

FEDERAL PROGRAMS: WORKFORCE INVESTMENT ACT (WIA), WAGNER-PEYSER AND RELATED WORKFORCE PROGRAMS

Introduction: Governance and Service Delivery Structures under the Workforce Investment Act (WIA)

As described in the State Workforce Florida Annual Report, Florida's workforce system has been crafted to comprehensively incorporate all workforce-related services, traditional federally funded employment and training, welfare reform, and specialized state-funded programs. The broad structure and details of the primary non-federal programs are provided in the preceding sections. Florida's Workforce Innovation Act was expressly drafted to be compatible with and build upon the provisions of the federal Workforce Investment Act (WIA), and the more traditional workforce programs funded through the U.S. Department of Labor.

The balance of this report provides the performance outcome data and other information required to be reported by federal WIA law covering services and programs funded through WIA, Wagner-Peyser and related programs under the jurisdiction of the U.S. Department of Labor. In Florida the primary roles in WIA-related governance and service delivery were as follows during the 2001-2002 Program Year:

- Workforce Investment Board (WIA Section 111): Workforce Florida Inc., (WFI) Governor Jeb Bush, Chairman Toni Jennings, President Curtis Austin
- State-level Administrative/Fiscal Agency (WIA Sections 132, 303, etc.): Agency for Workforce Innovation (AWI), Director Tom McGurk
- Local Workforce Investment Boards (WIA Section 116): Florida's 24 Regional Workforce Boards (RWBs), as shown on the attached map and at <http://www.workforceflorida.com/wages/wfi/boards/index.html>
- One Stop Delivery System (WIA Section 134): Florida's network of One-Stop Operators and Centers at <http://www2.myflorida.com/awi/contacts/onestopdir.index.htm>

State Workforce Performance

Background

Section 136 of the Federal Workforce Investment Act (WIA) identifies core indicators of performance for the adult, dislocated worker, and youth programs. Fifteen core measures apply to outcomes for the adult, dislocated worker, and youth programs; and two measures of customer satisfaction apply across these three programs, bringing the total number of required measures to seventeen. These measures are as follows (definitions for each can be found in Appendix Table 2 or at <http://www.workforceflorida.com/wages/wfi/news/red-green/definitions.doc>):

Adults

1. Entry into unsubsidized employment;
2. Retention in unsubsidized employment six months after entry into employment;
3. Earnings change six months after entry into employment;
4. Credential attainment

Dislocated Worker

5. Entry into unsubsidized employment;
6. Retention in unsubsidized employment six months after entry into employment;
7. Earnings replacement six months after entry into employment;
8. Credential attainment

Older Youth (aged 19-21)

9. Entry into unsubsidized employment;
10. Retention in unsubsidized employment six months after entry into employment;
11. Earnings change six months after entry into employment;
12. Credential attainment

Younger Youth (aged 14-18)

13. Attainment of secondary school diplomas and their recognized equivalents;
14. Attainment of goals and skills;
15. Retention in unsubsidized employment six months after entry into employment;

All Programs

16. Customer satisfaction for individuals;
17. Customer satisfaction for employers.

In accordance with the WIA, each of these measures is broken out into sub-categories to track special populations and target groups. The adult and dislocated worker programs listed above also provide three levels of service: Core, Intensive and Training services. Reports must be compiled detailing each level of service, breaking out special populations within each service level such as Displaced Homemakers, Individuals with Disabilities, Out of School Youth, persons on Public Assistance, etc.

Table 1 presents the total number of participants and exiters leaving the WIA program during the 2001-2002 Program Year.

Table 1
2001-2002 WIA Participants/Exiters

WIA Program	Total Participants Served	Total Exiters
Adults	24,952	16,312
Dislocated Workers	25,901	8,641
Older Youth	3,494	1,657
Younger Youth	17,939	9,354

The number of customers served in each program during 2001-2002 increased over the prior year. A total of 73,286 customers were served during the year in all programs as compared to 61,620 customers for the preceding year.

Reporting Time Periods

Federal guidelines require two differing time periods for the 17 WIA core measures. The first reporting period is comprised of three calendar quarters of the 2000-2001 WIA Program Year and the first calendar quarter of the 2001-2002 WIA Program Year – four quarters beginning 10/1/00 and ending 9/30/01. This delayed year is required so that follow-up data from Unemployment Insurance (UI) Wage Reports can be collected on participants six months after exit. Thirteen performance measures (numbers 1 through 12 and 15 on the key above) are reported using this reporting period. Four measures are reported using data from the actual 2001-2002 WIA Program Year – four quarters beginning 7/1/01 and ending 6/30/02. These measures report real-time data elements that do not require a follow-up period. The four measures (note key above) are numbers 13, 14, 16 and 17.

Core Measures

Pursuant to the Workforce Investment Act, all states submitting a state plan must propose expected levels of performance for each of the seventeen measures, or core measures. Federal guidelines describe core measures as the key measures of success in achieving the legislative goals of WIA. The measures are used to:

- set performance goals at the State and local level;
- ensure comparability of state performance results to maintain objectivity in measuring results for incentive and sanction determinations;
- provide information for system wide reporting and evaluation for program improvement.

The proposed levels of performance are developed with the use of baseline data produced in accordance with federal instructions. As part of the state plan review process, the Secretary of the United States Department of Labor (USDOL) and the Governor must negotiate an agreement on the levels of performance or goals for each core measure.

Data on core measures is collected from Florida’s MIS system, UI Wage Records, and from the Wage Record Information System (WRIS). The MIS system gathers exit information on participants, and covers the real-time data elements referenced above. UI Wage records

contain information such as wage and retention information after exit. The WRIS system is a database consisting of 20 states' records for wages and employment, etc. WRIS records supplement Florida's UI data to paint a clearer picture of participant outcomes.

Goals for the core measures were determined by using the results from 1999-2000 WIA Program Year as a baseline. Most notably Florida met or exceeded all but three of the statewide goals negotiated at the beginning of the year. Table 2 below displays Florida's negotiated rate for each of the seventeen required measures along with the actual statewide outcomes achieved.

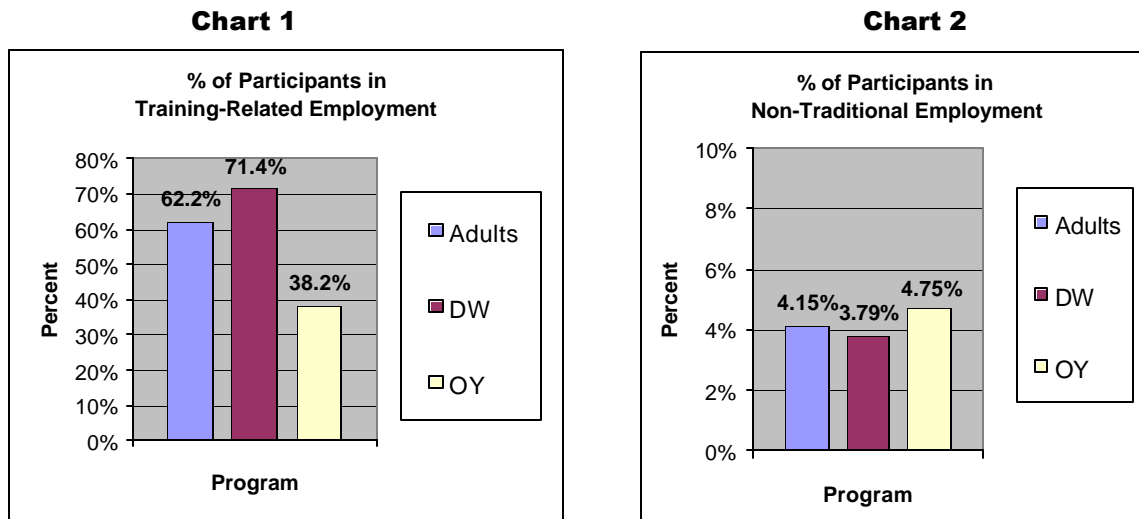
**Table 2
State WIA Performance Measures**

WIA CORE MEASURE	NEGOTIATED GOAL	ACTUAL PERFORMANCE	DIFFERENCE
Adult Entered Employment Rate	65.50%	72.97%	+7.47%
Adult Employment Retention Rate	79.50%	82.04%	+2.54%
Adult Earnings Gain	\$3,400.00	\$4,246.00	+\$846.00
Adult Credential Attainment	41.00%	54.31%	+13.31%
Dislocated Worker Entered Employment Rate	66.00%	82.18%	+16.18%
Dislocated Worker Employment Retention Rate	81.00%	87.58%	+6.58%
Dislocated Worker Earnings Replacement Rate	93.00%	162.08%	+69.08%
Dislocated Worker Credential Attainment	41.00%	59.52%	+18.52%
Older Youth (19-21) Entered Employment Rate	66.00%	65.73%	+0.27%
Older Youth (19-21) Employment Retention Rate	81.00%	79.02%	-1.98%
Older Youth (19-21) Earnings Gain	\$3,100.00	\$3,757.00	+\$657.00
Older Youth (19-21) Credential Attainment	31.00%	28.90%	-2.10%
Younger Youth (14-18) Skill Attainment Rate	51.00%	75.07%	+24.07%
Younger Youth (14-18) Diploma Attainment Rate	40.00%	46.34%	+6.34%
Younger Youth (14-18) Retention Rate	40.00%	51.62%	+11.62%
Customer Satisfaction-Individuals	68.00	76.70	+8.70
Customer Satisfaction-Employers	65.00	74.29	+9.29

As the above table indicates, Florida performed well against the goals set for this year. PY 2001 results also compare favorably with 2000 Program Year outcomes. Individual Customer Satisfaction increased by 8 percentage points. Further, the Adult Entered Employment Rate rose by 7 percentage points and the Dislocated Worker Entered Employment Rate rose by 6.4 percentage points. The Younger Youth Diploma Attainment Rate also increased by 4.5 percentage points.

Non-Traditional Employment, Training-Related Employment

The WIA also mandates that states report on placement of participants in non-traditional employment and training-related employment. Training-related employment is employment in which the individual uses a substantial portion of the skills taught in the training received by the individual. Nontraditional employment is employment in an occupation or field of work for which individuals of the participant’s gender comprise less than 25% of the individuals employed in such occupation or field of work. Charts 1 and 2 provide a brief overview of participants for the Adult, Dislocated Worker (DW) and Older Youth (OY) components.

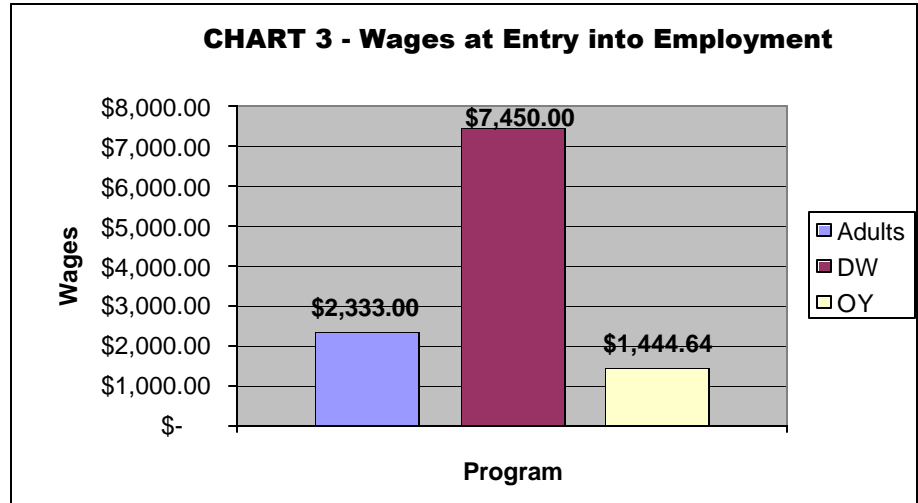


Since information on these graphs is collected after participants leave the system, data is taken from UI (Unemployment Insurance) Wage Reports. Chart 1 shows that more than 62% of adults became employed in training-related jobs, while the percentage of dislocated workers that found training-related jobs is even greater. Chart 2 indicates that the percentage that found employment in non-traditional employment is comparable for all three groups, ranging from 3.79% for dislocated workers to 4.75% for older youth.

Wages at Entry into Employment

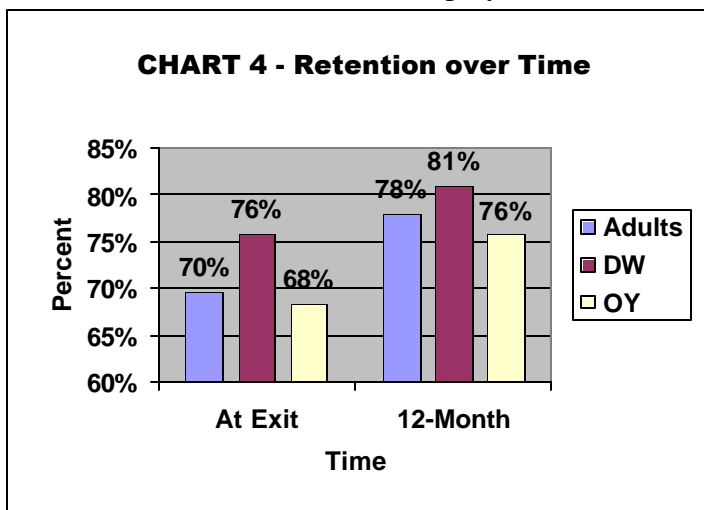
The WIA requires that states track participants to determine their wage at entry into employment. Again, Florida uses UI (Unemployment Insurance) Wage Reports to track former participants after exit. Chart 3 (below) displays the earnings that each group - Adults, Dislocated Workers and Older Youth - attained after exit.

Dislocated Worker earnings are well above Adults earnings, while Older Youth earnings are understandably lower. Dislocated Worker earnings are significantly higher because they already have skills many employers desire.



12-Month Retention and Earnings Change

These measures take a look at individuals who exited more than one year ago, and tracks their retention in unsubsidized employment and the wages they garner in those jobs. Chart 4

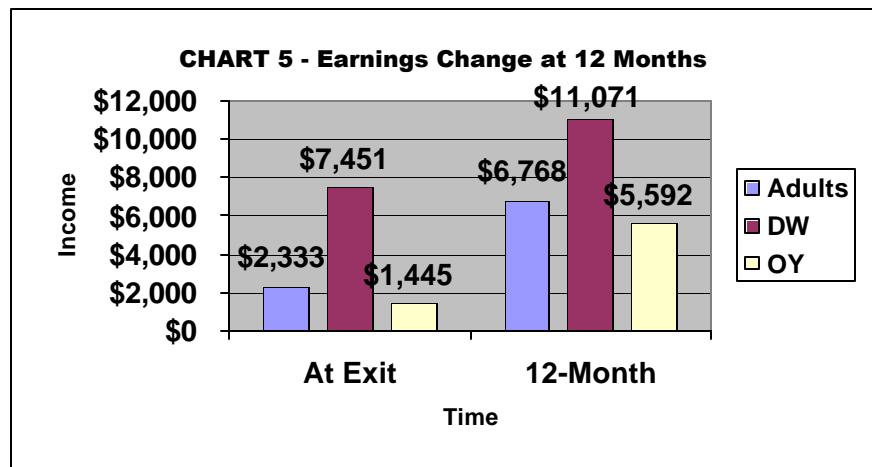


displays the trend of individuals as they hold employment over time. 12-month figures are taken from the percentage at exit (for adults, 70% had a job at exit, 78% of those still had a job at 12 months).

Since a primary goal of the WIA is to promote self-sufficiency for its participants, income of participants after they receive employment is also tracked. The Earnings Change/ Earnings Replacement measure uses the same UI data to

track former participants after they exit. Figures for earnings are reported by quarter, not annual increments.

Chart 5 shows that income for each group significantly increased in 12 months. Participant data is not available for hourly wages or amount of time worked—only for total income garnered during the quarters.



State-Level Discretionary Funding

The Workforce Florida Board of Directors has dedicated Title I funding to state administration to induce, design, develop, and fund innovative Individual Training Account pilots, demonstrations, and special programs. Of these state level funds, \$2 million was reserved for the Incumbent Worker Training Program. Additionally, the Workforce Florida Board directed funding for operating fiscal, compliance, and management accountability systems through Workforce Florida; conducting evaluation and research on workforce development activities; and providing technical and capacity building assistance to regions.

Disbursement of these funds was handled under two separate conditions. One, through contracts with various vendors to produce analysis data, follow-up reports, or provide demographic economic conditions in the state. Secondly, funds were disbursed through grants to regional workforce boards to provide innovative pilot projects to reach certain targeted populations such as youth, incumbent workers, etc.

All request for proposals included stipulations for leveraging of funds from private business, community-based organizations and/or partnering with area agencies to encourage and produce greatest outcomes for the least funding. In addition, the evaluation process for the RFPs included additional allowance for proposals that specifically addressed special needs or that focused projects within empowerment zones or enterprise zones. As a result of these efforts, Florida has been successful in funding many projects to meet local needs and created many agency and community based partnerships within the state to carry on these activities geared to creating an effective workforce. Various workforce development strategies funded from state-level discretionary funds during the year include:

- **Youth efforts** – University research to determine problems and best practices for youth in first job efforts; career paths for youth that tied business and youth together in which five regions participated; efforts to provide job services to youthful offenders in which five regions participated; work related promotions in a popular Florida publication for youth; were efforts in the youth arena.
- **Public assistance and First Jobs** – Career Advancement and Retention Challenge concentrated on participants with a public assistance history that had jobs but needed assistance to obtain movement up the career ladder and work for increased and living wages.
- **Prevention** – This was the motivation behind projects contracted with Ounce of Prevention in the areas of teen pregnancy and fatherhood responsibilities. There were two contracts on a statewide basis for these efforts.
- **Employer Participation** – was the goal in the Employer Awareness Campaign which was aimed at finding ways on a local basis to get employers involved as partners in the workforce system. Seven regional boards participated in this effort. A separate project developed a state of the art labor intelligence system aimed and a user-friendly system for employers to participate in the system. This was accomplished in the I-4 corridor of Florida.

- **Standards and Certification Relating to Skills and Occupations** – Two regional boards joined together in a project to identify industry driven standards and certifications.
- **Targeted Industry Sector** – These are industry sectors identified by economic development entities as viable in raising the average weekly wage in Florida and this project provided employees to gain skills that would provide increased pay and career ladder ability to employees in those sectors.
- **Measuring progress** – Projects and contracts that contributed to the ability to measure progress and evaluate the workforce system were the contracts with the Florida Information and Placement Information Program (FETPIP) for placement data. The Brandt contract provide the mandated phone survey of employers and the Geographic Solutions contract provided the expertise and know how to develop a web site for the state-wide occupational list.
- **Information Technology** – This was the effort behind the schools and community college joining economic entities, in a basic rural area, in training in information technology skills needed in the area.
- **Aerospace** – A contract was successfully completed that developed a web site that included interactive distance learning for employees working for employers that were part of the aerospace industry in Florida. The curriculum was developed and applied to the web site in an interactive learning mode. Over 1700 participants registered for at least one course.

Some of these initiatives were brought forward from the prior fiscal year; many are ongoing and will continue into fiscal year 2002-2003, while some have concluded. A complete and more descriptive outline is available in Appendix Table 3.

Rapid Response Funding for Regional Workforce Boards

The Federal Workforce Investment Act (WIA) of 1998 requires that up to 25 percent of the state's annual Dislocated Worker (DW) allocation be used for rapid response activities to respond to major layoffs and emergency situations. Pursuant to state Workforce Innovation Act of 2000, the expenditure of these rapid response funds is to be carried out in accordance with approved policies by the Agency for Workforce Innovation (AWI) under contract with Workforce Florida, Incorporated (WFI). At the beginning of each program year, the United States Department of Labor awards the state an allocation in DW funds. The state approved allocation for rapid response/dislocated worker assistance consists of funds budgeted for the state DW unit activities with a balance set aside as emergency reserve.

The Emergency Reserve funds set aside each program year are awarded as supplemental funds to Regional Workforce Boards based on need at the local level. Under the direction of the Workforce Florida State Board, AWI awarded \$4,761,821 in supplemental funds to 15 of

the State's local boards to provide dislocated worker services in their areas. For the period ending June 30, 2002, \$3,469,375 of these funds had been expended.

Reemployment and Emergency Assistance Coordination Team (REACT). Florida's dislocated worker unit, Reemployment and Emergency Assistance Coordination Team (REACT) is the state's focal point in dealing with the dislocation of Florida's private sector and governmental workers. The Florida Statutes, Chapter 445.003, requires that rapid response activities be included in the state plan. The purpose of this plan is to coordinate efforts at state and local levels to assist workers who have or will be dislocated from their jobs due to a facility/plant closure, a major employer downsizing, natural disasters (such as floods, fires, hurricanes, tornadoes) or other acts of nature that cause the dislocation of fifty (50) or more workers. Locally, the state's twenty-four (24) Regional Workforce Boards (RWBs) take the lead in coordinating rapid response activities. Many workers and employers are introduced to the workforce system through the rapid response process which includes REACT, RWBs and other partners. The Chamber of Commerce, labor unions and other community organizations coordinate and leverage resources needed to successfully support and reemploy laid-off workers.

The REACT Unit also has responsibility for the North American Free Trade Agreement - Transitional Adjustment Assistance (NAFTA-TAA) Program. NAFTA-TAA offers a variety of retraining and reemployment services to meet the laid off worker's individual needs. NAFTA-TAA assists workers who have been laid-off as a result of increased trade with Canada, Mexico or shift in production to those countries. Effective November 4, 2002, a reauthorized Trade Adjustment Assistance Reform Act of 2002 will run through fiscal year 2007, and amends and adds provisions to the TAA program.

Many industries were adversely impacted within fiscal year 2001-2002 including state government. A Workforce Transition Database designed to capture dislocation events for state affected workers, determine their status and account for all services that are provided to them are being tracked by the REACT Coordinators. Since June 2001 through October 2002, the state has identified approximately 3,500 filled positions, 1,900 placed in state government, 750 placed in private industry, 315 retired, 70 refused job offers, 200 elected to resign/refused assistance and 75 enrolled in operation paycheck/AWI Training. Currently, we have approximately 113 individuals remaining in the system needing assistance.

The REACT unit activities and performances are summarized in Table 3 below.

Table 3 - REACT Activity/Performance

Period	WARN Notices Received	Average Number of Days Initial Contact	Number of On-Site Visits	No. of Eligible Dislocated Workers	Number of Surveys Completed
7/1/01 - 9/30/01	115	-1.71	78	6,888	1,658
10/1/01 - 12/31/01	95	-0.17	74	5,877	1,295
1/1/02 - 3/31/02	80	-2.33	109	5,904	1,960
4/1/02 - 6/30/02	73	-1.20	73	4,374	1,518
Total	363	-5.41	334	23,043	6,431
Average per Quarter	91	-1.35	84	5,761	1,608
Performance Standard		2.00			

Expedited Reemployment Services Program. The Expedited Reemployment Services Program monitors claimant's continuing eligibility for benefits and provides reemployment assistance to the claimants as necessary. In addition to identifying claimants that has not returned to work after a specific time, the program also identifies circumstances that historically results in improper benefit payments.

Once these claimants have been identified, they are required to report to the local One-stop Delivery System site for expedited re-employment services. The purpose of this interview is to ascertain what skills and training are necessary for employment, confirm that the claimant continues to meet eligibility requirements, and to provide reemployment services. Internet referral to services will enhance the claimant's ability to receive online re-employment services as well as personal service through the One-Stop Delivery System.

Labor market information including conditions of the claimant's customary employment and employment opportunities in the area are used to help the claimant develop a realistic work plan. Methods of developing leads and application techniques are also discussed. The staff and claimant develop a work search plan that reflects the claimant's skills, experience, and wages. Additionally, the type of work being sought should be available in the area. Job-hunting methods and techniques should be appropriate to the occupation and the geographic area. Labor market information and referral to Internet sites for resume' assistance is also available.

The program consists of four strategic elements:

1. Early intervention and aggressive recruitment;
2. A shift in unemployment compensation customer service, making Expedited Reemployment Services the principal focus of the unemployment compensation staff deployed throughout the One-Stop System;
3. Program integration; and
4. Mainstreaming claimants through a unified orientation to introduce claimants to the full spectrum of One-Stop services.

The Expedited Reemployment Program facilitates early involvement of new Unemployment Compensation (UC) claimants especially those 45% who file claims by the Internet. Florida's ER Program initiative is an effort to integrate UC Reemployment Services into the mainstream of One-Stop System activities and programs. The goal is to speed UC claimants' reentry into employment thereby reducing the number of UC benefit weeks paid. Its strategy is to shift the UC customer service emphasis away from "eligibility review" and the system formerly known as "profiling", making Expedited Reemployment Services the principal focus of UC staff deployed throughout the One-Stop System.

One of the Program's strategic elements is early intervention through an assertive effort to reach out to new claimants and encourage participation in reemployment activities and services through the One-Stop Career Centers. Programming changes to the Claims Register report now provides local one-stop operators easier access to the names, social security

numbers, addresses and telephone numbers of all new claimants filing from within the respective workforce regions.

The Reemployment Services unit activities and performances are identified in the Table 4.

Table 4 - Reemployment Services			
Fiscal Year 2001		Fiscal Year 2002	
Period	Completed Priority Reemployment Services	Period	Completed Priority Reemployment Services
12/31/2000	2,459	12/31/2001	5,869
03/31/2001	2,923	03/31/2002	5,870
06/30/2001	3,734	06/30/2002	5,432
09/30/2001	4,769	09/30/2002	6,072
Total	13,885	Total	24,143
	Claims Served in Reemployment Services		Claims Served in Reemployment Services
Fiscal Year 2001	99,103	Fiscal Year 2002	246,949

National Emergency Grant (NEG). The purpose of the NEG is to provide employment and training assistance to workers affected by major economic dislocations, such as plant closures, mass layoffs affecting 50 or more workers at a single site of employment, closures of military installations, and multiple layoffs in a single local community, emergencies or natural disasters. The NEG provides federal assistance to states when it can be demonstrated that additional funds are needed to provide appropriate services for dislocated workers.

On September 11, 2001, the nation experienced the worst terrorist attacks in our history. Although Florida's economy was already beginning to show signs of slowing down before September 11th, immediately after the attacks, the fear of flying kept tourists away from the state's beaches and amusement parks. As one of the nation's major tourism destinations, the reduced number of visitors resulted in layoffs and business closures. In the wake of these catastrophic events, the State of Florida experienced the highest number of new unemployment compensation claims filed in a single week over the past 10 years. For the week ending September 29, 2001, Florida posted 40,941 new unemployment claims. Economic factors that contributed to this increase includes layoffs in the tourism, aviation, services, trades, construction and agricultural sectors.

The Agency for Workforce Innovation applied for a NEG and was awarded \$8.6 million by the United States Department of Labor (USDOL). Regional Workforce Boards received \$5,500,000 for Operation Paycheck which provided training to the states' dislocated workers. In addition to Operation Paycheck, funds were used to provide reemployment services to participants who could not be otherwise served because of the limited availability of dislocated worker funds in the state.

Operation Paycheck. In the immediate aftermath of the September 11, 2001 terrorist attacks on America, it became evident that Florida would be profoundly affected by these events. To address the need, Governor Bush convened the leadership of Workforce Florida, the Agency for Workforce Innovation, the State Board of Education, the Division of Community Colleges and the Department of Education and charged them with creating a program that would credit Floridians with skills and experiences gained in their fields and apply that credit toward accelerated training that would place them in demand occupations.

Operation Paycheck, an innovative strategy for getting Floridians who had been affected by the tragic events back to work, was launched on October 4, 2001. Almost nine thousand workers who lost their jobs as a result of the terrorist activities have received training for high demand jobs. The Agency for Workforce Innovation contracted with associations representing public and private training providers to provide training on demand in response to customers' needs. In addition to sending letters to all Unemployment Compensation claimants, a message about the availability of the Operation Paycheck Program and a toll free number was imprinted on unemployment compensation warrant stubs to all UC benefit recipients. Dislocated workers were instructed to go to the nearest One Stop Career Center and inform the career counselor that they were interested in the Operation Paycheck program. Information about the Operation Paycheck program was provided via the Internet and newspapers throughout the state were also effective in helping to get the word out. The project will be operated from December 18, 2001 through December 31, 2003. Table 5 provides Operation Paycheck performance by workforce regions.

Workforce Region	Participants Enrolled	Participants Exited	Participants Entering Employment	Wage/hr at Placement	Entered Employment Rate
1	34	8	7	\$20.76	87.50%
2	110	19	18	\$11.16	94.74%
3	14	11	11	\$13.82	100.00%
4	50	19	16	\$12.82	84.21%
5	252	14	13	\$14.56	92.86%
6	6	3	3	\$14.58	100.00%
7	30	13	9	\$9.31	69.23%
8	362	27	21	\$17.92	77.78%
9	53	4	4	\$11.47	100.00%
10	33	3	3	\$13.33	100.00%
11	440	61	56	\$11.48	91.80%
12	1379	39	27	\$12.42	69.23%
13	89	11	7	\$14.89	63.64%
14	745	61	57	\$15.82	93.44%
15	576	20	19	\$12.69	95.00%
16	56	8	8	\$12.41	100.00%
17	29	7	7	\$15.47	100.00%
18	18	3	3	\$11.61	100.00%
19	1	0	0	\$0.00	0.00%
20	30	9	9	\$12.31	100.00%
21	424	57	56	\$14.70	98.25%

Workforce Region	Participants Enrolled	Participants Exited	Participants Entering Employment	Wage/hr at Placement	Entered Employment Rate
22	1352	64	40	\$17.10	62.50%
23	2181	276	204	\$12.32	73.91%
24	62	4	4	\$14.79	100.00%
State Total	8326	741	602	\$13.52	81.24%
<i>10/01/01 Through 6/30/02 as reported 7/31/02</i>					

Local Performance

Upon the completion of the State's negotiation with the USDOL on state performance goals for each of the twelve reportable WIA core measures, the state workforce board conducted negotiations at the state level with each regional workforce board. As a result of this process, expected levels of performance or goals were agreed upon for each region. Table 6 summarizes outcomes based on these goals. Individual performance tables for each of Florida's twenty-four regions are also provided in the Appendices (Appendix A-Table O-Performance).

**Table 6
Regional Program Year 2001-2002 WIA Performance**

WIA CORE MEASURE	STATE GOAL	RANGE OF REGIONAL PERFORMANCE	# OF REGIONS ACHIEVING REGIONAL GOAL	% OF REGIONS ACHIEVING GOAL
CUSTOMER SATISFACTION INDIVIDUALS	68.0	71.00 to 86.00	24 of 24	100%
CUSTOMER SATISFACTION EMPLOYERS	65.0	71.10 to 83.00	24 of 24	100%
ADULT ENTERED EMPLOYMENT RATE	65.50%	58.14% to 89.09%	22 of 24	91.66%
ADULT EMPLOYMENT RETENTION RATE	79.50%	75.97% to 90.21%	15 of 24	62.50%
ADULT EARNINGS GAIN	\$3,400	\$2,469 to \$8,174	20 of 24	83.33%
ADULT EMPLOYMENT AND CREDENTIAL RATE	41.00%	22.00% to 83.67%	23 of 24	95.83%
DISLOCATED WORKER ENTERED EMPLOYMENT RATE	66.00%	71.43% to 100%	23 of 24	95.83%
DISLOCATED WORKER EMPLOYMENT RETENTION RATE	81.00%	80.00% to 94.62%	20 of 24	83.33%
DISLOCATED WORKER EARNINGS REPLACEMENT RATE	93.00%	93.62% to 313%	24 of 24	100%

WIA CORE MEASURE	STATE GOAL	RANGE OF REGIONAL PERFORMANCE	# OF REGIONS ACHIEVING REGIONAL GOAL	% OF REGIONS ACHIEVING GOAL
DISLOCATED WORKER EMPLOYMENT AND CREDENTIAL RATE	41.00%	21.92% to 78.87%	23 of 24	95.83%
OLDER YOUTH (19-21) ENTERED EMPLOYMENT RATE	66.00%	0% to 82.14%	15 of 24	62.50%
OLDER YOUTH (19-21) EMPLOYMENT RETENTION RATE	81.00%	0% to 100%	10 of 24	41.67%
OLDER YOUTH (19-21) EARNINGS GAIN	\$3,100	\$0 to \$6,756	12 of 24	50.00%
OLDER YOUTH CREDENTIAL RATE	31.00%	0% to 83.33%	19 of 24	79.17%
YOUNGER YOUTH (14-18) SKILL ATTAIMENT RATE	51.00%	57.11% to 98.65%	22 of 24	91.66%
YOUNGER YOUTH (14-18) DIPLOMA ATTAIMENT RATE	40.00%	0% to 100%	13 of 24	54.17%
YOUNGER YOUTH (14-18) RETENTION RATE	40.00%	16.00% to 84.00%	22 of 24	91.66%

State Evaluation Activities and Incentive Policy

Overall Description and Background

Due to historical practices and state law mandates, Florida has long engaged in extensive program evaluation activities, with a particular emphasis on results, outcomes and longitudinal information. In the workforce realm, much of that evaluation activity has been based on many of the key elements now mandated by WIA, including use of many of the same or similar measures, similar definitions and heavy reliance on use of Unemployment Insurance wage records to verify initial job placement, job retention, and initial and long-term earnings over time.

Florida Education and Training Placement Information Program (FETPIP)

One of Florida's earliest and most successful innovations in evaluation and performance tracking has been the Florida Education and Training Placement Information Program (FETPIP) established in the mid-80's within the state Department of Education. This program was developed mainly to help evaluate the effectiveness of post-secondary education and training programs, particularly vocational education and similar career preparation programs. The scope of the groups to be tracked rapidly expanded to cover nearly all job training and placement programs including WIA, Wagner-Peyser, Job Corps, Veterans, welfare reform (TANF), Apprenticeship, Unemployment Compensation claimants, ex-offenders, and a total of nearly 200 groups or sub-cohorts being tracked.

The FETPIP follow-up data is electronically derived from Unemployment Compensation (Insurance) quarterly wage records, federal military and civilian personnel records, public

assistance, incarceration/parole records, and continued education rosters. Access to this data allows for annual reports with extensive detail and longitudinal capabilities. Each group is typically tracked for at least 2 years, with many tracked over much longer periods, including the “Class of 1991” composed of all graduates (and drop-outs) of high school, certificate programs, and all levels of higher education. Quarterly reports covering employment and public assistance status and outcomes are regularly run and analyzed. For more details on FETPIP, including examples of annual outcome reports, see:

<http://www.firn.edu/doe/bin00078/fetpip/fmain.htm>

Short Term Measures

A few years ago a “regional outcome matrix” was prepared to display key program outcomes statewide and for each workforce region. This report was designed as a first indicator of program performance to work in conjunction with other administrative short-term reports and longitudinal reports required by state and federal law. Key measures were selected from exit data available through the State’s administrative reporting systems. With the implementation of the Workforce Investment Act (WIA), this report was revised to reflect the new WIA measures and the Act’s emphasis on program integration through the one-stop system. The revisions and the adoption of new short-term measures were based on the extensive solicitation of input from all parties and the recommendations of two working groups appointed by the Board which represented state and local agencies, the regional workforce boards, and other interested parties.

The “regional outcome matrix,” often referred to as the Red and Green Report addresses outcomes for the three major one-stop partner programs in Florida: WIA programs, Wagner-Peyser programs, and the State’s TANF/Welfare Transition Program. All short-term measures outline performance outcomes that can be typically reported within one calendar quarter through the various programs’ management information systems. Results from the measures are compiled regionally and compared against other regions and statewide outcomes. Appendix Table 10 contains the 2001-2002 Year-End Performance and a detailed description of the measures included in the Red and Green Report.

The Table 7 below shows statewide PY 2001-02 outcomes for each of the short-term measures. Outcomes for each of the measures listed in Appendix Table 2 are reported statewide and by workforce region.

Table 7
PY 2001-02 Statewide Short-Term Outcomes

Welfare Entered Employ. Rate (1)	Welfare Initial Employ. Wage Rate (2)	Welfare Return Rate (3)	WIA Employed Worker. Outcome Rate (4)	WIA Adult Enter. Emp. Rate (5)	WIA Adult Wage Rate (6)
25.9%	68.0%	14.0%	46.0%	77.8%	102.3%
WIA Dislocated Wkr. Enter. Emp. Rate (7)	WIA Dislocated Wkr. Wage Rate (8)	WIA Youth Goal Attainment Rate (9)	WIA Youth Positive Outcome Rate (10)	WP Entered Emp. Rate (11)	WP Wage Rate (12)
86.6%	125.2%	75.1%	92.8%	32.7%	86.8%
WP New Hire Involvement Rate (13)	WP Employer Involvement Rate (14)	Customer Satisfaction – WIA Individuals (15)	Customer Satisfaction– WP Applicants (16)	Customer Satisfaction- Employers (17)	
19.1%	28.9%	76.7*	72.1*	74.3*	

*Score based on American Satisfaction Index (ACSI).

“Plain English” Key Indicators

The “Red and Green” short-term outcome measures have served as a useful analytic tool for assessing comparative performance, trend lines, diagnostic early warnings, predictors of long term results, and application of common measures for multiple related programs, including WIA, Welfare Transition/TANF, and Wagner-Peyser. However the technical terms and definitions used in the “Red and Green” reports which are completely understandable to workforce professionals are often obscure and non-user-friendly to volunteer board members, community partners, legislators and the rest of the world who are not familiar with the technical definitions of Entered Employment Rate, New Hire Involvement Rate, or even Wagner-Peyser. Workforce Board staff has therefore developed a “Plain English” version of the short term measures to be presented to broader audiences of stakeholders, partners, and others interested in workforce issues. As illustrated in Table 8, the new Statewide Key Indicators ask for sets of simple questions about services provided, customer satisfaction, jobs obtained and earnings, also indicating year-to-year trends, statewide cumulative results. Additionally, the same questions are replicated and presented in breakouts for each of the 24 regions in Appendix B. Other Reports and Supporting Documents – Workforce Program Summaries by Region. These Key Indicators are now being used in conjunction with the “Red and Green” reports and will be produced on the same schedule---mid-year, as of the end of March, and at the end of each program year ending in June.

**Table 8
WORKFORCE RED AND GREEN KEY INDICATORS**

Are our services being used?	2002	2001	+/-
Employers - Of those who hired this year, how many got one-stop services?	28.90%	23.50%	5.40%
Employees - Of those who got jobs, how many got one-stop services?	19.10%	13.00%	6.10%
* How satisfied were our customers?			
Satisfaction rating for employers who received services	74.30	68.69	5.61
Satisfaction rating for individuals who received training	76.70	76.69	0.01
Satisfaction rating for job seekers who got help in finding work	72.10	No Survey	N/A
Did our customers get jobs?			
% on welfare that got jobs	25.90%	24.60%	1.30%
Total Number	27,755	25,654	2,101
% of disadvantaged adults receiving training who got jobs	77.80%	78.90%	-1.10%
Total Number	9,109	6,797	2,312
% of the unemployed receiving training who got jobs	86.60%	88.40%	-1.80%
Total Numbers	7,867	6,661	1,206
% of all job seekers that got jobs	32.70%	29.70%	3.00%
Total Number	349,315	248,103	101,212
What was their hourly wage?			
The average wage per hour of those who left welfare	\$7.04	\$6.61	\$0.43
** Wage Rate	68.00%	65.80%	2.20%
The average wage per hour for trained disadvantaged adults	\$10.59	\$8.78	\$1.81
** Wage Rate	102.30%	87.40%	14.90%
The average wage per hour for unemployed workers who were retrained	\$12.96	\$11.24	\$1.72
** Wage Rate	125.20%	111.90%	13.30%
The average wage per hour for job seekers	\$8.98	\$8.49	\$0.49
** Wage Rate	86.80%	84.50%	2.30%
* Customer satisfaction numbers are provided by the American Customer Satisfaction Index (ACSI). The index - scales from 0 to 100 – allows comparisons between the private and public sector. The composite federal government score is 71 for the year 2001.			
** Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a Family of 3 for Florida is \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self-sufficiency" wage.			

Regional Review Teams

Section 445.007(3), of the Florida Statutes mandates that “The Workforce Development Board shall assign staff to meet with each regional workforce development board annually to review the board’s performance and to certify that the board is in compliance with applicable state and federal law.”

Workforce Florida executive staff made presentations to all 24 regional workforce boards. Preparation for the annual review presentations included evaluating, utilizing and linking all available performance data (including Red and Green short-term exit measures, longitudinal tier measures, monthly management reports), information and resources. Also incorporated into the review presentations were the outcomes of the site visits jointly conducted by the Agency for Workforce Innovation (AWI) Program Review Unit and Workforce Florida, Inc., (WFI) staff. The AWI team focused on assessing the region’s compliance with applicable State and Federal laws, regulations and policies, where as WFI staff evaluated the regional capacity to implement the Workforce Innovation Act of 2000. Specifically, WFI staff reviewed the extent to which regional boards incorporated the needs of the employer community into strategic planning efforts, operational plans/operational systems, sales and marketing efforts and One-Stop bricks and mortar plans. Presentations to the regional workforce boards included; comparative demographic information reflecting regional poverty and unemployment rates, relative shares of funding to meet those needs (e.g. WIA, Welfare-to-Work, Wagner-Peyser and TANF funds), regional board performance compared to other regions and to prior year and an assessment of how well employer needs had been met.

WFI staff will continue to review performance and partner with the Agency for Workforce Innovation and other appropriate workforce organizations to guide the redesign of capacity-building tools and technical assistance programs to support regions as they build regional capacity and continuously improve workforce programs and processes. Validation of those capacity-building tools by WFI staff will ensure their efficacy. This course of action will also make certain that programs and processes implemented by regional workforce boards are consistent in representing the intent and direction of Workforce Florida, Inc.

In addition to the general performance review and annual performance reporting for all 24 regional workforce boards, the Workforce Florida Board directed that seven regions receive special evaluation and technical assistance in a formal Performance Improvement Program (PIP) process. The seven selected regions included those that reflected a pattern of significant and sustained low quartile performance on the short term Red and Green Report and/or had indicated structural, governance, operational, reporting, financial management or other performance difficulties. The PIP process addressed analysis of statistical performance indicators/outcomes, any structural/governance issues, financial management, operational issues, other compliance issues, coupled with a plan and timetable for corrective action and a budget for improvement steps, primarily covering training for regional board and staff, technical assistance and management tools.

State Longitudinal Measures—“Tier Measures”

State Longitudinal Measures—“Tier Measures” - The Florida Legislature has mandated that the State Workforce Florida Board develop uniform measures and standards to cover all job training, placement, career education and other workforce programs [See Sec. 445.005 (9), Florida Statutes]. Tier 1 measures are broad outcome measures that can be (almost) universally applied to all workforce-related indicators, including entered employment, job retention and earnings at various levels. Tier 2 measures are oriented to logical grouping of programs and/or targeted populations and provide additional measures that are uniquely relevant to that group. These measures include continued education status for youth programs and reduction in public assistance dependency for TANF recipients and other low-income individuals. Tier 3 includes process/output measures including those mandated for federally funded programs. These measures also disaggregate the Tier 1 and 2 measures to sub-state breakouts, some of which are regionally adjusted. Examples of process measures would include caseloads for specific programs or first-payment time-lapse data for Unemployment Compensation. Disaggregated results would include the WIA performance of specific Workforce Regions or the number/percentage of youth who complete teen pregnancy prevention programs in a specific county or region. A summary of the most recent Tier report is included as Appendix – A, Table 11.

WIA Incentive Awards

Florida was one of six early implementation states that opted to begin applying the terms of the federal Workforce Investment Act (WIA) on July 1, 1999, a year earlier than the mandated implementation schedule. Among other advantages resulting from early implementation, Florida also became eligible for the first round of Workforce Incentive Awards available under WIA. Earning an award also required submission of a timely WIA annual report to USDOL, furnishing required financial and participant data, and achieving the WIA long-term performance standards negotiated with USDOL. Florida met all those requirements, formally applied for a performance award, and was awarded \$2,645,125, with most of the federal award derived from federal education funds and the balance coming out of WIA federal reserves. In 2001-2002, Florida again submitted a timely annual report and achieved all 17 negotiated long-term WIA performance goals, and our partner Department of Education’s adult education and literacy program met their required goals for the prior year. Florida was therefore awarded \$3,000,000 for the combined WIA and workforce-related education performance.

The terms of the federal award require Florida to submit a joint plan for use of the Workforce Incentive Award, with sign-off by the Governor, the Department of Education, Workforce Florida, Inc., and the Agency for Workforce Innovation. The plan approved by USDOL and US Department of Education for the 2001-2002 award first provides that \$2,000,000 will be administered through the Florida Department of Education to build stronger adult education systems throughout Florida, including several internet-based virtual/remote learning systems and greater linkages between one-stop systems and local adult education/literacy programs.

The remaining \$1 million of the Workforce Incentive Award has been earmarked to be used for program and performance improvements for Regions that have performed at the lower levels compared to other Regions, using the Performance Improvement Plan (PIP) process as

described above in the section on “Regional Review Teams,” and below in this section. Additionally six regions that performed at the highest quartile levels on the annual performance (Red and Green) reports were awarded top performer awards, and will soon be receiving high performance bonus awards out of state-level WIA, TANF and Wagner-Peyser funds. Low performing regions will receive only minimal bonus awards, but can receive the benefit of these controlled performance improvement funds for specific program corrective actions.

Based on the “Red and Green” report for Program/Fiscal Year 2001-2002, seven regions had six or more reported outcomes ranking in the lowest quartile cumulatively compared to all 24 regions. Additional performance data and trend line information is also provided through the “Red and Green” quarterly reports, the annual/quarterly WIA long-term outcomes, the AWI Monthly Management Reports, and local performance data where utilized. Information on local structures, service delivery systems, internal processes and possible compliance/quality issues has been assembled by AWI staff that has been systematically visiting, monitoring and evaluating local performance through its Program Review Teams and Technical Assistance staff, supplemented by data and observations from WFI staff. In order to implement the program/performance improvement plan, the WFI Board directed that:

1. AWI through its Program Review Teams and Technical Assistance staff to provide an analysis of performance deficiencies for each of the seven regions, with a specific plan for program/performance improvements, and a budget for implementing the planned improvements.
2. The Performance Improvement Plan may take into account any self-assessment or corrective action steps initiated by the affected region, also leveraging local “formula” funds. The plan shall also be based on the findings/results of AWI/WFI staff visits in the last year, with joint approval of the plan by AWI and WFI staff.
3. Any training and technical assistance (TAT) needs must be collaboratively planned with Learning Link, particularly identifying training modules that could benefit multiple regions. The plan may provide for payments to Learning Link or any other suitable training provider, and cover costs for AWI or other RWBs to provide technical assistance or peer coaching, but may not simply provide all funds directly to the region for discretionary uses.
4. The Performance Improvement Plan for each region may provide for a budget of \$50,000 to \$200,000 for each of the seven regions, with specific budget items tied to specific improvement investments, with defined deliverables, expected quantifiable performance gains, and timelines, including quarterly progress reports to WFI. Total expenditures are not to exceed \$1 million and the planned improvements are to be completed by the May, 2002 meeting of the WFI Board of Directors.

In addition to the special federal WIA Performance Award funds described above, the WFI Board earmarked a total of approximately \$1.8 million in WIA State-Level 15% funds for incentive payments to high performing regions for performance in the 2001-2002 Program Year, also setting aside commensurate amounts of Welfare Transition (TANF) and Wagner-Peyser funds for similar incentives. There are separate sets of awards for both short-term and

long-term measures, with the total WIA funds equally divided between the two sets. The short term-measures are derived from the "Red and Green" annual report, using the comparative Entered Employment Rates for WIA Adults and Dislocated Workers, along with Customer Satisfaction scores for Individuals and Employers. The long-term measures for WIA incentive payments are derived from the 17 federal WIA measures. Both short-term and long-term award calculations reward both achievement of negotiated goals and performance in the top quartile among the 24 regions.

Cost of Workforce Investment Activities

Expenditure Levels

During the 2001-2002 program year, Florida had \$167,574,729 in available funds from all WIA funding sources. Of this amount \$140,525,287 or 83.9%, was expended to carry out state-level and regional activities. Of the \$108,544,872 expended by the State's twenty-four regions, 93.8% went for direct client services. An additional \$29,055,697 in state-level funds was also expended for direct client services. For additional information on expenditures see the WIA Financial Statement included in Appendix A as Table 5 and the Appendix Table N, Cost of Program Activities.

Cost of Program Activities Relative to Effect

Florida tracks and evaluates the cost of program activities relative to effect in a number of ways. Cost per participant and cost per positive outcome is computed at the state and regional level for the adult, dislocated worker, and youth programs. The overall cost per participant served for all programs was \$1521. The overall cost per positive outcome for exiters from all programs was \$3,310. The positive outcome tracked for the dislocated worker program was entered employment. Positive outcomes for the adult program included entered employment and the successful completion of program activities designed to assist employed workers in upgrading their employment in order to attain a greater degree of self-sufficiency. Florida has placed an emphasis on assisting the under-employed worker. As a result, the number of adult program exiters with positive outcomes included 2,769 employed workers who successfully completed program activities in order to upgrade their employment. Positive outcomes for older youth included entered employment and the attainment of a credential. Positive outcomes for younger youth included entered employment, entrance into postsecondary education, advanced training, apprenticeship or the military, attainment of a youth goal, and attainment of a diploma.

Generally, outcomes were tracked for the exit periods used for the corresponding WIA core measure. Therefore, the exit period used for the adult and dislocated programs was the period from 10/1/00 through 9/30/01, while the period for the older and younger youth programs was the actual program year from 7/1/01 through 6/30/02. Cost information was also tracked by major level of activity: core services, intensive services, and training for the adult and dislocated worker programs; and for other services and for training for the youth programs.

Statewide data for expenditures and cost per positive outcome is displayed in Table 9 on the following page. Similar data for each of Florida's twenty-four regions are included in the Appendix as Tables 6 through 9.

**Table 9
FLORIDA PROGRAM YEAR 2001-2002
WIA EXPENDITURES/COST PER POSITIVE OUTCOME**

ADULT PROGRAM 10/1/00 TO 9/30/01

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$31,719,813	100.0%				
TOTAL EXPEND.	\$27,778,119	87.6%	25,176	\$1,103	8,708	\$3,190
EXPEND. OTHER SERVICES	\$13,036,370	46.9%	25,176	\$518	8,708	\$1,497
EXPEND. TRAINING	\$13,686,218	49.3%	13,507	\$1,013	3,938	\$3,475

DISLOCATED WORKER PROGRAM 10/1/00 TO 9/30/01

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$26,149,466	100.0%				
TOTAL EXPEND.	\$22,581,327	86.4%	14,993	\$1,506	5,042	\$4,479
EXPEND. OTHER SERVICES	\$11,389,598	50.4%	14,993	\$760	5,042	\$2,259
EXPEND. TRAINING	\$10,340,965	45.8%	10,237	\$1,010	4,184	\$2,472

OLDER YOUTH PROGRAM 7/1/01 TO 6/30/02

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$48,521,176	100.0%				
TOTAL EXPEND.	\$11,503,772	23.7%	3,253	\$3,536	1,084	\$10,612
OTHER SERVICES	\$4,161,575	36.2%	3,253	\$1,279	1,084	\$3,839
TRAINING	\$6,727,175	58.5%	2,420	\$2,780	681	\$9,878

YOUNGER YOUTH PROGRAM 7/1/01 TO 6/30/02

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$48,521,176	100.0%				
TOTAL EXPEND.	\$28,586,170	58.9%	16,036	\$1,783	12,496	\$2,288
OTHER SERVICES	\$9,662,582	33.8%	16,036	\$603	12,496	\$773
TRAINING	\$17,216,263	60.2%	11,917	\$1,445	9,610	\$1,791

Source: Agency for Workforce Innovation, 11/11/02.

Use of Individual Training Accounts (ITAs)

Florida policy places emphasis on the provision of training services. Accordingly, State statute requires the tracking of the number of ITAs awarded and their average value. The statute also requires 50% of WIA pass-through funds for adults and dislocated workers to be allocated to ITAs and ITA-related expenses. For Program Year 2001-2002, 26,422 ITAs were awarded in the State with an average value of \$3,121. Of \$68,454,929 expended by Florida's twenty-four regions for the adult and dislocated worker programs during the program year, \$38,442,531 or 56.2% was expended for ITAs and ITA-related activities (see Table 10 below).

**Table 10 - USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED
7/1/01 Through 6/30/02**

ITAs Awarded					State ITA 50% Expenditure Requirement		
Region	Enrolled in Training	Receiving ITA	Percent	Avg. ITA Amount	Total Expenditures	ITA Expenditures	Percent
1	507	507	100.00%	\$2,061.24	\$1,394,892	\$1,022,514	73.30%
2	417	310	74.34%	\$2,199.15	\$441,550	\$265,286	60.08%
3	277	251	90.61%	\$1,754.33	\$706,643	\$381,940	54.05%
4	588	586	99.66%	\$2,340.77	\$1,434,412	\$1,048,701	73.11%
5	532	507	95.30%	\$3,658.60	\$994,434	\$556,976	56.01%
6	309	141	45.63%	\$2,702.77	\$448,685	\$271,011	60.40%
7	276	274	99.28%	\$2,855.88	\$200,485	\$73,170	36.50%
8	2,638	1,501	56.90%	\$3,176.18	\$5,608,491	\$3,664,140	65.33%
9	281	262	93.24%	\$3,469.41	\$385,095	\$245,198	63.67%
10	361	361	100.00%	\$2,827.51	\$1,467,925	\$761,061	51.85%
11	849	574	67.61%	\$2,561.29	\$1,399,358	\$397,889	28.43%
12	2,079	2,016	96.97%	\$3,153.20	\$3,038,221	\$2,452,855	80.73%
13	619	588	94.99%	\$2,267.44	\$1,413,327	\$829,192	58.67%
14	1,888	1,781	94.33%	\$2,696.67	\$2,414,629	\$1,354,830	56.11%
15	1,422	1,391	97.82%	\$2,767.41	\$3,004,856	\$1,670,641	55.60%
16	500	490	98.00%	\$2,888.55	\$1,155,483	\$551,615	47.74%
17	625	584	93.44%	\$4,332.49	\$2,567,801	\$1,443,969	56.23%
18	920	865	94.02%	\$630.94	\$1,281,565	\$556,087	43.39%
19	132	119	90.15%	\$3,500.15	\$761,034	\$441,666	58.03%
20	1,086	976	89.87%	\$2,285.01	\$5,429,639	\$2,884,599	53.13%
21	1,702	1,518	89.19%	\$3,735.28	\$5,608,195	\$2,809,850	50.10%
22	2,550	2,289	89.76%	\$2,335.07	\$5,082,775	\$4,111,611	80.89%
23	10,969	7,954	72.51%	\$3,860.97	\$19,657,635	\$8,675,331	44.13%
24	610	577	94.59%	\$2,414.12	\$2,557,799	\$1,972,399	77.11%
Total All Regions	32,137	26,422	82.22%	\$3,120.86	\$68,454,929	\$38,442,531	56.16%

*Based on data provided by the Agency for Workforce Innovation 11/01/02.

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.