

FEDERAL PROGRAMS: WORKFORCE INVESTMENT ACT (WIA), RELATED WORKFORCE PROGRAMS

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

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

This report provides the performance outcome data and other information required to be reported by federal WIA law covering services and programs funded through WIA, Wagner-Peyser and related programs under the jurisdiction of the U.S. Department of Labor. In Florida the primary roles in WIA-related governance and service delivery were as follows during the 2003-2004 Program Year:

- Workforce Investment Board (WIA Section 111): Workforce Florida Inc., (WFI) Governor Jeb Bush, Chairman Ray Gilley, President Curtis Austin (<http://www.workforceflorida.com>)
- State-level Administrative/Fiscal Agency (WIA Sections 132, 303, etc.): Agency for Workforce Innovation (AWI), Director Susan Pareigis (<http://www.floridajobs.com>)
- Local Workforce Investment Boards (WIA Section 117): Florida's 24 Regional Workforce Board areas are shown on the attached map and at <http://www.workforceflorida.com>
- One Stop Delivery System (WIA Section 121): Florida's network of One-Stop Operators and Centers at <http://EmployFlorida.net>

State Workforce Performance

Background

Section 136 of the Federal Workforce Investment Act (WIA) identifies core indicators of performance for the adult, dislocated worker, and youth programs. Fifteen core measures apply to outcomes for the adult, dislocated worker, and youth programs; and two measures of customer satisfaction apply across these three programs, bringing the total number of required measures to seventeen. These measures are as follows (definitions for each can be found in Appendix Table 2).

Adults

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

Dislocated Worker

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

Older Youth (aged 19-21)

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

Younger Youth (aged 14-18)

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

All Programs

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

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

Table 1 presents the total number of participants and exiters leaving the WIA program during the 2003-2004 Program Year.

Table 1
2003-2004 WIA Participants/Exiters

| WIA Program | Total Participants Served | Total Exiters |
|--------------------|---------------------------|---------------|
| Adults | 24,247 | 9,666 |
| Dislocated Workers | 13,241 | 10,097 |
| Older Youth | 3,541 | 1,490 |
| Younger Youth | 13,674 | 6,353 |

The number of customers served in each program during 2003-2004 decreased from the prior year. A total of 52,535 customers were served during the year in all programs as compared to 59,907 customers for the preceding year.

Reporting Time Periods

Federal guidelines require varying time periods for reporting the counts of participants served, counts of those exiting programs, and the 17 WIA core measures. The first reporting period is the 4/1/02 to 3/31/03 period prior to the Program Year, used for the retention and earnings change measures. The second period is comprised of the four quarters beginning 10/1/02 and ending 9/30/03 prior to the Program Year used for all entered employment measures. These delayed reporting periods are required so that follow-up data from Unemployment Insurance (UI) Wage Reports can be collected on participants six months after exit. The third reporting period is the 1/1/03 to 12/31/03 calendar year used for the customer satisfaction measures. The fourth reporting period is the period beginning 4/1/03 to 3/31/04 used for the counts of exiters and the younger youth diploma and skill attainment measures. The final reporting period is the actual 2003-2004 Program Year – or the four quarters beginning 7/1/03 and ending 6/30/04, used for the counts of participants served.

Core Measures

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

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

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

Data on core measures is collected from Florida's MIS system, UI Wage Records, and from the Wage Record Information System (WRIS). The MIS system gathers exit information on participants, and covers the real-time data elements referenced above. UI Wage records contain information such as wage and retention information after exit. The WRIS system is a database consisting of several participating states' records for wages and employment, etc. WRIS records supplement Florida's UI data to paint a clearer picture of participant outcomes.

Table 2 below displays Florida's negotiated rate for each of the seventeen required measures along with the actual statewide outcomes achieved. Federal policy requires states to achieve at least 80% of the negotiated goal. The eighty-percent criterion is shown in parentheses.

Table 2
State WIA Performance Measures

| WIA CORE MEASURE | NEGOTIATED GOAL (80% of Goal) | ACTUAL PERFORMANCE | DIFFERENCE COMPARED TO 80% OF GOAL |
|---|-------------------------------|--------------------|------------------------------------|
| Adult Entered Employment Rate | 70.0% (56.0%) | 65.79% | +9.79 |
| Adult Employment Retention Rate | 82.0% (65.6%) | 83.56% | +17.96 |
| Adult Earnings Gain | \$3,600 (\$2,880) | \$3,573 | +\$693 |
| Adult Credential Attainment | 43.0% (34.4%) | 51.01% | +16.61 |
| Dislocated Worker Entered Employment Rate | 71.0% (56.8%) | 71.42% | +14.62 |
| Dislocated Worker Employment Retention Rate | 85.0% (68.0%) | 87.57% | +19.57 |
| Dislocated Worker Earnings Replacement Rate | 95.0% (76.0%) | 91.18% | +15.18 |
| Dislocated Worker Credential Attainment | 43.0% (34.4%) | 36.86% | +2.46 |
| Older Youth (19-21) Entered Employment Rate | 64.0% (51.2%) | 64.65% | +13.45 |
| Older Youth (19-21) Employment Retention Rate | 82.0% (65.6%) | 80.49% | +14.89 |
| Older Youth (19-21) Earnings Gain | \$3,300 (\$2640) | \$3,065 | +\$425 |
| Older Youth (19-21) Credential Attainment | 32.0% (25.6%) | 31.93% | +6.33 |
| Younger Youth (14-18) Skill Attainment Rate | 65.0% (52.0%) | 74.91% | +22.91 |
| Younger Youth (14-18) Diploma Attainment Rate | 41.0% (32.8%) | 44.53% | +11.73 |
| Younger Youth (14-18) Retention Rate | 45.0% (36.0%) | 54.18% | +18.18 |
| Customer Satisfaction-Individuals | 73.0 (58.4) | 76.15 | +17.75 |
| Customer Satisfaction-Employers | 73.0 (58.4) | 78.23 | +19.83 |

As the above table indicates, Florida's 2003-2004 performance exceeded the federal criterion of 80% of goal for each of the core measures. Compared with 2002 Program Year outcomes PY 2003 results generally remained about the same or slightly decreased. However, the Youth Skill Attainment Rate increased by over 5 percentage points over the prior year. Also, the Dislocated Worker Earnings Replacement Rate and the Older Youth Earnings Gain Rate, and the Adult Credential Rate increased over the prior year.

Non-Traditional Employment, Training-Related Employment

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

Chart 1

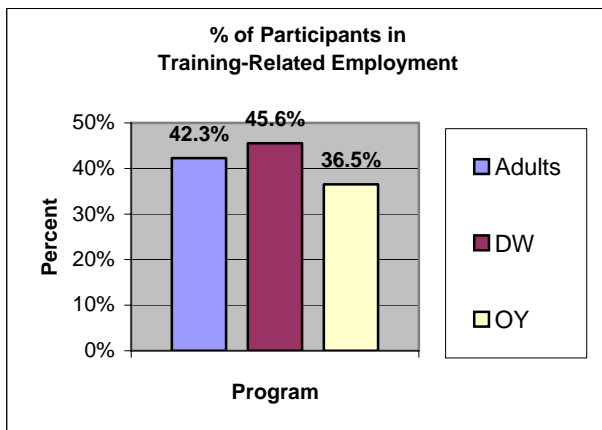
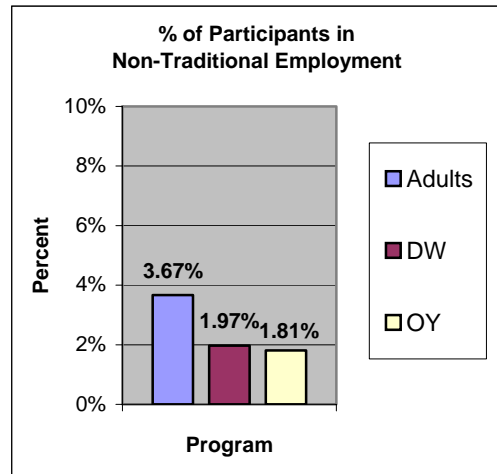


Chart 2

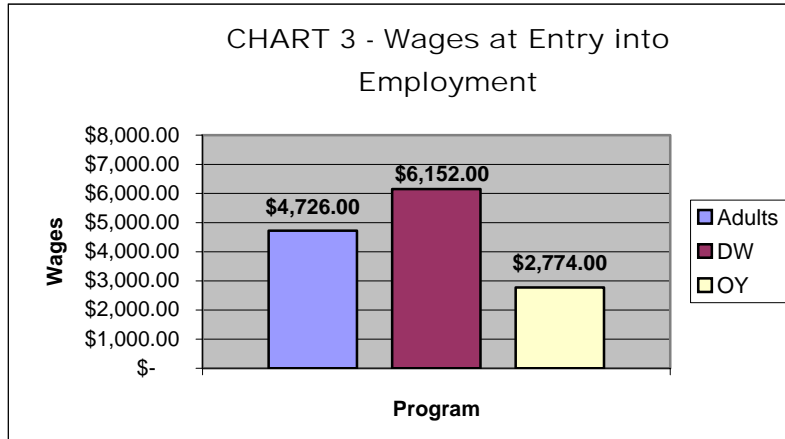


Since information on these graphs is collected after participants leave the system, data is taken from UI (Unemployment Insurance) Wage Reports. Chart 1 shows that 42.3% of adults became employed in training-related jobs, while the percentage of dislocated workers that found training-related jobs is greater. Chart 2 indicates the percentage that found employment in non-traditional employment for all three groups, ranging from 1.81% for older youth to 3.67% for adults.

Wages at Entry into Employment

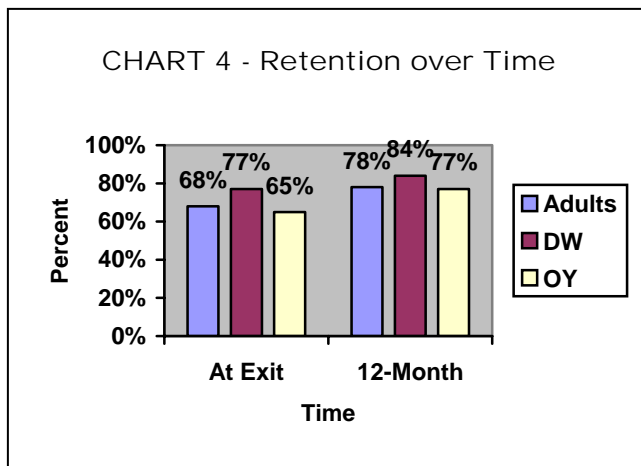
The WIA requires that states track participants to determine their wage at entry into employment. Again, Florida uses UI (Unemployment Insurance) Wage Reports to track former participants after exit. Chart 3 (below) displays the quarterly earnings that each group - Adults, Dislocated Workers and Older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

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



12-Month Retention and Earnings Change

These measures take a look at individuals who exited more than one year ago, and tracks their retention in unsubsidized employment and the wages they garner in those jobs. Chart 4 displays the trend of individuals as they hold employment over time. 12-month figures are

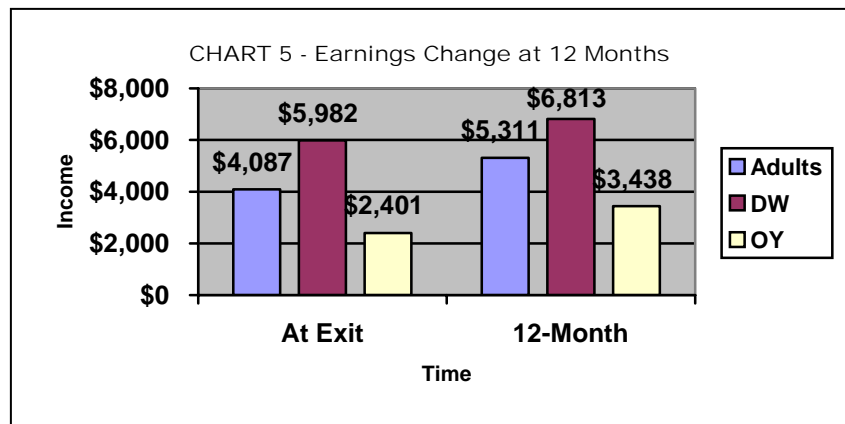


taken from the percentage at exit (for adults, 68% had a job at exit, 78% of those still had a job at 12 months).

Since a primary goal of the WIA is to promote self-sufficiency for its participants, income of participants after they receive employment is also tracked. The Earnings Change/Earnings Replacement measure uses the same UI data to track former participants after they exit. Figures for earnings are reported by quarter, not

annual increments.

Chart 5 shows the average income for each group at 12 months compared to at their earnings at entered employment. Participant data is not available for hourly wages only for total income garnered during the quarters.



State-Level Discretionary Funding

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

Disbursement of these funds was handled under three separate conditions. One, through contracts with various vendors to produce analysis data, follow-up reports, or provide demographic economic conditions in the state. Secondly, funds were disbursed through grants to regional workforce boards to provide innovative pilot projects to reach certain targeted populations such as youth, incumbent workers, etc. Finally, funds were disbursed for regional workforce board performance incentives based on the state short-term and federal core measures

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

- **Performance Incentives** – Awards were made to high performing regional workforce boards based on the state short-term and federal core measures.
- **Youth** – The provision of youth mentoring, internship, job experience and job placement services.
- **Employer Services** – support for the state’s regional workforce boards in planning and conducting business outreach efforts; the provision of labor market information; and efforts to increase organizational tolerance and diverse cultures in the workplace.
- **Targeted Industry Sector** – the provision of skills upgrade training to incumbent workers and several employed worker initiatives in targeted industry sectors.
- **Measuring progress** – Projects and contracts that contributed to the ability to measure progress and evaluate the workforce system, which included contracts with the Florida Education and Training Placement Information Program (FETPIP) for placement data and a contract with Brandt Information Systems to provide the mandated customer satisfaction phone survey of employers and participants.

- **Biotechnology** – the provision of curricula development and internet web-based design modules for entry level occupations in the biotechnology industry.
- **Aerospace** – a survey to assess businesses’ needs for the development of programs to support the aerospace industry.

In addition to the use of 15% WIA discretionary funds as described here, Florida also used Temporary Assistance to Needy Families (TANF) funds for similar pilots, performance measurement and incentives.

Some of these initiatives were brought forward from the prior fiscal year; and these will continue into fiscal year 2004-2005, while some have concluded. A more complete listing of the major 2003-2004 uses of WIA discretionary funds is available in Appendix Table 3. For more complete descriptions of key special initiatives see the section of this report entitled “Workforce Florida Activities and Accomplishments.”

Rapid Response Funding for Regional Workforce Boards

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

The Emergency Reserve funds set aside each program year are awarded as supplemental funds to Regional Workforce Boards based on need at the local level. During 2003-2004, AWI at the direction of the Workforce Florida State Board awarded \$9,000,000 as a supplemental funding allocation to the State’s 24 local boards to provide dislocated worker services in their areas. This funding is included in the report as part of the formula funds. Additionally, another \$1,686,924 was awarded to 7 local boards to carry out rapid response activities. For the period ending June 30, 2004, \$1,134,749 of these funds had been expended by the 7 local areas. Appendix, Table 4 itemizes expenditures of the state level WIA Rapid Response funds.

Reemployment and Emergency Assistance Coordination Team (REACT).

The Reemployment and Emergency Assistance Coordination Team (REACT) is the state-level focal point for dealing with dislocation of Florida’s private sector and governmental workers. Chapter 445.003, F.S., requires that rapid response activities be included in the state plan. The purpose of this plan is to coordinate efforts at state and local levels to assist workers who have or will be dislocated from their jobs due to a facility/plant closure, a major employer downsizing, natural disasters (such as floods, fires, hurricane, tornadoes) or other acts of nature that cause the dislocation of 50 or more workers.

The federal Workforce Investment Act (WIA) of 1998 requires each state to establish a dislocated worker unit to implement statewide rapid response reemployment activities on behalf of dislocated workers.

Effective July 1, 2004, the state level REACT Field Coordinator positions were decentralized to the 24 Regional Workforce Boards (RWBs). Rapid response activities are now locally led by the RWBs. Many workers and employers are introduced to the workforce system through the rapid response process that involves the RWBs, One-Stop Career Centers, Workforce Florida, Inc. (WFI), the Agency for Workforce Innovation (AWI) and other workforce partners.

The Worker Adjustment and Retraining Notification Act notices (WARNs) will continue to be sent to the State REACT Unit which will make initial contact with the employer. WARN Notices list those companies/businesses which are planning layoffs and will be in need of dislocated worker assistance. The WARN notice will be entered into the REACT database and in real time uploaded to the REACT website. The WARN notice will be sent to the appropriate RWB for action by the local rapid response coordinator.

Many industries, including state and local governments, were adversely impacted during Program Year (PY) 2003-2004. A Workforce Transition Database designed by the Department of Management Services captures information on affected state workers. This database is being used by REACT to determine the state workers' status and account for all services that are provided to them. Between June 2001 and June 30, 2004, over 14,279 positions were identified for elimination by the State: Approximately 6,550 of these positions were filled with employees. As of June 30, 2004, 2,901 of these workers have been placed in other positions in state government; 1,885 have been placed in private industry; 520 retired; 154 refused job offers; 757 refused assistance; and 10 enrolled in training. As of June 30, 2004, there were 176 individuals still needing assistance. The REACT Unit continues to work with this group of adversely affected individuals to assist them in obtaining training and/or other employment opportunities.

REACT's performance measures, used in evaluating the effectiveness of the statewide and regional Rapid Response Program, are as follows:

- *Performance Measures:* Average number of days for rapid response teams to conduct initial response contacts after receipt of Worker Adjustment and Retraining Notification (WARN) Notices.

Negotiated Standard is 2 days; Average Response time is the same day.

In many cases, REACT obtained information about company layoffs from sources other than WARN Notices (e.g., business wires, and reports from REACT field coordinators and RWB staff) before the affected companies submitted official WARN Notices. Because of this, REACT responded to potential layoffs, on average, the same day as the receipt of WARN Notices.

- *Performance Measure:* A reduction in the average number of weeks that rapid response assisted dislocated workers collected unemployment compensation benefits compared to the number of weeks that non-rapid response assisted dislocated workers collected unemployment compensation benefits.

The Average Benefits Weeks is 5.6 weeks for workers with calendar year 2003 layoffs from employers receiving rapid response assistance compared to 15.3 weeks for workers laid off by employers who did not receive rapid response assistance.

REACT has responded to 277 dislocation events (including all WARN Notices) this program year and has identified 23,608 eligible dislocated workers.

Due to the number of dislocation events in the public and private sector, many communities are faced with challenges. Some of these challenges include:

- A lack of jobs in rural areas; and
- A lack of job openings with educational and skills requirements that match the workers' education and skills level prior to layoff,

AWI plans to:

- Continue to coordinate with the RWBs on the decentralization of the REACT Coordinator positions and will provide assistance where necessary; and
- Increase the use of the Mobile One-Stop Unit to assist with plant layoffs and dislocations in rural communities.

Reemployment Services Program

The purpose of Florida's Expedited Reemployment Program is to provide immediate reemployment assistance to Unemployment Compensation (UC) customers. The program identifies claims customers who are likely to have difficulty finding employment; those who have not returned to work after a specified period; and also those claimants who are in circumstances that have historically resulted in improper benefit payments.

Once these claimants have been identified, they are required to report to the local One-stop Career Center site for expedited reemployment services. The purpose of this interview is to ascertain what skills and training are necessary for employment, confirm that the claimant continues to meet eligibility requirements, and to provide reemployment services.

Labor market information including conditions of the claimant's customary employment and employment opportunities in the area are used to help the claimant develop a realistic work plan. Methods of developing leads and application techniques are also discussed. The staff and claimant develop a work search plan that reflects the claimant's skills, experience, and wages.

The program consists of four strategic elements:

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

Recently completed programming changes to the Claims Register report provide local one-stop operators easier access to the names, social security numbers, addresses and telephone numbers of all new claims customers filing from within the respective workforce regions.

The previous statistical profiling model, which assigned a rank-order score, has been enhanced to a characteristics screening model, which creates a pool of claimants most likely to exhaust unemployment compensation benefits before finding reemployment. Advertisement of the Expedited Reemployment Program now includes the following statement on each UC Wage Transcript and Determination: “The State of Florida’s Expedited Reemployment Program can help speed your return to gainful employment. For assistance in locating the One-Stop Career Center nearest you, call America’s Service Locator toll-free help line at 1-877-872-5627 or use the One-Stop directory at: www2.MyFlorida.com/AWI/contacts/onestopdir/index.htm.” The Rapid Service Voice Processing (RSVP) telephone system where UC claimants telephone to claim weeks of unemployment now includes a message about one-stop reemployment services and how to access information. The Internet claim filing system routes the claimant to a “What’s Next?” page that markets the One-Stop delivery system and provides a link to the One-Stop Career Center Directory. From this directory, local One-Stop web pages can also be accessed.

Florida’s program has again proven successful in facilitating early intervention for new claimants. For example, 59.7 percent of all UC claimants registered during the program year received reportable Wagner-Peyser services within the One-Stop delivery system. This was an increase of about 5 percent in the number of claimants registered who were given a reemployment service in PY 03-04 than in PY 02-03. The increase in the proportion of claimants served also reflects continuing improvement in the integration of services, and has resulted in a significant improvement in placement rates for UC claimants.

The proportion of all eligible claimants who were placed in jobs or otherwise obtained employment during the year compared to the general population of all those registered in Wagner-Peyser increased to a new high of 46.7 percent. Last program year, this figure was 35.4 percent so a marked improvement is shown for this measurement.

One of the barriers to even greater improvement has been the difficulty experienced with the automated system-generated letters that are used to invite claims customers to a One-Stop Career Center for reemployment services. This problem will be remedied when the new One-Stop Management Information System (OSMIS) makes it possible for the local centers to mail out their own letters. OSMIS will also cross match individuals currently receiving workforce services, and this will prevent unnecessary letters from being mailed.

Additionally, many of the claimants have skills that seem to be specific to their job of dislocation. OSMIS has a Transferable Skills Analysis component that will help any job seeker to find other types of jobs that use the skills they already possess.

Future goals include increasing the proportion of job-registered claimants who receive a reportable reemployment service and the proportion who enter employment. Earlier intervention dates and the requiring of more claimants to participate are being considered for 2004-2005. Studies suggest that the more intervention the claims customer receives, the more quickly the claimant will find suitable employment.

National Emergency Grant (NEG)

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

Airline and Related 9-11 Dislocation Project:

The Agency for Workforce Innovation (AWI) applied for and was awarded a National Emergency Grant (NEG) up to the amount of \$13,102,272 to provide employment and training services to workers dislocated as a result of the terrorist attacks of September 11, 2001 and the dislocation of airport security screeners as a result of the implementation of the Aviation and Transportation Security Act. Through this NEG, Florida has currently received \$10,852,272 to provide assistance to these dislocated workers.

Of the \$10,852,272 received, \$9,097,272 was expended at the state level to provide employment and training services to participants through a special statewide agreement with public and private training institutions called Operation Paycheck. This program was created to retrain workers adversely affected by the results of September 11, and to get them quickly back into work. The remaining \$1,755,000 was allocated to the Regional Workforce Boards (RWBs) to provide employment and training services to other dislocated workers in their respective regions that were also affected by the events of September 11.

Through this NEG, 3,793 participants have been served; 3,690 are no longer receiving services; 2,144 have entered employment; and 1,649 have not entered employment as of June 30, 2004. This grant terminated on June 30, 2004.

Dual Enrollment Project:

On June 30, 2003, AWI was awarded \$11,353,858 in NEG funds to dual enroll workers certified eligible to apply for Trade Adjustment Assistance or North American Free Trade Agreement-Transitional Adjustment Assistance into the Workforce Investment Act (WIA) Program. Of the \$11,353,858 awarded, \$6,353,858 was released for immediate use. Approximately 1,946 workers have been targeted for assistance under this grant. Through

this NEG, 417 participants have been served; 25 are no longer receiving services; and 20 have entered employment as of June 30, 2004. This grant will end on December 31, 2004.

Trade Adjustment Assistance Infrastructure:

On January 16, 2003, the AWI was awarded \$200,000 in NEG funds to assist the State of Florida in developing procedures and systems for health insurance coverage assistance for trade-impacted workers. These funds were requested as a result of the passage of the new Trade Adjustment Assistance (TAA) Reform Act of 2002. On September 17, 2003, the grant award was increased by \$88,020 for a total award of \$288,020. The following activities were performed for this project by AWI staff members:

- Provided a list of TAA recipients to the Internal Revenue Services (IRS) for the health insurance tax credit;
- Issued TAA recipients IRS form 8887;
- Provided an eligible TAA applicant list;
- Selected a health insurance provider for the state;
- Assisted in the selection of the state health plans;
- Provided technical assistance to eligible TRA participants;
- Provided five regional information sessions to the Health Coverage Tax Credit (HCTC) eligible individuals;
- Provided five regional One-Stop Career Center staff training sessions on HCTC; and
- Obtained an impact analysis for the Trade Act.

This grant terminated on June 30, 2004.

The AWI has encountered difficulties in obtaining participants for the NEG Dual Enrollment project. There was a delay in receiving the funds from USDOL and some potential participants were not served immediately following their dislocation. To resolve the issues of the application process and the timely approval of grant applications, USDOL has streamlined its application process by the development of an electronic eApplication system. This revised system will allow the USDOL to respond quickly to our request for NEG funds.

Florida will continue to look to the NEG as a potential source of funding for major layoffs and layoffs caused by natural disasters when external factors create increased worker dislocations that exceed the state's ability to provide employment and training services with its federal formula funding.

Local Performance

Upon the completion of the State's negotiation with the USDOL on state performance goals for each of the twelve reportable WIA core measures, the state workforce board conducted negotiations at the state level with each regional workforce board. As a result of this process, expected levels of performance or goals were agreed upon for each region. Table 3 summarizes outcomes based on these goals. Individual performance tables for each of Florida's twenty-four regions are also provided in the Appendices (Appendix A-Table O-Performance).

Table 3
Regional Program Year 2003-2004 WIA Performance

| WIA CORE MEASURE | STATE GOAL | RANGE OF REGIONAL PERFORMANCE | # OF REGIONS ACHIEVING REGIONAL GOAL | % OF REGIONS ACHIEVING GOAL |
|--|------------|-------------------------------|--------------------------------------|-----------------------------|
| CUSTOMER SATISFACTION INDIVIDUALS | 73.00 | 66.79 to 84.19 | 19 of 24 | 79.17% |
| CUSTOMER SATISFACTION EMPLOYERS | 73.00 | 70.24 to 83.23 | 23 of 24 | 85.83% |
| ADULT ENTERED EMPLOYMENT RATE | 70.00% | 53.13% to 87.23% | 19 of 24 | 79.17% |
| ADULT EMPLOYMENT RETENTION RATE | 82.00% | 79.41% to 91.41% | 18 of 24 | 75.00% |
| ADULT EARNINGS GAIN | \$3,600 | \$194 to \$6,160 | 15 of 24 | 62.50% |
| ADULT EMPLOYMENT AND CREDENTIAL RATE | 43.00% | 15.46% to 88.98% | 22 of 24 | 91.67% |
| DISLOCATED WORKER ENTERED EMPLOYMENT RATE | 71.00% | 63.57% to 89.83% | 19 of 24 | 79.17% |
| DISLOCATED WORKER EMPLOYMENT RETENTION RATE | 85.00% | 85.34% to 95.08% | 23 of 24 | 95.83% |
| DISLOCATED WORKER EARNINGS REPLACEMENT RATE | 95.00% | 81.27% to 155.82% | 10 of 24 | 41.67% |
| DISLOCATED WORKER EMPLOYMENT AND CREDENTIAL RATE | 43.00% | 21.87% to 83.82% | 19 of 24 | 79.17% |
| OLDER YOUTH (19-21) ENTERED EMPLOYMENT RATE | 64.00% | 40.00% to 100% | 15 of 24 | 62.50% |
| OLDER YOUTH (19-21) EMPLOYMENT RETENTION RATE | 82.00% | 66.67% to 100% | 11 of 24 | 45.83% |
| OLDER YOUTH (19-21) EARNINGS GAIN | \$3,300 | \$1,286 to \$11,307 | 8 of 24 | 33.33% |
| OLDER YOUTH CREDENTIAL RATE | 32.00% | 8.17% to 100.00% | 17 of 24 | 70.83% |
| YOUNGER YOUTH (14-18) SKILL ATTAINMENT RATE | 65.00% | 46.33% to 94.23% | 20 of 24 | 83.33% |
| YOUNGER YOUTH (14-18) DIPLOMA ATTAINMENT RATE | 41.00% | 6.45% to 93.55% | 15 of 24 | 62.50% |
| YOUNGER YOUTH (14-18) RETENTION RATE | 45.00% | 20.00% to 81.82% | 22 of 24 | 91.67% |

State Evaluation Activities and Incentive Policy

Overall Description and Background

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

Florida Education and Training Placement Information Program (FETPIP)

One of Florida's earliest and most successful innovations in evaluation and performance tracking has been the Florida Education and Training Placement Information Program (FETPIP) established in the mid-80's within the state Department of Education. This program was developed mainly to help evaluate the effectiveness of post-secondary education and training programs, particularly vocational education and similar career preparation programs. The scope of the groups to be tracked rapidly expanded to cover nearly all job training and placement programs including WIA, Wagner-Peyser, Job Corps, Veterans, welfare reform (TANF), Apprenticeship, Unemployment Compensation claimants, ex-offenders, and a total of nearly 600 groups or sub-cohorts being tracked.

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

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

Short Term Measures – "Red and Green Report"

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

The “regional outcome matrix,” often referred to as the Red and Green Report addresses outcomes for the three major one-stop partner programs in Florida: WIA programs, Wagner-Peyser programs, and the State’s TANF/Welfare Transition Program. All short-term measures outline performance outcomes that can be typically reported within one calendar quarter through the various programs’ management information systems. Results from the measures are compiled regionally and compared against other regions and statewide outcomes. Appendix Table 10 contains the 2003-2004 Year-End Performance and a detailed description of the measures included in the Red and Green Report. Additionally, comparisons are made between the short-term Red and Green Report outcomes and the longer-term WIA core measures. This comparison shows a strong correlation on a statewide basis between the WIA core measures and Red and Green Report outcomes.

The Table 4 below shows statewide PY 2003-04 outcomes for each of the short-term measures.

Table 4
PY 2003-04 Statewide Short-Term Outcomes
(7/1/03 to 6/30/04)

| | | | | | |
|---|--|---|--|--|--|
| Welfare Entered Employ. Rate (1) | Welfare Initial Employ. Wage Rate (2) | Welfare Return Rate (3) | WIA Employed Worker. Outcome Rate (4) | WIA Adult Enter. Emp. Rate (5) | WIA Adult Wage Rate (6) |
| 28.8% | 69.0% | 13.5% | 83.4% | 68.8% | 117.0% |
| WIA Dislocated Wkr. Enter. Emp. Rate (7) | WIA Dislocated Wkr. Wage Rate (8) | WIA Youth Goal Attainment Rate (9) | WIA Youth Positive Outcome Rate (10) | WP Entered Emp. Rate (11) | WP Wage Rate (12) |
| 75.8% | 128.9% | 82.7% | 92.8% | 41.5% | 90.4% |
| WP New Hire Involvement Rate (13) | WP Employer Involvement Rate (14) | Customer Satisfaction – WIA Individuals (15) | Customer Satisfaction– WP Applicants (16) | Customer Satisfaction– Employers (17) | |
| 21.4% | 24.8% | 77.3* | 74.8* | 77.0* | |

*Score based on American Satisfaction Index (ACSI).

“Plain English” Trend 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. Workforce Board staff has therefore developed a “Plain English” version of the short term measures to be presented to broader audiences of stakeholders, partners, and others interested in workforce issues. As found in Appendix, A, Table 11, the Plain English Trend Report asks sets of simple questions about services provided, customer satisfaction, jobs obtained and earnings, also indicating year-to-year trends, statewide cumulative results. Additionally, the same questions are replicated and presented in breakouts for each of the 24 regions. These Plain English Reports are now being used in conjunction with the “Red and Green” reports and will be produced on the same schedule---mid-year, as of the end of March, and at the end of each program year ending in June.

State Longitudinal Measures—“Tier Measures”

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

The nine measures against which performance is reported include the following:

1. Total Individuals.
2. Initial employment or those who exited/completed workforce programs and were found employed expressed as a percentage of the total number of those exiting/completing programs
3. Earnings or Wage Levels expressed as the percentage of those found employed at each of four full-time earnings or wage levels listed below:
 - Level 0 – those earning below minimum wage of \$5.15/hour or \$2,678 quarterly.
 - Level 1 – those earning at least minimum wage of \$5.15/hour but less than \$7.50/hour (from \$2,678 quarterly to \$3,900 quarterly).
 - Level 2 – those earning at least \$7.50/hour but less than \$9.00/hour (from \$3,900 quarterly to \$4,680 quarterly).
 - Level 3 – those earning \$9.00/hour and greater (\$4,680 or more quarterly).

4. Continued Employment expressed as a percentage of those found employed at follow-up the year following program exit or completion.
5. Initial Earnings expressed as the average quarterly amount earned for those found employed the year after program exit/completion.
6. Earnings Growth expressed as the amount of gain or loss in average quarterly earnings as compared to the average initial earnings.
7. Public Assistance or those who exited/completed workforce programs and were found to be receiving public assistance expressed as a percentage of the total number of those exiting/completing programs.
8. Continued Public Assistance expressed as a percentage of those found to be receiving public assistance the year after program exit/completion.
9. Continuing Education or those who exited/completed workforce programs and were found to be in any education or training program expressed as a percentage of the total number of those exiting/completing programs.

The Tier Measure Report is produced annually. The next Tier report is scheduled to be issued by December 2004. Previous Tier Measure Reports can be reviewed as part the Workforce Florida Annual Reports which can be its website at: www.workforceflorida.com

Regional Review

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

Workforce Florida executive staff made presentations to all 24 regional workforce boards. Preparation for the annual review presentations included evaluating, utilizing and linking all available performance data (including Red and Green short-term exit measures, longitudinal tier measures, monthly management reports), information and resources. AWI contracted with KPMG to focus on assessing the region’s compliance with applicable State and Federal laws, regulations and policies, the extent to which regional boards incorporated the needs of the employer community into strategic planning efforts, operational plans/operational systems, sales and marketing efforts and One-Stop bricks and mortar plans. Presentations to the regional workforce boards included; comparative demographic information reflecting regional poverty and unemployment rates, relative shares of funding to meet those needs (e.g. WIA, Welfare-to-Work, Wagner-Peyser and TANF funds), regional board performance compared to other regions and to prior year and an assessment of how well employer needs had been met.

WIA Incentive Awards:

Florida was one of five early implementation states that opted to begin applying the terms of the federal Workforce Investment Act (WIA) on July 1, 1999, a year earlier than the mandated implementation schedule. Among other advantages resulting from early implementation, Florida also became eligible for the first round of Workforce Incentive Awards available under WIA. Earning an award also required submission of a timely WIA annual report to USDOL, furnishing required financial and participant data, and achieving

the WIA long-term performance standards negotiated with USDOL. Florida met all those requirements, formally applied for a performance award, and was awarded \$2,645,125, with most of the federal award derived from federal education funds and the balance coming out of WIA federal reserves. In 2001-2002, Florida again submitted a timely annual report and achieved all 17 negotiated long-term WIA performance goals, and our partner Department of Education's adult education and literacy program met their required goals for the prior year. Florida was therefore awarded \$3,000,000 for the combined WIA and workforce-related education performance.

The terms of the federal award require Florida to submit a joint plan for use of the Workforce Incentive Award, with sign-off by the Governor, the Department of Education, Workforce Florida, Inc., and the Agency for Workforce Innovation. The plan approved by USDOL and US Department of Education for the 2001-2002 award first provides that \$2,000,000 will be administered through the Florida Department of Education to build stronger adult education systems throughout Florida, including several internet-based virtual/remote learning systems and greater linkages between one-stop systems and local adult education/literacy programs. The remaining \$1 million of that Workforce Incentive Award was been earmarked to be used for program and performance improvements for Regions that have performed at the lower levels compared to other Regions, using the corrective action plan process as described below.

In the most recent year, Florida again won a \$3 million Workforce Incentive Award, covering achievement for both WIA Title I (workforce services) and Title II (education services). This time, rather than dividing the award between the two systems based on funding sources, Florida submitted a plan that was approved by the U.S. Department of Labor to operate a single joint improvement initiative focusing on 2 primary targets:

1. Training for the skill needs of the emerging, high skills/high wages simulation industry, and
2. Assisting the 12,000 high school seniors who have been denied diplomas due to their failure to pass the Florida Comprehensive Assessment Test (FCAT). The partnership of state and local education and workforce systems are recruiting the students for academic remediation, adult education, GED preparation and optimal employment, with special emphasis on English as a Second Language (ESOL) needs.

State Incentive/Corrective Action Policy:

Florida law expressly calls for increased accountability for the workforce system for the state, localities, and training providers. Accordingly, the state has established state incentive corrective action policy based at the direction of the State Workforce Board. This policy is aimed at continuous improvement and designed to cover all major programs under the state Board's oversight, including the Workforce Investment Act (WIA), Wagner-Peyser (WP) and Temporary Assistance to Needy Families (TANF). As a further policy matter, Florida's incentive/corrections apply to both short-term, interim outcomes (mainly EER-Entered Employment Rates) as revealed in our "Red and Green" quarterly reports based on administrative data, as well as the longer-term outcomes (mainly Job Retention) reported annually to the U.S. Department of Labor (WIA & WP) and the U.S. Department of Health and Human Services (TANF) using UC/UI wage records. Certain other requirements

imposed by state law are used as “threshold” qualifiers/disqualifiers. For example, Regional Workforce Boards that do not achieve the state law requirement of the 50% rate of expenditures on Individual Training Accounts (ITAs) and other training, are automatically disqualified for all WIA Incentive Payments. Similarly, failure to achieve the minimum “participation” rate for TANF participants disqualifies for all TANF performance awards, short-term and long term.

Each year the Workforce Florida Inc. Board of Directors approves an incentive pool “off the top” of the annual budget out of state-level discretionary WIA, WP and TANF funds. Additional incentive money for the pool comes from federal performance awards including WIA incentives and TANF High-Performance Bonuses, both of which Florida has won consistently. The resulting pool is then divided 50/50 for short-term and long-term performance awards for the 3 major programs/funding sources. RWBs who have met the “threshold” qualifications re expenditures on training and TANF participation rate then compete to achieve individual targets and against their peers for comparative excellence awards. All RWBs that achieve their individually negotiated short-term and long-term performance targets (e.g. EER and Job Retention or WIA, WP and/or TANF) are awarded minimal performance incentives when the outcome data is reported, typically August for short-term, December for long-term. Then the RWBS that performed in the top “green” quartile compared to their peers get a superior performance award. High performing RWBs are also awarded public recognition and plaques in the high visibility annual Workforce Summit. See <http://www.floridajobs.org/pdg/guidancepapers/012Incentives.rtf> for the complete current incentive guidance/policy.

In addition to the monetary incentive “carrots,” Florida also applies some “sticks” in the form of corrective “consequences,” in addition to the threshold disqualifications described above. Typically low-performing RWBs are required to first provide their own Corrective Action Plans. Then if low performance persists, state-level staff work with RWB staff to design a state-approved Program Improvement Plan with specific deliverables, often supported by state and peer technical assistance and training (TAT) and sometimes supplemental funding for specific interventions. Continued chronic performance and operational problems then result in progressive levels of direct, sustained on-site oversight by state staff or state-designated RWB peer supervision, “receivership,” or replacement of local executive staff, all of which have been applied in Florida. So far no Region has been redesignated or consolidated due to performance problems but that option remains as an ultimate sanction.

Encouraged by the positive trend lines displayed by our short-term and long-term performance measures and the track record of regularly winning federal high-performance monetary and recognition awards, Florida’s workforce system will continue to apply, re-examine, refine, and refresh its incentive/correction structure to maintain continuous improvement.

Cost of Workforce Investment Activities

Expenditure Levels

During the 2003-2004 program year, Florida had \$169,965,424 in available funds including carry-forward from all WIA funding sources. Of this amount \$132,859,152 or 78.2%, was expended to carry out state-level and regional activities. Of the \$118,082,016 expended by the State's twenty-four regions, 92% went for direct client services. An additional \$12,617,509 in state-level funds was also expended for direct client services. For additional information on expenditures see the WIA Financial Statement included in Appendix A as Table 5 and the Appendix Table N, Cost of Program Activities.

Cost of Program Activities Relative to Effect

Florida tracks and evaluates the cost of program activities relative to effect in a number of ways. Cost per participant and cost per positive outcome are computed at the state and regional level for the adult, dislocated worker, and youth programs. The positive outcome tracked for the dislocated worker program was entered employment. Positive outcomes for the adult program included entered employment and the successful completion of program activities designed to assist employed workers in upgrading their employment in order to attain a greater degree of self-sufficiency. Florida has placed an emphasis on assisting the under-employed worker. As a result, the number of adult program exiters with positive outcomes included 2,773 employed workers who successfully completed program activities in order to upgrade their employment. Positive outcomes for older youth included entered employment, entrance into postsecondary education, advanced training, apprenticeship or the military, and the attainment of a credential. Positive outcomes for younger youth included entered employment, entrance into postsecondary education, advanced training, apprenticeship or the military, attainment of a youth goal, and attainment of a diploma.

Generally, outcomes were tracked for the exit periods used for the corresponding WIA core measure. The exit period used for the adult and dislocated programs was the period from 10/1/02 to 9/30/03, while the period for the older and younger youth programs was the actual program year from 7/1/03 to 6/30/04. Cost information was also tracked by major level of activity: core services, intensive services, and training for the adult and dislocated worker programs; and for other services and for training for the youth programs.

Statewide expenditure and cost data is displayed in Table 5 below. Similar data for each of Florida's twenty-four regions are included in the Appendix as Tables 6 through 9.

Table 5
 FLORIDA PROGRAM YEAR 2003-2004
 WIA EXPENDITURES/COST PER POSITIVE OUTCOME

ADULT PROGRAM 10/1/02 TO 9/30/03

| STATEWIDE - REGIONS 1-24 TOTALS | AMOUNT | % OF TOTAL | TOTAL SERVED | COST PER PARTICIPANT | TOTAL w. POS. OUTCOME | COST PER POS. OUTCOME |
|------------------------------------|--------------|---------------|-----------------|-------------------------|-----------------------------|--------------------------|
| TOTAL AVAIL. | \$68,284,861 | 100.0% | | | | |
| TOTAL EXPEND. | \$30,582,965 | 44.8% | 21,412 | \$1,428 | 7,847 | \$3,897 |
| EXPEND. OTHER SERVICES | \$11,964,230 | 39.1% | 21,412 | \$559 | 7,847 | \$1,525 |
| EXPEND. TRAINING | \$15,743,390 | 51.5% | 13,938 | \$1,130 | 4,915 | \$3,203 |

DISLOCATED WORKER PROGRAM 10/1/02 TO 9/30/03

| STATEWIDE - REGIONS 1-24 TOTALS | AMOUNT | % OF TOTAL | TOTAL SERVED | COST PER PARTICIPANT | TOTAL PLACED | COST PER ENTERED EMPLOYMENT |
|------------------------------------|--------------|---------------|-----------------|-------------------------|-----------------|-----------------------------------|
| TOTAL AVAIL. | \$55,254,355 | 100.0% | | | | |
| TOTAL EXPEND. | \$28,772,431 | 52.1% | 21,477 | \$1,340 | 9,580 | \$3,003 |
| EXPEND. OTHER SERVICES | \$12,284,749 | 42.7% | 21,477 | \$572 | 9,580 | \$1,282 |
| EXPEND. TRAINING | \$13,954,749 | 48.5% | 15,182 | \$919 | 9,162 | \$1,523 |

OLDER YOUTH PROGRAM 7/1/03 TO 6/30/04

| STATEWIDE - REGIONS 1-24 TOTALS | AMOUNT | % OF TOTAL | TOTAL SERVED | COST PER PARTICIPANT | TOTAL w. POS. OUTCOMES | COST PER POS. OUTCOME |
|------------------------------------|--------------|---------------|-----------------|-------------------------|------------------------------|--------------------------|
| TOTAL YOUTH FUNDS AVAIL. | \$42,921,524 | 100.0% | | | | |
| TOTAL EXPEND. | \$12,725,788 | 29.6% | 3,541 | \$3,594 | 1,201 | \$10,596 |
| OTHER SERVICES | \$5,657,817 | 44.5% | 3,541 | \$1,598 | 1,201 | \$4,711 |
| TRAINING | \$6,091,872 | 47.9% | 3,379 | \$1,803 | 1,154 | \$5,279 |

YOUNGER YOUTH PROGRAM 7/1/03 TO 6/30/04

| STATEWIDE - REGIONS 1-24 TOTALS | AMOUNT | % OF TOTAL | TOTAL SERVED | COST PER PARTICIPANT | TOTAL w. POS. OUTCOMES | COST PER POS. OUTCOME |
|------------------------------------|--------------|---------------|-----------------|-------------------------|------------------------------|--------------------------|
| TOTAL YOUTH FUNDS AVAIL. | \$42,921,524 | 100.0% | | | | |
| TOTAL EXPEND. | \$25,376,229 | 59.1% | 13,674 | \$1,856 | 10,642 | \$2,385 |
| OTHER SERVICES | \$12,313,798 | 48.5% | 13,674 | \$901 | 10,642 | \$1,157 |
| TRAINING | \$11,011,634 | 43.4% | 13,060 | \$843 | 10,242 | \$1,075 |

Source: Agency for Workforce Innovation, 8/20/04.

Use of Individual Training Accounts (ITAs)

Florida policy places emphasis on the provision of training services. Accordingly, State statute requires the tracking of the number of ITAs awarded and their average value. The statute also requires 50% of WIA pass-through funds for adults and dislocated workers to be allocated to ITAs and ITA-related expenses. For Program Year 2003-2004, 17,901 ITAs were awarded in the State with an average value of \$3,411. Of \$79,979,999 expended by Florida's twenty-four regions for the adult and dislocated worker programs during the program year, \$58,592,476 or 73.3% was expended for ITAs and ITA-related activities (see Table 6 below).

**Table 6 - USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED
7/1/03 Through 6/30/04**

| ITAs Awarded* | | | | | State ITA 50% Expenditure Requirement** | | |
|--------------------------|----------------------|---------------|---------------|-----------------|---|---------------------|---------------|
| Region | Enrolled in Training | Receiving ITA | Percent | Avg. ITA Amount | Total Expenditures | ITA Expenditures | Percent |
| 1 | 495 | 495 | 100.00% | \$6,525 | \$1,693,483 | \$1,105,679 | 65.29% |
| 2 | 126 | 105 | 83.33% | \$2,138 | \$490,079 | \$263,628 | 53.79% |
| 3 | 197 | 190 | 96.45% | \$2,138 | \$654,971 | \$393,382 | 60.06% |
| 4 | 392 | 389 | 99.23% | \$3,247 | \$1,159,420 | \$643,125 | 55.47% |
| 5 | 194 | 188 | 96.91% | \$3,132 | \$1,354,146 | \$808,349 | 59.69% |
| 6 | 398 | 381 | 95.73% | \$525 | \$699,731 | \$468,192 | 66.91% |
| 7 | 134 | 124 | 92.54% | \$2,963 | \$630,747 | \$388,867 | 61.65% |
| 8 | 1,304 | 923 | 70.78% | \$3,924 | \$4,269,760 | \$2,869,085 | 67.20% |
| 9 | 181 | 172 | 95.03% | \$2,478 | \$853,052 | \$458,091 | 53.70% |
| 10 | 360 | 343 | 95.28% | \$3,097 | \$1,461,370 | \$1,090,841 | 74.65% |
| 11 | 269 | 194 | 72.12% | \$2,217 | \$1,716,528 | \$1,057,572 | 61.61% |
| 12 | 1,151 | 1,081 | 93.92% | \$3,539 | \$7,659,920 | \$7,132,219 | 93.11% |
| 13 | 284 | 257 | 90.49% | \$2,319 | \$1,596,052 | \$853,799 | 53.49% |
| 14 | 888 | 859 | 96.73% | \$4,091 | \$3,134,816 | \$2,121,333 | 67.67% |
| 15 | 1,390 | 1,337 | 96.19% | \$2,575 | \$3,553,289 | \$3,148,759 | 88.62% |
| 16 | 413 | 383 | 92.74% | \$3,050 | \$1,631,982 | \$1,064,699 | 65.24% |
| 17 | 626 | 589 | 94.09% | \$4,962 | \$3,008,587 | \$2,184,620 | 72.61% |
| 18 | 255 | 243 | 95.29% | \$1,762 | \$1,529,032 | \$1,214,585 | 79.43% |
| 19 | 150 | 145 | 96.67% | \$3,513 | \$937,041 | \$612,685 | 65.39% |
| 20 | 616 | 450 | 73.05% | \$2,322 | \$3,288,107 | \$1,910,159 | 58.09% |
| 21 | 995 | 903 | 90.75% | \$4,242 | \$5,225,796 | \$3,560,171 | 68.13% |
| 22 | 1,120 | 891 | 79.55% | \$2,491 | \$6,864,722 | \$5,369,280 | 78.22% |
| 23 | 7,332 | 6,886 | 93.92% | \$3,599 | \$24,207,978 | \$18,002,178 | 74.36% |
| 24 | 444 | 373 | 84.01% | \$2,588 | \$2,359,390 | \$1,871,178 | 79.31% |
| Total All Regions | 19,962 | 17,901 | 89.68% | \$3,411 | \$79,979,999 | \$58,592,476 | 73.26% |

*Information from OSMIS participant data provided by the Agency for Workforce Innovation September 2004

** Based on data provided by the Agency for Workforce Innovation 8/20/04.

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