a Family of 3. Ranges from \$9.37/hr to \$11.02/hr. FPLI = 2000 Florida Price Level Index. LLSIL = 2001 Lower Living Standard Income Level. The Annual 2001 LLSIL for a Family of 3 for Florida is \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self-sufficiency" wage</small>			
RWB	LLSIL	AVG. HOURLY WAGE	WAGE RATE
24	\$10.20	\$7.44	72.94%
20	\$9.99	\$7.17	71.77%
8	\$10.04	\$7.17	71.41%
12	\$10.21	\$7.22	70.71%
15	\$10.44	\$7.37	70.59%
18	\$10.49	\$7.38	70.35%
16	\$9.82	\$6.86	69.86%
17	\$9.83	\$6.86	69.79%
14	\$10.74	\$7.37	68.62%
11	\$9.89	\$6.78	68.55%
13	\$10.14	\$6.94	68.44%
21	\$10.63	\$7.27	68.39%
10	\$9.68	\$6.61	68.29%
19	\$9.71	\$6.60	67.97%
22	\$10.95	\$7.44	67.95%
9	\$9.83	\$6.58	66.94%
3	\$9.37	\$6.24	66.60%
7	\$9.49	\$6.31	66.49%
1	\$9.62	\$6.28	65.28%
5	\$10.04	\$6.54	65.14%
2	\$9.81	\$6.37	64.93%
6	\$9.64	\$6.24	64.73%
4	\$9.75	\$6.30	64.62%
23	\$11.02	\$7.08	64.25%
*Data from State Technology Office & AWI			
STW	\$10.35	\$7.04	68.02%

**Florida Regional Workforce Board Regions PY 2001 – 2002
Number Three - Welfare Return Rate**

WELFARE TRANSITION RETURN RATE				
RWB	# Entries with Previous Employment	New Entries	Goal	Return Rate
17	362	3,283	16%	11.0%
3	96	846	16%	11.3%
19	103	876	16%	11.8%
15	521	4,104	16%	12.7%
16	312	2,430	16%	12.8%
22	1,041	8,036	16%	13.0%
23	3,926	30,142	16%	13.0%
1	405	3,092	16%	13.1%
11	392	2,843	16%	13.8%
21	647	4,574	16%	14.1%
12	1,917	13,381	16%	14.3%
13	323	2,191	16%	14.7%
2	164	1,101	16%	14.9%
7	210	1,408	16%	14.9%
8	924	6,165	16%	15.0%
14	1,058	6,873	16%	15.4%
10	489	3,174	16%	15.4%
20	380	2,442	16%	15.6%
9	411	2,628	16%	15.6%
4	202	1,264	16%	16.0%
24	330	2,009	16%	16.4%
18	323	1,918	16%	16.8%
6	196	1,108	16%	17.7%
5	461	2,574	16%	17.9%
*Data from State Technology Office & AWI				
STW	15,193	108,462	16%	14.0%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Four – WIA Employed Worker Outcome Rate

WIA Employed Worker Outcome Rate – Not Rated This Year				
RWB	Total Employment at Registration	Attained Credential	Entered Employment	Worker Outcome Rate
1	63	55	60	87.30%
2	44	19	39	43.18%
3	54	37	54	68.52%
4	147	46	130	31.29%
5	94	29	88	30.85%
6	75	29	52	38.67%
7	32	11	17	34.38%
8	543	469	526	86.37%
9	36	27	36	75.00%
10	50	40	49	80.00%
11	258	221	250	85.66%
12	53	20	47	37.74%
13	78	24	39	30.77%
14	453	55	441	12.14%
15	49	27	42	55.10%
16	28	20	27	71.43%
17	83	55	83	66.27%
18	45	38	43	84.44%
19	12	9	11	75.00%
20	213	151	199	70.89%
21	397	117	302	29.47%
22	119	51	95	42.86%
23	1,026	162	712	15.79%
24	70	40	59	57.14%
00	436	299	369	68.58%
*Data from State Technology Office & AWI				
STW	4,458	2,051	3,770	46.01%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Five – WIA Adult Entered Employment Rate*

REGION	# NOT EMPLOYED @ REG	# ENTERED EMPLOYMENT	PERCENT/EER	NEG. GOAL	% OF GOAL
17	152	152	100.00%	68.43%	146.13%
9	48	47	97.92%	69.00%	141.91%
2	174	167	95.98%	71.50%	134.23%
11	220	211	95.91%	68.02%	141.16%
3	86	82	95.35%	69.00%	138.19%
4	216	205	94.91%	70.50%	134.62%
18	12	11	91.67%	70.57%	129.89%
14	238	215	90.34%	66.72%	135.40%
20	304	273	89.80%	72.28%	124.24%
10	54	47	87.04%	65.50%	132.88%
8	148	127	85.81%	66.93%	128.21%
7	21	18	85.71%	69.50%	123.33%
24	174	147	84.66%	69.50%	121.56%
1	135	111	82.22%	65.75%	125.05%
12	191	157	82.20%	69.24%	119.47%
5	149	122	81.88%	70.89%	115.50%
16	71	58	81.69%	70.50%	115.87%
19	49	40	81.63%	69.50%	120.39%
21	903	730	80.84%	65.50%	123.42%
22	326	263	80.67%	67.90%	120.62%
15	160	126	78.75%	65.50%	120.23%
23	6871	5009	72.90%	59.47%	122.58%
6	109	60	55.05%	68.50%	80.36%
13	129	59	45.74%	71.50%	63.97%
00	762	672	88.19%	70.00%	125.09%
*Data from State Technology Office & AWI					
STW	11,702	9,109	77.84%	70.50%	110.41%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Six – WIA Adult Wage Rate*

WIA ADULT WAGE AS % OF LLSIL FOR FAMILY OF 3**					
REGION	LLSIL- FAMILY OF 3	ENTRY WAGE, PER HR	WAGE RATE	NEGO. GOAL	% OF GOAL
00	\$10.35	\$22.37	216.14%	90.00%	240.15%
14	\$10.74	\$12.83	119.48%	90.00%	132.76%
1	\$9.62	\$11.09	115.33%	90.00%	128.15%
5	\$10.04	\$11.50	114.58%	90.00%	127.31%
8	\$10.04	\$11.36	113.12%	90.00%	125.69%
4	\$9.75	\$10.63	109.04%	90.00%	121.16%
17	\$9.83	\$10.44	106.19%	90.00%	117.99%
9	\$9.83	\$10.39	105.65%	90.00%	117.39%
7	\$9.49	\$9.99	105.28%	90.00%	116.98%
20	\$9.99	\$10.21	102.16%	90.00%	113.51%
16	\$9.82	\$9.84	100.25%	90.00%	111.39%
10	\$9.68	\$9.58	98.99%	90.00%	109.99%
12	\$10.21	\$9.80	95.95%	90.00%	106.61%
13	\$10.14	\$9.66	95.31%	90.00%	105.90%
3	\$9.37	\$8.77	93.60%	90.00%	104.00%
24	\$10.20	\$9.54	93.51%	90.00%	103.90%
15	\$10.44	\$9.71	93.01%	90.00%	103.34%
18	\$10.49	\$9.73	92.77%	90.00%	103.07%
21	\$10.63	\$9.51	89.47%	90.00%	99.41%
22	\$10.95	\$9.79	89.40%	90.00%	99.33%
11	\$9.89	\$8.74	88.34%	90.00%	98.16%
19	\$9.71	\$8.44	86.92%	90.00%	96.58%
23	\$11.02	\$9.47	85.90%	90.00%	95.45%
6	\$9.64	\$8.00	82.96%	90.00%	92.18%
2	\$9.81	\$7.66	78.12%	90.00%	86.80%
*Data from State Technology Office & AWI					
STW	\$10.35	\$10.59	102.32%	90.00%	113.69%

**Calculated by dividing the average wage by the regionally adjusted hourly LLSIL for a Family of 3. Ranges from \$9.37/hr to \$11.02/hr.

LLSIL = 2001 Lower Living Standard Income Level

The Annual 2001 LLSIL for a Family of 3 for Florida is \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self-sufficiency" wage.

**Florida Regional Workforce Board Regions PY 2001 – 2002
Number Seven – WIA Dislocated Worker Entered Employment Rate***

WIA DISLOCATED WORKER					
REGION	# EXITERS	# ENTERING EMPLOY.	ENTER. EMPLOY. RATE	NEG. GOAL	% OF GOAL
00	1503	1361	90.55%	68.47%	132.25%
3	57	57	100.00%	68.29%	146.43%
9	30	30	100.00%	71.91%	139.06%
10	42	42	100.00%	71.00%	140.85%
17	191	191	100.00%	71.00%	140.85%
14	329	322	97.87%	69.19%	141.45%
20	174	169	97.13%	78.00%	124.52%
11	226	216	95.58%	71.98%	132.78%
24	122	114	93.44%	71.00%	131.61%
21	874	812	92.91%	68.15%	136.33%
19	13	12	92.31%	75.00%	123.08%
16	98	90	91.84%	76.00%	120.84%
18	49	45	91.84%	80.00%	114.80%
12	316	289	91.46%	72.00%	127.02%
15	246	223	90.65%	68.28%	132.76%
5	84	76	90.48%	69.79%	129.64%
22	347	307	88.47%	66.49%	133.06%
4	113	99	87.61%	69.00%	126.97%
1	220	190	86.36%	68.47%	126.13%
8	259	222	85.71%	68.89%	124.42%
2	131	111	84.73%	67.56%	125.42%
6	75	62	82.67%	68.76%	120.22%
23	3271	2620	80.10%	62.90%	127.34%
7	157	105	66.88%	73.00%	91.62%
13	156	102	65.38%	72.64%	90.01%
*Data from State Technology Office & AWI					
STW	9083	7867	86.61%	68.47%	127.24%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Eight – WIA Dislocated Worker Wage Rate*

WIA DISLOCATED WORKER WAGE, AS % OF LLSIL FOR FAMILY OF 3**					
Region	LLSIL Family of 3	Entry Wage Per Hour	Wage Rate Percentage	Negotiated Goal	Percent of Goal
00	\$10.35	\$13.97	134.98%	110.00%	122.71%
5	\$10.04	\$13.59	135.43%	110.00%	123.12%
8	\$10.04	\$13.43	133.68%	110.00%	121.53%
19	\$9.71	\$12.53	128.99%	110.00%	117.27%
20	\$9.99	\$12.60	126.08%	110.00%	114.62%
13	\$10.14	\$12.62	124.51%	110.00%	113.19%
9	\$9.83	\$12.10	122.99%	110.00%	111.81%
15	\$10.44	\$12.76	122.19%	110.00%	111.08%
7	\$9.49	\$11.46	120.75%	110.00%	109.77%
14	\$10.74	\$12.87	119.87%	110.00%	108.97%
21	\$10.63	\$12.63	118.82%	110.00%	108.01%
22	\$10.95	\$12.95	118.26%	110.00%	107.51%
11	\$9.89	\$11.61	117.38%	110.00%	106.71%
24	\$10.20	\$11.87	116.37%	110.00%	105.79%
17	\$9.83	\$11.37	115.62%	110.00%	105.11%
4	\$9.75	\$11.19	114.82%	110.00%	104.38%
3	\$9.37	\$10.75	114.77%	110.00%	104.34%
18	\$10.49	\$12.04	114.75%	110.00%	104.32%
16	\$9.82	\$11.18	113.87%	110.00%	103.52%
12	\$10.21	\$11.34	111.06%	110.00%	100.96%
1	\$9.62	\$10.53	109.53%	110.00%	99.57%
23	\$11.02	\$11.89	107.81%	110.00%	98.01%
6	\$9.64	\$10.16	105.42%	110.00%	95.83%
10	\$9.68	\$9.85	101.74%	110.00%	92.49%
2	\$9.81	\$9.13	93.13%	110.00%	84.66%
*Data from State Technology Office & AWI					
STW	\$ 10.35	\$12.96	100.00%	110.00%	90.91%

**Calculated by dividing the average wage by the regionally adjusted hourly LLSIL for a Family of 3. Ranges from \$9.37/hr to \$11.02/hr.
LLSIL = 2001 Lower Living Standard Income Level
The Annual 2001 LLSIL for a Family of 3 for Florida is \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self-sufficiency" wage.

**Florida Regional Workforce Board Regions PY 2001 – 2002
Number Nine – WIA Youth Goal Attainment Rate***

WIA YOUTH GOAL ATTAINMENT RATE			
RWB	ALL GOALS	GOALS ATTAINED	GOAL ATTAINMENT RATE
17	967	365	98.65%
1	644	462	95.76%
4	930	350	95.39%
9	726	398	92.86%
12	1536	1,548	91.58%
2	684	305	91.34%
21	133	668	86.92%
3	433	439	86.61%
22	837	241	86.43%
18	931	54	85.71%
11	862	378	84.94%
13	544	387	84.78%
20	834	2,447	84.38%
8	627	422	83.27%
10	671	271	83.08%
19	752	193	78.63%
16	458	284	75.73%
7	5313	183	74.69%
5	1507	646	74.63%
15	1363	606	74.57%
24	1558	610	72.54%
23	542	7,783	65.07%
14	19969	199	59.94%
6	4258	215	57.11%
STW	28,306	21,510	75.07%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Ten – WIA Youth Positive Outcome Rate*

WIA YOUTH POSITIVE OUTCOME RATE					
REGION	YOUTH EXITERS	# WITH POSITIVE OUTCOMES	POS. OUTCOME RATE	NEG. GOAL	% OF GOAL
9	107	107	100.00%	86.0%	116.28%
17	183	183	100.00%	86.0%	116.28%
12	730	729	99.86%	86.0%	116.12%
3	138	136	98.55%	86.0%	114.59%
1	100	98	98.00%	86.0%	113.95%
8	325	314	96.61%	86.0%	112.34%
4	79	76	96.20%	86.0%	111.86%
19	51	49	96.07%	86.0%	111.71%
2	91	87	95.60%	86.0%	111.16%
21	83	79	95.18%	86.0%	110.67%
14	79	75	94.93%	86.0%	110.38%
23	4,181	3,953	94.54%	86.0%	109.93%
10	68	64	94.11%	86.0%	109.43%
20	733	687	93.72%	86.0%	108.98%
15	186	174	93.54%	86.0%	108.77%
18	31	29	93.54%	86.0%	108.77%
16	140	126	90.00%	86.0%	104.65%
5	118	105	88.98%	86.0%	103.47%
24	228	190	83.33%	86.0%	96.90%
7	60	5	8.30%	86.0%	9.65%
11	199	165	82.91%	86.0%	96.41%
6	187	153	81.81%	86.0%	95.13%
13	302	247	81.78%	86.0%	95.09%
22	89	71	79.77%	86.0%	92.76%
00	1,119	1,012	90.43%	86.0%	105.15%
*Data from State Technology Office & AWI					
STW	9,607	8,914	92.78%	86.00%	107.88%

**Florida Regional Workforce Board Regions PY 2001 – 2002
Number Eleven – Wagner – Peyser Entered Employment Rate***

RWB	# ENTERING EMPLOY.	ENTER. EMPLOY. RATE	NEG. GOAL	% OF GOAL
23	73,526	38.87%	33.00%	117.79%
24	17,543	38.78%	33.00%	117.52%
1	10,398	38.06%	33.00%	115.34%
8	30,699	36.41%	33.00%	110.33%
9	6,096	33.67%	33.00%	102.02%
20	11,927	33.54%	33.00%	101.63%
10	10,873	33.15%	33.00%	100.46%
5	8,004	33.06%	33.00%	100.18%
11	6,957	33.05%	33.00%	100.14%
18	9,586	33.04%	33.00%	100.13%
13	11,241	31.40%	33.00%	95.16%
3	3,312	30.91%	33.00%	93.67%
6	2,850	28.98%	33.00%	87.81%
2	4,550	28.48%	33.00%	86.30%
12	34,129	28.29%	33.00%	85.73%
7	2,757	28.26%	33.00%	85.64%
21	18,917	28.02%	33.00%	84.92%
14	17,357	28.02%	33.00%	84.90%
15	22,433	27.28%	33.00%	82.67%
22	26,144	25.99%	33.00%	78.76%
4	3,938	24.69%	33.00%	74.80%
16	6,781	24.13%	33.00%	73.13%
19	2,474	23.61%	33.00%	71.54%
17	8,690	21.43%	33.00%	64.95%
*Data from AWI				
STW	349,315	32.69%	33.00%	99.05%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Twelve – Wagner – Peyser Wage Rate*

Regional Work Board	Wage at Placement	LLSIL for Family of Three	Entered Employment Wage Rate
13	\$10.87	\$10.14	107.20%
8	\$9.71	\$10.04	96.71%
24	\$9.81	\$10.20	96.18%
22	\$10.41	\$10.95	95.07%
20	\$8.91	\$9.99	89.19%
16	\$8.65	\$9.82	88.09%
21	\$9.32	\$10.63	87.68%
23	\$9.58	\$11.02	86.93%
18	\$8.99	\$10.49	85.70%
12	\$8.70	\$10.21	85.21%
4	\$8.29	\$9.75	85.03%
7	\$8.05	\$9.49	84.83%
MEAN – 85.18%			
1	\$8.04	\$9.62	83.58%
11	\$8.21	\$9.89	83.01%
17	\$8.14	\$9.83	82.81%
10	\$8.00	\$9.68	82.64%
9	\$8.06	\$9.83	81.99%
3	\$7.59	\$9.37	81.00%
2	\$7.87	\$9.81	80.22%
6	\$7.70	\$9.64	79.88%
14	\$8.38	\$10.74	78.03%
19	\$7.51	\$9.71	77.34%
15	\$7.97	\$10.44	76.34%
5	\$7.02	\$10.04	69.92%
*Data from AWI			
State Wide	\$8.98	\$10.35	86.8%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Thirteen – Wagner – Peyser New Hire Involvement Rate*

WAGNER PEYSER NEW HIRE INVOLVEMENT RATE					
RWB	TOTAL ENTERED EMPLOYMENT	TOTAL REPORTED ON NEW HIRE REPORT	NEW HIRE INVOLVEMENT RATE	NEG. GOAL	% OF GOAL
3	3,312	7,767	42.64%	12%	355.35%
6	2,850	8,396	33.94%	12%	282.87%
23	75,526	225,715	32.57%	12%	271.46%
7	2,757	8,608	32.03%	12%	266.90%
10	10,873	39,769	27.34%	12%	227.84%
5	8,004	29,610	27.03%	12%	225.26%
1	10,398	42,635	24.39%	12%	203.24%
9	6,096	25,175	24.21%	12%	201.79%
13	11,241	47,944	23.45%	12%	195.38%
8	30,699	141,701	21.66%	12%	180.54%
4	3,938	19,830	19.86%	12%	165.49%
20	11,927	60,099	19.85%	12%	165.38%
2	4,550	23,928	19.02%	12%	158.46%
15	22,433	139,440	16.09%	12%	134.07%
22	26,144	167,011	15.65%	12%	130.45%
21	18,917	123,517	15.32%	12%	127.63%
12	34,129	223,268	15.29%	12%	127.38%
14	17,357	115,697	15.00%	12%	125.02%
24	17,543	119,720	14.65%	12%	122.11%
17	8,690	60,457	14.37%	12%	119.78%
16	6,781	48,435	14.00%	12%	116.67%
18	9,586	75,067	12.77%	12%	106.42%
11	6,957	56,364	12.34%	12%	102.86%
19	2,474	20,489	12.07%	12%	100.62%
*Data from AWI					
STW	349,315	1,830,642	19.10%	12%	159.17%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Fourteen – Wagner – Peyser Employer Involvement Rate*

WAGNER PEYSER EMPLOYER INVOLVEMENT RATE			
RWB	EMPLOYER INVOLVEMENT RATE	NEG. GOAL	% OF GOAL
23	74.36%	20%	371.79%
13	39.94%	20%	199.68%
3	38.69%	20%	193.44%
20	37.14%	20%	185.68%
2	36.98%	20%	184.89%
4	34.16%	20%	170.78%
19	28.28%	20%	141.38%
8	27.92%	20%	139.58%
1	25.13%	20%	125.66%
10	24.14%	20%	120.68%
6	23.60%	20%	118.01%
18	22.93%	20%	114.65%
14	22.65%	20%	113.23%
5	22.42%	20%	112.11%
15	21.48%	20%	107.38%
21	21.41%	20%	107.06%
7	20.63%	20%	103.14%
24	20.27%	20%	101.34%
12	20.18%	20%	100.91%
22	20.18%	20%	100.88%
16	19.80%	20%	99.02%
9	18.30%	20%	91.51%
11	16.81%	20%	84.03%
17	15.43%	20%	77.16%
*Data from AWI			
STW	28.90%	20%	144.50%

Florida Regional Workforce Board Regions PY 2001 – 2002 Number Fifteen – WIA Customer Satisfaction for Individuals*

Customer Satisfaction WIA Individuals			
REGION	ACTUAL SCORE	NEG. GOAL	% OF GOAL
4	86.00%	68.00%	126.47%
19	85.80%	68.00%	126.18%
3	84.70%	68.00%	124.56%
10	84.50%	68.00%	124.26%
22	82.40%	68.00%	121.18%
2	81.50%	68.00%	119.85%
8	81.30%	68.00%	119.56%
24	81.30%	68.00%	119.56%
1	80.30%	68.00%	118.09%
9	80.20%	68.00%	117.94%
18	79.90%	68.00%	117.50%
20	79.90%	68.00%	117.50%
11	79.70%	68.00%	117.21%
23	77.70%	68.00%	114.26%
15	77.20%	68.00%	113.53%
7	77.10%	68.00%	113.38%
12	76.50%	68.00%	112.50%
13	76.00%	68.00%	111.76%
5	75.20%	68.00%	110.59%
21	75.20%	68.00%	110.59%
16	74.40%	68.00%	109.41%
6	73.60%	68.00%	108.24%
17	71.10%	68.00%	104.56%
14	71.00%	68.00%	104.41%
*Data from State Technology Office (STO) & AWI			
STW	78.60%	68.00%	115.59%

**Florida Regional Workforce Board Regions PY 2001 – 2002
Number Sixteen – Wagner – Peyser
Customer Satisfaction for Individuals***

Customer Satisfaction for Wagner-Peyser Individuals			
REGION	ACTUAL SCORE	NEG. GOAL	% OF GOAL
23	78.70%	80.00%	98.38%
3	77.90%	80.00%	97.38%
19	77.50%	80.00%	96.88%
22	77.10%	80.00%	96.38%
2	75.80%	80.00%	94.75%
17	75.80%	80.00%	94.75%
9	75.60%	80.00%	94.50%
20	75.30%	80.00%	94.13%
4	75.20%	80.00%	94.00%
11	75.00%	80.00%	93.75%
24	74.50%	80.00%	93.13%
6	74.30%	80.00%	92.88%
13	74.20%	80.00%	92.75%
5	74.10%	80.00%	92.63%
1	73.70%	80.00%	92.13%
14	73.70%	80.00%	92.13%
15	73.50%	80.00%	91.88%
21	73.10%	80.00%	91.38%
8	72.90%	80.00%	91.13%
12	72.80%	80.00%	91.00%
7	72.30%	80.00%	90.38%
10	72.00%	80.00%	90.00%
16	71.60%	80.00%	89.50%
18	70.60%	80.00%	88.25%
*Data from AWI			
STW	74.40%	80.00%	93.00%

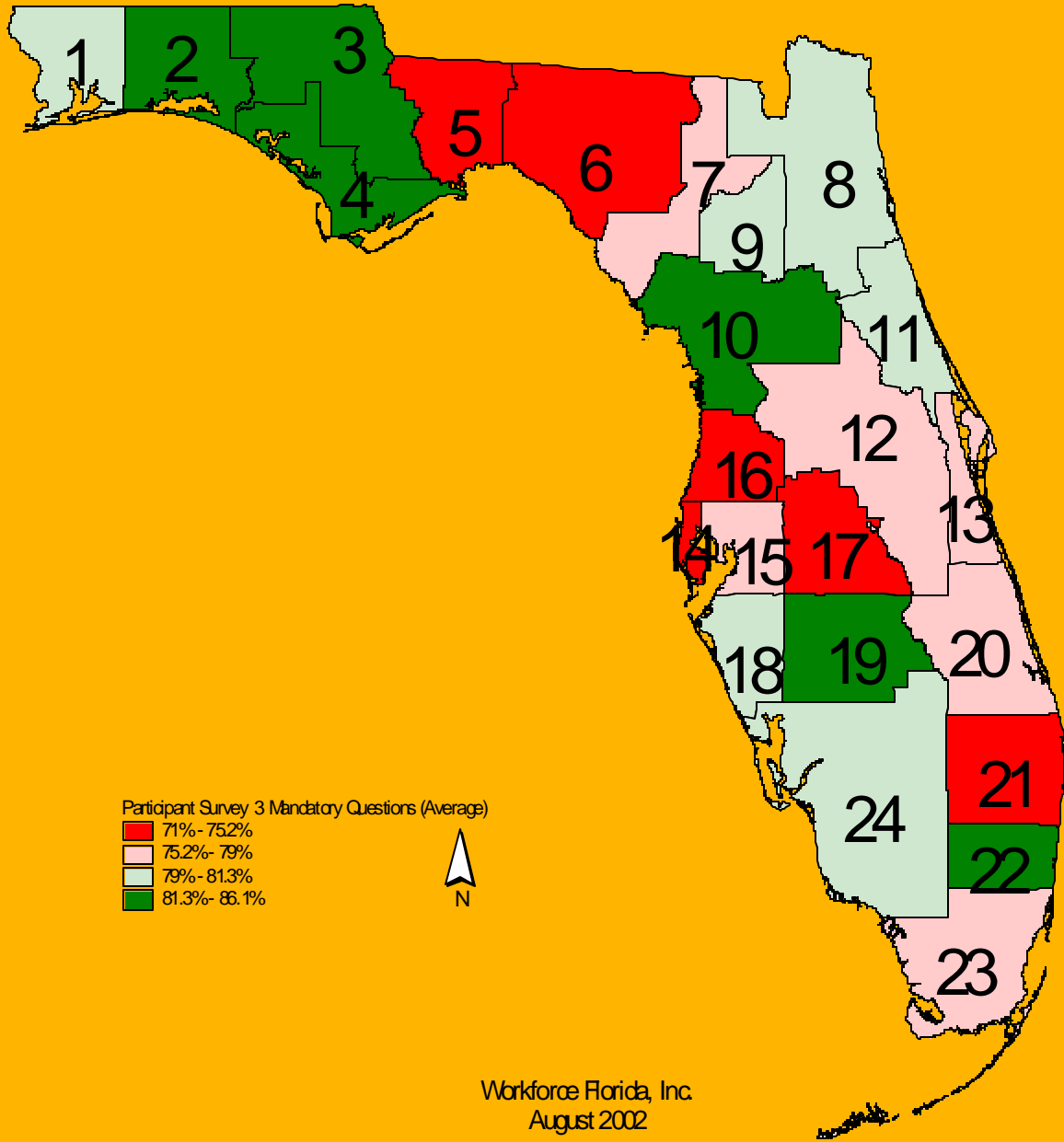
Florida Regional Workforce Board Regions PY 2001 – 2002 Number Seventeen – Customer Satisfaction for All Employers*

Customer Satisfaction All Employers			
REGION	ACTUAL SCORE	NEG. GOAL	% OF GOAL
3	83.00%	65.00%	127.69%
1	80.00%	65.00%	123.08%
7	80.00%	65.00%	123.08%
13	79.60%	65.00%	122.46%
2	78.80%	65.00%	121.23%
10	77.70%	65.00%	119.54%
17	77.10%	65.00%	118.62%
5	76.80%	65.00%	118.15%
19	76.80%	65.00%	118.15%
8	76.66%	65.00%	117.94%
12	76.40%	65.00%	117.54%
4	76.30%	65.00%	117.38%
24	75.90%	65.00%	116.77%
15	75.70%	65.00%	116.46%
11	75.50%	65.00%	116.15%
20	75.10%	65.00%	115.54%
21	74.80%	65.00%	115.08%
6	74.60%	65.00%	114.77%
18	74.40%	65.00%	114.46%
16	74.20%	65.00%	114.15%
14	74.00%	65.00%	113.85%
23	73.90%	65.00%	113.69%
22	72.90%	65.00%	112.15%
9	71.10%	65.00%	109.38%
*Data from State Technology Office (STO) & AWI			
STW	76.20%	65.00%	117.23%

Results of Customer Satisfaction Survey Mandatory Questions*

Results of the Customer Satisfaction Survey Required Questions						
Answers to the following questions are required by the Workforce Investment Act:						
1. Overall, how satisfied are you with the services you received?						
2. How well did the services you received meet your expectations?						
3. How well did the services you received compare to your ideal?						
	Number of Employer	Average Employer	Number of Participant	Average Participant	Number of Applicant	Average Applicant
Workforce Board	Responses	Score	Responses	Score	Responses	Score
1	Count: 279	80.00%	Count: 275	80.28%	Count: 532	73.67%
2	Count: 267	78.83%	Count: 147	81.54%	Count: 502	75.84%
3	Count: 214	83.04%	Count: 203	84.71%	Count: 373	77.86%
4	Count: 272	76.33%	Count: 308	86.05%	Count: 475	75.24%
5	Count: 213	76.76%	Count: 213	75.24%	Count: 538	74.08%
6	Count: 192	74.57%	Count: 201	73.62%	Count: 352	74.30%
7	Count: 160	79.96%	Count: 84	77.10%	Count: 510	72.34%
8	Count: 359	76.56%	Count: 315	81.28%	Count: 512	72.86%
9	Count: 187	71.14%	Count: 141	80.24%	Count: 491	75.61%
10	Count: 313	77.74%	Count: 159	84.51%	Count: 510	72.05%
11	Count: 278	75.54%	Count: 323	79.70%	Count: 549	74.96%
12	Count: 356	76.43%	Count: 288	76.47%	Count: 537	72.82%
13	Count: 350	79.55%	Count: 172	76.03%	Count: 535	74.16%
14	Count: 338	74.03%	Count: 270	71.01%	Count: 527	73.72%
15	Count: 355	75.75%	Count: 280	77.18%	Count: 511	73.54%
16	Count: 286	74.21%	Count: 71	74.41%	Count: 505	71.59%
17	Count: 311	77.08%	Count: 177	71.09%	Count: 502	75.75%
18	Count: 319	74.40%	Count: 182	79.89%	Count: 465	70.60%
19	Count: 206	76.80%	Count: 56	85.83%	Count: 464	77.53%
20	Count: 311	75.13%	Count: 406	79.01%	Count: 480	75.30%
21	Count: 338	74.81%	Count: 411	75.20%	Count: 494	73.06%
22	Count: 337	72.90%	Count: 233	82.40%	Count: 545	77.06%
23	Count: 249	73.87%	Count: 596	77.70%	Count: 528	78.71%
24	Count: 324	75.88%	Count: 207	81.29%	Count: 480	74.51%
Data from Labor Market Statistics						
State	6814	76.22%	5,718	78.62%	Count: 11,917	74.43%
ACSI		74.29%	ASCI		ASCI	72.10%

Customer Satisfaction on Three Mandatory Questions



DEFINITIONS OF SHORT-TERM MEASURES FOR THE STATE RED/GREEN REPORT AS APPROVED BY THE WORKFORCE FLORIDA BOARD

Regional performances against the following measures falling within the top quartile will be colored green. Performances in the lowest quartile will be colored red. However, performances that represent achievement of a region's negotiated goal will not be colored red.

1. WELFARE ENTERED EMPLOYMENT RATE

The percentage of closed TANF cases that were closed due to earned income. The numerator is the sum of cases that received TANF during the report period that were closed due to earnings. The denominator is the sum of closed cases that received TANF during the report period.

2. WELFARE TRANSITION ENTERED EMPLOYMENT WAGE RATE

The average welfare transition program hourly wage at entry into employment expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics.)

3. WELFARE RETURN RATE

Return TANF cases that were previously closed due to earnings expressed as a percentage of new cases. The numerator is the sum of cases that begin receiving TANF during the report period that were previously closed due to earnings. The denominator is the sum of all cases that began receiving TANF during the report period.

4. ADULT EMPLOYED WORKER OUTCOME RATE

Of those who are employed at registration, the number remaining in employment and who attain a credential at exit: divided by the number of adults who exit during the quarter.

5. WIA ADULT ENTERED EMPLOYMENT RATE

Applies the WIA core measure for entered employment at exit. Of those adults' unemployed at registration, the percentage employed at exit.

6. WIA ADULT WAGE RATE

The average adult hourly wage at exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

7. WIA DISLOCATED WORKER ENTERED EMPLOYMENT RATE

Applies the WIA core measure for entered employment at exit. The percentage of all dislocated workers employed at exit.

8. WIA DISLOCATED WORKER ENTERED EMPLOYMENT WAGE RATE

The average dislocated worker hourly wage at exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

9. WIA YOUTH GOAL ATTAINMENT RATE

The number of goals obtained by youth 14-18 as percentage of goals set to be obtained for three categories of younger youth goals: basic skills, work readiness, and occupational skills. This measure is the same as the federal WIA core indicator.

10. WIA YOUTH POSITIVE OUTCOME RATE

The percent of youth exiters 14-18 with positive outcomes. This measure will express the number of younger youth participants who enter employment, the military, apprenticeship programs, post-secondary education, and/or stay in secondary education or receive a diploma as a percentage of all younger youth exiters.

11. WAGNER-PEYSER ENTERED EMPLOYMENT RATE

Based on data entered into the DLES MIS system and data reported by the Department of Revenue monthly New Hire Report, the percentage of Wagner-Peyser applicants who enter employment. The total entering employment includes all applicants placed as a result of a job referral, those who obtained employment after the receipt of a "prerequisite service", and those who went to work after having received a "reportable service".

12. WAGNER-PEYSER ENTERED EMPLOYMENT WAGE RATE

As recently verified by AWI, the average Wagner-Peyser hourly wage at placement is based on job orders filled, expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

13. WAGNER-PEYSER NEW HIRE INVOLVEMENT RATE

The total Wagner-Peyser entered employment expressed as a percentage of the total new hires reported by the Department of Revenue monthly New Hire Report.

14. WAGNER-PEYSER EMPLOYER INVOLVEMENT RATE

The total number of employers receiving Wagner-Peyser services expressed as a percentage of the total number of employers reporting new hires in the Department of Revenue monthly New Hire Report.

15. CUSTOMER SATISFACTION – WIA INDIVIDUALS

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

16. CUSTOMER SATISFACTION – WAGNER-PEYSER (WP) INDIVIDUALS

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is the same as that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

17. CUSTOMER SATISFACTION – ALL EMPLOYERS

Based on a monthly telephone survey, the average employer rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

Florida's Customer Satisfaction Survey For the Workforce Investment Act

The Florida Customer Satisfaction Survey was created by a workgroup chaired by Labor Market Statistics. It consisted of local Workforce Development Board Executive Directors, local Board Staff, and staff from Workforce Florida Incorporated. Florida's Customer Satisfaction Survey is designed to comply with the Workforce Investment Act of 1998 and to provide Employers, Participants, and Program Operators with a measure of customer satisfaction with services.

In accordance with the WIA, each state must set specific goals for customer satisfaction and negotiate those goals with the U.S. Department of Labor. To gauge the effectiveness of statewide WIA programs and compare customer satisfaction among all 50 states, the U.S. Department of Labor elected to use the American Customer Satisfaction Index (ACSI). **The ACSI is a weighted average of the first three questions of the Florida Customer Satisfaction Survey.**

WIA Fifteen Percent Funds

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

State Administrative Activities: 667.210 – 667.220

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

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

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

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.