

Regional Performance

The Red and Green Report Year End 2004 - 2005



Summary

Workforce Investment Act Performance Measures Results

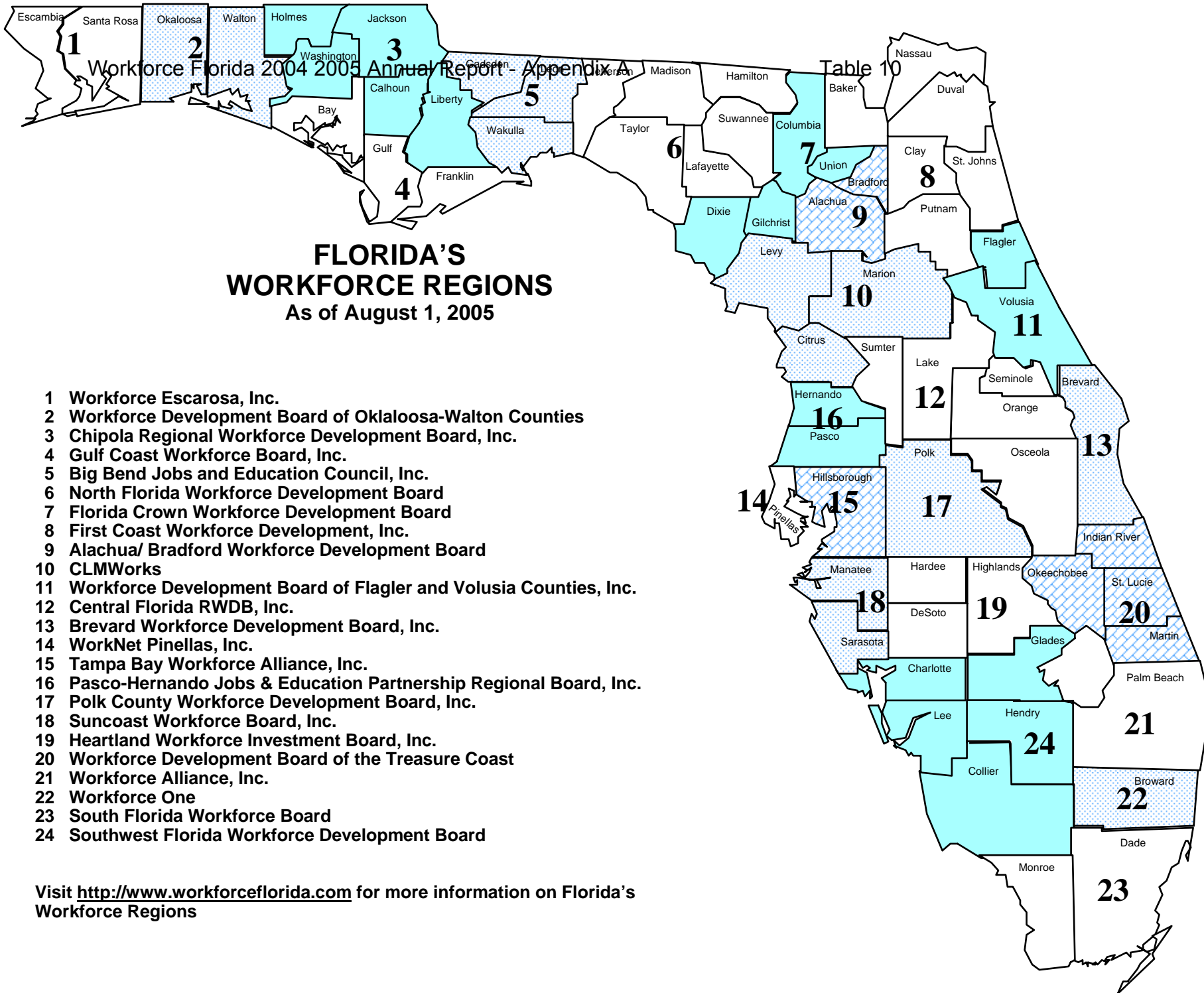
The year-end (4th QTR) PY 2004 – 2005 “Red – Green” report is tabulated into 17 measures that include 3 welfare, 9 WIA, and 5 Wagner – Peyser. Three colors further delineated these performance measures. The colors used were “RED” that equals the bottom quartile of performance; “GREEN” indicates top quartile performance; while “WHITE” indicates the middle two quartiles. Regions meeting their goals and in the bottom quartile were not colored red. The dark blue areas in the tables are statewide results.

Florida’s Customer Satisfaction Survey For the Workforce Investment Act

The Florida Customer Satisfaction Survey was created by a workgroup chaired by Labor Market Statistics. It consisted of local Workforce Development Board Executive Directors, local Board Staff, and staff from Workforce Florida Incorporated. Florida’s Customer Satisfaction Survey is designed to comply with the Workforce Investment Act of 1998 and to provide Employers, Participants, and Program Operators with a measure of customer satisfaction with services. In accordance with the WIA, each state must set specific goals for customer satisfaction and negotiate those goals with the U.S. Department of Labor. To gauge the effectiveness of statewide WIA programs and compare customer satisfaction among all 50 states, the U.S. Department of Labor elected to use the American Customer Satisfaction Index (ACSI). The ACSI is a weighted average of the first three questions of the Florida Customer Satisfaction Survey.



Performance Measure	RWB	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	STW
1 *See Note	Welfare Entered Employment Rate	34.92%	41.97%	30.32%	36.59%	36.49%	29.73%	26.88%	34.29%	34.57%	35.55%	33.97%	36.24%	44.78%	33.94%	38.44%	33.96%	35.52%	28.13%	31.08%	34.56%	33.62%	37.51%	34.17%	33.36%	35.09%
2 *See Note	Welfare Trans Ent Emp Wage Rate	67.93%	68.14%	69.32%	68.97%	68.72%	65.77%	68.70%	71.51%	71.42%	69.77%	70.18%	74.19%	73.44%	75.07%	74.30%	71.38%	72.21%	80.43%	72.36%	74.70%	71.68%	70.70%	64.68%	75.49%	71.02%
3 *See Note	Welfare Return Rate	14.27%	14.10%	11.15%	13.33%	15.37%	15.33%	12.31%	12.62%	16.85%	14.46%	13.51%	14.82%	16.08%	15.61%	12.05%	12.88%	13.10%	12.19%	11.25%	15.35%	14.32%	15.68%	13.74%	11.45%	14.03%
4	WIA Emp Worker Outcome Rate	92.55%	87.80%	95.24%	92.11%	100.00%	98.97%	88.64%	96.68%	93.65%	98.48%	78.40%	100.00%	90.91%	100.00%	82.18%	96.30%	86.96%	99.24%	93.33%	100.00%	40.31%	96.43%	52.90%	82.69%	84.53%
5	WIA Adult Ent Emp Rate	75.00%	100.00%	100.00%	96.11%	94.12%	80.00%	100.00%	73.02%	98.88%	100.00%	62.50%	100.00%	92.45%	100.00%	77.47%	89.86%	81.48%	88.24%	90.32%	99.18%	61.04%	98.75%	84.97%	94.53%	84.43%
6	WIA Adult Ent Emp Wage Rate	127.44%	103.97%	100.39%	130.85%	111.94%	116.91%	135.87%	179.30%	135.50%	146.89%	117.80%	105.02%	148.73%	142.84%	143.12%	108.91%	109.62%	126.92%	108.25%	135.22%	103.11%	133.39%	96.98%	114.44%	128.39%
7	WIA Disl Work Ent Emp Rate	82.26%	100.00%	97.30%	92.11%	100.00%	75.00%	100.00%	66.35%	100.00%	100.00%	81.69%	100.00%	95.80%	100.00%	86.17%	97.14%	85.56%	96.08%	100.00%	98.91%	61.40%	100.00%	85.21%	94.67%	85.61%
8	WIA Disl Work Ent Emp Wage Rate	98.16%	119.25%	110.25%	125.15%	144.03%	133.82%	125.63%	138.75%	148.57%	157.96%	101.86%	121.80%	118.79%	147.61%	151.12%	117.15%	124.64%	125.61%	116.12%	135.12%	133.24%	147.64%	115.89%	125.83%	132.81%
9	WIA Youth Goal Attainment Rate	90.33%	100.00%	94.60%	96.98%	96.53%	59.55%	88.31%	86.31%	92.81%	87.05%	86.06%	96.37%	91.07%	92.56%	89.35%	89.67%	97.68%	81.93%	84.08%	89.04%	69.01%	87.46%	71.83%	85.33%	80.12%
10	WIA Youth Pos Outcome Rate	93.88%	100.00%	97.84%	99.28%	97.33%	94.83%	100.00%	95.85%	100.00%	95.07%	88.74%	100.00%	96.88%	98.48%	98.01%	97.44%	93.57%	90.24%	100.00%	96.97%	89.64%	92.83%	89.21%	92.77%	92.90%
11 *See Note	WP Entered Employment Rate	43.60%	49.56%	51.47%	58.72%	56.63%	36.59%	53.20%	53.54%	46.32%	54.04%	51.69%	54.93%	45.64%	57.43%	63.25%	49.49%	50.21%	56.55%	46.26%	49.07%	50.06%	55.23%	51.22%	54.85%	53.81%
12 *See Note	WP Entered Emp Wage Rate	98.65%	92.84%	88.28%	89.17%	67.53%	87.29%	91.13%	96.20%	88.55%	92.52%	93.76%	110.62%	92.26%	92.02%	86.80%	85.63%	88.74%	94.28%	90.00%	104.05%	90.49%	96.24%	81.00%	101.30%	92.53%
13 *See Note	WP New Hire Involvement Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14 *See Note	WP Employer Involvement Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15	Customer Satis - WIA Individuals	79.54	82.31	88.44	85.19	78.19	81.45	82.70	80.45	80.83	81.40	79.46	78.87	79.67	86.35	79.93	77.14	76.67	83.72	82.63	81.13	74.52	79.08	77.71	81.88	80.12
16	Customer Satis - WP Individuals	71.77	74.61	78.21	78.32	72.59	75.14	70.07	72.27	71.62	75.15	70.97	69.73	73.01	71.19	71.67	70.39	72.83	73.95	75.65	72.54	71.93	75.24	75.09	73.44	73.22
17	Customer Satis - All Employers	73.67	77.05	83.17	79.09	75.76	79.51	77.69	74.54	73.14	76.00	78.96	63.50	71.37	72.34	73.28	76.22	74.23	68.29	74.67	69.86	69.54	70.90	73.01	73.40	73.84



**FLORIDA'S
WORKFORCE REGIONS**
As of August 1, 2005

- 1 Workforce Escarosa, Inc.
- 2 Workforce Development Board of Okaloosa-Walton Counties
- 3 Chipola Regional Workforce Development Board, Inc.
- 4 Gulf Coast Workforce Board, Inc.
- 5 Big Bend Jobs and Education Council, Inc.
- 6 North Florida Workforce Development Board
- 7 Florida Crown Workforce Development Board
- 8 First Coast Workforce Development, Inc.
- 9 Alachua/ Bradford Workforce Development Board
- 10 CLMWorks
- 11 Workforce Development Board of Flagler and Volusia Counties, Inc.
- 12 Central Florida RWDB, Inc.
- 13 Brevard Workforce Development Board, Inc.
- 14 WorkNet Pinellas, Inc.
- 15 Tampa Bay Workforce Alliance, Inc.
- 16 Pasco-Hernando Jobs & Education Partnership Regional Board, Inc.
- 17 Polk County Workforce Development Board, Inc.
- 18 Suncoast Workforce Board, Inc.
- 19 Heartland Workforce Investment Board, Inc.
- 20 Workforce Development Board of the Treasure Coast
- 21 Workforce Alliance, Inc.
- 22 Workforce One
- 23 South Florida Workforce Board
- 24 Southwest Florida Workforce Development Board

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



Red - Green Report

Measure Number One - Welfare Entered Employment Rate

Year Ending: 6/30/2005

RWB	# CASES CLOSED DUE TO EARNINGS	# CASES CLOSED	ENTERED EMPLOYMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
13	459	1,025	44.78%	28.00%	159.93%
02	183	436	41.97%	27.50%	152.63%
15	2,082	5,416	38.44%	27.50%	139.79%
22	2,469	6,582	37.51%	29.30%	128.03%
04	307	839	36.59%	29.50%	124.04%
05	783	2,146	36.49%	27.50%	132.68%
12	3,261	8,998	36.24%	30.00%	120.80%
10	539	1,516	35.55%	27.80%	127.89%
17	665	1,872	35.52%	27.50%	129.18%
01	593	1,698	34.92%	27.50%	126.99%
09	465	1,345	34.57%	27.70%	124.81%
20	716	2,072	34.56%	27.80%	124.30%
08	1,247	3,637	34.29%	27.50%	124.68%
23	7,186	21,032	34.17%	28.60%	119.46%
11	591	1,740	33.97%	26.00%	130.64%
16	799	2,353	33.96%	27.50%	123.48%
14	1,332	3,925	33.94%	27.50%	123.40%
21	1,306	3,885	33.62%	28.70%	117.13%
24	376	1,127	33.36%	27.50%	121.32%
19	239	769	31.08%	27.50%	113.02%
03	84	277	30.32%	27.50%	110.27%
06	234	787	29.73%	27.50%	108.12%
18	387	1,376	28.13%	28.00%	100.45%
07	132	491	26.88%	25.50%	105.43%
STW	26,435	75,344	35.09%	27.50%	127.58%

*See Note

* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05



Red - Green Report

Measure Number Two - Welfare Entered Employment Wage Rate

Year Ending: 6/30/2005

RWB	WAGE AT ENTRY (\$)	LLSIL (\$)	ENTERED EMPLOYMENT WAGE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
18	\$8.57	\$10.66	80.43%	70.00%	114.90%
24	\$8.15	\$10.80	75.49%	68.00%	111.02%
14	\$8.18	\$10.90	75.07%	66.00%	113.74%
20	\$7.93	\$10.62	74.70%	70.00%	106.71%
15	\$8.00	\$10.76	74.30%	69.00%	107.69%
12	\$7.83	\$10.55	74.19%	69.00%	107.52%
13	\$7.78	\$10.59	73.44%	67.00%	109.61%
17	\$7.50	\$10.39	72.21%	69.00%	104.65%
19	\$7.45	\$10.30	72.36%	68.00%	106.41%
21	\$8.06	\$11.25	71.68%	67.00%	106.98%
08	\$7.53	\$10.53	71.51%	67.00%	106.74%
09	\$7.48	\$10.48	71.42%	67.00%	106.60%
16	\$7.45	\$10.44	71.38%	67.00%	106.54%
22	\$8.09	\$11.44	70.70%	67.00%	105.52%
11	\$7.53	\$10.73	70.18%	68.00%	103.20%
10	\$7.19	\$10.30	69.77%	67.00%	104.13%
03	\$7.04	\$10.15	69.32%	66.00%	105.02%
04	\$7.13	\$10.34	68.97%	67.00%	102.95%
05	\$7.20	\$10.47	68.72%	68.00%	101.07%
07	\$7.05	\$10.26	68.70%	68.00%	101.03%
02	\$7.05	\$10.34	68.14%	67.00%	101.70%
01	\$7.03	\$10.35	67.93%	66.00%	102.93%
06	\$6.73	\$10.23	65.77%	67.00%	98.16%
23	\$7.49	\$11.58	64.68%	67.00%	96.53%
STW	\$7.71	\$10.85	71.02%	67.00%	106.00%

*See Note

* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the denominator in calculating the Red and Green Report wage rate measures. " Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region. Source: AWI, Office Labor Market Statistics



Red - Green Report

Measure Number Three - Welfare Return Rate

Year Ending: 6/30/2005

RWB	# PREVIOUSLY CLOSED DUE TO EARNINGS	# NEW CASES	WELFARE RETURN RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
03	30	269	11.15%	15.00%	134.50%
19	83	738	11.25%	15.00%	133.37%
24	112	978	11.45%	15.00%	130.98%
15	658	5,459	12.05%	15.00%	124.45%
18	162	1,329	12.19%	15.00%	123.06%
07	57	463	12.31%	15.00%	121.84%
08	436	3,454	12.62%	15.00%	118.83%
17	225	1,718	13.10%	15.00%	114.53%
16	287	2,228	12.88%	15.00%	116.45%
04	116	870	13.33%	15.00%	112.50%
11	216	1,599	13.51%	15.00%	111.04%
23	2,640	19,219	13.74%	15.00%	109.20%
02	54	383	14.10%	15.00%	106.39%
01	214	1,500	14.27%	15.00%	105.14%
21	500	3,492	14.32%	15.00%	104.76%
10	208	1,438	14.46%	15.00%	103.70%
12	1,240	8,368	14.82%	15.00%	101.23%
06	117	763	15.33%	15.00%	97.82%
20	289	1,883	15.35%	15.00%	97.73%
05	312	2,030	15.37%	15.00%	97.60%
14	554	3,549	15.61%	15.00%	96.09%
22	964	6,147	15.68%	15.00%	95.65%
13	151	939	16.08%	15.00%	93.28%
09	186	1,104	16.85%	15.00%	89.03%
STW	9,811	69,920	14.03%	15.00%	106.90%

* Data from State Technology Office and Agency for Workforce Innovation

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Red - Green Report

Measure Number Four - WIA Employed Worker Outcome Rate

Year Ending: 6/30/2005

RWB	# ATTAINED A CREDENTIAL	# EXITERS	WORKER OUTCOME RATE (%)	PERCENT OF STATEWIDE AVERAGE (%)	STATEWIDE AVERAGE
05	15	15	100.00	118.30	84.53
12	102	102	100.00	118.30	84.53
14	134	134	100.00	118.30	84.53
20	149	149	100.00	118.30	84.53
18	260	262	99.24	117.40	84.53
06	287	290	98.97	117.08	84.53
10	130	132	98.48	116.50	84.53
08	2,186	2,261	96.68	114.37	84.53
22	162	168	96.43	114.07	84.53
16	26	27	96.30	113.92	84.53
03	40	42	95.24	112.67	84.53
09	59	63	93.65	110.78	84.53
19	28	30	93.33	110.41	84.53
01	87	94	92.55	109.48	84.53
04	70	76	92.11	108.96	84.53
13	180	198	90.91	107.54	84.53
07	39	44	88.64	104.86	84.53
02	36	41	87.80	103.86	84.53
17	40	46	86.96	102.87	84.53
24	43	52	82.69	97.82	84.53
15	489	595	82.18	97.21	84.53
11	127	162	78.40	92.74	84.53
23	702	1,327	52.90	62.58	84.53
21	52	129	40.31	47.68	84.53
STW	5,443	6,439	84.53	100.00	84.53

* Data from State Technology Office and Agency for Workforce Innovation

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Red - Green Report

Measure Number Five - WIA Adult Entered Employment Rate

Year Ending: 6/30/2005

RWB	# ENTERING EMPLOYMENT	# EXITERS NOT EMPLOYED @ REG	ENTERED EMPLOYMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
10	125	125	100.00	68.00	147.06
14	115	115	100.00	68.00	147.00
02	67	67	100.00	70.00	143.00
03	70	70	100.00	70.00	143.00
07	43	43	100.00	70.00	143.00
12	207	207	100.00	71.00	141.00
20	121	122	99.18	70.00	142.00
09	88	89	98.88	70.00	141.00
22	473	479	98.75	70.00	141.00
04	173	180	96.11	74.00	130.00
24	190	201	94.53	71.00	133.00
05	16	17	94.12	70.00	134.00
13	49	53	92.45	70.25	132.00
19	56	62	90.32	70.00	129.00
16	62	69	89.86	70.50	127.00
18	15	17	88.24	70.00	126.00
23	2,707	3,186	84.97	68.60	124.00
17	88	108	81.48	73.00	112.00
06	16	20	80.00	70.00	114.00
15	141	182	77.47	70.00	110.67
01	66	88	75.00	68.00	110.00
08	230	315	73.02	69.00	106.00
11	80	128	62.50	70.00	89.00
21	470	770	61.04	75.00	81.00
STW	5,668	6,713	84.43	70.00	121.00

* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05



Red - Green Report

Measure Number Six - WIA Adult Entered Employment Wage Rate

Year Ending: 6/30/2005

RWB	WAGE AT ENTRY (\$)	LLSIL (\$)	ENTERED EMPLOYMENT WAGE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
08	\$18.88	\$10.53	179.30	95.00	188.74
13	\$15.75	\$10.59	148.73	95.00	156.56
10	\$15.13	\$10.30	146.89	95.00	154.62
15	\$15.40	\$10.76	143.12	99.41	143.97
14	\$15.57	\$10.90	142.84	95.00	150.36
07	\$13.94	\$10.26	135.87	101.70	133.49
09	\$14.20	\$10.48	135.50	114.00	118.84
20	\$14.36	\$10.62	135.22	100.00	135.22
22	\$15.26	\$11.44	133.39	95.00	140.41
04	\$13.53	\$10.34	130.85	109.70	119.24
01	\$13.19	\$10.35	127.44	100.00	127.00
18	\$13.53	\$10.66	126.92	105.00	120.88
11	\$12.64	\$10.73	117.80	99.51	118.38
06	\$11.96	\$10.23	116.91	100.00	116.91
24	\$12.36	\$10.80	114.44	95.00	120.46
05	\$11.72	\$10.47	111.94	109.90	101.79
17	\$11.39	\$10.39	109.62	106.00	103.42
16	\$11.37	\$10.44	108.91	95.00	114.64
19	\$11.15	\$10.30	108.25	95.00	113.95
12	\$11.08	\$10.55	105.02	95.00	110.55
02	\$10.75	\$10.34	103.97	105.10	99.00
21	\$11.60	\$11.25	103.11	95.00	108.54
03	\$10.19	\$10.15	100.39	95.00	106.00
23	\$11.23	\$11.58	96.98	98.25	98.71
STW	\$13.93	\$10.85	128.39	95.00	135.15

* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the



Red - Green Report

Measure Number Seven - WIA Dislocated Worker Entered Employment Rate

Year Ending: 6/30/2005

RWB	# ENTERING EMPLOYMENT	# EXITERS	ENTERED EMPLOYMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
09	22	22	100.00	71.00	140.85
14	223	223	100.00	72.00	138.89
07	22	22	100.00	72.00	138.89
10	108	108	100.00	72.00	138.89
12	314	314	100.00	72.00	138.89
22	713	713	100.00	72.00	138.89
19	29	29	100.00	74.00	135.14
02	80	80	100.00	74.00	135.14
05	29	29	100.00	74.00	135.14
20	91	92	98.91	72.00	137.38
03	36	37	97.30	72.00	135.14
16	102	105	97.14	72.00	134.92
18	49	51	96.08	74.00	129.84
13	114	119	95.80	72.00	133.06
24	142	150	94.67	74.00	127.93
04	35	38	92.11	72.00	127.93
15	299	347	86.17	72.52	118.82
17	77	90	85.56	76.00	112.58
23	1,239	1,454	85.21	72.50	117.53
01	51	62	82.26	72.00	114.25
11	58	71	81.69	72.52	112.64
06	3	4	75.00	72.00	104.17
08	280	422	66.35	73.00	90.89
21	490	798	61.40	74.00	82.97
STW	4,606	5,380	85.61	74.00	115.69

* Data from State Technology Office and Agency from Workforce Innovation

18-Aug-05



Red - Green Report

Measure Number Eight - WIA Dislocated Worker Entered Employment Wage Rate

Year Ending: 6/30/2005

RWB	WAGE AT ENTRY (\$)	LLSIL (\$)	ENTERED EMPLOYMENT WAGE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
10	\$16.27	\$10.30	157.96	120.00	131.63
15	\$16.26	\$10.76	151.12	136.30	110.83
09	\$15.57	\$10.48	148.57	125.90	117.96
22	\$16.89	\$11.44	147.64	120.00	123.03
14	\$16.09	\$10.90	147.61	113.00	130.63
05	\$15.08	\$10.47	144.03	121.10	118.87
08	\$14.61	\$10.53	138.75	115.00	120.65
20	\$14.35	\$10.62	135.12	115.00	117.50
06	\$13.69	\$10.23	133.82	115.00	116.37
21	\$14.99	\$11.25	133.24	115.00	115.86
24	\$13.59	\$10.80	125.83	115.00	109.42
07	\$12.89	\$10.26	125.63	122.40	102.56
18	\$13.39	\$10.66	125.61	115.00	109.23
04	\$12.94	\$10.34	125.15	116.10	107.71
17	\$12.95	\$10.39	124.64	116.20	107.24
12	\$12.85	\$10.55	121.80	115.00	105.91
02	\$12.33	\$10.34	119.25	116.60	102.20
13	\$12.58	\$10.59	118.79	115.00	103.30
16	\$12.23	\$10.44	117.15	115.00	101.87
19	\$11.96	\$10.30	116.12	114.00	101.86
23	\$13.42	\$11.58	115.89	117.70	98.42
03	\$11.19	\$10.15	110.25	111.00	99.32
11	\$10.93	\$10.73	101.86	112.40	90.58
01	\$10.16	\$10.35	98.16	113.00	86.87
STW	\$14.41	\$10.85	132.81	115.00	115.49

* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the



Red - Green Report

Measure Number Nine - Youth Skill Attainment Rate

Year Ending: 6/30/2005

RWB	# GOALS ATTAINED	# GOALS DUE	ATTAINMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
02	213	213	100.00	70.00%	142.00%
17	506	518	97.68	72.00%	135.00%
04	386	398	96.98	75.00%	129.00%
05	500	518	96.53	70.00%	137.00%
12	797	827	96.37	68.00%	141.00%
03	298	315	94.60	68.00%	139.00%
09	413	445	92.81	70.00%	132.00%
14	199	215	92.56	68.00%	136.00%
13	102	112	91.07	68.00%	133.00%
01	299	331	90.33	68.00%	132.00%
16	165	184	89.67	70.00%	128.00%
15	562	629	89.35	68.00%	130.00%
20	723	812	89.04	68.00%	130.00%
07	136	154	88.31	70.00%	126.00%
22	607	694	87.46	75.00%	116.00%
10	363	417	87.05	68.00%	128.00%
08	643	745	86.31	70.00%	123.00%
11	216	251	86.06	68.00%	125.00%
24	157	184	85.33	68.00%	125.00%
19	301	358	84.08	68.00%	123.00%
18	68	83	81.93	70.00%	117.00%
23	5,013	6,979	71.83	68.00%	104.00%
21	412	597	69.01	68.00%	101.00%
06	159	267	59.55	66.00%	90.00%
STW	14,549	18,159	80.12	70.00%	114.00%

* Data from State Technology Office and Agency for Workforce Innovation

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Red - Green Report

Measure Number Ten - WIA Youth Positive Outcome Rate

Year Ending: 6/30/2005

RWB	# OF POSITIVE OUTCOMES	# YOUTH EXITERS	OUTCOME RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
12	397	397	100.00	90.00	111.11
02	70	70	100.00	90.00	111.11
07	21	21	100.00	90.00	111.11
09	182	182	100.00	90.00	111.11
19	107	107	100.00	90.00	111.11
04	138	139	99.28	90.00	110.31
14	65	66	98.48	90.00	109.42
15	197	201	98.01	90.00	108.90
03	136	139	97.84	90.00	108.71
16	76	78	97.44	90.00	108.27
05	73	75	97.33	90.00	108.14
20	224	231	96.97	90.00	107.74
13	62	64	96.88	90.00	107.64
08	254	265	95.85	90.00	106.50
10	193	203	95.07	90.00	105.63
06	110	116	94.83	90.00	105.37
01	92	98	93.88	90.00	104.31
17	233	249	93.57	90.00	103.97
22	518	558	92.83	90.00	103.14
24	77	83	92.77	90.00	103.08
18	37	41	90.24	90.00	100.27
21	277	309	89.64	90.00	99.60
23	2,480	2,780	89.21	90.00	99.12
11	134	151	88.74	90.00	98.60
STW	6,153	6,623	92.90	90.00	103.22

* Data from State Technology Office and Agency for Workforce Innovation

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Red - Green Report

Measure Number Eleven - Wagner Peyser Entered Employment Rate

Year Ending: 6/30/2005

RWB	# OF INDIVIDUALS PLACED AND OBTAINED EMPLOYMENT	# OF APPLICANTS	ENTERED EMPLOYMENT RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
15	39,874	63,042	63.25	35.00	180.71
04	6,657	11,337	58.72	35.00	167.77
14	24,373	42,442	57.43	35.00	164.09
05	12,460	22,003	56.63	36.00	157.31
18	11,659	20,616	56.55	35.00	161.57
22	39,807	72,081	55.23	35.00	157.80
12	54,286	98,825	54.93	35.00	156.94
24	28,095	51,219	54.85	36.00	152.36
10	12,474	23,083	54.04	35.00	154.40
08	40,628	75,877	53.54	36.00	148.72
07	3,233	6,077	53.20	35.00	152.00
11	11,143	21,556	51.69	35.00	147.69
03	4,802	9,329	51.47	35.00	147.06
23	58,221	113,676	51.22	35.00	146.34
17	16,076	32,017	50.21	35.00	143.46
21	27,507	54,949	50.06	39.00	128.36
02	6,072	12,251	49.56	35.00	141.60
16	12,528	25,312	49.49	35.00	141.40
20	21,502	43,820	49.07	36.00	136.31
09	6,327	13,659	46.32	37.00	125.19
19	4,073	8,805	46.26	35.00	132.17
13	16,256	35,615	45.64	35.00	130.40
01	13,206	30,288	43.60	36.00	121.11
06	2,419	6,611	36.59	35.00	104.54
STW	467,967	869,710	53.81	35.00	153.74

*See Note

* Data from State Technology Office and Agency for Workforce Innovation

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Red - Green Report

Measure Number Twelve - Wagner Peyser Entered Employment Wage Rate

Year Ending: 6/30/2005

RWB	WAGE AT ENTRY (\$)	LLSIL (\$)	ENTERED EMPLOYMENT WAGE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)
12	\$11.67	\$10.55	110.62	87.00	127.15
20	\$11.05	\$10.62	104.05	86.00	120.99
24	\$10.94	\$10.80	101.30	86.00	117.79
01	\$10.21	\$10.35	98.65	86.00	114.71
22	\$11.01	\$11.44	96.24	86.00	111.91
08	\$10.13	\$10.53	96.20	86.00	111.86
18	\$10.05	\$10.66	94.28	87.90	107.26
11	\$10.06	\$10.73	93.76	86.00	109.02
02	\$9.60	\$10.34	92.84	90.20	102.93
10	\$9.53	\$10.30	92.52	86.00	107.58
13	\$9.77	\$10.59	92.26	86.00	107.28
14	\$10.03	\$10.90	92.02	86.00	107.00
07	\$9.35	\$10.26	91.13	88.30	103.20
21	\$10.18	\$11.25	90.49	94.50	95.76
19	\$9.27	\$10.30	90.00	86.00	104.65
04	\$9.22	\$10.34	89.17	88.00	101.33
17	\$9.22	\$10.39	88.74	94.10	94.30
09	\$9.28	\$10.48	88.55	86.80	102.02
03	\$8.96	\$10.15	88.28	86.00	102.65
06	\$8.93	\$10.23	87.29	86.00	101.50
15	\$9.34	\$10.76	86.80	91.30	95.07
16	\$8.94	\$10.44	85.63	86.00	99.57
23	\$9.38	\$11.58	81.00	86.00	94.19
05	\$7.07	\$10.47	67.53	88.80	76.05
STW	\$10.04	\$10.85	92.53	86.00	107.59

*See Note

* Data from State Technology Office and Agency for Workforce Innovation

18-Aug-05

"FPLI = 2002 Florida Price Level Index LLSIL = 2003 Lower Living Standard Income Level. The Annual 2003 LLSIL for a family of 3 for Florida is \$22,340 or \$10.74/hour; selected by state policy as the indicator for "self-sufficiency" wage and use for the denominator in calculating the Red and Green Report wage rate measures." Calculated by multiplying the LLSIL for a Family of 3 by the FPLI for the region. Source: AWI, Office Labor Market Statistics



Red - Green Report

Measure Number Thirteen - Wagner Peyser New Hire Involvement Rate

Year Ending 6/30/2005

RWB	# ENTERING EMPLOYMENT	NEW HIRES	INVOLVEMENT RATE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)

Measure Number Fourteen - Wagner Employer Involvement Rate

Year Ending 6/30/2005

RWB	# EMPLOYERS SERVED	# EMPLOYERS REPORTING NEW HIRES	INVOLVEMENT RATE RATE (%)	GOAL (%)	PERCENT OF GOAL (%)

See Note



Red - Green Report

Measure Number Fifteen- Customer Satisfaction WIA Individuals Year Ending: 6/30/2005

RWB	ACSI SCORE	GOAL	PERCENT OF GOAL
03	88.44	71.00	124.57%
14	86.35	71.00	121.62%
04	85.19	74.00	115.12%
18	83.72	73.00	114.68%
07	82.70	73.00	113.29%
19	82.63	73.50	112.43%
02	82.31	73.00	112.76%
24	81.88	73.00	112.16%
06	81.45	71.00	114.72%
10	81.40	71.00	114.65%
20	81.13	75.00	108.17%
09	80.83	73.00	110.73%
08	80.45	72.00	111.74%
15	79.93	72.00	111.02%
13	79.67	71.00	112.21%
01	79.54	71.00	112.02%
11	79.46	73.00	108.85%
22	79.08	73.00	108.33%
12	78.87	71.00	111.08%
05	78.19	73.00	107.11%
23	77.71	73.00	106.45%
16	77.14	73.00	105.67%
17	76.67	75.00	102.22%
21	74.52	73.00	102.08%
STW	80.12	73.00	109.76%

The American Customer Satisfaction Index – The ACSI weighted score usually yields scores slightly less than the average. The Voice of the Nation's Consumer

Established in 1994, the American Customer Satisfaction Index (ACSI) is a uniform and independent measure of household consumption experience. A powerful economic indicator, the ACSI tracks trends in customer satisfaction and provides valuable benchmarking insights of the consumer economy for companies, industry trade associations, and government agencies.

The ACSI is produced through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and the international consulting firm, CFI Group. The ACSI reports scores on a 0-100 scale at the national level. It measures 7 economic sectors, 35 industries (including e-commerce), 190 companies, and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships. The ACSI is based on econometric modeling of data obtained from telephone interviews with customers – the actual users of products and services that make up a substantial part of the gross domestic product. The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households. Companies based outside of the United States with major market shares in several industries are also included in the ACSI. Smaller companies are grouped together in an "All Other" category. Data are collected at the individual customer level, with scores for a company's customers aggregated to produce company-level results. The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company. Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector's contribution to the GDP.

For more information: http://www.theacsi.org/what_it_measures.htm

* Data from State Technology Office and Agency for Workforce Innovation

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Red - Green Report

Measure Number Sixteen- Customer Satisfaction W-P Individuals Year Ending: 6/30/2005

RWB	ACSI SCORE	GOAL	PERCENT OF GOAL
04	78.32	80.00	97.90%
03	78.21	80.00	97.76%
19	75.65	80.00	94.56%
22	75.24	80.00	94.05%
10	75.15	80.00	93.93%
06	75.14	80.00	93.92%
23	75.09	80.00	93.86%
02	74.61	80.00	93.26%
18	73.95	80.00	92.44%
24	73.44	80.00	91.80%
13	73.01	80.00	91.26%
17	72.83	80.00	91.04%
05	72.59	80.00	90.74%
20	72.54	80.00	90.68%
08	72.27	80.00	90.33%
21	71.93	80.00	89.91%
01	71.77	80.00	89.72%
15	71.67	80.00	89.59%
09	71.62	80.00	89.52%
14	71.19	80.00	88.99%
11	70.97	80.00	88.72%
16	70.39	80.00	87.99%
07	70.07	80.00	87.59%
12	69.73	80.00	87.16%
STW	73.22	80.00	91.52%

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Red - Green Report

Measure Number Seventeen- Customer Satisfaction Employers Year Ending: 6/30/2005

RWB	ACSI SCORE	GOAL	PERCENT OF GOAL
03	83.17	71.00	117.15%
06	79.51	73.00	108.92%
04	79.09	74.00	106.88%
11	78.96	73.00	108.16%
07	77.69	73.00	106.43%
02	77.05	73.00	105.54%
16	76.22	73.00	104.41%
10	76.00	71.00	107.04%
05	75.76	73.00	103.78%
19	74.67	73.00	102.28%
08	74.54	72.00	103.53%
17	74.23	75.00	98.98%
01	73.67	71.00	103.76%
24	73.40	73.00	100.55%
15	73.28	72.00	101.78%
09	73.14	72.00	101.59%
23	73.01	73.00	100.01%
14	72.34	71.00	101.89%
13	71.37	71.00	100.52%
22	70.90	73.00	97.13%
20	69.86	75.00	93.15%
21	69.54	73.00	95.26%
18	68.29	73.00	93.55%
12	63.50	71.00	89.43%
STW	73.84	73.00	101.15%

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2004-2005 Year-End Red & Green Report - Comments

Welfare Transition Measures: Welfare Entered Employment Rate (#1), Welfare Entered Employment Wage Rate (#2), Welfare Return Rate (#3), and Welfare Participation Rate

In May DCF implemented changes in the way it tracks TANF clients, to track them by zip code of residence and to automatically transfer cases to offices in the county of the participant's residence. In doing so DCF overwrote the information in their system that related to actual location of service. This change meant that AWI could no longer get consistent data for June to enable us to report the short-term Welfare Transition measures for the MMR and Red & Green reports. Consequently, the 2004-2005 Year-End Red & Green Report will exclude a month of data and report only 11 months for the Welfare Entered Employment Rate and the Welfare Return Rate. We are advised that the abovementioned DCF change also applies to the Welfare Participation Rate measure. AWI also advises us that the Welfare Entered Employment Wage Rate measure should be reported for only 11 months as well.

As to the second Welfare Transition related issue, it was pointed out recently that there are currently no provisions to "de-duplicate" the results for the Welfare Entered Employment Rate and the Welfare Return Rate when rolling up the monthly numbers by quarter and by year.

These two problems significantly impact the validity of the year-end outcomes reported for these two measures. For this reason WFI staff is recommending that no short-term incentive dollars be awarded for 2004-2005 performance for the Welfare Entered Employment Rate. Instead it will be recommended that funds allotted for the short-term Welfare Transition measure be added to the long-term award.

Wagner Peyser Entered Employment Rate (#11)

This measure has proven to be inaccurate due to the methodology involving the use of the DOR New Hire Report. The methodology called for counting all those reported hired on the New Hire Report within 12 months of the provision of a reportable WP service. The counts from this "12-month reach back" added individuals to the numerator who were not included in the denominator that consisted of only those registered for the report period. As a result, outcomes for this measure have been inflated, sometimes ranging in excess of 200%.

Due to this problem WFI staff is recommending that the short-term incentive dollars not be awarded for 2004-2005 performance for the Wagner-Peyser Entered Employment Rate. Instead it will be recommended that funds allotted for the short-term measure be awarded based on the most current UC employment and earnings data.

2004-2005 Year-End Red & Green Report - Comments

Wagner-Peyser Entered Employment Wage Rate (#12)

The reliability of the outcomes and ranking for this measure are under review. Recently, controversy arose occasioned by the implementation of the Florida minimum wage requirement in May. At least one region has charged that results for this measure have been skewed with the change in minimum wage to \$6.15 per hour based on whether an RWB changed their outstanding job orders as directed by AWI. This in turn has called attention to what here-to-fore has been the questionable methodology of excluding wages of less than 10 cents an hour above minimum wage. WFI Staff agrees with AWI staff who recommended that this question required review, and accordingly we are waiting for data from AWI to show by RWB the incident of Wages that were excluded for the quarter ending 6/30/05.

Wagner-Peyser Measures: WP New Hire Involvement Rate (#13) and WP Employer Involvement Rate (#14)

The results for these two measures were inaccurate and consequently no data is displayed for them in the 2004-2005 Year-End Red & Green Report.

A review of methodology for these measures has proven it to be flawed. There is no direct correlation between the numerator and denominator. Job Seekers in one RWB can be counted in the denominator but counted in the numerator for a different RWB. Duplicate employer counts are included due to the practice of using name and phone number to identify employers. These problems make it impossible to accurately roll up monthly data by the quarter or year.