



2003 Year-End Comparison “Plain English” Key Indicators Report

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. The 2003 Year End Comparison “Plain English” version of the short term measures are attached. The attached Plain English Key Indicators Report compares Average Statewide outcomes to the Regions actual outcomes. The comparisons are simplified by asking sets of simple questions about services provided, customer satisfaction, jobs obtained and earnings.





2003 Year-End Comparison

Regional Workforce Board # 1

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	1	+/- or percent of total
23.27%	29.29%	6.02%
25.91%	24.15%	-1.76%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	80.04	1.70
75.80	78.79	2.99
73.99	73.38	-0.61

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	20.32%	-6.81%
28,708	646	2%
14.94%	14.15%	-0.79%
66.92%	86.96%	20.04%
5,278	60	1.14%
67.95%	100.00%	32.05%
8,067	53	0.66%
39.11%	40.59%	1.48%
410,431	12,016	2.93%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.39	(\$0.90)
69.56%	65.27%	-4.29%
\$11.19	\$13.19	\$2.00
106.77%	134.76%	27.99%
\$12.98	\$11.36	(\$1.62)
123.86%	116.01%	-7.84%
\$9.55	\$8.60	(\$0.95)
91.13%	87.84%	-3.29%



2003 Year-End Comparison

Regional Workforce Board # 1

Are we helping employed workers?

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

STW	1	+/- or percent of total
59.48%	92.68%	33.20%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	91.18%	3.06%
5,200	155	2.98%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,013.74	(\$102.48)
\$2,653.38	\$5,306.38	\$2,653.00
\$2,147.97	\$6,833.28	\$4,685.31
\$2,503.61	\$9,760.99	\$7,257.38

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$4,980.84	\$862.21
\$1,117.25	\$1,012.15	(\$105.10)
\$3,457.65	\$5,855.32	\$2,397.67
\$3,161.12	\$6,833.28	\$3,672.17
\$7,771.05	\$17,624.51	\$9,853.46

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 2

Are we helping employed workers?

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

STW	2	+/- or percent of total
59.48%	38.24%	-21.24%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	96.33%	8.21%
5,200	105	2.02%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$944.15	(\$172.08)
\$2,653.38	\$1,518.77	(\$1,134.61)
\$2,147.97	\$941.15	(\$1,206.82)
\$2,503.61	\$1,094.62	(\$1,408.99)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,262.12	(\$856.51)
\$1,117.25	\$933.63	(\$183.62)
\$3,457.65	\$2,101.74	(\$1,355.91)
\$3,161.12	\$1,100.13	(\$2,060.99)
\$7,771.05	\$2,295.86	(\$5,475.19)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 2

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	2	+/- or percent of total
23.27%	22.24%	-1.03%
25.91%	34.80%	8.89%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	79.99	1.65
75.80	77.45	1.65
73.99	74.11	0.12

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	28.62%	1.49%
28,708	334	1%
14.94%	16.12%	1.18%
66.92%	83.50%	16.58%
5,278	86	1.63%
67.95%	85.55%	17.60%
8,067	148	1.83%
39.11%	34.34%	-4.78%
410,431	5,427	1.32%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.50	(\$0.79)
69.56%	66.19%	-3.37%
\$11.19	\$11.48	\$0.28
106.77%	116.86%	10.09%
\$12.98	\$12.07	(\$0.91)
123.86%	122.89%	-0.96%
\$9.55	\$9.36	(\$0.19)
91.13%	95.32%	4.19%





2003 Year-End Comparison

Regional Workforce Board # 3

Are we helping employed workers?

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

STW	3	+/- or percent of total
59.48%	80.00%	20.52%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	91.86%	3.74%
5,200	158	3.04%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,488.53	\$372.30
\$2,653.38	\$4,052.82	\$1,399.44
\$2,147.97	\$3,143.82	\$995.85
\$2,503.61	\$3,275.57	\$771.96

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$6,184.49	\$2,065.87
\$1,117.25	\$1,417.46	\$300.21
\$3,457.65	\$4,508.19	\$1,050.55
\$3,161.12	\$3,262.45	\$101.34
\$7,771.05	\$6,771.92	(\$999.13)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 3

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	3	+/- or percent of total
23.27%	43.78%	20.51%
25.91%	39.64%	13.73%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	80.33	1.99
75.80	80.80	5.00
73.99	79.06	5.07

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	22.92%	-4.21%
28,708	168	1%
14.94%	12.03%	-2.91%
66.92%	94.20%	27.28%
5,278	65	1.23%
67.95%	96.36%	28.41%
8,067	53	0.66%
39.11%	30.86%	-8.25%
410,431	3,332	0.81%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.25	(\$1.04)
69.56%	65.31%	-4.25%
\$11.19	\$9.92	(\$1.27)
106.77%	103.70%	-3.07%
\$12.98	\$10.69	(\$2.29)
123.86%	111.69%	-12.16%
\$9.55	\$7.62	(\$1.93)
91.13%	79.62%	-11.51%



2003 Year-End Comparison

Regional Workforce Board # 4

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	4	+/- or percent of total
23.27%	25.42%	2.15%
25.91%	40.81%	14.90%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	82.44	4.10
75.80	81.13	5.33
73.99	76.03	2.04

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	29.62%	2.49%
28,708	372	1%
14.94%	18.18%	3.24%
66.92%	89.29%	22.37%
5,278	175	3.32%
67.95%	86.75%	18.80%
8,067	72	0.89%
39.11%	37.45%	-1.66%
410,431	5,368	1.31%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.37	(\$0.92)
69.56%	64.74%	-4.83%
\$11.19	\$12.02	\$0.83
106.77%	122.20%	15.43%
\$12.98	\$11.28	(\$1.70)
123.86%	114.60%	-9.25%
\$9.55	\$8.74	(\$0.81)
91.13%	88.82%	-2.31%



2003 Year-End Comparison

Regional Workforce Board # 4

Are we helping employed workers?

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

STW	4	+/- or percent of total
59.48%	62.07%	2.59%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	96.81%	8.69%
5,200	182	3.50%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,484.79	\$368.56
\$2,653.38	\$2,105.06	(\$548.32)
\$2,147.97	\$3,450.90	\$1,302.93
\$2,503.61	\$3,865.50	\$1,361.89

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$4,829.55	\$710.93
\$1,117.25	\$1,430.41	\$313.16
\$3,457.65	\$2,601.45	(\$856.20)
\$3,161.12	\$3,978.13	\$817.01
\$7,771.05	\$9,567.96	\$1,796.91

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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



2003 Year-End Comparison

Regional Workforce Board # 5

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	5	+/- or percent of total
23.27%	34.71%	11.43%
25.91%	25.05%	-0.86%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	77.40	-0.94
75.80	75.04	-0.76
73.99	72.44	-1.55

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	24.33%	-2.80%
28,708	582	2%
14.94%	16.13%	1.19%
66.92%	96.83%	29.91%
5,278	61	1.16%
67.95%	100.00%	32.05%
8,067	233	2.89%
39.11%	37.46%	-1.66%
410,431	10,437	2.54%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.38	\$0.09
69.56%	72.85%	3.29%
\$11.19	\$13.67	\$2.48
106.77%	134.91%	28.15%
\$12.98	\$13.17	\$0.19
123.86%	129.99%	6.13%
\$9.55	\$9.15	(\$0.40)
91.13%	90.33%	-0.80%



2003 Year-End Comparison

Regional Workforce Board # 5

Are we helping employed workers?

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

STW	5	+/- or percent of total
59.48%	91.94%	32.46%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	100.00%	11.88%
5,200	31	0.60%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,396.77	\$280.54
\$2,653.38	\$3,264.00	\$610.62
\$2,147.97	\$1,002.72	(\$1,145.25)
\$2,503.61	\$2,271.17	(\$232.44)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,639.88	\$1,521.26
\$1,117.25	\$1,372.25	\$255.00
\$3,457.65	\$3,456.00	(\$1.65)
\$3,161.12	\$1,002.72	(\$2,158.39)
\$7,771.05	\$29,459.96	\$21,688.91

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 6

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	6	+/- or percent of total
23.27%	36.33%	13.05%
25.91%	22.60%	-3.31%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	79.86	1.52
75.80	71.15	-4.65
73.99	73.36	-0.63

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	23.65%	-3.47%
28,708	268	1%
14.94%	17.21%	2.27%
66.92%	91.89%	24.97%
5,278	34	0.64%
67.95%	95.31%	27.36%
8,067	61	0.76%
39.11%	29.88%	-9.23%
410,431	3,119	0.76%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.49	(\$0.80)
69.56%	66.43%	-3.13%
\$11.19	\$10.22	(\$0.97)
106.77%	104.60%	-2.16%
\$12.98	\$12.07	(\$0.91)
123.86%	123.50%	-0.35%
\$9.55	\$7.89	(\$1.66)
91.13%	80.76%	-10.37%



2003 Year-End Comparison

Regional Workforce Board # 6

Are we helping employed workers?

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

STW	6	+/- or percent of total
59.48%	58.00%	-1.48%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	91.67%	3.55%
5,200	77	1.48%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,520.41	\$404.18
\$2,653.38	\$2,465.78	(\$187.60)
\$2,147.97	\$2,349.38	\$201.40
\$2,503.61	\$2,733.77	\$230.16

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,769.60	\$1,650.98
\$1,117.25	\$1,364.74	\$247.49
\$3,457.65	\$3,405.13	(\$52.52)
\$3,161.12	\$2,464.92	(\$696.20)
\$7,771.05	\$28,790.38	\$21,019.33

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 7

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	7	+/- or percent of total
23.27%	31.60%	8.33%
25.91%	25.36%	-0.55%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	79.62	1.28
75.80	79.62	3.82
73.99	73.01	-0.98

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	19.93%	-7.20%
28,708	277	1%
14.94%	13.02%	-1.92%
66.92%	95.00%	28.08%
5,278	38	0.72%
67.95%	91.36%	23.41%
8,067	74	0.92%
39.11%	29.08%	-10.03%
410,431	2,673	0.65%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.54	(\$0.75)
69.56%	67.70%	-1.86%
\$11.19	\$9.76	(\$1.43)
106.77%	101.05%	-5.71%
\$12.98	\$12.05	(\$0.93)
123.86%	124.69%	0.84%
\$9.55	\$8.83	(\$0.72)
91.13%	91.41%	0.28%





2003 Year-End Comparison

Regional Workforce Board # 7

Are we helping employed workers?

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

STW	7	+/- or percent of total
59.48%	86.67%	27.19%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	81.45%	-6.67%
5,200	101	1.94%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,191.61	\$75.39
\$2,653.38	\$5,386.51	\$2,733.13
\$2,147.97	\$2,069.77	(\$78.21)
\$2,503.61	\$2,687.88	\$184.27

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,484.86	\$1,366.24
\$1,117.25	\$1,093.03	(\$24.22)
\$3,457.65	\$5,808.98	\$2,351.33
\$3,161.12	\$2,265.55	(\$895.56)
\$7,771.05	\$3,188.91	(\$4,582.14)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 8

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	8	+/- or percent of total
23.27%	27.98%	4.70%
25.91%	23.04%	-2.87%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	77.53	-0.81
75.80	75.10	-0.70
73.99	73.68	-0.31

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	23.62%	-3.51%
28,708	1,553	5%
14.94%	14.23%	-0.71%
66.92%	79.68%	12.76%
5,278	404	7.65%
67.95%	83.89%	15.94%
8,067	557	6.90%
39.11%	44.36%	5.25%
410,431	37,578	9.16%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.26	(\$0.03)
69.56%	71.81%	2.25%
\$11.19	\$13.25	\$2.06
106.77%	131.03%	24.27%
\$12.98	\$15.63	\$2.65
123.86%	154.58%	30.72%
\$9.55	\$9.04	(\$0.51)
91.13%	89.42%	-1.71%





2003 Year-End Comparison

Regional Workforce Board # 8

Are we helping employed workers?

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

STW	8	+/- or percent of total
59.48%	65.34%	5.86%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	93.80%	5.68%
5,200	227	4.37%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$930.30	(\$185.92)
\$2,653.38	\$2,392.57	(\$260.81)
\$2,147.97	\$1,879.45	(\$268.52)
\$2,503.61	\$4,818.46	\$2,314.85

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,940.46	(\$178.17)
\$1,117.25	\$930.73	(\$186.52)
\$3,457.65	\$3,227.46	(\$230.19)
\$3,161.12	\$2,240.50	(\$920.62)
\$7,771.05	\$21,573.98	\$13,802.93

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 9

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	9	+/- or percent of total
23.27%	31.31%	8.04%
25.91%	15.49%	-10.42%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	71.25	-7.09
75.80	81.53	5.73
73.99	72.59	-1.40

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	26.62%	-0.50%
28,708	754	3%
14.94%	16.33%	1.39%
66.92%	100.00%	33.08%
5,278	56	1.06%
67.95%	96.67%	28.72%
8,067	29	0.36%
39.11%	41.13%	2.02%
410,431	7,940	1.93%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.80	(\$0.49)
69.56%	68.20%	-1.36%
\$11.19	\$13.10	\$1.91
106.77%	131.41%	24.64%
\$12.98	\$12.68	(\$0.30)
123.86%	127.15%	3.30%
\$9.55	\$8.06	(\$1.49)
91.13%	80.84%	-10.29%





2003 Year-End Comparison

Regional Workforce Board # 9

Are we helping employed workers?

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

STW	9	+/- or percent of total
59.48%	80.85%	21.37%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	99.14%	11.02%
5,200	115	2.21%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$996.03	(\$120.20)
\$2,653.38	\$4,358.91	\$1,705.54
\$2,147.97	\$7,157.10	\$5,009.13
\$2,503.61	\$5,512.97	\$3,009.36

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,688.22	(\$430.40)
\$1,117.25	\$981.96	(\$135.29)
\$3,457.65	\$4,767.56	\$1,309.92
\$3,161.12	\$7,403.90	\$4,242.78
\$7,771.05	\$8,071.80	\$300.75

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 10

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	10	+/- or percent of total
23.27%	29.07%	5.80%
25.91%	22.82%	-3.09%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	77.87	-0.47
75.80	80.44	4.64
73.99	72.21	-1.78

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	26.73%	-0.40%
28,708	875	3%
14.94%	16.41%	1.47%
66.92%	100.00%	33.08%
5,278	49	0.93%
67.95%	100.00%	32.05%
8,067	37	0.46%
39.11%	38.26%	-0.85%
410,431	11,507	2.80%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.97	(\$0.32)
69.56%	71.27%	1.71%
\$11.19	\$11.16	(\$0.03)
106.77%	114.16%	7.39%
\$12.98	\$15.97	\$2.99
123.86%	163.31%	39.46%
\$9.55	\$8.78	(\$0.77)
91.13%	89.78%	-1.35%





2003 Year-End Comparison

Regional Workforce Board # 10

Are we helping employed workers?

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

STW	10	+/- or percent of total
59.48%	89.06%	29.58%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	86.52%	-1.60%
5,200	77	1.48%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,134.07	\$17.84
\$2,653.38	\$7,875.88	\$5,222.50
\$2,147.97	\$10,361.70	\$8,213.73
\$2,503.61	\$6,885.72	\$4,382.11

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$4,242.06	\$123.43
\$1,117.25	\$1,133.72	\$16.47
\$3,457.65	\$8,395.98	\$4,938.34
\$3,161.12	\$10,361.70	\$7,200.59
\$7,771.05	\$9,911.23	\$2,140.18

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 11

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	11	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	14.08%	-9.20%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	23.82%	-2.09%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	11	+/- or percent of total
Satisfaction rating for employers who received services	78.34	78.77	0.43
Satisfaction rating for individuals who received training	75.80	73.32	-2.48
Satisfaction rating for job seekers who got help in finding work	73.99	73.52	-0.47

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	11	+/- or percent of total
% on welfare that got jobs:	27.13%	24.15%	-2.98%
Total Number	28,708	711	2%
Rate which customers that were on welfare return to welfare	14.94%	14.80%	-0.14%
% of disadvantaged adults that got jobs	66.92%	77.49%	10.57%
Total Number	5,278	296	5.61%
% of unemployed receiving training who got jobs	67.95%	73.02%	5.07%
Total Number	8,067	276	3.42%
% of job seekers who got jobs	39.11%	32.54%	-6.57%
Total Number	410,431	7,564	1.84%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	11	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.01	(\$0.28)
Wage Rate	69.56%	69.27%	-0.29%
The average wage for disadvantaged adults	\$11.19	\$11.48	\$0.29
Wage rate	106.77%	113.44%	6.68%
The average wage for workers that lost their jobs	\$12.98	\$11.37	(\$1.61)
Wage rate	123.86%	112.35%	-11.51%
The average wage of job seekers	\$9.55	\$8.55	(\$1.00)
Wage Rate	91.13%	84.49%	-6.64%





2003 Year-End Comparison

Regional Workforce Board # 11

Are we helping employed workers?

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

STW	11	+/- or percent of total
59.48%	82.86%	23.38%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	64.06%	-24.07%
5,200	139	2.67%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$516.19	(\$600.04)
\$2,653.38	\$707.92	(\$1,945.46)
\$2,147.97	\$1,047.90	(\$1,100.07)
\$2,503.61	\$1,405.03	(\$1,098.58)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$2,143.18	(\$1,975.45)
\$1,117.25	\$517.59	(\$599.66)
\$3,457.65	\$887.58	(\$2,570.06)
\$3,161.12	\$1,435.17	(\$1,725.95)
\$7,771.05	\$3,285.80	(\$4,485.25)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 12

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	12	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	19.43%	-3.84%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	18.47%	-7.44%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	12	+/- or percent of total
Satisfaction rating for employers who received services	78.34	76.57	-1.77
Satisfaction rating for individuals who received training	75.80	71.80	-4.00
Satisfaction rating for job seekers who got help in finding work	73.99	72.20	-1.79

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	12	+/- or percent of total
% on welfare that got jobs:	27.13%	28.89%	1.76%
Total Number	28,708	4,221	15%
Rate which customers that were on welfare return to welfare	14.94%	14.92%	-0.01%
% of disadvantaged adults that got jobs	66.92%	92.68%	25.76%
Total Number	5,278	152	2.88%
% of unemployed receiving training who got jobs	67.95%	98.39%	30.44%
Total Number	8,067	611	7.57%
% of job seekers who got jobs	39.11%	37.06%	-2.06%
Total Number	410,431	42,849	10.44%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	12	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.32	\$0.03
Wage Rate	69.56%	71.98%	2.42%
The average wage for disadvantaged adults	\$11.19	\$10.10	(\$1.09)
Wage rate	106.77%	99.31%	-7.45%
The average wage for workers that lost their jobs	\$12.98	\$11.69	(\$1.29)
Wage rate	123.86%	114.91%	-8.95%
The average wage of job seekers	\$9.55	\$8.79	(\$0.76)
Wage Rate	91.13%	86.43%	-4.70%





2003 Year-End Comparison

Regional Workforce Board # 12

Are we helping employed workers?

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

STW	12	+/- or percent of total
59.48%	87.23%	27.75%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	96.74%	8.61%
5,200	563	10.83%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$534.03	(\$582.19)
\$2,653.38	\$3,121.63	\$468.25
\$2,147.97	\$4,000.68	\$1,852.71
\$2,503.61	\$1,038.05	(\$1,465.56)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$1,911.57	(\$2,207.06)
\$1,117.25	\$552.24	(\$565.01)
\$3,457.65	\$3,477.26	\$19.61
\$3,161.12	\$4,066.16	\$905.04
\$7,771.05	\$3,870.42	(\$3,900.63)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 13

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	13	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	24.73%	1.46%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	34.42%	8.51%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

Satisfaction rating for employers who received services	78.34	83.50	5.16
Satisfaction rating for individuals who received training	75.80	69.78	-6.02
Satisfaction rating for job seekers who got help in finding work	73.99	72.68	-1.31

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

% on welfare that got jobs:	27.13%	26.15%	-0.98%
Total Number	28,708	591	2%
Rate which customers that were on welfare return to welfare	14.94%	14.93%	-0.01%
% of disadvantaged adults that got jobs	66.92%	81.98%	15.06%
Total Number	5,278	91	1.72%
% of unemployed receiving training who got jobs	67.95%	87.62%	19.67%
Total Number	8,067	177	2.19%
% of job seekers who got jobs	39.11%	31.39%	-7.72%
Total Number	410,431	12,154	2.96%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

The average wage of those who were on welfare:	\$7.29	\$7.18	(\$0.11)
Wage Rate	69.56%	71.09%	1.53%
The average wage for disadvantaged adults	\$11.19	\$9.48	(\$1.71)
Wage rate	106.77%	93.89%	-12.87%
The average wage for workers that lost their jobs	\$12.98	\$13.65	\$0.67
Wage rate	123.86%	135.15%	11.29%
The average wage of job seekers	\$9.55	\$9.96	\$0.41
Wage Rate	91.13%	98.61%	7.48%





2003 Year-End Comparison

Regional Workforce Board # 13

Are we helping employed workers?

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

STW	13	+/- or percent of total
59.48%	42.59%	-16.89%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	89.89%	1.77%
5,200	80	1.54%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$991.29	(\$124.93)
\$2,653.38	\$3,310.56	\$657.18
\$2,147.97	\$2,812.29	\$664.32
\$2,503.61	\$1,702.84	(\$800.77)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,864.53	(\$254.09)
\$1,117.25	\$1,010.59	(\$106.66)
\$3,457.65	\$4,791.61	\$1,333.96
\$3,161.12	\$3,209.51	\$48.39
\$7,771.05	\$11,859.43	\$4,088.38

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 14

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	14	+/- or percent of total
23.27%	18.17%	-5.10%
25.91%	23.26%	-2.65%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	71.97	-6.37
75.80	68.24	-7.56
73.99	72.39	-1.60

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	23.23%	-3.90%
28,708	1,760	6%
14.94%	15.15%	0.21%
66.92%	92.86%	25.94%
5,278	39	0.74%
67.95%	82.55%	14.60%
8,067	733	9.09%
39.11%	31.91%	-7.20%
410,431	19,918	4.85%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.56	\$0.27
69.56%	70.79%	1.23%
\$11.19	\$10.57	(\$0.62)
106.77%	98.95%	-7.82%
\$12.98	\$13.44	\$0.46
123.86%	125.80%	1.95%
\$9.55	\$9.69	\$0.14
91.13%	90.73%	-0.40%





2003 Year-End Comparison

Regional Workforce Board # 14

Are we helping employed workers?

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

STW	14	+/- or percent of total
59.48%	46.77%	-12.71%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	86.54%	-1.58%
5,200	90	1.73%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$866.61	(\$249.62)
\$2,653.38	\$8,476.67	\$5,823.29
\$2,147.97	\$1,232.03	(\$915.94)
\$2,503.61	\$19,817.43	\$17,313.82

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,858.36	(\$260.26)
\$1,117.25	\$896.11	(\$221.14)
\$3,457.65	\$16,454.71	\$12,997.06
\$3,161.12	\$1,492.56	(\$1,668.56)
\$7,771.05	\$12,892.82	\$5,121.77

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 15

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	15	+/- or percent of total
23.27%	21.11%	-2.16%
25.91%	22.42%	-3.49%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	78.79	0.45
75.80	74.16	-1.64
73.99	71.09	-2.90

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	26.03%	-1.10%
28,708	1,069	4%
14.94%	11.58%	-3.36%
66.92%	46.06%	-20.86%
5,278	146	2.77%
67.95%	57.49%	-10.46%
8,067	645	8.00%
39.11%	30.95%	-8.17%
410,431	26,629	6.49%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.56	\$0.27
69.56%	72.28%	2.71%
\$11.19	\$9.39	(\$1.80)
106.77%	89.74%	-17.03%
\$12.98	\$14.24	\$1.26
123.86%	136.09%	12.24%
\$9.55	\$9.82	\$0.27
91.13%	93.88%	2.75%





2003 Year-End Comparison

Regional Workforce Board # 15

Are we helping employed workers?

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

STW	15	+/- or percent of total
59.48%	20.83%	-38.65%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	88.31%	0.19%
5,200	438	8.42%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,499.93	\$383.70
\$2,653.38	\$3,242.78	\$589.40
\$2,147.97	\$1,014.95	(\$1,133.02)
\$2,503.61	\$6,802.61	\$4,299.00

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$6,104.95	\$1,986.32
\$1,117.25	\$1,589.04	\$471.79
\$3,457.65	\$7,835.05	\$4,377.40
\$3,161.12	\$1,765.54	(\$1,395.58)
\$7,771.05	\$3,798.55	(\$3,972.50)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 16

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	16	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	19.30%	-3.97%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	21.69%	-4.23%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	16	+/- or percent of total
Satisfaction rating for employers who received services	78.34	79.95	1.61
Satisfaction rating for individuals who received training	75.80	72.25	-3.55
Satisfaction rating for job seekers who got help in finding work	73.99	71.15	-2.84

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	16	+/- or percent of total
% on welfare that got jobs:	27.13%	25.98%	-1.14%
Total Number	28,708	602	2%
Rate which customers that were on welfare return to welfare	14.94%	12.99%	-1.95%
% of disadvantaged adults that got jobs	66.92%	74.61%	7.69%
Total Number	5,278	144	2.73%
% of unemployed receiving training who got jobs	67.95%	80.46%	12.51%
Total Number	8,067	140	1.74%
% of job seekers who got jobs	39.11%	27.44%	-11.67%
Total Number	410,431	8,963	2.18%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	16	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.15	(\$0.14)
Wage Rate	69.56%	72.37%	2.81%
The average wage for disadvantaged adults	\$11.19	\$11.53	\$0.34
Wage rate	106.77%	116.71%	9.94%
The average wage for workers that lost their jobs	\$12.98	\$12.54	(\$0.44)
Wage rate	123.86%	126.93%	3.07%
The average wage of job seekers	\$9.55	\$8.32	(\$1.23)
Wage Rate	91.13%	84.21%	-6.92%





2003 Year-End Comparison

Regional Workforce Board # 16

Are we helping employed workers?

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

STW	16	+/- or percent of total
59.48%	31.17%	-28.31%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	72.95%	-15.17%
5,200	89	1.71%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,368.08	\$251.85
\$2,653.38	\$2,042.58	(\$610.80)
\$2,147.97	\$3,349.88	\$1,201.91
\$2,503.61	\$2,419.80	(\$83.81)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,038.27	\$919.64
\$1,117.25	\$1,309.04	\$191.79
\$3,457.65	\$3,282.72	(\$174.93)
\$3,161.12	\$4,163.42	\$1,002.31
\$7,771.05	\$4,217.47	(\$3,553.58)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 17

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	17	+/- or percent of total
23.27%	22.50%	-0.77%
25.91%	17.28%	-8.64%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	78.93	0.59
75.80	77.92	2.12
73.99	76.48	2.49

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	22.77%	-4.35%
28,708	591	2%
14.94%	12.67%	-2.27%
66.92%	100.00%	33.08%
5,278	241	4.57%
67.95%	97.88%	29.93%
8,067	185	2.29%
39.11%	29.32%	-9.79%
410,431	12,943	3.15%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.04	(\$0.25)
69.56%	70.40%	0.84%
\$11.19	\$12.07	\$0.88
106.77%	120.71%	13.95%
\$12.98	\$11.72	(\$1.26)
123.86%	117.18%	-6.67%
\$9.55	\$10.34	\$0.79
91.13%	103.40%	12.27%





2003 Year-End Comparison

Regional Workforce Board # 17

Are we helping employed workers?

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

STW	17	+/- or percent of total
59.48%	89.11%	29.63%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	94.58%	6.46%
5,200	192	3.69%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,484.24	\$368.02
\$2,653.38	\$2,578.56	(\$74.81)
\$2,147.97	\$5,400.92	\$3,252.95
\$2,503.61	\$10,907.81	\$8,404.20

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$6,341.31	\$2,222.68
\$1,117.25	\$1,444.21	\$326.96
\$3,457.65	\$2,776.92	(\$680.73)
\$3,161.12	\$5,517.70	\$2,356.58
\$7,771.05	\$16,787.99	\$9,016.94

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 18

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	18	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	12.76%	-10.51%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	21.69%	-4.23%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	18	+/- or percent of total
Satisfaction rating for employers who received services	78.34	76.62	-1.72
Satisfaction rating for individuals who received training	75.80	78.46	2.66
Satisfaction rating for job seekers who got help in finding work	73.99	74.27	0.28

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	18	+/- or percent of total
% on welfare that got jobs:	27.13%	27.18%	0.05%
Total Number	28,708	484	2%
Rate which customers that were on welfare return to welfare	14.94%	14.60%	-0.34%
% of disadvantaged adults that got jobs	66.92%	75.00%	8.08%
Total Number	5,278	33	0.63%
% of unemployed receiving training who got jobs	67.95%	86.00%	18.05%
Total Number	8,067	86	1.07%
% of job seekers who got jobs	39.11%	35.65%	-3.46%
Total Number	410,431	9,538	2.32%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	18	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.58	\$0.29
Wage Rate	69.56%	72.81%	3.25%
The average wage for disadvantaged adults	\$11.19	\$11.84	\$0.65
Wage rate	106.77%	113.78%	7.01%
The average wage for workers that lost their jobs	\$12.98	\$13.82	\$0.84
Wage rate	123.86%	132.75%	8.89%
The average wage of job seekers	\$9.55	\$9.47	(\$0.08)
Wage Rate	91.13%	90.97%	-0.16%





2003 Year-End Comparison

Regional Workforce Board # 18

Are we helping employed workers?

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

STW	18	+/- or percent of total
59.48%	89.68%	30.20%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	97.44%	9.32%
5,200	38	0.73%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,246.84	\$130.61
\$2,653.38	\$2,524.14	(\$129.24)
\$2,147.97	\$6,391.21	\$4,243.24
\$2,503.61	\$3,865.01	\$1,361.40

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$4,322.72	\$204.10
\$1,117.25	\$1,174.73	\$57.48
\$3,457.65	\$2,920.37	(\$537.27)
\$3,161.12	\$7,431.64	\$4,270.52
\$7,771.05	\$10,779.37	\$3,008.32

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 19

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	19	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	14.39%	-8.88%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	23.29%	-2.62%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

Satisfaction rating for employers who received services	78.34	76.78	-1.56
Satisfaction rating for individuals who received training	75.80	81.22	5.42
Satisfaction rating for job seekers who got help in finding work	73.99	77.16	3.17

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

% on welfare that got jobs:	27.13%	23.65%	-3.47%
Total Number	28,708	211	1%
Rate which customers that were on welfare return to welfare	14.94%	10.92%	-4.02%
% of disadvantaged adults that got jobs	66.92%	69.15%	2.23%
Total Number	5,278	65	1.23%
% of unemployed receiving training who got jobs	67.95%	79.31%	11.36%
Total Number	8,067	23	0.29%
% of job seekers who got jobs	39.11%	29.13%	-9.98%
Total Number	410,431	2,873	0.70%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

The average wage of those who were on welfare:	\$7.29	\$6.61	(\$0.68)
Wage Rate	69.56%	67.17%	-2.39%
The average wage for disadvantaged adults	\$11.19	\$10.55	(\$0.64)
Wage rate	106.77%	107.26%	0.49%
The average wage for workers that lost their jobs	\$12.98	\$11.52	(\$1.46)
Wage rate	123.86%	117.10%	-6.75%
The average wage of job seekers	\$9.55	\$8.84	(\$0.71)
Wage Rate	91.13%	89.84%	-1.29%





2003 Year-End Comparison

Regional Workforce Board # 19

Are we helping employed workers?

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

STW	19	+/- or percent of total
59.48%	56.76%	-2.72%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	91.62%	3.50%
5,200	175	3.37%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,384.78	\$268.56
\$2,653.38	\$5,579.73	\$2,926.35
\$2,147.97	\$12,058.24	\$9,910.27
\$2,503.61	\$3,835.36	\$1,331.75

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,768.84	\$1,650.22
\$1,117.25	\$1,364.60	\$247.35
\$3,457.65	\$8,760.70	\$5,303.06
\$3,161.12	\$15,203.87	\$12,042.75
\$7,771.05	\$4,402.39	(\$3,368.66)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 20

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	20	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	21.48%	-1.79%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	33.55%	7.64%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	20	+/- or percent of total
Satisfaction rating for employers who received services	78.34	77.65	-0.69
Satisfaction rating for individuals who received training	75.80	78.67	2.87
Satisfaction rating for job seekers who got help in finding work	73.99	75.14	1.15

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	20	+/- or percent of total
% on welfare that got jobs:	27.13%	27.62%	0.49%
Total Number	28,708	609	2%
Rate which customers that were on welfare return to welfare	14.94%	14.04%	-0.90%
% of disadvantaged adults that got jobs	66.92%	84.42%	17.50%
Total Number	5,278	195	3.69%
% of unemployed receiving training who got jobs	67.95%	92.54%	24.59%
Total Number	8,067	335	4.15%
% of job seekers who got jobs	39.11%	35.26%	-3.85%
Total Number	410,431	12,428	3.03%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	20	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.39	\$0.10
Wage Rate	69.56%	73.17%	3.61%
The average wage for disadvantaged adults	\$11.19	\$10.97	(\$0.22)
Wage rate	106.77%	108.64%	1.88%
The average wage for workers that lost their jobs	\$12.98	\$16.08	\$3.10
Wage rate	123.86%	159.18%	35.33%
The average wage of job seekers	\$9.55	\$8.77	(\$0.78)
Wage Rate	91.13%	86.83%	-4.30%





2003 Year-End Comparison

Regional Workforce Board # 20

Are we helping employed workers?

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

STW	20	+/- or percent of total
59.48%	74.07%	14.59%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	86.92%	-1.20%
5,200	392	7.54%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,038.53	(\$77.69)
\$2,653.38	\$6,976.39	\$4,323.01
\$2,147.97	\$3,388.73	\$1,240.75
\$2,503.61	\$1,716.84	(\$786.77)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,765.32	(\$353.30)
\$1,117.25	\$1,039.95	(\$77.30)
\$3,457.65	\$8,746.52	\$5,288.87
\$3,161.12	\$3,661.85	\$500.73
\$7,771.05	\$9,507.89	\$1,736.84

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 21

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	21	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	24.36%	1.09%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	28.40%	2.48%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	21	+/- or percent of total
Satisfaction rating for employers who received services	78.34	76.96	-1.38
Satisfaction rating for individuals who received training	75.80	71.45	-4.35
Satisfaction rating for job seekers who got help in finding work	73.99	75.46	1.47

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	21	+/- or percent of total
% on welfare that got jobs:	27.13%	26.48%	-0.65%
Total Number	28,708	1,202	4%
Rate which customers that were on welfare return to welfare	14.94%	14.53%	-0.41%
% of disadvantaged adults that got jobs	66.92%	96.15%	29.23%
Total Number	5,278	449	8.51%
% of unemployed receiving training who got jobs	67.95%	94.14%	26.19%
Total Number	8,067	578	7.16%
% of job seekers who got jobs	39.11%	43.55%	4.44%
Total Number	410,431	29,462	7.18%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	21	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.64	\$0.35
Wage Rate	69.56%	68.15%	-1.41%
The average wage for disadvantaged adults	\$11.19	\$10.65	(\$0.54)
Wage rate	106.77%	95.05%	-11.72%
The average wage for workers that lost their jobs	\$12.98	\$14.34	\$1.36
Wage rate	123.86%	127.88%	4.02%
The average wage of job seekers	\$9.55	\$11.88	\$2.33
Wage Rate	91.13%	105.98%	14.85%





2003 Year-End Comparison

Regional Workforce Board # 21

Are we helping employed workers?

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

STW	21	+/- or percent of total
59.48%	22.19%	-37.29%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	97.16%	9.04%
5,200	651	12.52%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,014.96	(\$101.27)
\$2,653.38	\$2,816.75	\$163.37
\$2,147.97	\$3,620.15	\$1,472.18
\$2,503.61	\$7,132.31	\$4,628.70

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,863.94	(\$254.68)
\$1,117.25	\$1,023.01	(\$94.24)
\$3,457.65	\$4,364.35	\$906.70
\$3,161.12	\$3,845.63	\$684.51
\$7,771.05	\$5,464.55	(\$2,306.50)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 22

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	22	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	19.56%	-3.71%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	19.63%	-6.28%

Customer Satisfaction - How satisfied were our customers?

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	22	+/- or percent of total
Satisfaction rating for employers who received services	78.34	78.81	0.47
Satisfaction rating for individuals who received training	75.80	79.68	3.88
Satisfaction rating for job seekers who got help in finding work	73.99	77.30	3.31

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	22	+/- or percent of total
% on welfare that got jobs:	27.13%	31.34%	4.21%
Total Number	28,708	2,309	8%
Rate which customers that were on welfare return to welfare	14.94%	16.63%	1.69%
% of disadvantaged adults that got jobs	66.92%	62.40%	-4.52%
Total Number	5,278	239	4.53%
% of unemployed receiving training who got jobs	67.95%	47.54%	-20.41%
Total Number	8,067	387	4.80%
% of job seekers who got jobs	39.11%	31.35%	-7.76%
Total Number	410,431	31,155	7.59%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	22	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.57	\$0.28
Wage Rate	69.56%	68.32%	-1.24%
The average wage for disadvantaged adults	\$11.19	\$10.73	(\$0.46)
Wage rate	106.77%	96.82%	-9.94%
The average wage for workers that lost their jobs	\$12.98	\$14.60	\$1.62
Wage rate	123.86%	131.75%	7.89%
The average wage of job seekers	\$9.55	\$9.57	\$0.02
Wage Rate	91.13%	86.37%	-4.76%





2003 Year-End Comparison

Regional Workforce Board # 22

Are we helping employed workers?

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

STW	22	+/- or percent of total
59.48%	60.00%	0.52%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	97.09%	8.97%
5,200	100	1.92%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$783.82	(\$332.41)
\$2,653.38	\$6,601.12	\$3,947.74
\$2,147.97	\$3,303.08	\$1,155.10
\$2,503.61	\$6,281.69	\$3,778.08

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$2,460.42	(\$1,658.20)
\$1,117.25	\$771.05	(\$346.20)
\$3,457.65	\$10,636.43	\$7,178.79
\$3,161.12	\$6,947.56	\$3,786.44
\$7,771.05	\$15,758.53	\$7,987.48

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 23

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

STW	23	+/- or percent of total
23.27%	36.72%	13.45%
25.91%	45.50%	19.59%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	80.35	2.01
75.80	77.20	1.40
73.99	76.00	2.01

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	29.95%	2.82%
28,708	8,074	28%
14.94%	15.38%	0.44%
66.92%	52.77%	-14.15%
5,278	2,065	39.12%
67.95%	51.54%	-16.41%
8,067	2,462	30.52%
39.11%	49.57%	10.46%
410,431	76,190	18.56%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.45	\$0.16
69.56%	66.34%	-3.22%
\$11.19	\$11.41	\$0.22
106.77%	101.63%	-5.13%
\$12.98	\$13.00	\$0.02
123.86%	115.80%	-8.05%
\$9.55	\$12.37	\$2.82
91.13%	110.15%	19.02%





2003 Year-End Comparison

Regional Workforce Board # 23

Are we helping employed workers?

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

STW	23	+/- or percent of total
59.48%	10.83%	-48.65%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	77.69%	-10.43%
5,200	773	14.87%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,525.41	\$409.19
\$2,653.38	\$1,286.64	(\$1,366.74)
\$2,147.97	\$1,397.29	(\$750.69)
\$2,503.61	\$1,477.55	(\$1,026.06)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,081.44	\$962.82
\$1,117.25	\$1,521.68	\$404.43
\$3,457.65	\$2,684.35	(\$773.29)
\$3,161.12	\$2,711.14	(\$449.97)
\$7,771.05	\$15,645.00	\$7,873.95

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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





2003 Year-End Comparison

Regional Workforce Board # 24

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

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

	STW	24	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	17.58%	-5.69%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	22.05%	-3.87%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	24	+/- or percent of total
Satisfaction rating for employers who received services	78.34	78.00	-0.34
Satisfaction rating for individuals who received training	75.80	79.41	3.61
Satisfaction rating for job seekers who got help in finding work	73.99	72.47	-1.52

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	24	+/- or percent of total
% on welfare that got jobs:	27.13%	25.60%	-1.52%
Total Number	28,708	445	2%
Rate which customers that were on welfare return to welfare	14.94%	15.07%	0.13%
% of disadvantaged adults that got jobs	66.92%	81.90%	14.98%
Total Number	5,278	95	1.80%
% of unemployed receiving training who got jobs	67.95%	86.82%	18.87%
Total Number	8,067	112	1.39%
% of job seekers who got jobs	39.11%	41.24%	2.13%
Total Number	410,431	21,027	5.12%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	24	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.51	\$0.22
Wage Rate	69.56%	72.56%	3.00%
The average wage for disadvantaged adults	\$11.19	\$10.02	(\$1.17)
Wage rate	106.77%	96.81%	-9.95%
The average wage for workers that lost their jobs	\$12.98	\$12.58	(\$0.40)
Wage rate	123.86%	121.55%	-2.30%
The average wage of job seekers	\$9.55	\$9.46	(\$0.09)
Wage Rate	91.13%	91.40%	0.27%





2003 Year-End Comparison

Regional Workforce Board # 24

Are we helping employed workers?

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

STW	24	+/- or percent of total
59.48%	65.45%	5.97%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	81.85%	-6.27%
5,200	239	4.60%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,970.92	\$854.70
\$2,653.38	\$8,293.49	\$5,640.11
\$2,147.97	\$7,998.33	\$5,850.35
\$2,503.61	\$2,239.16	(\$264.45)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$7,201.62	\$3,083.00
\$1,117.25	\$1,843.91	\$726.66
\$3,457.65	\$10,825.86	\$7,368.21
\$3,161.12	\$9,212.36	\$6,051.24
\$7,771.05	\$6,595.41	(\$1,175.64)

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 was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

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

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