

Regional Performance

The Red and Green Report Mid - Year 2002 – 2003

February 19, 2003



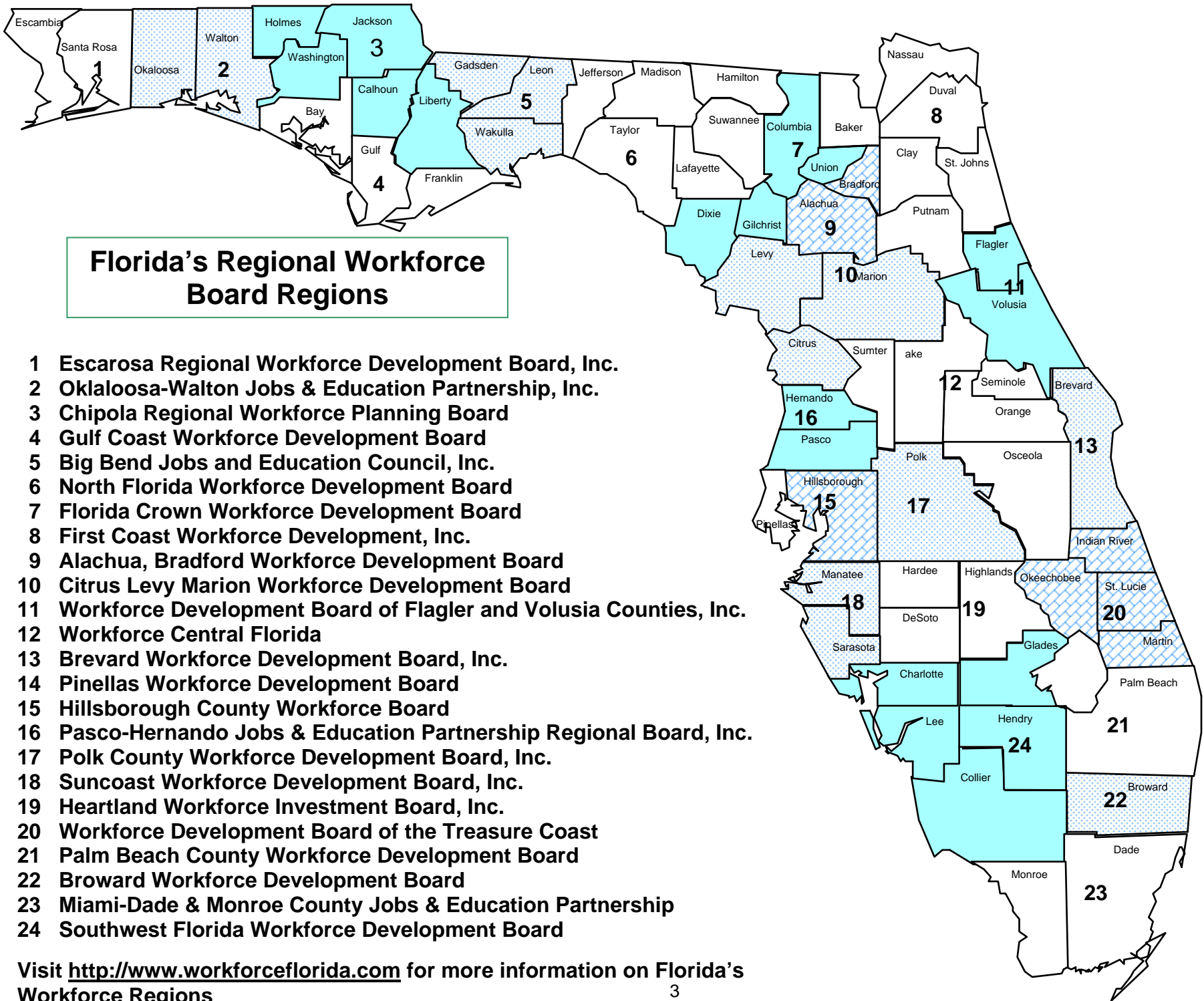
Summary

Workforce Investment Act Performance Measures Results

The mid – year PY 2002 – 2003 “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 and Brandy Mayo at the Agency for Workforce Innovation.

The results of the performance data is tabulated into 17 measures that include 3 welfare, 9 WIA, and 5 Wagner – Peyser. Three colors 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. Regions meeting their goals and in the bottom quartile were not colored red. The dark and light blue areas in the tables are 00’s and statewide results respectively.

The following table is a synopsis by Regional Workforce Board performance.



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

Visit <http://www.workforceflorida.com> for more information on Florida's Workforce Regions

RWB	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	STW
Welfare Entered Emp. Rate	20.9	30.3	21.9	30.0	24.6	26.4	19.6	24.1	27.5	29.3	24.2	30.0	25.2	23.6	27.3	27.7	23.7	28.6	24.3	27.8	28.7	30.7	31.3	27.6	28.1
Welfare Trans Ent Emp Wage Rate	64.8	65.9	64.3	65.6	69.7	65.0	65.9	72.1	68.0	70.8	68.9	72.1	69.7	70.5	71.8	73.7	70.4	71.6	66.2	72.7	68.8	68.2	66.6	73.4	69.5
Welfare Return Rate	14.4	16.4	10.6	19.5	17.1	16.5	12.6	13.8	17.1	16.1	15.0	15.0	14.5	14.4	10.5	13.2	12.3	15.4	11.3	14.0	14.5	17.7	14.5 ²	15.5	14.7
WIA Emp Worker Outcome Rate	88.9	38.1	66.7	63.0	93.0	68.4	85.7	56.6	63.2	85.7	80.7	50.0	37.5	68.8	37.0	19.6	93.2	94.2	85.7	64.1	27.6	64.0	18.6	76.7	64.1
WIA Adult Ent Emp Rate	88.2	85.9	92.0	98.6	100	92.6	100	85.6	100	100	97.2	98.0	94.3	89.5	77.7	98.0	100	85.0	94.7	81.0	99.2	88.0	73.7	82.1	83.5
WIA Adult Ent Emp Wage Rate	126	131	94.2	129	136	91.5	98.2	126	123	117	118	88.2	96.0	97.0	87.4	123	115	95.8	104	105	87.7	88.8	106	98.5	108
WIA Disl Work Ent Emp Rate	100	95.2	96.8	95.2	98.9	87.8	96.0	88.4	83.3	100	87.1	99.2	95.2	90.7	95.4	93.1	100	94.4	100	98.1	97.9	98.5	70.1	85.5	86.5
WIA Disl Work Ent Emp Wage Rate	122	133	113	114	139	132	121	155	133	127	115	117	137	138	136	132	120	130	144	181	119	135	126	133	133
*WIA Youth Goal Att-Rate	78.2	91.9	67.4	67.4	78.0	19.1	88.9	63.5	82.9	75.9	62.1	53.3	70.5	58.3	74.5	83.3	98.6	68.8	81.0	73.9	60.8	61.1	54.8	40.6	63.5
WIA Youth Pos Outcome Rate	60.0	100	93.3	97.6	100	93.7	50.0	98.4	100	95.7	42.9	100	81.8	86.5	83.3	62.5	100	97.1	100	79.3	97.8	97.0	89.1	92.3	90.5
WP Entered Employ Rate	33.8	26.8	25.7	23.6	34.5	27.2	23.5	36.6	34.5	32.0	29.0	30.8	26.5	25.9	26.8	22.8	25.2	32.5	23.3	30.5	39.7	27.2	47.6	38.2	34.0
WP Entered Emp Wage Rate	82.5	105	77.2	87.3	86.2	80.0	97.1	87.9	81.3	86.2	86.4	87.2	109	87.7	90.8	82.6	98.7	89.3	88.8	87.4	95.4	93.9	108	90.8	92.8
WP New Hire Involve Rate	28.4	20.9	41.0	20.1	34.6	40.2	30.1	25.1	27.2	26.3	12.0	16.2	22.8	14.8	18.6	17.4	21.5	12.0	15.9	21.2	26.0	18.2	41.5	18.6	22.4
WP Employer Involve Rate	21.1	36.3	37.0	31.4	23.8	20.6	28.1	18.2	15.7	21.2	19.6	14.9	33.3	19.7	17.8	18.4	16.8	19.2	24.3	28.2	16.5	18.6	41.0	18.0	22.1
Customer Satis - WIA Individuals	79.4	78.9	79.7	80.5	77.2	72.6	78.0	77.7	81.2	77.8	71.4	70.9	68.4	66.1	74.6	68.4	75.5	78.1	83.8	78.4	71.7	80.8	79.5	78.6	75.6
Customer Satis - WP Indiv	73.9	73.6	80.0	74.4	71.2	72.5	73.8	73.9	72.0	70.1	73.0	71.1	72.3	72.8	70.4	70.0	76.7	7444	76.0	75.8	74.4	78.3	74.6	72.7	73.6
Customer Satis - All Employers	78.0	83.9	82.6	84.7	79.3	81.3	79.1	76.8	71.5	77.9	79.4	76.2	85.2	70.1	79.0	78.7	75.8	75.7	75.4	76.8	75.0	73.1	79.8	77.3	77.6

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

MID - YEAR INDICATOR MATRIX – All measures are in percentages except customer and employer satisfaction. All measures are rounded to the nearest tenth; those over 100 are rounded to the nearest whole number. Satisfaction measures are reported in the ACSI weighted score format.

Description of Caveats on RED GREEN Matrix

- All data based on input in the State MIS System as of 1/31/2003. 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.
- Satisfaction measures are reported in American Customer Satisfaction Institute (ACSI) weighted score format. This format allows comparisons with other major industry groups.
- All measures are rounded to the nearest tenth; those over 100 to the nearest whole number to allow formatting on one page.
- *WIA Youth Goal Attainment Rate - AWI is reviewing the data processes and methodology required for this measure. Data was revised on 2.12.03 by Brandy Mayo and Linda Knowles. They corrected the methodology used to collect those who are basic skills deficient and had no basic skills goal and the counting of goals due but not attained.

Florida Regional Workforce Board Regions Number One - Welfare Entered Employment Rate

RWB	Cases Closed Due to Earnings	Total Cases Closed	Welfare EER	Goal	Percent of Goal
23	4,514	14,400	31.3 %	27.5 %	113.82%
22	1,162	3,782	30.7 %	27.5 %	111.64%
2	169	558	30.3 %	27.5 %	110.18%
4	178	593	30.0 %	27.5 %	109.09%
12	2,162	7,204	30.0 %	27.5 %	109.09%
10	493	1,685	29.3 %	27.5 %	106.55%
21	696	2,425	28.7 %	27.5 %	104.36%
18	283	989	28.6 %	27.5 %	104.00%
20	336	1,210	27.8 %	27.5 %	101.09%
16	322	1,164	27.7 %	27.5 %	100.73%
24	302	1,096	27.6 %	27.5 %	100.36%
9	402	1,464	27.5 %	27.5 %	100.00%
15	545	1,997	27.3 %	27.5 %	99.27%
6	164	622	26.4 %	27.5 %	96.00%
13	286	1,136	25.2 %	27.5 %	91.64%
5	306	1,246	24.6 %	27.5 %	89.45%
19	124	510	24.3 %	27.5 %	88.36%
11	346	1,429	24.2 %	27.5 %	88.00%
8	813	3,378	24.1 %	27.5 %	87.64%
17	334	1,411	23.7 %	27.5 %	86.18%
14	887	3,754	23.6 %	27.5 %	85.82%
3	88	401	21.9 %	27.5 %	79.64%
1	331	1,582	20.9 %	27.5 %	76.00%
7	141	720	19.6 %	27.5 %	71.27%
*Data from State Technology Office & AWI					
STW	15,384	54,756	28.10%	27.5 %	102.18%

Florida Regional Workforce Board Regions Number Two - Welfare Entered Employment Wage Rate

WELFARE TRANSITION WAGE AS OF LLSIL FOR FAMILY OF 3**			
**Calculated by dividing the average wage by the regionally adjusted hourly LLSIL for a Family of 3. Ranges from \$9.57/hr to \$11.23/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 \$21,798 or \$10.48/hour; selected by state policy as the indicator for a "self-sufficiency" wage.			
RWB	AVG. HOURLY WAGE	LLSIL	WAGE RATE
16	\$ 7.28	\$ 9.88	73.68%
24	\$ 7.60	\$ 10.35	73.43%
20	\$ 7.34	\$ 10.10	72.67%
8	\$ 7.29	\$ 10.11	72.11%
12	\$ 7.33	\$ 10.17	72.07%
15	\$ 7.51	\$ 10.46	71.80%
18	\$ 7.45	\$ 10.41	71.57%
10	\$ 6.92	\$ 9.78	70.76%
14	\$ 7.53	\$ 10.68	70.51%
17	\$ 7.04	\$ 10.00	70.40%
13	\$ 7.04	\$ 10.10	69.70%
5	\$ 7.06	\$ 10.13	69.69%
11	\$ 6.97	\$ 10.12	68.87%
21	\$ 7.71	\$ 11.21	68.78%
22	\$ 7.56	\$ 11.08	68.23%
9	\$ 6.78	\$ 9.97	68.00%
23	\$ 7.48	\$ 11.23	66.61%
19	\$ 6.51	\$ 9.84	66.16%
7	\$ 6.37	\$ 9.66	65.94%
2	\$ 6.47	\$ 9.82	65.89%
4	\$ 6.45	\$ 9.84	65.55%
6	\$ 6.35	\$ 9.77	64.99%
1	\$ 6.34	\$ 9.79	64.76%
3	\$ 6.15	\$ 9.57	64.26%
*Data from State Technology Office & AWI			
STW	\$7.28	\$ 10.48	69.47%

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
15	237	2,261	15.00%	10.48%
3	44	416	15.00%	10.58%
19	60	533	15.00%	11.26%
17	179	1,455	15.00%	12.30%
7	89	704	15.00%	12.64%
16	155	1,172	15.00%	13.23%
8	504	3,657	15.00%	13.78%
20	174	1,246	15.00%	13.96%
1	237	1,649	15.00%	14.37%
14	594	4,125	15.00%	14.40%
21	362	2,502	15.00%	14.47%
13	175	1,206	15.00%	14.51%
23	2,197	15,134	15.00%	14.52%
11	236	1,573	15.00%	15.00%
12	1,178	7,839	15.00%	15.03%
18	153	991	15.00%	15.44%
24	156	1,007	15.00%	15.49%
10	288	1,785	15.00%	16.13%
2	104	636	15.00%	16.35%
6	102	617	15.00%	16.53%
9	248	1,454	15.00%	17.06%
5	216	1,265	15.00%	17.08%
22	721	4,069	15.00%	17.72%
4	141	725	15.00%	19.45%
*Data from State Technology Office & AWI				
STW	8,550	58,021	15.00%	14.74%

Florida Regional Workforce Board Regions 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	9	8	9	88.89%
2	21	8	18	38.10%
3	9	6	9	66.67%
4	27	17	27	62.96%
5	43	40	43	93.02%
6	38	26	35	68.42%
7	7	6	7	85.71%
8	129	73	118	56.59%
9	19	12	18	63.16%
10	21	18	20	85.71%
11	124	100	120	80.65%
12	18	9	17	50.00%
13	24	9	22	37.50%
14	32	22	31	68.75%
15	27	10	21	37.04%
16	46	9	46	19.57%
17	265	247	264	93.21%
18	138	130	137	94.20%
19	21	18	21	85.71%
20	92	59	90	64.13%
21	105	29	105	27.62%
22	25	16	21	64.00%
23	177	33	128	18.64%
24	30	23	29	76.67%
*Data from State Technology Office & AWI				
STW	1,483	951	1,381	64.13%

Florida Regional Workforce Board Regions Number Five – WIA Adult Entered Employment Rate

RWB	EER	GOAL	Percent of Goal
5	100.00%	71.50%	139.86%
7	100.00%	66.00%	151.52%
9	100.00%	66.00%	151.52%
10	100.00%	65.50%	152.67%
17	100.00%	71.00%	140.85%
21	99.22%	74.00%	134.09%
4	98.59%	66.00%	149.38%
16	98.04%	70.50%	139.06%
12	98.00%	69.24%	141.54%
11	97.20%	69.00%	140.86%
19	94.74%	70.50%	134.38%
13	94.34%	66.00%	142.94%
6	92.59%	66.00%	140.29%
3	92.00%	66.00%	139.39%
14	89.47%	67.00%	133.54%
1	88.24%	66.25%	133.19%
22	87.95%	67.90%	129.53%
2	85.94%	70.00%	122.77%
8	85.64%	66.00%	129.75%
18	85.00%	68.00%	125.00%
24	82.09%	70.00%	117.27%
20	81.03%	72.28%	112.11%
15	77.67%	66.00%	117.68%
23	73.65%	60.00%	122.74%
*Data from State Technology Office & AWI			
STW	83.53%	66.00%	126.56%

Florida Regional Workforce Board Regions 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
5	\$ 10.13	\$13.74	135.64%	88.00%	154.14%
2	\$ 9.82	\$12.86	130.92%	88.00%	148.78%
4	\$ 9.84	\$12.71	129.18%	88.00%	146.80%
1	\$ 9.79	\$12.34	126.05%	88.00%	143.24%
8	\$ 10.11	\$12.71	125.70%	88.00%	142.84%
16	\$ 9.88	\$12.16	123.07%	88.00%	139.85%
9	\$ 9.97	\$12.21	122.51%	88.00%	139.21%
11	\$ 10.12	\$11.91	117.64%	88.00%	133.68%
10	\$ 9.78	\$11.43	116.90%	88.00%	132.84%
17	\$ 10.00	\$11.48	114.77%	88.00%	130.42%
23	\$ 11.23	\$11.89	105.90%	88.00%	120.34%
20	\$ 10.10	\$10.64	105.33%	88.00%	119.69%
19	\$ 9.84	\$10.21	103.73%	88.00%	117.87%
24	\$ 10.35	\$10.19	98.46%	88.00%	111.88%
7	\$ 9.66	\$9.48	98.17%	88.00%	111.55%
14	\$ 10.68	\$10.36	96.98%	88.00%	110.21%
13	\$ 10.10	\$9.79	96.90%	88.00%	110.12%
18	\$ 10.41	\$9.98	95.84%	88.00%	108.90%
3	\$ 9.57	\$9.02	94.21%	88.00%	107.06%
6	\$ 9.77	\$8.94	91.46%	88.00%	103.93%
22	\$ 11.08	\$9.83	88.76%	88.00%	100.87%
12	\$ 10.17	\$8.97	88.16%	88.00%	100.18%
21	\$ 11.21	\$9.83	87.69%	88.00%	99.64%
15	\$ 10.46	\$9.14	87.39%	88.00%	99.31%
*Data from State Technology Office & AWI					
STW	\$10.48	\$11.35	108.30%	88.00%	123.07%

**Calculated by dividing the average wage by the regionally adjusted hourly LLSIL for a Family of 3. Ranges from \$9.57/hr to \$11.23/hr.
 LLSIL = 2001 Lower Living Standard Income Level
 The Annual 2001 LLSIL for a Family of 3 for Florida is \$21,978 or \$10.48/hour; selected by state policy as the indicator for a "self-sufficiency" wage.

Florida Regional Workforce Board Regions Number Seven – WIA Dislocated Worker Entered Employment Rate

WIA DISLOCATED WORKER					
REGION	# EXITERS	# ENTERING EMPLOY.	ENTER. EMPLOY. RATE	NEG. GOAL	OF GOAL
1	30	30	100.00%	67.00%	149.25%
10	22	22	100.00%	67.00%	149.25%
17	95	95	100.00%	75.00%	133.33%
19	9	9	100.00%	75.00%	133.33%
12	362	359	99.17%	67.00%	148.02%
5	89	88	98.88%	70.50%	140.25%
22	68	67	98.53%	66.49%	148.19%
20	213	209	98.12%	67.00%	146.45%
21	336	329	97.92%	85.00%	115.20%
3	31	30	96.77%	67.00%	144.44%
7	25	24	96.00%	67.00%	143.28%
15	323	308	95.36%	67.00%	142.32%
4	21	20	95.24%	67.00%	142.15%
13	83	79	95.18%	67.00%	142.06%
2	103	98	95.15%	69.00%	137.89%
18	36	34	94.44%	78.00%	121.08%
16	87	81	93.10%	70.00%	133.00%
14	302	274	90.73%	67.00%	135.42%
8	241	213	88.38%	69.50%	127.17%
6	41	36	87.80%	68.76%	127.70%
11	139	121	87.05%	67.00%	129.93%
24	62	53	85.48%	71.50%	119.56%
9	6	5	83.33%	67.00%	124.38%
23	1564	1096	70.08%	65.00%	107.81%
*Data from State Technology Office & AWI					
STW	6,225	5,387	86.54%	67.00%	129.16%

Florida Regional Workforce Board Regions 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
20	\$10.10	\$18.29	181.08%	110.00%	164.62%
8	\$10.11	\$15.71	155.35%	110.00%	141.23%
19	\$9.84	\$14.16	143.90%	110.00%	130.82%
5	\$10.13	\$14.07	138.94%	110.00%	126.31%
14	\$10.68	\$14.70	137.65%	110.00%	125.14%
13	\$10.10	\$13.79	136.51%	110.00%	124.10%
15	\$10.46	\$14.21	135.81%	110.00%	123.47%
22	\$11.08	\$14.96	135.04%	110.00%	122.77%
2	\$9.82	\$13.15	133.87%	110.00%	121.70%
24	\$10.35	\$13.79	133.22%	110.00%	121.11%
9	\$9.97	\$13.27	133.14%	110.00%	121.04%
16	\$9.88	\$13.07	132.32%	110.00%	120.29%
6	\$9.77	\$12.89	131.97%	110.00%	119.97%
18	\$10.41	\$13.54	130.09%	110.00%	118.27%
10	\$9.78	\$12.39	126.65%	110.00%	115.14%
23	\$11.23	\$14.12	125.73%	110.00%	114.30%
1	\$9.79	\$12.00	122.57%	110.00%	111.43%
7	\$9.66	\$11.67	120.77%	110.00%	109.79%
17	\$10.00	\$12.00	119.97%	110.00%	109.07%
21	\$11.21	\$13.32	118.86%	110.00%	108.05%
12	\$10.17	\$11.88	116.84%	110.00%	106.22%
11	\$10.12	\$11.59	114.51%	110.00%	104.10%
4	\$9.84	\$11.21	113.91%	110.00%	103.55%
3	\$9.57	\$10.81	112.97%	110.00%	102.70%
*Data from State Technology Office & AWI					
STW	\$10.48	\$13.96	133.21%	110.00%	121.10%

**Calculated by dividing the average wage by the regionally adjusted hourly LLSIL for a Family of 3. Ranges from \$9.57/hr to \$11.23/hr.

LLSIL = 2001 Lower Living Standard Income Level

The Annual 2001 LLSIL for a Family of 3 for Florida is \$21,978 or \$10.48/hour; selected by state policy as the indicator for a "self-sufficiency" wage.

Florida Regional Workforce Board Regions Number Nine – WIA Youth Goal Attainment Rate

RWB	Goals Attained	Goals Due	Attainment Rate	Goal	Percent of Goal
17	143	145	98.62%	55.00%	179.31%
2	192	209	91.87%	65.00%	141.33%
7	120	135	88.89%	56.00%	158.73%
16	65	78	83.33%	63.00%	132.28%
9	184	222	82.88%	63.00%	131.56%
19	170	210	80.95%	61.00%	132.71%
1	190	243	78.19%	62.50%	125.10%
5	206	264	78.03%	78.00%	100.04%
10	85	112	75.89%	57.20%	132.68%
15	392	526	74.52%	52.00%	143.32%
20	592	801	73.91%	66.00%	111.98%
13	62	88	70.45%	63.00%	111.83%
18	33	48	68.75%	63.00%	109.13%
4	168	249	67.47%	63.00%	107.10%
3	120	178	67.42%	51.00%	132.19%
8	139	219	63.47%	55.40%	114.57%
11	149	240	62.08%	60.81%	102.09%
22	80	131	61.07%	51.00%	119.74%
21	975	1603	60.82%	60.00%	101.37%
14	116	199	58.29%	55.50%	105.03%
12	788	1400	56.29%	63.00%	89.34%
23	1199	2187	54.82%	63.00%	87.02%
24	121	298	40.60%	52.00%	78.08%
6	32	168	19.05%	66.00%	28.86%
*Data from State Technology Office & AWI					
STW	6,321	9,953	63.51%	63.00%	100.81%

Data was revised on 2.12.03 by Brandy Mayo and Linda Knowles from AWI. They corrected the methodology used to collect those who are basic skills deficient and had no basic skills goal and the counting of goals due but not attained.

Florida Regional Workforce Board Regions Number Ten – WIA Youth Positive Outcome Rate

WIA YOUTH POSITIVE OUTCOME RATE					
Region	Number with Positive Outcomes	Youth Exiters	Positive Outcome Rate	Neg. Goal	Percent of Goal
2	24	24	100.00%	90.00%	111.11%
5	11	11	100.00%	90.00%	111.11%
9	64	64	100.00%	90.00%	111.11%
12	22	22	100.00%	90.00%	111.11%
17	9	9	100.00%	90.00%	111.11%
19	102	102	100.00%	90.00%	111.11%
8	60	61	98.36%	90.00%	109.29%
21	317	324	97.84%	90.00%	108.71%
4	81	83	97.59%	90.00%	108.43%
18	34	35	97.14%	90.00%	107.94%
22	64	66	96.97%	90.00%	107.74%
10	22	23	95.65%	90.00%	106.28%
6	59	63	93.65%	90.00%	104.06%
3	70	75	93.33%	90.00%	103.70%
24	108	117	92.31%	90.00%	102.56%
23	312	350	89.14%	90.00%	99.05%
14	45	52	86.54%	90.00%	96.15%
15	80	96	83.33%	90.00%	92.59%
13	9	11	81.82%	90.00%	90.91%
20	215	271	79.34%	90.00%	88.15%
16	5	8	62.50%	90.00%	69.44%
1	21	35	60.00%	90.00%	66.67%
7	2	4	50.00%	90.00%	55.56%
11	30	70	42.86%	90.00%	47.62%
*Data from State Technology Office & AWI					
STW	2,144	2,370	90.46%	90.00%	100.52%

Florida Regional Workforce Board Regions Number Eleven – Wagner – Peyser Entered Employment Rate

RWB	Number Entering Employment	W-P Applicants	Entered Employment Rate	Goal	Percent of Goal
23	45,174	94,836	47.63%	35.00%	136.10%
21	16,733	42,135	39.71%	35.00%	113.47%
24	11,504	30,106	38.21%	35.00%	109.18%
8	18,299	50,007	36.59%	35.00%	104.55%
5	5,710	16,535	34.53%	35.00%	98.67%
9	3,751	10,870	34.51%	35.00%	98.59%
1	6,104	18,063	33.79%	35.00%	96.55%
18	4,912	15,100	32.53%	35.00%	92.94%
10	5,587	17,438	32.04%	35.00%	91.54%
12	19,738	64,155	30.77%	35.00%	87.90%
20	6,400	20,993	30.49%	35.00%	87.10%
11	3,473	11,994	28.96%	35.00%	82.73%
6	1,847	6,780	27.24%	35.00%	77.83%
22	15,510	57,092	27.17%	35.00%	77.62%
2	2,522	9,401	26.83%	35.00%	76.65%
15	12,955	48,295	26.82%	35.00%	76.64%
13	6,007	22,709	26.45%	35.00%	75.58%
14	9,171	35,428	25.89%	35.00%	73.96%
3	1,636	6,368	25.69%	35.00%	73.40%
17	6,834	27,111	25.21%	35.00%	72.02%
4	2,027	8,602	23.56%	35.00%	67.33%
7	1,324	5,633	23.50%	35.00%	67.16%
19	1,499	6,429	23.32%	35.00%	66.62%
16	4,329	18,975	22.81%	35.00%	65.18%
*Data from State Technology Office & AWI					
STW	212,024	623,397	34.01%	35.00%	97.17%

Florida Regional Workforce Board Regions Number Twelve – Wagner – Peyser Wage Rate

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
13	\$ 10.98	\$10.10	108.71%	84.50%	128.65%
23	\$ 12.14	\$11.23	108.10%	84.50%	127.93%
2	\$ 10.33	\$9.82	105.19%	84.50%	124.49%
17	\$ 9.87	\$10.00	98.70%	84.50%	116.80%
7	\$ 9.38	\$9.66	97.10%	84.50%	114.91%
21	\$ 10.69	\$11.21	95.36%	84.50%	112.85%
22	\$ 10.40	\$11.08	93.86%	84.50%	111.08%
15	\$ 9.50	\$10.46	90.82%	84.50%	107.48%
24	\$ 9.40	\$10.35	90.82%	84.50%	107.48%
18	\$ 9.30	\$10.41	89.34%	84.50%	105.72%
19	\$ 8.74	\$9.84	88.82%	84.50%	105.11%
8	\$ 8.89	\$10.11	87.93%	84.50%	104.06%
14	\$ 9.37	\$10.68	87.73%	84.50%	103.83%
20	\$ 8.83	\$10.10	87.43%	84.50%	103.46%
4	\$ 8.59	\$9.84	87.30%	84.50%	103.31%
12	\$ 8.87	\$10.17	87.22%	84.50%	103.22%
11	\$ 8.74	\$10.12	86.36%	84.50%	102.21%
10	\$ 8.43	\$9.78	86.20%	84.50%	102.01%
5	\$ 8.73	\$10.13	86.18%	84.50%	101.99%
16	\$ 8.16	\$9.88	82.59%	84.50%	97.74%
1	\$ 8.08	\$9.79	82.53%	84.50%	97.67%
9	\$ 8.11	\$9.97	81.34%	84.50%	96.27%
6	\$ 7.82	\$9.77	80.04%	84.50%	94.72%
3	\$ 7.39	\$9.57	77.22%	84.50%	91.39%
*Data from State Technology Office & AWI					
STW	\$9.72	\$10.48	92.75%	84.50%	109.76%

Florida Regional Workforce Board Regions Number Thirteen – Wagner – Peyser New Hire Involvement Rate

RWB	W-P Employment	New Hires	Involvement Rate	Goal	Percent of Goal
23	45,174	108,828	41.51%	14.00%	296.50%
3	1,636	3,995	40.95%	14.00%	292.51%
6	1,847	4,594	40.20%	14.00%	287.18%
5	5,710	16,520	34.56%	14.00%	246.89%
7	1,324	4,399	30.10%	14.00%	214.98%
1	6,104	21,464	28.44%	14.00%	203.13%
9	3,751	13,787	27.21%	14.00%	194.33%
10	5,587	21,212	26.34%	14.00%	188.13%
21	16,733	64,291	26.03%	14.00%	185.91%
8	18,299	72,865	25.11%	14.00%	179.38%
13	6,007	26,396	22.76%	14.00%	162.55%
17	6,834	31,785	21.50%	14.00%	153.58%
20	6,400	30,262	21.15%	14.00%	151.06%
2	2,522	12,046	20.94%	14.00%	149.55%
4	2,027	10,083	20.10%	14.00%	143.59%
15	12,955	69,359	18.68%	14.00%	133.42%
24	11,504	61,839	18.60%	14.00%	132.88%
22	15,510	84,938	18.26%	14.00%	130.43%
16	4,329	24,879	17.40%	14.00%	124.29%
12	19,738	121,855	16.20%	14.00%	115.70%
19	1,499	9,429	15.90%	14.00%	113.56%
14	9,171	62,164	14.75%	14.00%	105.38%
11	3,473	28,941	12.00%	14.00%	85.72%
18	4,912	40,933	12.00%	14.00%	85.71%
*Data from State Technology Office & AWI					
STW	212,024	946,864	22.39%	14.00%	159.94%

Florida Regional Workforce Board Regions Number Fourteen – Wagner – Peyser Employer Involvement Rate

RWB	Employers Served	Employers Reporting New Hires	Involvement Rate	Goal	Percent of Goal
23	4,815	11,738	41.02%	25.00%	164.08%
3	306	827	37.00%	25.00%	148.00%
2	492	1,357	36.26%	25.00%	145.03%
13	1,086	3,258	33.33%	25.00%	133.33%
4	386	1,231	31.36%	25.00%	125.43%
20	976	3,461	28.20%	25.00%	112.80%
7	283	1,007	28.10%	25.00%	112.41%
19	285	1,171	24.34%	25.00%	97.35%
5	438	1,842	23.78%	25.00%	95.11%
10	605	2,849	21.24%	25.00%	84.94%
1	440	2,087	21.08%	25.00%	84.33%
6	184	894	20.58%	25.00%	82.33%
14	1,242	6,298	19.72%	25.00%	78.88%
11	771	3,938	19.58%	25.00%	78.31%
18	820	4,276	19.18%	25.00%	76.71%
22	2,075	11,155	18.60%	25.00%	74.41%
16	774	4,209	18.39%	25.00%	73.56%
8	1,206	6,619	18.22%	25.00%	72.88%
24	1,051	5,832	18.02%	25.00%	72.09%
15	1,341	7,527	17.82%	25.00%	71.26%
17	639	3,814	16.75%	25.00%	67.02%
21	1,370	8,322	16.46%	25.00%	65.85%
9	303	1,926	15.73%	25.00%	62.93%
12	1,608	10,779	14.92%	25.00%	59.67%
*Data from State Technology Office & AWI					
STW	23,550	106,417	22.13%	25.00%	88.52%

Florida Regional Workforce Board Regions Number Fifteen – WIA Customer Satisfaction for Individuals

RWB	ACSI Score	Goal	Percent of Goal
19	83.84	70.00	119.77%
9	81.16	71.00	114.31%
22	80.80	70.00	115.43%
4	80.45	71.00	113.31%
3	79.67	70.00	113.81%
23	79.50	70.00	113.57%
1	79.36	69.00	115.01%
2	78.90	72.00	109.58%
24	78.61	69.00	113.93%
20	78.43	71.00	110.46%
18	78.12	69.00	113.22%
7	77.95	70.00	111.36%
10	77.83	69.00	112.80%
8	77.72	69.50	111.83%
5	77.19	69.00	111.87%
17	75.48	70.00	107.83%
15	74.55	69.00	108.04%
6	72.63	71.00	102.30%
12	70.94	70.00	101.34%
16	68.44	68.25	100.28%
13	68.38	68.50	99.82%
14	66.08	70.00	94.40%
21	71.74	78.00	91.97%
11	71.37	80.00	89.21%
*Data from State Technology Office & AWI			
STW	75.59	71.00	106.46%

Established in 1994, the American Customer Satisfaction Index (ACSI) is a uniform and independent measure of household consumption experience. A powerful economic indicator, the ACSI tracks trends in customer satisfaction and provides valuable benchmarking insights of the consumer economy for companies, industry trade associations, and government agencies. The ACSI is produced through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and the international consulting firm, CFI Group. The ACSI reports scores on a 0-100 scale at the national level. It measures 7 economic sectors, 35 industries (including e-commerce), 190 companies, and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships. The ACSI is based on econometric modeling of data obtained from telephone interviews with customers – the actual users of products and services that make up a substantial part of the gross domestic product. The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households. Companies based outside of the United States with major market shares in several industries are also included in the ACSI. Smaller companies are grouped together in an “All Other” category. Data are collected at the individual customer level, with scores for a company’s customers aggregated to produce company-level results. The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company. Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector’s contribution to the GDP.

For more information: http://www.theacsi.org/what_it_measures.htm

Florida Regional Workforce Board Regions Number Sixteen – Wagner – Peyser Customer Satisfaction for Individuals

Customer Satisfaction for Wagner-Peyser Individuals			
REGION	ACTUAL SCORE	NEG. GOAL	OF GOAL
3	79.95	80.00	99.94%
22	78.32	80.00	97.90%
17	76.69	80.00	95.86%
19	75.95	80.00	94.94%
20	75.84	80.00	94.80%
23	74.63	80.00	93.29%
4	74.44	80.00	93.05%
18	74.44	80.00	93.05%
21	74.40	80.00	93.00%
8	73.94	80.00	92.43%
1	73.91	80.00	92.39%
7	73.75	80.00	92.19%
2	73.64	80.00	92.05%
11	73.00	80.00	91.25%
14	72.80	80.00	91.00%
24	72.71	80.00	90.89%
6	72.46	80.00	90.58%
13	72.34	80.00	90.43%
9	71.97	80.00	89.96%
5	71.18	80.00	88.98%
12	71.05	80.00	88.81%
15	70.42	80.00	88.03%
10	70.12	80.00	87.65%
16	69.97	80.00	87.46%
*Data from AWI			
STW	73.60	80.00	92.00%

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For more information: http://www.theacsi.org/what_it_measures.htm

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

RWB	ACSI Score	Goal	Percent of Goal
4	84.66	71.00	119.24%
2	83.90	67.00	125.22%
3	82.64	67.00	123.34%
13	82.24	65.50	125.56%
6	81.34	71.00	114.56%
23	79.76	70.00	113.94%
11	79.44	70.00	113.49%
5	79.31	66.00	120.17%
7	79.10	66.00	119.85%
15	79.03	66.00	119.74%
16	78.72	65.50	120.18%
1	78.02	66.00	118.21%
10	77.93	66.00	118.08%
24	77.29	66.00	117.11%
8	76.83	66.50	115.53%
20	76.82	71.00	108.20%
12	76.16	68.00	112.00%
17	75.84	70.00	108.34%
18	75.71	66.00	114.71%
19	75.39	68.50	110.06%
21	74.95	75.00	99.93%
22	73.06	70.00	104.37%
9	71.52	71.00	100.73%
14	70.09	67.00	104.61%
*Data from State Technology Office & AWI			
STW	77.60	71.00	109.30%

Established in 1994, the American Customer Satisfaction Index (ACSI) is a uniform and independent measure of household consumption experience. A powerful economic indicator, the ACSI tracks trends in customer satisfaction and provides valuable benchmarking insights of the consumer economy for companies, industry trade associations, and government agencies. The ACSI is produced through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and the international consulting firm, CFI Group. The ACSI reports scores on a 0-100 scale at the national level. It measures 7 economic sectors, 35 industries (including e-commerce), 190 companies, and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships. The ACSI is based on econometric modeling of data obtained from telephone interviews with customers – the actual users of products and services that make up a substantial part of the gross domestic product. The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households. Companies based outside of the United States with major market shares in several industries are also included in the ACSI. Smaller companies are grouped together in an “All Other” category. Data are collected at the individual customer level, with scores for a company’s customers aggregated to produce company-level results. The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company. Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector’s contribution to the GDP.

For more information: http://www.theacsi.org/what_it_measures.htm

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: 142	78.02	Count: 51	79.36	Count: 259	73.91
2	Count: 125	83.90	Count: 116	78.90	Count: 236	73.64
3	Count: 92	82.64	Count: 106	79.67	Count: 198	79.95
4	Count: 121	84.66	Count: 125	80.45	Count: 248	74.44
5	Count: 120	79.31	Count: 120	77.19	Count: 275	71.18
6	Count: 74	81.34	Count: 74	72.63	Count: 166	72.46
7	Count: 77	79.10	Count: 37	77.95	Count: 253	73.75
8	Count: 186	76.83	Count: 177	77.72	Count: 268	73.94
9	Count: 76	71.52	Count: 60	81.16	Count: 257	71.97
10	Count: 162	77.93	Count: 41	77.83	Count: 234	70.12
11	Count: 153	79.44	Count: 216	71.37	Count: 273	73.00
12	Count: 197	76.16	Count: 180	70.94	Count: 255	71.05
13	Count: 172	82.24	Count: 116	68.38	Count: 267	72.34
14	Count: 190	70.09	Count: 186	66.08	Count: 267	72.80
15	Count: 180	79.03	Count: 174	74.55	Count: 255	70.42
16	Count: 156	78.72	Count: 82	68.44	Count: 253	69.97
17	Count: 170	75.84	Count: 132	75.48	Count: 249	76.69
18	Count: 170	75.71	Count: 101	78.12	Count: 231	74.44
19	Count: 99	75.39	Count: 80	83.84	Count: 239	75.95
20	Count: 166	76.82	Count: 173	78.43	Count: 213	75.84
21	Count: 178	74.95	Count: 219	71.74	Count: 253	74.40
22	Count: 173	73.06	Count: 105	80.80	Count: 260	78.32
23	Count: 118	79.76	Count: 320	79.50	Count: 260	74.63
24	Count: 165	77.29	Count: 92	78.61	Count: 234	72.71
Data from Labor Market Statistics						
State	3,462		3,083		5,903	
	ACSI	77.60	ASCI	75.59	ASCI	73.60

COMPANY	ACSI*	COMPANY	ACSI*
H.J. Heinz Company	88	Yahoo! Inc.	73
PepsiCo, Inc.	86	U.S. Postal Service-Package & Express	73
The Clorox Company	85	AT&T Corporation	73
Federal Express Corporation	85	Bureau of the Census, Commerce	73
Coca-Cola Company/Coca-Cola Enterprises	85	Charles Schwab & Co., Inc.	72
The Dial Corporation	84	Winn-Dixie	72
Amazon.com, Inc.	84	GPU (General Public Utilities Corporation)	72
Mars, Inc.	83	MSN (Microsoft Corporation)	72
Social Security Administration	83	KeySpan	72
Nestle, USA, Inc.	83	The FPL Group, Inc.	71
Barnes & Noble.com	82	MCI WorldCom	70
Publix	81	Federal Government (Aggregate)	70
The Procter & Gamble Company	81	Internal Revenue Service (IRS)	70
Colgate Palmolive Company	80	Priceline.com, Inc.	69
Campbell Soup Company	80	Bank of America	68
Tyson Foods, Inc.	80	Police service/suburban	68
United Parcel Service of America, Inc.	80	Continental Airlines, Inc.	68
Levi Strauss & Company	78	Verizon Communications, Inc. (Bell Atlantic/GTE)	67
Buy.com, Inc.	78	Ramada Inns	67
WFI - EMPLOYERS	77.6	Local Government (Aggregate)	66
Target	77	E*TRADE Securities, Inc.	66
Marriott International Corporation	76	Delta Airlines, Inc.	66
NIKE, Inc.	76	Northwest Airlines Corporation	65
Hilton Hotels Corporation (including Promus)	76	United Corporation (UAL)	64
WFI - WIA INDIVIDUALS	75.6	USAir Group, Inc.	63
Home Depot	75	McDonald's	62
National Aeronautics & Space Administration	74	AOL/Time Warner	61
Entergy Corporation	74	Police service/central city	60
BellSouth Corporation	74	Veterans Benefits Admin.	58
Southwest Airlines Corporation	74	Food & Drug Administration	58
Reliant Energy	74	Comcast	56
WFI - WP INDIVIDUALS	73.6	Qwest Communications (US WEST)	56

***ACSI=American Customer Satisfaction Index, sheet updated using most recent data available. All scores above are weighted averages based on ACSI.**

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.