



Plain English Trend Report

5 Year Past Performance

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Market Share - Are our services being used?

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

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

Customer Satisfaction - How satisfied are our customers? (Note 1)

Satisfaction rating for employers who received services
 Satisfaction rating for individuals who received training
 Satisfaction rating for job seekers who received help in finding work

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

Do our customers get jobs?

% on welfare who got jobs
 Total Number
 Rate which customers who were on welfare return to welfare
 % of disadvantaged adults who got jobs
 Total Number
 % of unemployed receiving training who got jobs
 Total Number
 % of all job seekers who got jobs
 Total Number

% on welfare who got jobs	31.60 %	26.73%	28.88%	27.85%	25.82%
Total Number	731	875	911	754	688
Rate which customers who were on welfare return to welfare	13.50%	16.41%	15.41%	16.55%	16.43%
% of disadvantaged adults who got jobs	100.00%	100.00%	87.04%	85.45%	77.60%
Total Number	67	49	47	47	97
% of unemployed receiving training who got jobs	89.87%	100.00%	100.00%	97.77%	0.972
Total Number	71	37	42	44	69
% of all job seekers who got jobs	38.86%	38.26%	33.15%	40.00%	37.68%
Total Number	10,702	11,507	10,873	10,172	8,282

What is their average starting wage? (Note 2)

The average starting wage of those customers who were on welfare
 Wage rate
 The average starting wage for disadvantaged adult customers
 Wage rate
 The average starting wage for customers who had lost their jobs
 Wage rate
 The average starting wage of job seeker customers
 Wage rate

The average starting wage of those customers who were on welfare	\$ 7.08	\$6.97	\$6.61	\$6.22	\$6.01
Wage rate	71.20 %	71.27%	68.29%	66.16%	64.90%
The average starting wage for disadvantaged adult customers	\$11.35	\$11.16	\$9.58	\$8.35	\$11.50
Wage rate	114.19%	114.16%	98.99%	88.89%	87.40%
The average starting wage for customers who had lost their jobs	\$14.24	\$15.97	\$9.85	\$9.73	\$9.76
Wage rate	143.26%	163.31%	101.74%	103.58%	106.70%
The average starting wage of job seeker customers	\$9.12	\$8.86	\$8.00	7.95	\$7.64
Wage rate	91.75%	89.78%	82.64%	84.63%	81.30%



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Are we helping employed workers?

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

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

Are we helping our younger youth?

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

	95.41%	86.52%	94.12%	97.26%	88.60%
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Number with positive outcomes (Note 3)

	208	77	64	71	93
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What is the average cost for a customer leaving the workforce program (Note 4)

The average cost for a welfare customer

	\$1,268	\$1,134	\$1,970	\$2,046	\$1,715
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The average cost for a unemployed disadvantaged adult or employed adult customer (Adults employed or unemployed at registration)

	\$7,144	\$7,876	\$9,453	\$9,773	\$8,785
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The average cost for a customer who lost their job

	\$6,380	\$11,099	\$11,543	\$6,955	\$9,693
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The average combined cost for older/younger youth customers (Based on Annual Report data)

	\$1,273	\$1,413	\$1,673	\$2,192	\$997
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What is the average cost for a customer leaving the workforce program with a positive outcome

The average cost for a welfare customer getting a job

	\$4,015	\$4,242	\$6,820	\$7,346	\$6,643
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The average cost for a disadvantaged adult getting a job or attaining a credential while employed

	\$7,144	\$8,396	\$11,300	\$11,437	\$11,321
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The average cost for a customer who lost their job to get rehire

	\$7,099	\$11,099	\$11,543	\$7,113	\$9,974
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The average combined cost for older/younger youth to obtain a positive outcome (Based on Annual Report data) (Note 5)

	\$1,689	\$6,729	\$2,849	\$1,590	Not Available
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Are welfare customers working or preparing for work?

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

	33.20%	24.74%	30.69%	9.56%	Not Available
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Print Date: 4/20/2005

Prepared by Workforce Florida, Inc. 20-April-2005 Workforce Analysis and Research Database System (WARDS)



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Program Dollars Spent (July 1 - June 30)

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

Note 1: Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.

Note 2 : Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001-02 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002-03 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour. The Annual 2003-04 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour. Source: AWI, Office Labor Market Statistics

Note 3: Youth Positive Outcomes are based on the Red and Green measure, excluding youth goals which are addressed in a separate measure.

Note 4: Average cost per: based on the total exits/total exits with positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).

Note 5: Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment ; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma. Positive Outcomes are based on exiters--does not include skill attainment for participants still on board. Youth Positive Outcomes are based on the Red and Green measure, excluding youth goals which are addressed in a separate measure.

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