

# **Regional Performance**

## **The Red and Green Report Year - End 2002 – 2003**

**December 1, 2003**

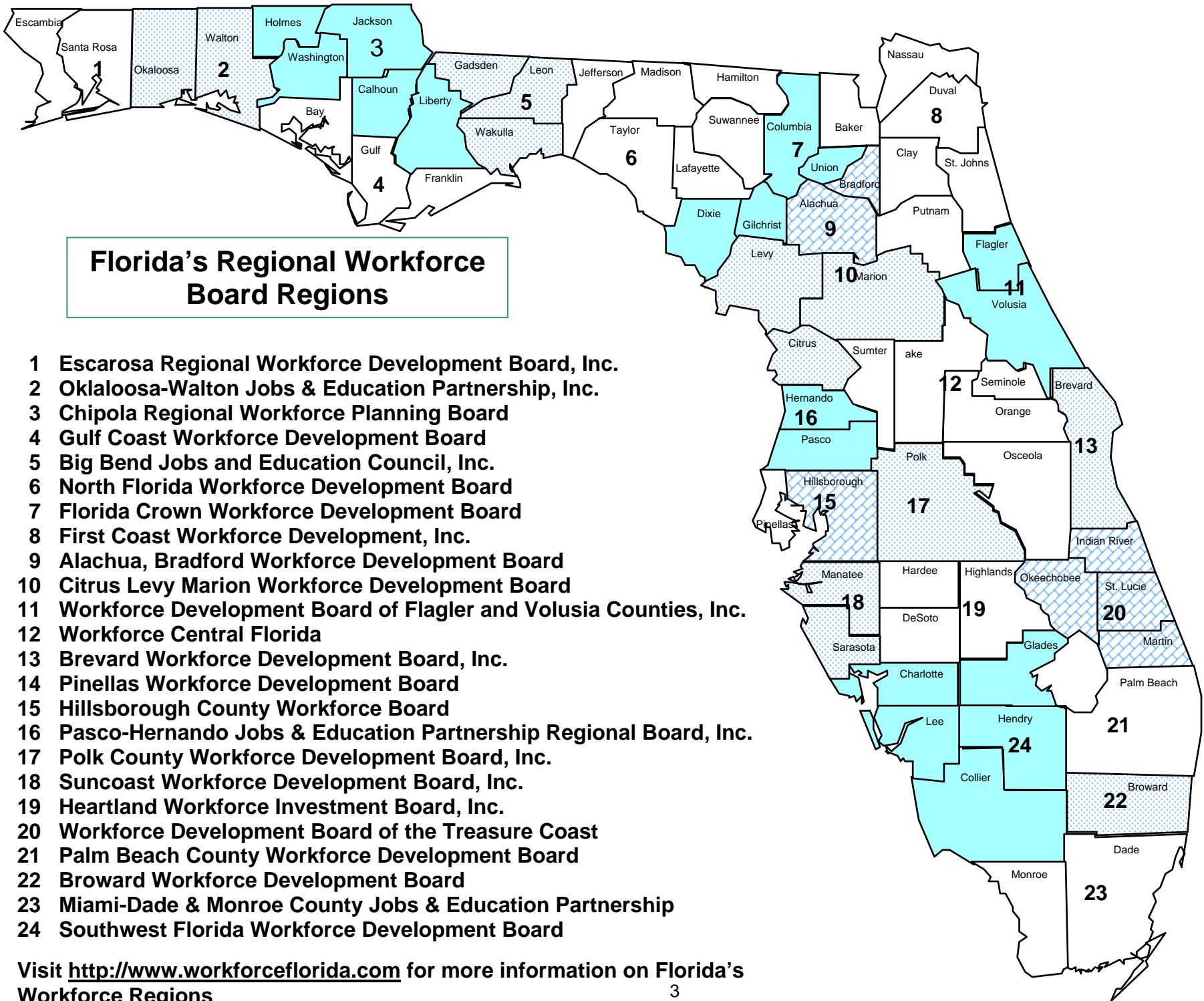


# Summary

## **Workforce Investment Act Performance Measures Results**

The year-end PY 2002 – 2003 “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.



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

Performance Measure	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
1	Welfare Entered Employment Rate	20.32%	28.62%	22.92%	29.62%	24.33%	23.65%	19.93%	23.62%	26.62%	26.73%	24.15%	28.89%	26.15%	23.23%	26.03%	25.98%	22.77%	27.18%	23.65%	27.62%	26.48%	31.34%	29.95%	25.60%	27.13%
2	Welfare Trans Ent Emp Wage Rate	65.27%	66.19%	65.31%	64.74%	72.85%	66.43%	67.70%	71.81%	68.20%	71.27%	69.27%	71.98%	71.09%	70.79%	72.28%	72.37%	70.40%	72.81%	67.17%	73.17%	68.15%	68.32%	66.34%	72.56%	69.56%
3	Welfare Return Rate	14.15%	16.12%	12.03%	18.18%	16.13%	17.21%	13.02%	14.23%	16.33%	16.41%	14.80%	14.92%	14.93%	15.15%	11.58%	12.99%	12.67%	14.60%	10.92%	14.04%	14.53%	16.63%	15.38%	15.07%	14.94%
4	WIA Emp Worker Outcome Rate	92.68%	38.24%	80.00%	62.07%	91.94%	58.00%	86.67%	65.34%	80.85%	89.06%	82.86%	87.23%	42.59%	46.77%	20.83%	31.17%	89.11%	89.68%	56.76%	74.07%	22.19%	60.00%	10.83%	65.45%	59.48%
5	WIA Adult Ent Emp Rate	86.96%	83.50%	94.20%	89.29%	96.83%	91.89%	95.00%	79.68%	100.00%	100.00%	77.49%	92.68%	81.98%	92.86%	46.06%	74.61%	100.00%	75.00%	69.15%	84.42%	96.15%	62.40%	52.77%	81.90%	66.92%
6	WIA Adult Ent Emp Wage Rate	134.76%	116.86%	103.70%	122.20%	134.91%	104.60%	101.05%	131.03%	131.41%	114.16%	113.44%	99.31%	93.89%	98.95%	89.74%	116.71%	120.71%	113.78%	107.26%	108.64%	95.05%	96.82%	101.63%	96.81%	106.77%
7	WIA Disl Work Ent Emp Rate	100.00%	85.55%	96.36%	86.75%	100.00%	95.31%	91.36%	83.89%	96.67%	100.00%	73.02%	98.39%	87.62%	82.55%	57.49%	80.46%	97.88%	86.00%	79.31%	92.54%	94.14%	47.54%	51.54%	86.82%	67.95%
8	WIA Disl Work Ent Emp Wage Rate	116.01%	122.89%	111.69%	114.60%	129.99%	123.50%	124.69%	154.58%	127.15%	163.31%	112.35%	114.91%	135.15%	125.80%	136.09%	126.93%	117.18%	132.75%	117.10%	159.18%	127.88%	131.75%	115.80%	121.55%	123.86%
9	WIA Youth Goal Attainment Rate	90.76%	92.10%	86.07%	85.35%	75.00%	39.83%	50.73%	80.14%	79.84%	83.90%	76.63%	84.81%	88.79%	75.93%	59.75%	72.55%	97.55%	68.63%	56.46%	80.57%	64.91%	87.44%	54.91%	52.13%	69.34%
10	WIA Youth Pos Outcome Rate	91.18%	96.33%	91.86%	96.81%	100.00%	91.67%	81.45%	93.80%	99.14%	86.52%	64.06%	96.74%	89.89%	86.54%	88.31%	72.95%	94.58%	97.44%	91.62%	86.92%	97.16%	97.09%	77.69%	81.85%	88.12%
11	WP Entered Employment Rate	40.59%	34.34%	30.86%	37.45%	37.46%	29.88%	29.08%	44.36%	41.13%	38.26%	32.54%	37.06%	31.39%	31.91%	30.95%	27.44%	29.32%	35.65%	29.13%	35.26%	43.55%	31.35%	49.57%	41.24%	39.11%
12	WP Entered Emp Wage Rate	87.84%	95.32%	79.62%	88.82%	90.33%	80.76%	91.41%	89.42%	80.84%	89.78%	84.49%	86.43%	98.61%	90.73%	93.88%	84.21%	103.40%	90.97%	89.84%	86.83%	105.98%	86.37%	110.15%	91.40%	91.13%
13	WP New Hire Involvement Rate	29.29%	22.24%	43.78%	25.42%	34.71%	36.33%	31.60%	27.98%	31.31%	29.07%	14.08%	19.43%	24.73%	18.17%	21.11%	19.30%	22.50%	12.76%	14.39%	21.48%	24.36%	19.56%	36.72%	17.58%	23.27%
14	WP Employer Involvement Rate	24.15%	34.80%	39.64%	40.81%	25.05%	22.60%	25.36%	23.04%	15.49%	22.82%	23.82%	18.47%	34.42%	23.26%	22.42%	21.69%	17.28%	21.69%	23.29%	33.55%	28.40%	19.63%	45.50%	22.05%	25.91%
15	Customer Satis - WIA Individuals	78.79	77.45	80.80	81.13	75.04	71.15	79.62	75.10	81.53	80.44	73.32	71.80	69.78	68.24	74.16	72.25	77.92	78.46	81.22	78.67	71.45	79.68	77.20	79.41	75.80
16	Customer Satis - Wagner Peyser Indiv	73.38	74.11	79.06	76.03	72.44	73.36	73.01	73.68	72.59	72.21	73.52	72.20	72.68	72.39	71.09	71.15	76.48	74.27	77.16	75.14	75.46	77.30	76.00	72.47	73.99
17	Customer Satis - All Employers	80.04	79.99	80.33	82.44	77.40	79.86	79.62	77.53	71.25	77.87	78.77	76.57	83.50	71.97	78.79	79.95	78.93	76.62	76.78	77.65	76.96	78.81	80.35	78.00	78.34

**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

### Measure One - Welfare Entered Employment Rate

RWB	Cases Closed Due to Earnings	Total Cases Closed	Welfare EER	Goal	Percent of Goal
22	2,309	7,368	31.34%	27.50%	113.96%
23	8,074	26,962	29.95%	27.50%	108.89%
4	372	1,256	29.62%	27.50%	107.70%
12	4,221	14,611	28.89%	27.50%	105.05%
2	334	1,167	28.62%	27.50%	104.07%
20	609	2,205	27.62%	27.50%	100.43%
18	484	1,781	27.18%	27.50%	98.82%
10	875	3,274	26.73%	27.50%	97.18%
9	754	2,832	26.62%	27.50%	96.82%
21	1,202	4,540	26.48%	27.50%	96.28%
13	591	2,260	26.15%	27.50%	95.09%
15	1,069	4,107	26.03%	27.50%	94.65%
16	602	2,317	25.98%	27.50%	94.48%
24	445	1,738	25.60%	27.50%	93.11%
5	582	2,392	24.33%	27.50%	88.48%
11	711	2,944	24.15%	27.50%	87.82%
19	211	892	23.65%	27.50%	86.02%
6	268	1,133	23.65%	27.50%	86.01%
8	1,553	6,575	23.62%	27.50%	85.89%
14	1,760	7,578	23.23%	27.50%	84.46%
3	168	733	22.92%	27.50%	83.34%
17	591	2,595	22.77%	27.50%	82.82%
1	646	3,179	20.32%	27.50%	73.89%
7	277	1,390	19.93%	27.50%	72.47%
<b>*Data from State Technology Office &amp; AWI</b>					
<b>STW</b>	<b>28,708</b>	<b>105,829</b>	<b>27.13%</b>	<b>27.5 %</b>	<b>98.64%</b>

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

RWB	Wage at Entry	LLSIL	WTEERWR	Goal	Percent of Goal
20	\$7.39	\$10.10	73.17%	66%	110.86%
5	\$7.38	\$10.13	72.85%	66%	110.38%
18	\$7.58	\$10.41	72.81%	66%	110.33%
24	\$7.51	\$10.35	72.56%	66%	109.94%
16	\$7.15	\$9.88	72.37%	66%	109.65%
15	\$7.56	\$10.46	72.28%	66%	109.51%
12	\$7.32	\$10.17	71.98%	66%	109.06%
8	\$7.26	\$10.11	71.81%	66%	108.80%
10	\$6.97	\$9.78	71.27%	66%	107.98%
13	\$7.18	\$10.10	71.09%	66%	107.71%
14	\$7.56	\$10.68	70.79%	66%	107.25%
17	\$7.04	\$10.00	70.40%	66%	106.67%
11	\$7.01	\$10.12	69.27%	66%	104.95%
22	\$7.57	\$11.08	68.32%	66%	103.52%
9	\$6.80	\$9.97	68.20%	66%	103.34%
21	\$7.64	\$11.21	68.15%	66%	103.26%
7	\$6.54	\$9.66	67.70%	66%	102.58%
19	\$6.61	\$9.84	67.17%	66%	101.78%
6	\$6.49	\$9.77	66.43%	66%	100.65%
23	\$7.45	\$11.23	66.34%	66%	100.52%
2	\$6.50	\$9.82	66.19%	66%	100.29%
3	\$6.25	\$9.57	65.31%	66%	98.95%
1	\$6.39	\$9.79	65.27%	66%	98.89%
4	\$6.37	\$9.84	64.74%	66%	98.08%
<b>*Data from State Technology Office &amp; AWI</b>					
STW	\$7.29	\$ 10.48	69.56%	66 %	105.40%

\*\*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 Three - Welfare Return Rate

### Measure Number Three - Welfare Return Rate

RWB	Previously Closed Due to Earnings	New Cases	Goal	Return Rate
19	96	879	15.00%	10.92%
15	504	4,351	15.00%	11.58%
3	84	698	15.00%	12.03%
17	320	2,525	15.00%	12.67%
16	288	2,217	15.00%	12.99%
7	166	1,275	15.00%	13.02%
20	310	2,208	15.00%	14.04%
1	449	3,174	15.00%	14.15%
8	936	6,578	15.00%	14.23%
21	665	4,576	15.00%	14.53%
18	245	1,678	15.00%	14.60%
11	437	2,952	15.00%	14.80%
12	2,255	15,109	15.00%	14.92%
13	344	2,304	15.00%	14.93%
24	245	1,626	15.00%	15.07%
14	1,187	7,836	15.00%	15.15%
23	4,136	26,896	15.00%	15.38%
2	186	1,154	15.00%	16.12%
5	379	2,350	15.00%	16.13%
9	456	2,792	15.00%	16.33%
10	537	3,273	15.00%	16.41%
22	1,205	7,248	15.00%	16.63%
6	175	1,017	15.00%	17.21%
4	220	1,210	15.00%	18.18%
<b>*Data from State Technology Office &amp; AWI</b>				
<b>STW</b>	<b>15,825</b>	<b>105,926</b>	<b>15.00%</b>	<b>14.94%</b>

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

**Number Four - WIA Employed Worker Outcome Rate**

RWB	Attained Credential	Total Exits	Worker Outcome Rate	WIA Emp Wkr Outcome Goal
1	114	123	92.68%	N/A
2	13	34	38.24%	N/A
3	24	30	80.00%	N/A
4	54	87	62.07%	N/A
5	57	62	91.94%	N/A
6	29	50	58.00%	N/A
7	13	15	86.67%	N/A
8	213	326	65.34%	N/A
9	38	47	80.85%	N/A
10	57	64	89.06%	N/A
11	232	280	82.86%	N/A
12	164	188	87.23%	N/A
13	23	54	42.59%	N/A
14	29	62	46.77%	N/A
15	15	72	20.83%	N/A
16	24	77	31.17%	N/A
17	409	459	89.11%	N/A
18	139	155	89.68%	N/A
19	42	74	56.76%	N/A
20	140	189	74.07%	N/A
21	77	347	22.19%	N/A
22	42	70	60.00%	N/A
23	55	508	10.83%	N/A
24	36	55	65.45%	N/A
<b>*Data from State Technology Office &amp; AWI</b>				
<b>STW</b>	<b>2,039</b>	<b>3,428</b>	<b>59.48%</b>	

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

### Measure Number Five - WIA Adult Entered Employment Rate

WIA Adult Entered Employment Rate				
RWB	# ENTERING EMPLOY.	# EXITERS NOT EMPLOYED @ REG	ENTER. EMPLOY. RATE	GOAL
9	56	56	100.00%	66.00%
10	49	49	100.00%	65.50%
17	241	241	100.00%	71.00%
5	61	63	96.83%	71.50%
21	449	467	96.15%	74.00%
7	38	40	95.00%	66.00%
3	65	69	94.20%	66.00%
14	39	42	92.86%	67.00%
12	152	164	92.68%	69.24%
6	34	37	91.89%	66.00%
4	175	196	89.29%	66.00%
1	60	69	86.96%	66.25%
20	195	231	84.42%	72.28%
2	86	103	83.50%	70.00%
13	91	111	81.98%	66.00%
24	95	116	81.90%	70.00%
8	404	507	79.68%	66.00%
11	296	382	77.49%	69.00%
18	33	44	75.00%	68.00%
16	144	193	74.61%	70.50%
19	65	94	69.15%	70.50%
22	239	383	62.40%	67.90%
23	2065	3913	52.77%	60.00%
15	146	317	46.06%	66.00%
<b>*Data from State Technology Office &amp; AWI</b>				
<b>STW</b>	<b>5,278</b>	<b>7,887</b>	<b>66.92%</b>	<b>66.00%</b>

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

**Measure Number Six - WIA Adult Wage Rate**

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
5	\$13.67	\$10.13	134.91%	88.00%	153.31%
1	\$13.19	\$9.79	134.76%	88.00%	153.13%
9	\$13.10	\$9.97	131.41%	88.00%	149.33%
8	\$13.25	\$10.11	131.03%	88.00%	148.90%
4	\$12.02	\$9.84	122.20%	88.00%	138.86%
17	\$12.07	\$10.00	120.71%	88.00%	137.17%
2	\$11.48	\$9.82	116.86%	88.00%	132.79%
16	\$11.53	\$9.88	116.71%	88.00%	132.62%
10	\$11.16	\$9.78	114.16%	88.00%	129.73%
18	\$11.84	\$10.41	113.78%	88.00%	129.29%
11	\$11.48	\$10.12	113.44%	88.00%	128.91%
20	\$10.97	\$10.10	108.64%	88.00%	123.46%
19	\$10.55	\$9.84	107.26%	88.00%	121.88%
6	\$10.22	\$9.77	104.60%	88.00%	118.87%
3	\$9.92	\$9.57	103.70%	88.00%	117.84%
23	\$11.41	\$11.23	101.63%	88.00%	115.49%
7	\$9.76	\$9.66	101.05%	88.00%	114.83%
12	\$10.10	\$10.17	99.31%	88.00%	112.85%
14	\$10.57	\$10.68	98.95%	88.00%	112.44%
22	\$10.73	\$11.08	96.82%	88.00%	110.03%
24	\$10.02	\$10.35	96.81%	88.00%	110.01%
21	\$10.65	\$11.21	95.05%	88.00%	108.01%
13	\$9.48	\$10.10	93.89%	88.00%	106.70%
15	\$9.39	\$10.46	89.74%	88.00%	101.98%
<b>*Data from State Technology Office &amp; AWI</b>					
<b>STW</b>	<b>\$11.19</b>	<b>\$ 10.48</b>	<b>106.77%</b>	<b>88.00%</b>	<b>121.34%</b>

\*\*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

### Measure Number Seven - WIA Adult Dislocated Worker Entered Employment Rate

RWB	# ENTERING EMPLOY.	# EXITERS	ENTER. EMPLOY. RATE	GOAL
1	53	53	100.00%	67.00%
5	233	233	100.00%	70.50%
10	37	37	100.00%	67.00%
12	611	621	98.39%	67.00%
17	185	189	97.88%	75.00%
9	29	30	96.67%	67.00%
3	53	55	96.36%	67.00%
6	61	64	95.31%	68.76%
21	578	614	94.14%	70.00%
20	335	362	92.54%	67.00%
7	74	81	91.36%	67.00%
13	177	202	87.62%	67.00%
24	112	129	86.82%	71.50%
4	72	83	86.75%	67.00%
18	86	100	86.00%	78.00%
2	148	173	85.55%	69.00%
8	557	664	83.89%	69.50%
14	733	888	82.55%	67.00%
16	140	174	80.46%	70.00%
19	23	29	79.31%	75.00%
11	276	378	73.02%	67.00%
15	645	1122	57.49%	67.00%
23	2462	4777	51.54%	65.00%
22	387	814	47.54%	66.49%
<b>*Data from State Technology Office &amp; AWI</b>				
STW	8,067	11,872	67.95%	67.00%

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

<b>WIA DISLOCATED WORKER WAGE AS % OF LLSIL FOR FAMILY OF 3</b>			
<b>RWB</b>	<b>Wages - LLSIL</b>	<b>Average Hourly Wage</b>	<b>Wage Rate</b>
10	\$9.78	\$15.97	163.31%
20	\$10.10	\$16.08	159.18%
8	\$10.11	\$15.63	154.58%
15	\$10.46	\$14.24	136.09%
13	\$10.10	\$13.65	135.15%
18	\$10.41	\$13.82	132.75%
22	\$11.08	\$14.60	131.75%
5	\$10.13	\$13.17	129.99%
21	\$11.21	\$14.34	127.88%
9	\$9.97	\$12.68	127.15%
16	\$9.88	\$12.54	126.93%
14	\$10.68	\$13.44	125.80%
7	\$9.66	\$12.05	124.69%
6	\$9.77	\$12.07	123.50%
2	\$9.82	\$12.07	122.89%
24	\$10.35	\$12.58	121.55%
17	\$10.00	\$11.72	117.18%
19	\$9.84	\$11.52	117.10%
1	\$9.79	\$11.36	116.01%
23	\$11.23	\$13.00	115.80%
12	\$10.17	\$11.69	114.91%
4	\$9.84	\$11.28	114.60%
11	\$10.12	\$11.37	112.35%
3	\$9.57	\$10.69	111.69%
<b>*Data from State Technology Office &amp; AWI</b>			
<b>STW</b>	<b>\$10.48</b>	<b>\$12.98</b>	<b>123.86%</b>

\*\*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

### Measure Number Nine - WIA Youth Goal Attainment Rate

RWB	Goals Attained	Goals Due	Attainment Rate	Goal	Percent of Goal
17	636	652	97.55%	55.00%	177.36%
2	501	544	92.10%	65.00%	141.69%
1	432	476	90.76%	62.50%	145.21%
13	198	223	88.79%	63.00%	140.94%
22	195	223	87.44%	51.00%	171.46%
3	519	603	86.07%	51.00%	168.76%
4	472	553	85.35%	63.00%	135.48%
12	1457	1718	84.81%	63.00%	134.62%
10	344	410	83.90%	57.20%	146.68%
20	933	1158	80.57%	66.00%	122.08%
8	569	710	80.14%	55.40%	144.66%
9	400	501	79.84%	63.00%	126.73%
11	318	415	76.63%	60.81%	126.01%
14	511	673	75.93%	55.50%	136.81%
5	393	524	75.00%	78.00%	96.15%
16	362	499	72.55%	63.00%	115.15%
18	35	51	68.63%	63.00%	108.93%
21	1247	1921	64.91%	60.00%	108.19%
15	846	1416	59.75%	52.00%	114.90%
24	391	750	52.13%	52.00%	100.26%
19	249	441	56.46%	61.00%	92.56%
23	3122	5686	54.91%	63.00%	87.15%
7	243	479	50.73%	56.00%	90.59%
6	96	241	39.83%	66.00%	60.35%
<b>*Data from State Technology Office &amp; AWI</b>					
STW	14,469	20,867	69.34%	63.00%	110.06%

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

**Measure Number Ten - WIA Youth Positive Outcome Rate**

<b>RWB</b>	<b>Number of Positive Outcomes</b>	<b>Youth Exiters</b>	<b>Outcome Rate</b>	<b>Goal</b>	<b>Percent of Goal</b>
5	31	31	100.00%	90.00%	111.11%
9	115	116	99.14%	90.00%	110.15%
18	38	39	97.44%	90.00%	108.26%
21	651	670	97.16%	90.00%	107.96%
22	100	103	97.09%	90.00%	107.87%
4	182	188	96.81%	90.00%	107.57%
12	563	582	96.74%	90.00%	107.48%
2	105	109	96.33%	90.00%	107.03%
17	192	203	94.58%	90.00%	105.09%
8	227	242	93.80%	90.00%	104.22%
3	158	172	91.86%	90.00%	102.07%
6	77	84	91.67%	90.00%	101.85%
19	175	191	91.62%	90.00%	101.80%
1	155	170	91.18%	90.00%	101.31%
13	80	89	89.89%	90.00%	99.88%
15	438	496	88.31%	90.00%	98.12%
20	392	451	86.92%	90.00%	96.58%
14	90	104	86.54%	90.00%	96.15%
10	77	89	86.52%	90.00%	96.13%
24	239	292	81.85%	90.00%	90.94%
7	101	124	81.45%	90.00%	90.50%
23	773	995	77.69%	90.00%	86.32%
16	89	122	72.95%	90.00%	81.06%
11	139	217	64.06%	90.00%	71.17%
<b>*Data from State Technology Office &amp; AWI</b>					
<b>STW</b>	<b>5,200</b>	<b>5,901</b>	<b>88.12%</b>	<b>90.00%</b>	<b>97.91%</b>

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

<b>WAGNER-PEYSER ENTERED EMPLOYMENT</b>					
<b>RWB</b>	<b>Number Entering Employment</b>	<b>W-P Applicants</b>	<b>Entered Employment Rate</b>	<b>Goal</b>	<b>Percent of Goal</b>
23	76,190	153,698	49.57%	35.00%	141.63%
8	37,578	84,718	44.36%	35.00%	126.73%
21	29,462	67,649	43.55%	35.00%	124.43%
24	21,027	50,983	41.24%	35.00%	117.84%
9	7,940	19,306	41.13%	35.00%	117.51%
1	12,016	29,601	40.59%	35.00%	115.98%
10	11,507	30,072	38.26%	35.00%	109.33%
5	10,437	27,865	37.46%	35.00%	107.02%
4	5,368	14,333	37.45%	35.00%	107.01%
12	42,849	115,634	37.06%	35.00%	105.87%
18	9,538	26,753	35.65%	35.00%	101.86%
20	12,428	35,245	35.26%	35.00%	100.75%
2	5,427	15,806	34.34%	35.00%	98.10%
11	7,564	23,245	32.54%	35.00%	92.97%
14	19,918	62,416	31.91%	35.00%	91.18%
13	12,154	38,720	31.39%	35.00%	89.68%
22	31,155	99,381	31.35%	35.00%	89.57%
15	26,629	86,051	30.95%	35.00%	88.42%
3	3,332	10,796	30.86%	35.00%	88.18%
6	3,119	10,439	29.88%	35.00%	85.37%
17	12,943	44,140	29.32%	35.00%	83.78%
19	2,873	9,863	29.13%	35.00%	83.23%
7	2,673	9,193	29.08%	35.00%	83.08%
16	8,963	32,661	27.44%	35.00%	78.41%
<b>*Data from State Technology Office &amp; AWI</b>					
<b>STW</b>	<b>410,431</b>	<b>1,049,398</b>	<b>39.11%</b>	<b>35.00%</b>	<b>111.75%</b>

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

**Measure Number Twelve - W-P Entered Employment Wage Rate**

RWB	Wage at Entry*	LLSIL	Wage Rate	Goal	Percent of Goal
23	\$12.37	\$11.23	110.15%	84.50%	130.36%
21	\$11.88	\$11.21	105.98%	84.50%	125.42%
17	\$10.34	\$10.00	103.40%	84.50%	122.37%
13	\$9.96	\$10.10	98.61%	84.50%	116.70%
2	\$9.36	\$9.82	95.32%	84.50%	112.80%
15	\$9.82	\$10.46	93.88%	84.50%	111.10%
7	\$8.83	\$9.66	91.41%	84.50%	108.17%
24	\$9.46	\$10.35	91.40%	84.50%	108.17%
18	\$9.47	\$10.41	90.97%	84.50%	107.66%
14	\$9.69	\$10.68	90.73%	84.50%	107.37%
5	\$9.15	\$10.13	90.33%	84.50%	106.89%
19	\$8.84	\$9.84	89.84%	84.50%	106.32%
10	\$8.78	\$9.78	89.78%	84.50%	106.24%
8	\$9.04	\$10.11	89.42%	84.50%	105.82%
4	\$8.74	\$9.84	88.82%	84.50%	105.11%
1	\$8.60	\$9.79	87.84%	84.50%	103.96%
20	\$8.77	\$10.10	86.83%	84.50%	102.76%
12	\$8.79	\$10.17	86.43%	84.50%	102.28%
22	\$9.57	\$11.08	86.37%	84.50%	102.22%
11	\$8.55	\$10.12	84.49%	84.50%	99.98%
16	\$8.32	\$9.88	84.21%	84.50%	99.66%
9	\$8.06	\$9.97	80.84%	84.50%	95.67%
6	\$7.89	\$9.77	80.76%	84.50%	95.57%
3	\$7.62	\$9.57	79.62%	84.50%	94.23%
<b>*Data from State Technology Office &amp; AWI</b>					
STW	\$9.52	\$10.48	90.84%	84.50%	107.50%

\*\*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 Thirteen – Wagner – Peyser New Hire Involvement Rate

Measure Number Thirteen - WP New Hire Involvement Rate

RWB	W-P Employment	New Hires	Involvement Rate	Goal	Percent of Goal
3	3,332	7,611	43.78%	14.00%	312.71%
23	76,190	207,502	36.72%	14.00%	262.27%
6	3,119	8,586	36.33%	14.00%	259.48%
5	10,437	30,073	34.71%	14.00%	247.90%
7	2,673	8,459	31.60%	14.00%	225.71%
9	7,940	25,356	31.31%	14.00%	223.67%
1	12,016	41,022	29.29%	14.00%	209.23%
10	11,507	39,584	29.07%	14.00%	207.64%
8	37,578	134,325	27.98%	14.00%	199.82%
4	5,368	21,117	25.42%	14.00%	181.57%
13	12,154	49,147	24.73%	14.00%	176.64%
21	29,462	120,946	24.36%	14.00%	174.00%
17	12,943	57,528	22.50%	14.00%	160.70%
2	5,427	24,404	22.24%	14.00%	158.84%
20	12,428	57,865	21.48%	14.00%	153.41%
15	26,629	126,137	21.11%	14.00%	150.79%
22	31,155	159,285	19.56%	14.00%	139.71%
12	42,849	220,558	19.43%	14.00%	138.77%
16	8,963	46,434	19.30%	14.00%	137.88%
14	19,918	109,612	18.17%	14.00%	129.80%
24	21,027	119,612	17.58%	14.00%	125.57%
19	2,873	19,961	14.39%	14.00%	102.81%
11	7,564	53,734	14.08%	14.00%	100.55%
18	9,538	74,747	12.76%	14.00%	91.15%
<b>*Data from State Technology Office &amp; AWI</b>					
STW	410,431	1,763,605	23.27%	14.00%	166.23%

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

**Measure Number Fourteen - W-P Employer Involvement Rate**

RWB	Employers Served	Employers Reporting New Hires	Involvement Rate	Goal	Percent of Goal
23	8,029	17,646	45.50%	25.00%	182.00%
4	768	1,882	40.81%	25.00%	163.23%
3	526	1,327	39.64%	25.00%	158.55%
2	757	2,175	34.80%	25.00%	139.22%
13	1,756	5,101	34.42%	25.00%	137.70%
20	1,813	5,404	33.55%	25.00%	134.20%
21	3,657	12,878	28.40%	25.00%	113.59%
7	401	1,581	25.36%	25.00%	101.45%
5	719	2,870	25.05%	25.00%	100.21%
1	786	3,254	24.15%	25.00%	96.62%
11	1,482	6,222	23.82%	25.00%	95.27%
19	432	1,855	23.29%	25.00%	93.15%
14	2,229	9,582	23.26%	25.00%	93.05%
8	2,236	9,706	23.04%	25.00%	92.15%
10	996	4,365	22.82%	25.00%	91.27%
6	344	1,522	22.60%	25.00%	90.41%
15	2,520	11,238	22.42%	25.00%	89.70%
24	1,932	8,763	22.05%	25.00%	88.19%
18	1,433	6,608	21.69%	25.00%	86.74%
16	1,413	6,516	21.69%	25.00%	86.74%
22	3,386	17,251	19.63%	25.00%	78.51%
12	2,931	15,870	18.47%	25.00%	73.88%
17	1,003	5,806	17.28%	25.00%	69.10%
9	473	3,053	15.49%	25.00%	61.97%
<b>*Data from State Technology Office &amp; AWI</b>					
<b>STW</b>	<b>42,101</b>	<b>162,475</b>	<b>25.91%</b>	<b>25.00%</b>	<b>103.65%</b>

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

**Measure Number Fifteen - Customer Satisfaction WIA Individuals**

RWB	ACSI Score	Goal	Percent of Goal
9	81.53	71.00	114.83%
19	81.22	70.00	116.03%
4	81.13	71.00	114.27%
3	80.80	70.00	115.43%
10	80.44	69.00	116.58%
22	79.68	70.00	113.83%
7	79.62	70.00	113.74%
24	79.41	69.00	115.09%
1	78.79	69.00	114.19%
20	78.67	71.00	110.80%
18	78.46	69.00	113.71%
17	77.92	70.00	111.31%
2	77.45	72.00	107.57%
23	77.20	70.00	110.29%
8	75.10	69.50	108.06%
5	75.04	69.00	108.75%
15	74.16	69.00	107.48%
11	73.32	80.00	91.65%
16	72.25	68.25	105.86%
12	71.80	70.00	102.57%
21	71.45	71.00	100.63%
6	71.15	71.00	100.21%
13	69.78	68.50	101.87%
<b>14</b>	<b>68.24</b>	<b>70.00</b>	<b>97.49%</b>
<b>*Data from State Technology Office &amp; AWI</b>			
<b>STW</b>	<b>75.88</b>	<b>71.00</b>	<b>106.87%</b>

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](http://www.theacsi.org/what_it_measures.htm)

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

### Measure Number Sixteen - Customer Satisfaction Wagner - Peyser Individuals

RWB	ACSI Score	Goal	Percent of Goal
3	79.06	80.00	98.83%
22	77.30	80.00	96.63%
19	77.16	80.00	96.45%
17	76.48	80.00	95.60%
4	76.03	80.00	95.04%
23	76.00	80.00	95.00%
21	75.46	80.00	94.33%
20	75.14	80.00	93.93%
18	74.27	80.00	92.84%
2	74.11	80.00	92.64%
8	73.68	80.00	92.10%
11	73.52	80.00	91.90%
1	73.38	80.00	91.73%
6	73.36	80.00	91.70%
7	73.01	80.00	91.26%
13	72.68	80.00	90.85%
9	72.59	80.00	90.74%
24	72.47	80.00	90.59%
5	72.44	80.00	90.55%
14	72.39	80.00	90.49%
10	72.21	80.00	90.26%
12	72.20	80.00	90.25%
16	71.15	80.00	88.94%
15	71.09	80.00	88.86%
<b>*Data from State Technology Office &amp; AWI</b>			
<b>STW</b>	<b>73.99</b>	<b>80.00</b>	<b>92.49%</b>

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](http://www.theacsi.org/what_it_measures.htm)

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

<b>Measure Number Seventeen - Customer Satisfaction E</b>			
<b>RWB</b>	<b>ACSI Score</b>	<b>Goal</b>	<b>Percent of Goal</b>
13	83.50	65.50	127.48%
4	82.44	71.00	116.11%
23	80.35	70.00	114.79%
3	80.33	67.00	119.90%
1	80.04	66.00	121.27%
2	79.99	67.00	119.39%
16	79.95	65.50	122.06%
6	79.86	71.00	112.48%
7	79.62	66.00	120.64%
17	78.93	70.00	112.76%
22	78.81	70.00	112.59%
15	78.79	66.00	119.38%
11	78.77	70.00	112.53%
24	78.00	66.00	118.18%
10	77.87	66.00	117.98%
20	77.65	71.00	109.37%
8	77.53	66.50	116.59%
5	77.40	66.00	117.27%
21	76.96	75.00	102.61%
19	76.78	68.50	112.09%
18	76.62	66.00	116.09%
12	76.57	68.00	112.60%
14	71.97	67.00	107.42%
9	71.25	71.00	100.35%
<b>*Data from State Technology Office &amp; AWI</b>			
<b>STW</b>	<b>78.34</b>	<b>71.00</b>	<b>110.34%</b>

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](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.