

BALANCED SCORECARD

Measures approved by the Workforce Florida Board of Directors



Performance Measures

Services to Job Seekers

Job Seeker Entered Employment Rate (Wagner-Peyser)

January 1, 2010 - December 31, 2010

Veterans Entered Employment Rate (Wagner-Peyser)

January 1, 2010 - December 31, 2010

Customer Satisfaction - Job Seekers (Wagner-Peyser)

Data Not Available

Services to Employers

Employer Market Penetration (State Level Only Measure)

January - March 2011

Customer Satisfaction - Employers

Data Not Available

Services to Disadvantaged Groups, Unemployed Adults, and Youth

Entered Employment Rate (Workforce Investment Act)

July 1, 2010 - June 30, 2011

Employment Earnings Rate (Workforce Investment Act)

January 1, 2010 - December 31, 2010

Employment Retention Rate (Workforce Investment Act)

July 1, 2009 - June 30, 2010

Youth Average Grade Level Gain (Workforce Investment Act)(N/A)

Youth Positive Outcome Rate (Workforce Investment Act)

July 1, 2009 - June 30, 2010

Customer Satisfaction - Workforce Investment Act Participants

Data Not Available

Services to Welfare Recipients

Welfare Closed Case Outcome Rate

July 1, 2010 - June 30, 2011

Welfare Transition Earnings Rate

January 1, 2010 - December 31, 2010

Welfare Transition Retention Rate

July 1, 2009 - June 30, 2010

Notes

Notes: The Employer Penetration Measure is a statewide annual measure and is displayed in a separate report. The Youth Grade Level Gain measure is pending implementation.

Threshold Indicators

Level of service to all Customers

To achieve this threshold, the level of service provided to the Workforce Investment Act, and Wagner-Peyser customer groups, must equate to at least 80% of the level of total funding allocated by formula to the Regional Workforce Board.

Level of service to Special Customers

To achieve this threshold, the level of service provided to special customer groups--Disabled, Veterans, Offender, and Youth Aging out of Foster Care, and Run-away Youth must equate to at least 80% of the level of total funding allocated to the Regional Workforce Board.

Data Validity

To achieve this threshold, Regional Workforce Boards must meet a quality level of data that is entered into the system as determined by Data Element Validation. This quality level has not been determined by the Federal Office. In addition., the federal software used for computation and disaggregating of the aggregate date is not yet available. Therefore this indicator is labeled "NA"--Not Available.

Youth Diploma Attainment

To achieve this threshold, Regional Workforce Boards must report a Youth Diploma Rate of at least 48%. The 4th QTR performance data is also found in the Table O Regional performance in the WIA Annual Report.

Welfare Participation Rate

To achieve this threshold, Regional Workforce Boards must report a Welfare Participation Rate of at least 50%. The results contained in this Balanced Scorecard are for the most recent available data (10/1/2010 - 09/30/2011).

Notes

Notes: The methodology of determining the Level of Service threshold indicators utilizes the participant and allocated funding data for the following programs: Workforce Investment Act Program (Adults, Dislocated Workers, Older and Younger Youth), and Wagner-Peyser Act Program.

THE FUTURE

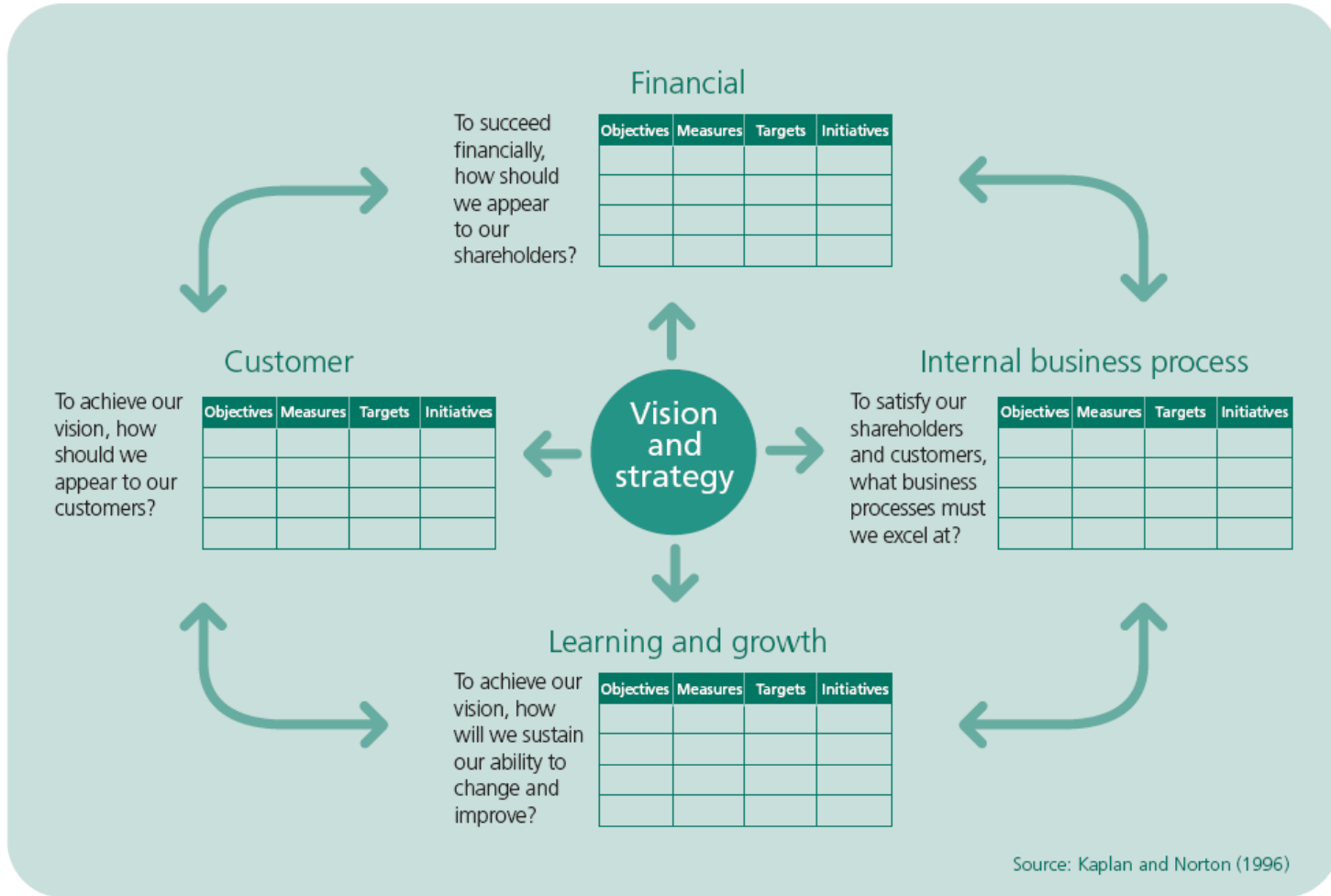
Balanced Scorecard 2.0



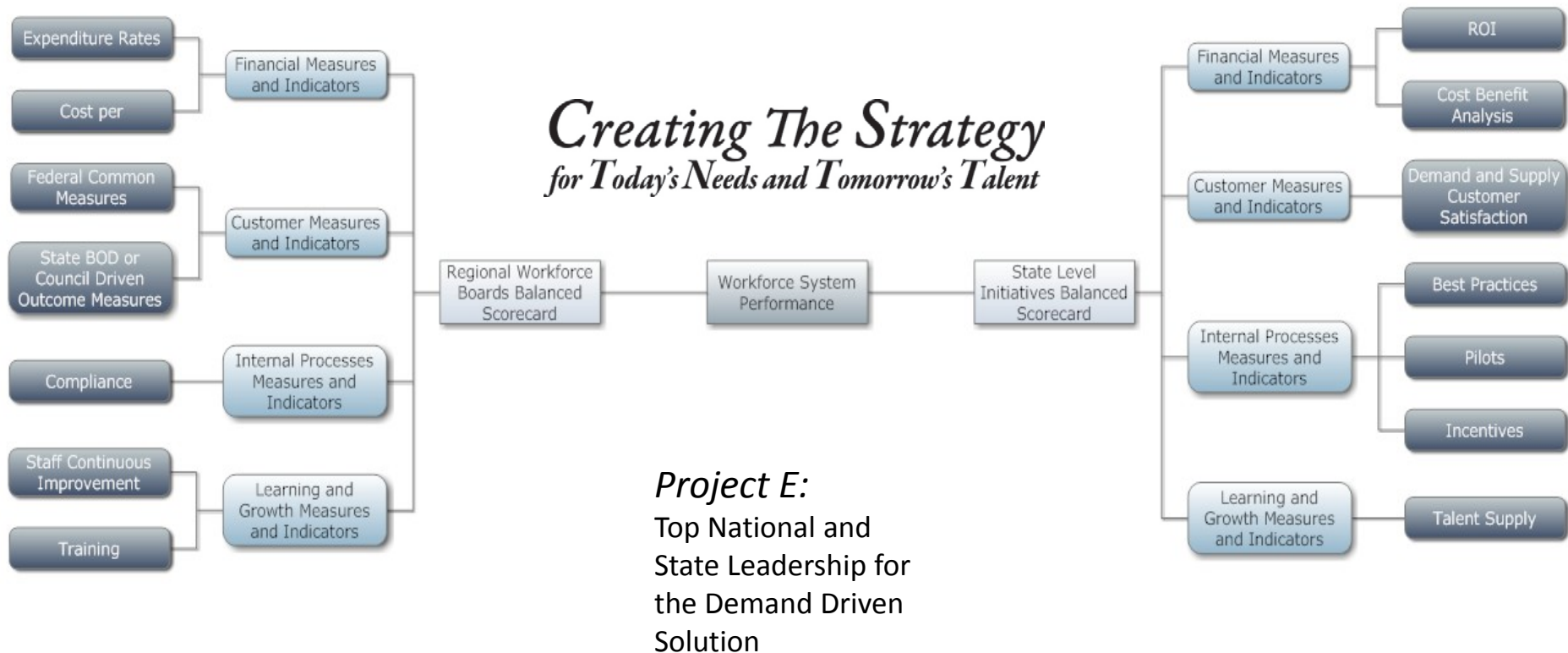
THE GOAL:

Develop a comprehensive Workforce Scorecard in line with Balanced Scorecard principles that promotes informed decisions, achievement of objectives, and continuous improvement in support of the State Strategic Plan operating plans.

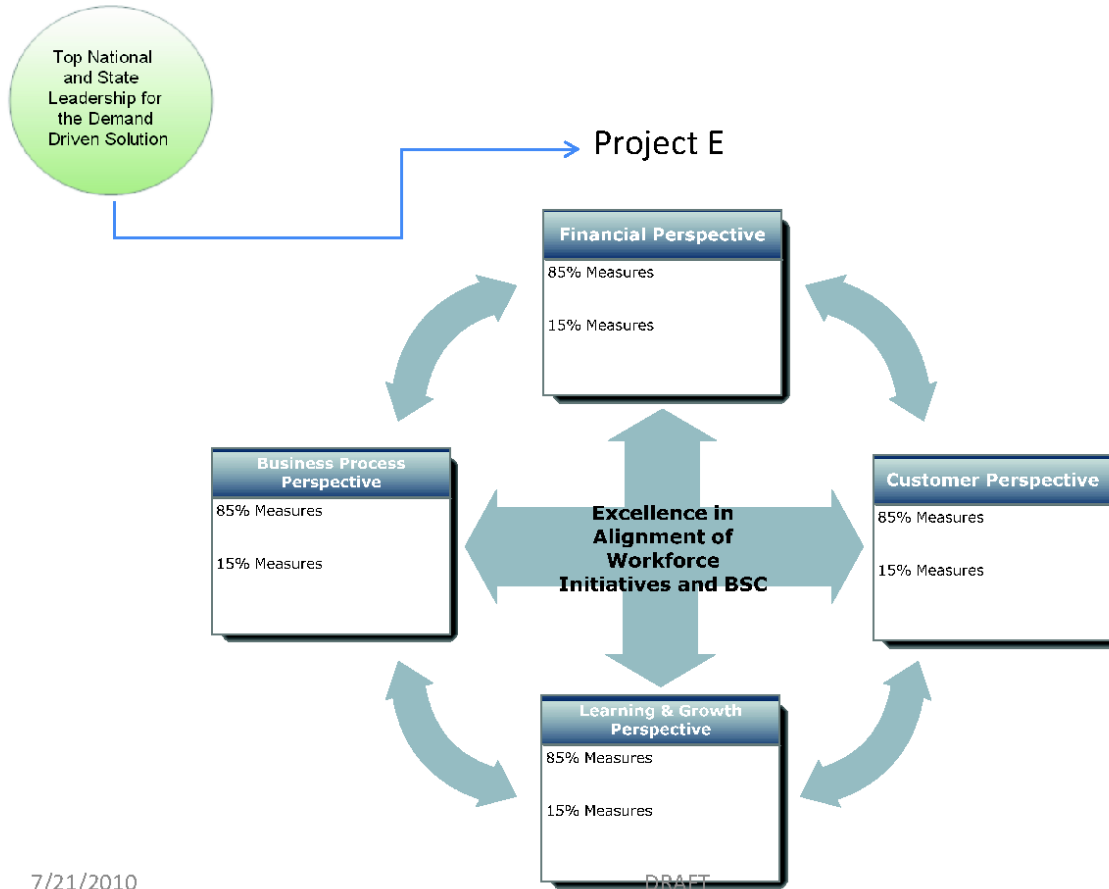
Balanced Scorecard Principles



Proposed Balanced Scorecard Delivery



Measures that Matter Most!



7/21/2010

Adapted from the Balanced Scorecard by Robert S. Kaplan and Dave P. Norton. Harvard Business School Press. 1996.