



Plain English Trend Report

7 Year Past Performance

08

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

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

2007	2006	2005	2004	2003	2002	2001
78.42	74.34	74.54	75.37	77.53	76.66	69.40
84.91	82.98	80.45	78.25	75.10	81.30	81.20
71.86	72.79	72.27	72.20	73.68	72.90	NO SURVEY

Do our customers get jobs? [Note 2](#)

Percent on welfare who got jobs
 Total Number
 Percent of adults who got jobs
 Total Number
 Percent of the unemployed that received training and got jobs
 Total Number
 Percent of all job seekers who got jobs
 Total Number

35.70%	36.52%	34.29%	26.60 %	23.62%	24.81%	26.08%
969	1,219	1,247	1,341	1,553	1,437	1,153
98.66%	99.01%	73.02%	85.61%	79.68%	85.81%	79.51%
2,020	201	230	226	404		132
	98.99%	66.35%	85.60%	83.89%	85.71%	93.75%
	98	280	321	557	127	390
64.92%	41.45%	53.54%	48.33%	44.36%	36.41%	27.80%
25,550	25,602	40,628	41,685	37,578	30,699	17,067

What is their average starting or quarterly wage? [Note 2](#) [Note 2\(a\)](#)

The average starting pay of those customers who were on welfare
 Wage rate
 The average quarterly/starting wage for adults who got jobs
 The average quarterly/starting wage rate for adults who got jobs
 The average quarterly wage for unemployed that received training and got jobs
 The average quarterly wage rate for unemployed that received training
 The average quarterly of job seeker customers
 The average quarterly wage rate for job seeker customers

\$3,156	\$8.06	\$7.53	\$ 7.40	\$7.26	\$7.17	\$6.91
52.95%	70.33%	71.51%	72.60 %	71.81%	71.41%	70.85%
\$9,507	\$15.28	\$18.88	\$15.19	\$13.25	\$11.36	\$10.71
159.54%	133.30%	179.30%	149.07%	131.03%	113.12%	109.86%
	\$17.47	\$14.61	\$14.30	\$15.63	\$13.43	\$15.22
	152.45%	138.75%	140.33%	154.58%	133.68%	156.12%
\$10,918	\$10.05	\$10.13	\$9.89	\$9.02	\$9.71	\$8.70
183.21%	87.70%	96.20%	97.06%	89.42%	96.71%	89.24%

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.

Note 2 - 2007 marks the transition from reporting of discrete customer groups. Therefore, this measure now evaluates total "Adults" ("Adults and Dislocated Workers combined" instead of discrete customer groups. Additionally, starting in 2007, average quarterly earning are measured by matching participants with unemployment compensation wage records the first quarter after exiting the program instead of an hourly wage at program exit.

Note 2(a) - 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; 2002-03 LLSIL for a family of 3 for Florida was \$21,790 or \$10.48/hour; 2003-04 LLSIL for a family of 3 for Florida was \$22,340 or \$10.74/hour; 2005-2006 LLSIL for a family of 3 for Florida was \$23,483 or \$11.29/hour; and 2006-2007 LLSIL for a family of 3 for Florida is \$24,350 or \$11.71/hour Source: AWI, Office Labor Market Statistics



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Are we helping employed workers? [Note 3](#)

Percent 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

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2007	2006	2005	2004	2003	2002	2001
99.11%	99.75%	96.68%	96.90%	65.34%	86.37%	N/A

Are we helping our younger youth? [Note 4](#)

Percent of youth customers ages 14-19 who have positive outcomes
Number with positive outcomes

72.22%	98.87%	95.85%	94.65%	93.80%	96.62%	92.55%
637	610	254	230	227	314	323

Are welfare customers working or preparing for work? [Note 5](#)

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

10/1/06 - 6/30/07	10/1/05 - 6/30/06	FFY 9/30 - 10/1				
46.90%	48.99%	38.19%	27.10%	9.72%	10.86%	13.43%

What are the total expenditures for each program?

Disadvantaged Adult Customers	\$4,821,133	\$4,727,309	\$3,440,691	\$2,253,197	\$1,997,795	\$3,473,145	\$4,387,895
Customers who lost Jobs	\$421,442	\$1,052,915	\$2,273,662	\$2,016,563	\$1,322,651	\$2,135,346	\$3,273,352
Older and Younger Youth Customers	\$2,083,657	\$2,279,937	\$2,097,466	\$2,061,419	\$3,128,227	\$3,225,668	\$1,965,973
Job Seeker Customers	\$1,898,396	\$2,036,627	\$1,989,176	\$1,909,545	\$1,477,912	\$1,940,262	\$1,697,516
Welfare Customers	\$5,845,586	\$5,767,809	\$6,313,367	\$5,766,151	\$6,119,528	\$8,529,154	\$8,172,410

Note 3 - Adult participants that are employed and unemployed at registration are combined to calculate the cost per adult participant after 2001. The Employed Worker measure became effective in 2002.

Note 4 - 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 of the Red and Green measure, excluding youth goals which are addressed in a separate measure.

Note 5 - State Participation Rate can be found at <http://www.floridajobs.org/Reports/wtp%20reports/participationreport/Participation012204.xls>. 2005 State Participation Rate based on the Federal Methodology and is for the period 9/30 - 10/1 which is the Federal fiscal year. 2006 State Participation Rate based on the Federal Methodology and only covers three quarters from 10/1/2005 - 6/30/2006.