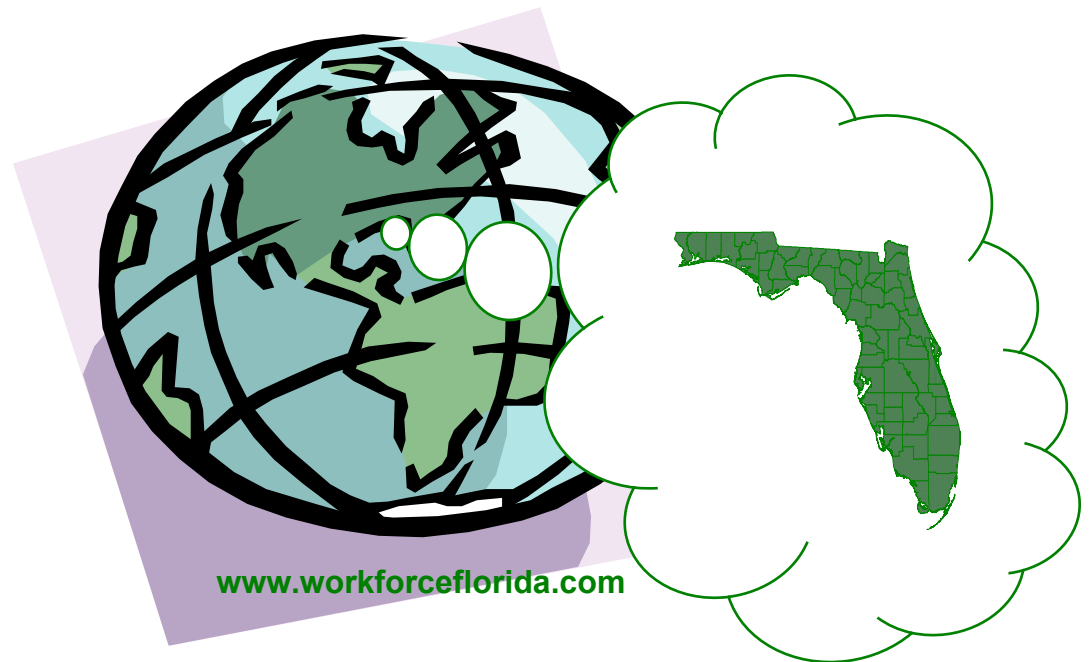


Regional Performance

The Red and Green Report Mid-Year 2003 – 2004



March 5, 2004

Summary

**Workforce Florida, Inc.
1974 Commonwealth Lane
Tallahassee, FL 32303
850-921-1119**

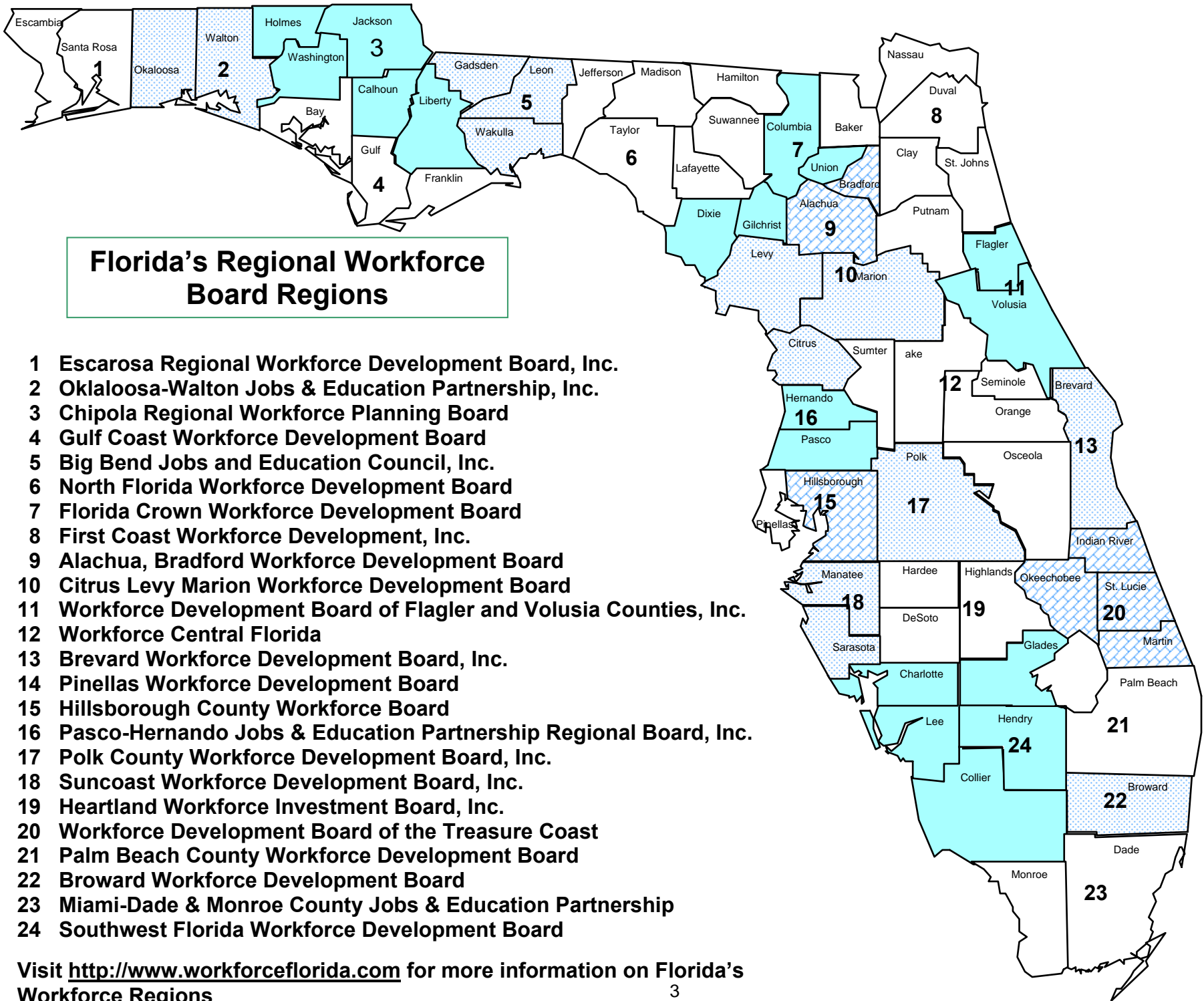
Workforce Investment Act Performance Measures Results

The mid-year PY 2003 – 2004 “Red – Green” report 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.

NOTE:

This report is an updated review (3.5.04) and presentation of the Red and Green Mid-Year 03-04 data. The report will not be finalized until data element and report validation is completed. Additionally, data from region twenty-three is currently under review and therefore, not colored red or green.



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

Mid Year 03-04 Red and Green Report

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 Employment Rate	22.43%	28.68%	23.55%	33.33%	26.63%	27.54%	20.97%	26.42%	29.34%	31.36%	27.08%	30.54%	29.63%	26.70%	21.02%	26.28%	27.48%	29.82%	23.18%	27.94%	33.41%	30.88%	29.49%	25.79%	28.45%
Welfare Trans Ent Emp Wage Rate	66.63%	66.03%	65.38%	65.89%	68.59%	69.89%	69.53%	72.52%	68.03%	71.43%	70.00%	70.17%	72.75%	71.51%	70.63%	69.33%	70.46%	72.52%	70.62%	71.29%	67.01%	66.95%	64.60%	69.09%	68.81%
Welfare Return Rate	10.55%	14.40%	11.52%	14.83%	14.03%	17.55%	11.06%	11.64%	18.55%	12.96%	11.54%	13.22%	11.72%	15.81%	9.24%	10.98%	11.39%	12.06%	11.35%	14.09%	13.71%	15.81%	14.38%	10.47%	13.42%
WIA Emp Worker Outcome Rate	87.23%	78.57%	82.76%	83.72%	86.67%	71.43%	54.55%	84.28%	94.12%	100.00%	58.33%	46.67%	81.08%	98.08%	100.00%	83.33%	80.00%	88.33%	90.91%	88.57%	50.00%	76.92%	23.53%	77.27%	76.76%
WIA Adult Ent Emp Rate	92.31%	70.00%	94.29%	97.89%	88.46%	80.00%	83.33%	82.68%	98.11%	100.00%	81.19%	82.43%	89.71%	100.00%	100.00%	100.00%	100.00%	75.00%	100.00%	93.44%	99.53%	91.13%	68.72%	88.37%	85.97%
WIA Adult Ent Emp Wage Rate	117.99%	113.90%	111.87%	126.75%	114.96%	134.45%	116.06%	123.40%	134.67%	123.95%	94.61%	93.16%	100.36%	127.23%	117.91%	95.47%	113.29%	117.58%	113.05%	106.18%	101.02%	104.55%	101.36%	102.13%	108.38%
WIA Disl Work Ent Emp Rate	91.67%	79.37%	100.00%	91.67%	96.77%	88.89%	92.86%	78.57%	100.00%	100.00%	91.43%	78.16%	81.82%	100.00%	98.41%	96.88%	100.00%	82.22%	100.00%	96.40%	98.73%	97.24%	75.00%	100.00%	88.24%
WIA Disl Work Ent Emp Wage Rate	114.47%	118.24%	110.05%	120.17%	124.67%	88.39%	135.25%	151.59%	146.63%	134.42%	107.45%	115.46%	122.18%	151.81%	179.31%	106.51%	117.70%	114.40%	114.55%	119.65%	125.42%	149.49%	125.20%	133.38%	121.87%
WIA Youth Goal Attainment Rate	89.76%	99.34%	89.42%	92.09%	99.59%	76.47%	82.54%	95.85%	97.14%	93.38%	90.57%	83.80%	88.33%	83.05%	90.05%	95.65%	70.23%	90.00%	96.39%	93.15%	88.77%	97.46%	65.64%	83.19%	80.27%
WIA Youth Pos Outcome Rate	100.00%	100.00%	100.00%	96.92%	100.00%	57.14%	63.64%	100.00%	100.00%	92.86%	98.04%	96.00%	93.33%	100.00%	98.75%	100.00%	100.00%	0.00%	100.00%	92.31%	91.30%	100.00%	76.67%	79.49%	87.45%
WP Entered Employment Rate	34.54%	28.07%	28.28%	29.27%	36.01%	29.46%	28.85%	43.70%	37.28%	32.46%	28.25%	29.00%	26.90%	30.35%	28.78%	29.06%	25.25%	28.10%	28.53%	38.45%	40.54%	27.98%	**	36.26%	34.99%
WP Entered Emp Wage Rate	113.45%	93.45%	89.26%	91.09%	92.66%	96.85%	89.64%	98.14%	94.42%	92.76%	84.41%	89.38%	85.06%	91.32%	99.35%	84.32%	100.98%	88.76%	92.23%	82.08%	99.83%	73.08%	**	83.03%	88.08%
WP New Hire Involvement Rate	26.14%	17.20%	41.00%	23.17%	34.17%	30.87%	29.46%	30.84%	32.78%	23.29%	14.79%	17.54%	22.56%	20.18%	20.11%	19.24%	20.13%	12.03%	18.99%	29.67%	25.72%	18.51%	**	17.05%	22.81%
WP Employer Involvement Rate	23.33%	28.77%	38.84%	41.05%	22.71%	17.97%	18.34%	17.36%	19.35%	21.83%	21.38%	16.50%	32.85%	18.82%	16.56%	22.00%	16.28%	19.40%	25.68%	27.93%	20.85%	19.43%	**	22.67%	20.88%
Customer Satis - WIA Individuals	83.72	75.88	83.61	82.21	73.80	61.09	76.28	76.11	85.78	79.21	76.50	69.71	76.49	71.97	77.73	76.33	78.55	80.56	86.16	79.62	71.14	71.31	75.74	77.71	76.27
Customer Satis - Wagner Peyser Indiv	72.30	76.06	79.61	75.63	72.30	76.90	70.87	70.69	76.97	73.93	75.24	72.75	74.08	71.41	73.41	72.76	73.68	74.59	75.82	73.95	71.33	72.56	75.71	71.50	73.79
Customer Satis - All Employers	79.16	76.24	84.06	83.79	72.12	84.07	84.55	75.65	69.62	76.35	80.84	73.20	81.86	71.43	78.85	80.02	77.16	81.34	81.76	77.14	75.53	74.50	73.97	74.90	77.37

NOTE: Measure Four “WIA Employed Worker Outcome Rate” is a new measure and not rated.

** Region 23 data on this item is under review. All rankings and statewide totals are tentative until the data validation exam is complete.

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

YEAR-END 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.

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
21	731	2,188	33.41%	27.50%	121.49%
4	151	453	33.33%	27.50%	121.21%
10	446	1,422	31.36%	27.50%	114.05%
22	1119	3,624	30.88%	27.50%	112.28%
12	2338	7,655	30.54%	27.50%	111.06%
18	255	855	29.82%	27.50%	108.45%
13	333	1,124	29.63%	27.50%	107.73%
23**	3964	13,441	29.49%	27.50%	107.24%
9	416	1,418	29.34%	27.50%	106.68%
2	150	523	28.68%	27.50%	104.29%
20	295	1,056	27.94%	27.50%	101.58%
6	114	414	27.54%	27.50%	100.13%
17	355	1,292	27.48%	27.50%	99.92%
11	388	1,433	27.08%	27.50%	98.46%
14	941	3,524	26.70%	27.50%	97.10%
5	306	1,149	26.63%	27.50%	96.84%
8	762	2,884	26.42%	27.50%	96.08%
16	386	1,469	26.28%	27.50%	95.55%
24	221	857	25.79%	27.50%	93.77%
3	77	327	23.55%	27.50%	85.63%
19	105	453	23.18%	27.50%	84.29%
1	358	1,596	22.43%	27.50%	81.57%
15	522	2,483	21.02%	27.50%	76.45%
7	112	534	20.97%	27.50%	76.27%
*Data from State Technology Office & AWI					
STW	14,845	52,174	28.45%	27.50%	103.46%

** Region 23 data on this item is under review.

All rankings and statewide totals are tentative until the data validation exam is complete.

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

RWB	Wage at Entry	LLSIL	WTEERWR	Goal	Percent of Goal
13	\$7.45	\$10.24	72.75%	66.00%	110.23%
8	\$7.39	\$10.19	72.52%	66.00%	109.88%
18	\$7.68	\$10.59	72.52%	66.00%	109.88%
14	\$7.83	\$10.95	71.51%	66.00%	108.34%
10	\$7.10	\$9.94	71.43%	66.00%	108.23%
20	\$7.40	\$10.38	71.29%	66.00%	108.02%
15	\$7.55	\$10.69	70.63%	66.00%	107.01%
19	\$7.09	\$10.04	70.62%	66.00%	107.00%
17	\$7.18	\$10.19	70.46%	66.00%	106.76%
12	\$7.27	\$10.36	70.17%	66.00%	106.32%
11	\$7.14	\$10.20	70.00%	66.00%	106.06%
6	\$6.87	\$9.83	69.89%	66.00%	105.89%
7	\$6.71	\$9.65	69.53%	66.00%	105.35%
16	\$7.03	\$10.14	69.33%	66.00%	105.04%
24	\$7.33	\$10.61	69.09%	66.00%	104.68%
5	\$7.01	\$10.22	68.59%	66.00%	103.93%
9	\$6.83	\$10.04	68.03%	66.00%	103.07%
21	\$7.70	\$11.49	67.01%	66.00%	101.54%
22	\$7.76	\$11.59	66.95%	66.00%	101.45%
1	\$6.59	\$9.89	66.63%	66.00%	100.96%
2	\$6.55	\$9.92	66.03%	66.00%	100.04%
4	\$6.51	\$9.88	65.89%	66.00%	99.83%
3	\$6.27	\$9.59	65.38%	66.00%	99.06%
23**	\$7.59	\$11.75	64.60%	66.00%	97.87%
*Data from State Technology Office & AWI					
STW	\$7.39	\$10.74	68.81%	66.00%	104.25%

** Region 23 data on this item is under review.

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FPLI = 2002 Florida Price Level Index

LLSIL = 2003 Lower Living Standard Income Level

The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and used for the denominator in calculating the Red and Green Report wage rate measures. Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region.

Source: AWI, Office Labor Market Statistics

Florida Regional Workforce Board Regions Number Three - Welfare Return Rate

RWB	Previously Closed Due to Earnings	New Cases	Goal	Return Rate
15	248	2,685	15.00%	9.24%
24	104	993	15.00%	10.47%
1	178	1,687	15.00%	10.55%
16	183	1,667	15.00%	10.98%
7	53	479	15.00%	11.06%
19	52	458	15.00%	11.35%
17	161	1,413	15.00%	11.39%
3	41	356	15.00%	11.52%
11	177	1,534	15.00%	11.54%
8	316	2,714	15.00%	11.64%
13	122	1,041	15.00%	11.72%
18	104	862	15.00%	12.06%
10	164	1,265	15.00%	12.96%
12	1,095	8,285	15.00%	13.22%
21	331	2,414	15.00%	13.71%
5	158	1,126	15.00%	14.03%
20	158	1,121	15.00%	14.09%
23**	1,957	13,610	15.00%	14.38%
2	74	514	15.00%	14.40%
4	78	526	15.00%	14.83%
14	461	2,916	15.00%	15.81%
22	632	3,997	15.00%	15.81%
6	76	433	15.00%	17.55%
9	241	1,299	15.00%	18.55%
*Data from State Technology Office & AWI				
STW	7,164	53,395	15.00%	13.42%

** Region 23 data on this item is under review.

All rankings and statewide totals are tentative until the data validation exam is complete.

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

RWB	Attained Credential	Total Exits	Worker Outcome Rate	WIA Emp Wkr Outcome Goal
10	27	27	100.00%	N/A
15	8	8	100.00%	N/A
14	51	52	98.08%	N/A
9	48	51	94.12%	N/A
19	10	11	90.91%	N/A
20	62	70	88.57%	N/A
18	53	60	88.33%	N/A
1	41	47	87.23%	N/A
5	13	15	86.67%	N/A
8	134	159	84.28%	N/A
4	36	43	83.72%	N/A
16	5	6	83.33%	N/A
3	24	29	82.76%	N/A
13	30	37	81.08%	N/A
17	20	25	80.00%	N/A
2	11	14	78.57%	N/A
24	17	22	77.27%	N/A
22	10	13	76.92%	N/A
6	5	7	71.43%	N/A
11	35	60	58.33%	N/A
7	6	11	54.55%	N/A
21	14	28	50.00%	N/A
12	7	15	46.67%	N/A
23**	20	85	23.53%	N/A
*Data from State Technology Office & AWI				
STW	687	895	76.76%	

** Region 23 data on this item is under review.

All rankings and statewide totals are tentative until the data validation exam is complete.

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

RWB	# ENTERING EMPLOY.	# EXITERS NOT EMPLOYED @ REG	ENTER. EMPLOY. RATE	GOAL	Percent of Goal
10	24	24	100.00%	68.00%	147.06%
14	11	11	100.00%	67.50%	148.15%
15	22	22	100.00%	70.50%	141.84%
16	27	27	100.00%	70.50%	141.84%
17	190	190	100.00%	72.00%	138.89%
19	23	23	100.00%	71.50%	139.86%
21	423	425	99.53%	75.00%	132.71%
9	52	53	98.11%	70.00%	140.16%
4	93	95	97.89%	71.00%	137.88%
3	33	35	94.29%	70.00%	134.69%
20	114	122	93.44%	72.28%	129.28%
1	48	52	92.31%	66.50%	138.81%
22	113	124	91.13%	70.00%	130.18%
13	61	68	89.71%	70.00%	128.15%
5	23	26	88.46%	72.00%	122.86%
24	38	43	88.37%	61.00%	144.87%
7	10	12	83.33%	70.00%	119.05%
8	148	179	82.68%	68.00%	121.59%
12	61	74	82.43%	71.00%	116.10%
11	82	101	81.19%	70.00%	115.98%
6	4	5	80.00%	70.00%	114.29%
18	15	20	75.00%	70.57%	106.28%
2	14	20	70.00%	72.00%	97.22%
23**	492	716	68.72%	70.50%	97.47%
*Data from State Technology Office & AWI					
STW	2,121	2,467	85.97%	70.00%	122.82%

** Region 23 data on this item is under review.

All rankings and statewide totals are tentative until the data validation exam is complete.

Florida Regional Workforce Board Regions Number Six – WIA Adult Wage Rate

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
9	\$13.52	\$10.04	134.67%	90.00%	149.64%
6	\$13.22	\$9.83	134.45%	90.00%	149.38%
14	\$13.93	\$10.95	127.23%	90.00%	141.36%
4	\$12.52	\$9.88	126.75%	90.00%	140.83%
10	\$12.32	\$9.94	123.95%	90.00%	137.72%
8	\$12.57	\$10.19	123.40%	90.00%	137.11%
1	\$11.67	\$9.89	117.99%	90.00%	131.10%
15	\$12.60	\$10.69	117.91%	90.00%	131.01%
18	\$12.45	\$10.59	117.58%	90.00%	130.65%
7	\$11.20	\$9.65	116.06%	90.00%	128.95%
5	\$11.75	\$10.22	114.96%	90.00%	127.74%
2	\$11.30	\$9.92	113.90%	90.00%	126.55%
17	\$11.54	\$10.19	113.29%	90.00%	125.88%
19	\$11.35	\$10.04	113.05%	90.00%	125.62%
3	\$10.73	\$9.59	111.87%	90.00%	124.31%
20	\$11.02	\$10.38	106.18%	90.00%	117.98%
22	\$12.12	\$11.59	104.55%	90.00%	116.17%
24	\$10.84	\$10.61	102.13%	90.00%	113.48%
23**	\$11.91	\$11.75	101.36%	90.00%	112.63%
21	\$11.61	\$11.49	101.02%	90.00%	112.24%
13	\$10.28	\$10.24	100.36%	90.00%	111.51%
16	\$9.68	\$10.14	95.47%	90.00%	106.08%
11	\$9.65	\$10.20	94.61%	90.00%	105.12%
12	\$9.65	\$10.36	93.16%	90.00%	103.51%
*Data from State Technology Office & AWI					
STW	\$11.64	\$10.74	108.38%	90.00%	120.42%

** Region 23 data on this item is under review.

All rankings and statewide totals are tentative until the data validation exam is complete.

FPLI = 2002 Florida Price Level Index

LLSIL = 2003 Lower Living Standard Income Level

The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and used for the denominator in calculating the Red and Green Report wage rate measures. Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region.

Source: AWI, Office Labor Market Statistics

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

RWB	# ENTERING EMPLOY.	# EXITERS	ENTER. EMPLOY. RATE	GOAL	Percent of Goal
3	14	14	100.00%	69.30%	144.30%
9	20	20	100.00%	71.00%	140.85%
10	22	22	100.00%	72.00%	138.89%
14	68	68	100.00%	72.00%	138.89%
17	74	74	100.00%	76.00%	131.58%
19	13	13	100.00%	77.00%	129.87%
24	56	56	100.00%	66.00%	151.52%
21	233	236	98.73%	85.50%	115.47%
15	62	63	98.41%	71.00%	138.61%
22	247	254	97.24%	71.00%	136.96%
16	31	32	96.88%	71.00%	136.44%
5	60	62	96.77%	71.00%	136.30%
20	134	139	96.40%	71.00%	135.78%
7	13	14	92.86%	79.00%	117.54%
1	33	36	91.67%	69.25%	132.37%
4	44	48	91.67%	65.00%	141.03%
11	32	35	91.43%	71.98%	127.02%
6	8	9	88.89%	71.00%	125.20%
18	37	45	82.22%	80.00%	102.78%
13	81	99	81.82%	71.00%	115.24%
2	50	63	79.37%	70.00%	113.38%
8	176	224	78.57%	70.00%	112.24%
12	136	174	78.16%	71.00%	110.09%
23**	315	420	75.00%	72.00%	104.17%
*Data from State Technology Office & AWI					
STW	1,959	2,220	88.24%	71.00%	124.29%

** Region 23 data on this item is under review.
All rankings and statewide totals are tentative until the data validation exam is complete.

Note: Seven regions are tied for the “Green” upper quartile.

Florida Regional Workforce Board Regions Number Eight – WIA Dislocated Worker Wage Rate

RWB	Wages - LLSIL	Average Hourly Wage	Wage Rate	Goal	Percent of Goal
15	\$10.69	\$19.17	179.31%	110.00%	163.01%
14	\$10.95	\$16.62	151.81%	110.00%	138.01%
8	\$10.19	\$15.45	151.59%	110.00%	137.81%
22	\$11.59	\$17.33	149.49%	110.00%	135.90%
9	\$10.04	\$14.72	146.63%	110.00%	133.30%
7	\$9.65	\$13.05	135.25%	110.00%	122.95%
10	\$9.94	\$13.36	134.42%	110.00%	122.20%
24	\$10.61	\$14.15	133.38%	110.00%	121.26%
21	\$11.49	\$14.41	125.42%	110.00%	114.02%
23**	\$11.75	\$14.71	125.20%	110.00%	113.82%
5	\$10.22	\$12.74	124.67%	110.00%	113.34%
13	\$10.24	\$12.51	122.18%	110.00%	111.07%
4	\$9.88	\$11.87	120.17%	110.00%	109.24%
20	\$10.38	\$12.42	119.65%	110.00%	108.77%
2	\$9.92	\$11.73	118.24%	110.00%	107.49%
17	\$10.19	\$11.99	117.70%	110.00%	107.00%
12	\$10.36	\$11.96	115.46%	110.00%	104.96%
19	\$10.04	\$11.50	114.55%	110.00%	104.14%
1	\$9.89	\$11.32	114.47%	110.00%	104.06%
18	\$10.59	\$12.11	114.40%	110.00%	104.00%
3	\$9.59	\$10.55	110.05%	110.00%	100.04%
11	\$10.20	\$10.96	107.45%	110.00%	97.68%
16	\$10.14	\$10.80	106.51%	110.00%	96.82%
6	\$9.83	\$8.69	88.39%	110.00%	80.35%
*Data from State Technology Office & AWI					
STW	\$10.74	\$13.09	121.87%	110.00%	110.79%

** Region 23 data on this item is under review.
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FPLI = 2002 Florida Price Level Index
LLSIL = 2003 Lower Living Standard Income Level

The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and used for the denominator in calculating the Red and Green Report wage rate measures. Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region.

Source: AWI, Office Labor Market Statistics

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

RWB	Goals Attained	Goals Due	Attainment Rate	Goal	Percent of Goal
5	244	245	99.59%	78.50%	126.87%
2	150	151	99.34%	65.00%	152.83%
22	115	118	97.46%	65.00%	149.93%
9	136	140	97.14%	65.00%	149.45%
19	80	83	96.39%	67.00%	143.86%
8	208	217	95.85%	55.40%	173.02%
16	44	46	95.65%	63.50%	150.63%
10	127	136	93.38%	58.00%	161.00%
20	530	569	93.15%	66.00%	141.13%
4	163	177	92.09%	75.00%	122.79%
11	48	53	90.57%	65.00%	139.33%
15	498	553	90.05%	53.00%	169.91%
18	45	50	90.00%	45.00%	200.00%
1	114	127	89.76%	62.75%	143.05%
3	93	104	89.42%	51.40%	173.97%
21	419	472	88.77%	60.50%	146.73%
13	53	60	88.33%	66.00%	133.84%
12	600	716	83.80%	65.00%	128.92%
24	99	119	83.19%	53.00%	156.97%
14	147	177	83.05%	56.00%	148.31%
7	52	63	82.54%	65.00%	126.98%
6	52	68	76.47%	66.00%	115.86%
17	151	215	70.23%	56.00%	125.42%
23**	1922	2928	65.64%	65.00%	100.99%
*Data from State Technology Office & AWI					
STW	6,090	7,587	80.27%	65.00%	123.49%

** Region 23 data on this item is under review.

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

RWB	Number of Positive Outcomes	Youth Exiters	Outcome Rate	Goal	Percent of Goal
1	10	10	100.00%	90.00%	111.11%
2	56	56	100.00%	90.00%	111.11%
3	18	18	100.00%	90.00%	111.11%
5	66	66	100.00%	90.00%	111.11%
8	100	100	100.00%	90.00%	111.11%
9	35	35	100.00%	90.00%	111.11%
16	8	8	100.00%	90.00%	111.11%
17	11	11	100.00%	90.00%	111.11%
19	17	17	100.00%	90.00%	111.11%
22	71	71	100.00%	90.00%	111.11%
14	63	63	100.00%	90.00%	111.11%
15	79	80	98.75%	90.00%	109.72%
11	50	51	98.04%	90.00%	108.93%
4	63	65	96.92%	90.00%	107.69%
12	120	125	96.00%	90.00%	106.67%
13	14	15	93.33%	90.00%	103.70%
10	78	84	92.86%	90.00%	103.17%
20	24	26	92.31%	90.00%	102.56%
21	42	46	91.30%	90.00%	101.45%
24	31	39	79.49%	90.00%	88.32%
23**	552	720	76.67%	90.00%	85.19%
7	21	33	63.64%	90.00%	70.71%
6	4	7	57.14%	90.00%	63.49%
18	0	7	0.00%	90.00%	0.00%
*Data from State Technology Office & AWI					
STW	1,533	1,753	87.45%	90.00%	97.17%

Note: Eleven regions tied for the top quartile with 100%.

** Region 23 data on this item is under review.

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

RWB	Individuals Registered	Individuals Placed & Obtained Employment	Entered Employment Rate	Goal	Percent of Goal
23**	82,456	36,202	43.90%	35.00%	125.44%
8	52,406	22,904	43.70%	35.00%	124.87%
21	40,339	16,352	40.54%	35.00%	115.82%
20	21,883	8,413	38.45%	35.00%	109.84%
9	11,914	4,441	37.28%	35.00%	106.50%
24	29,032	10,526	36.26%	35.00%	103.59%
5	14,669	5,283	36.01%	35.00%	102.90%
1	16,085	5,555	34.54%	35.00%	98.67%
10	16,079	5,220	32.46%	35.00%	92.76%
14	36,776	11,163	30.35%	35.00%	86.73%
6	4,528	1,334	29.46%	35.00%	84.17%
4	8,298	2,429	29.27%	35.00%	83.63%
16	16,136	4,689	29.06%	35.00%	83.03%
12	69,280	20,094	29.00%	35.00%	82.87%
7	4,488	1,295	28.85%	35.00%	82.44%
15	46,304	13,326	28.78%	35.00%	82.23%
19	5,299	1,512	28.53%	35.00%	81.52%
3	5,862	1,658	28.28%	35.00%	80.81%
11	14,909	4,212	28.25%	35.00%	80.72%
18	15,641	4,395	28.10%	35.00%	80.28%
2	8,298	2,329	28.07%	35.00%	80.19%
22	56,217	15,728	27.98%	35.00%	79.94%
13	21,709	5,840	26.90%	35.00%	76.86%
17	23,253	5,872	25.25%	35.00%	72.15%
*Data from State Technology Office & AWI					
STW	599,589	209,823	34.99%	35.00%	99.98%

** Region 23 data on this item is under review.

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

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
1	11.22	\$9.89	113.45%	84.50%	134.26%
17	\$10.29	\$10.19	100.98%	84.50%	119.50%
21	\$11.47	\$11.49	99.83%	84.50%	118.14%
15	\$10.62	\$10.69	99.35%	84.50%	117.57%
8	\$10.00	\$10.19	98.14%	84.50%	116.14%
23**	\$11.48	\$11.75	97.70%	84.50%	115.62%
6	\$9.52	\$9.83	96.85%	84.50%	114.61%
9	\$9.48	\$10.04	94.42%	84.50%	111.74%
2	\$9.27	\$9.92	93.45%	84.50%	110.59%
10	\$9.22	\$9.94	92.76%	84.50%	109.77%
5	\$9.47	\$10.22	92.66%	84.50%	109.66%
19	\$9.26	\$10.04	92.23%	84.50%	109.15%
14	\$10.00	\$10.95	91.32%	84.50%	108.08%
4	\$9.00	\$9.88	91.09%	84.50%	107.80%
7	\$8.65	\$9.65	89.64%	84.50%	106.08%
12	\$9.26	\$10.36	89.38%	84.50%	105.78%
3	\$8.56	\$9.59	89.26%	84.50%	105.63%
18	\$9.40	\$10.59	88.76%	84.50%	105.04%
13	\$8.71	\$10.24	85.06%	84.50%	100.66%
11	\$8.61	\$10.20	84.41%	84.50%	99.90%
16	\$8.55	\$10.14	84.32%	84.50%	99.79%
24	\$8.81	\$10.61	83.03%	84.50%	98.27%
20	\$8.52	\$10.38	82.08%	84.50%	97.14%
22	\$8.47	\$11.59	73.08%	84.50%	86.49%
*Data from State Technology Office & AWI					
STW	\$9.46	\$10.74	88.08%	84.50%	104.24%

** Region 23 data on this item is under review.

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FPLI = 2002 Florida Price Level Index

LLSIL = 2003 Lower Living Standard Income Level

The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and used for the denominator in calculating the Red and Green Report wage rate measures. Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region.

Source: AWI, Office Labor Market Statistics

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
3	1,658	4,044	41.00%	14.00%	292.85%
5	5,283	15,462	34.17%	14.00%	244.05%
23**	36,202	108,774	33.28%	14.00%	237.73%
9	4,441	13,548	32.78%	14.00%	234.14%
6	1,334	4,321	30.87%	14.00%	220.52%
8	22,904	74,264	30.84%	14.00%	220.30%
20	8,413	28,354	29.67%	14.00%	211.94%
7	1,295	4,396	29.46%	14.00%	210.42%
1	5,555	21,254	26.14%	14.00%	186.69%
21	16,352	63,577	25.72%	14.00%	183.71%
10	5,220	22,409	23.29%	14.00%	166.39%
4	2,429	10,485	23.17%	14.00%	165.47%
13	5,840	25,886	22.56%	14.00%	161.15%
14	11,163	55,328	20.18%	14.00%	144.11%
17	5,872	29,171	20.13%	14.00%	143.78%
15	13,326	66,280	20.11%	14.00%	143.61%
16	4,689	24,366	19.24%	14.00%	137.46%
19	1,512	7,964	18.99%	14.00%	135.61%
22	15,728	84,962	18.51%	14.00%	132.23%
12	20,094	114,558	17.54%	14.00%	125.29%
2	2,329	13,539	17.20%	14.00%	122.87%
24	10,526	61,734	17.05%	14.00%	121.79%
11	4,212	28,486	14.79%	14.00%	105.62%
18	4,395	36,523	12.03%	14.00%	85.95%
*Data from State Technology Office & AWI					
STW	209,823	919,685	22.81%	14.00%	162.96%

** Region 23 data on this item is under review.

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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
4	518	1262	41.05%	25.00%	164.18%
3	322	829	38.84%	25.00%	155.37%
13	1121	3412	32.85%	25.00%	131.42%
2	445	1547	28.77%	25.00%	115.06%
20	1047	3748	27.93%	25.00%	111.74%
19	283	1102	25.68%	25.00%	102.72%
1	503	2156	23.33%	25.00%	93.32%
5	429	1889	22.71%	25.00%	90.84%
24	1375	6065	22.67%	25.00%	90.68%
16	940	4272	22.00%	25.00%	88.01%
10	635	2909	21.83%	25.00%	87.32%
23**	2723	12544	21.71%	25.00%	86.83%
11	879	4111	21.38%	25.00%	85.53%
21	1924	9227	20.85%	25.00%	83.41%
22	2297	11819	19.43%	25.00%	77.74%
18	851	4386	19.40%	25.00%	77.61%
9	379	1959	19.35%	25.00%	77.39%
14	1240	6590	18.82%	25.00%	75.27%
7	179	976	18.34%	25.00%	73.36%
6	166	924	17.97%	25.00%	71.86%
8	1200	6912	17.36%	25.00%	69.44%
15	1270	7669	16.56%	25.00%	66.24%
12	1844	11179	16.50%	25.00%	65.98%
17	606	3722	16.28%	25.00%	65.13%
*Data from State Technology Office & AWI					
STW	23,223	111,209	20.88%	25.00%	83.53%

** Region 23 data on this item is under review.

All rankings and statewide totals are tentative until the data validation exam is complete.

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

RWB	ACSI Score	Goal	Percent of Goal
19	86.16	72.50	118.84%
9	85.78	73.00	117.51%
1	83.72	69.00	121.33%
3	83.61	71.00	117.76%
4	82.21	73.00	112.62%
18	80.56	69.00	116.75%
20	79.62	73.00	109.07%
10	79.21	70.00	113.16%
17	78.55	71.00	110.63%
15	77.73	70.00	111.04%
23**	77.71	70.00	111.01%
11	76.50	80.00	95.63%
13	76.49	69.00	110.86%
16	76.33	68.50	111.43%
7	76.28	73.00	104.49%
8	76.11	70.00	108.73%
2	75.88	72.00	105.39%
24	75.74	71.00	106.68%
5	73.80	70.00	105.43%
14	71.97	72.00	99.96%
22	71.31	73.00	97.68%
21	71.14	78.50	90.62%
12	69.71	71.00	98.18%
6	61.09	73.00	83.68%
*Data from State Technology Office & AWI			
STW	76.27	73.00	104.48%

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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

RWB	ACSI Score	Goal	Percent of Goal
3	79.61	80.00	99.51%
9	76.97	80.00	96.21%
6	76.90	80.00	96.13%
2	76.06	80.00	95.08%
19	75.82	80.00	94.78%
23**	75.71	80.00	94.64%
4	75.63	80.00	94.54%
11	75.24	80.00	94.05%
18	74.59	80.00	93.24%
13	74.08	80.00	92.60%
20	73.95	80.00	92.44%
10	73.93	80.00	92.41%
17	73.68	80.00	92.10%
15	73.41	80.00	91.76%
16	72.76	80.00	90.95%
12	72.75	80.00	90.94%
22	72.56	80.00	90.70%
1	72.30	80.00	90.38%
5	72.30	80.00	90.38%
24	71.50	80.00	89.38%
14	71.41	80.00	89.26%
21	71.33	80.00	89.16%
7	70.87	80.00	88.59%
8	70.69	80.00	88.36%
*Data from State Technology Office & AWI			
STW	73.79	80.00	92.24%

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

RWB	ACSI Score	Goal	Percent of Goal
7	84.55	73.00	115.82%
6	84.07	73.00	115.16%
3	84.06	68.00	123.62%
4	83.79	73.00	114.78%
13	81.86	66.00	124.03%
19	81.76	67.00	122.03%
18	81.34	66.00	123.24%
11	80.84	73.00	110.74%
16	80.02	66.00	121.24%
1	79.16	66.00	119.94%
15	78.85	67.00	117.69%
17	77.16	71.00	108.68%
20	77.14	73.00	105.67%
10	76.35	67.00	113.96%
2	76.24	68.00	112.12%
8	75.65	67.00	112.91%
21	75.53	76.00	99.38%
23**	74.90	67.00	111.79%
22	74.50	73.00	102.05%
24	73.97	71.00	104.18%
12	73.20	69.00	106.09%
5	72.12	67.00	107.64%
14	71.43	69.00	103.52%
9	69.62	73.00	95.37%
*Data from State Technology Office & AWI			
STW	77.37	73.00	105.99%

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

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.