



Rick Scott
Governor
Cynthia R. Lorenzo
Director

LONG RANGE PROGRAM PLAN

Agency for Workforce Innovation
Tallahassee, Florida

September 15, 2011

Jerry L. McDaniel, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Staff Director
House Appropriations Committee
221 Capitol
Tallahassee, Florida 32399-1300

Terry Rhodes, Staff Director
Senate Budget Committee
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, and Chapter 2011-142, Laws of Florida, the Agency for Workforce Innovation submits the "Exhibit II – Performance Measures and Standards" of the Long Range Program Plan in the format prescribed in the instructions. The information provided electronically and contained herein is a true and accurate presentation of the agency's actual performance measures and standards for Fiscal Year 2010-11. I have approved this submission.

Sincerely,

Cynthia Lorenzo
Director

Agency for Workforce Innovation

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AGENCY FOR WORKFORCE INNOVATION

LONG RANGE PROGRAM PLAN



Performance Measures and Standards
FY 2010-11



LRPP Exhibit II - Performance Measures and Standards

Department: Agency for Workforce Innovation	Department No.: 75000000
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Program: Executive Direction and Support Services	Code:751000000
Service/Budget Entity: Executive Leadership	Code:75100100

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2011-12 (Words)	Approved Prior Year Standard FY 2010-11 (Numbers)	Prior Year Actual FY 2010-11 (Numbers)	Approved Standards for FY 2011-12 (Numbers)
Percent of agency administration and support costs and positions compared to total agency costs and positions	1.8%/12%	.20%/2.16%	1.8%/12%

LRPP Exhibit II - Performance Measures and Standards

Department: Agency for Workforce Innovation	Department No.: 75000000
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Program: Executive Direction and Support Services	Code:751000000
Service/Budget Entity: Agency Support Services	Code:75100200

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2011-12 (Words)	Approved Prior Year Standard FY 2010-01 (Numbers)	Prior Year Actual FY 2010-11 (Numbers)	Approved Standards for FY 2011-12 (Numbers)
Percent of agency administration and support costs and positions compared to total agency costs and positions	1.8%/12%	1.16%/10.13%	1.8%/12%



LRPP Exhibit II - Performance Measures and Standards

Department: Agency for Workforce Innovation	Department No.: 75000000
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Program: Workforce Services	Code: 75200000
Service/Budget Entity: Program Support	Code: 75200100

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2011-12 (Words)	Approved Prior Year Standard FY 2010-11 (Numbers)	Prior Year Actual FY 2010-11 (Numbers)	Approved Standards for FY 2011-12 (Numbers)
Percent of job openings filled	60%	32.6%	60%
Percent of food stamp employment & training (FSET) customers employed	21%	59.9%	21%
Wagner-Peyser total entered employment rate	35%	18.4%	35%
Wagner-Peyser entered employment wage rate	90%	88.9%	90%
Wagner-Peyser new hire involvement rate	20%	See Note 1	20%
Wagner-Peyser employer involvement rate	28%	See Note 1	28%
Customer Satisfaction – individuals WP	90%	See Note 2	90%
Customer Satisfaction – employers	95%	See Note 2	95%
Workforce Investment Act (WIA) - Adult entered employment rate	79%	91.9%	79%
WIA - Adult wage rate	90%	127.9%	90%
WIA - Dislocated Worker entered employment rate	86.5%	92.7%	86.5%
WIA - Dislocated Worker wage rate (average hourly wages of dislocated workers who were employed when they exited the WIA Program divided by the Lower Living Standard Income level for a family of 3)	115%	122.4%	115%
The youth attainment rate for basic skills, work readiness, and occupational skills (14-18 years of age)	77%	87.9%	77%
The percent of youth exiters with positive outcomes (14-18 years of age)	90%	87.3%	90%

Note 1: Due to duplication and system limitations, data for this measure has not been collected since Program Year 2004-05.

Note 2: Customer Satisfaction is not a required measure for states such as Florida that have been granted a waiver to use the USDOL Core Performance measures.



LRPP Exhibit II - Performance Measures and Standards

Department: Agency for Workforce Innovation	Department No.: 75000000
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Program: Workforce Services <i>(continued)</i>	Code: 75200000
Service/Budget Entity: Program Support	Code: 75200100

Approved Performance Measures for FY 2010-11 (Words)	Approved Prior Year Standard FY 2010-11 (Numbers)	Prior Year Actual FY 2010-11 (Numbers)	Approved Standards for FY 2011-12 (Numbers)
Welfare entered employment rate	27.5%	30.1%	27.5%
Welfare Transition entered employment wage rate	67%	74.0%	67%
Welfare return rate	15%	See Note	15%
Number of individuals referred to training	50,000	63,856	50,000
Number of job applicants referred to support services	50,000	144,384	50,000
Total number of individuals referred to job openings	400,000	729,719	400,000
Cost per entered employment	\$95		\$95
Number of Federal/State statistical contract deliverables	256	263	256
Percent of Federal/State statistical contract deliverables made timely	100%	100%	100%

Note: Due to duplication and system limitations, data for this measure has not been collected since Program Year 2004-05.



LRPP Exhibit II - Performance Measures and Standards

Department: Agency for Workforce Innovation	Department No.: 75000000
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Program: Workforce Services	Code: 75200000
Service/Budget Entity: Unemployment Compensation	Code: 75200200

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2011-12 (Words)	Approved Prior Year Standard FY 2010-11 (Numbers)	Prior Year Actual FY 2010-11 (Numbers)	Approved Standards for FY 2011-12 (Numbers)
Percent of Unemployment Compensation benefits paid timely	90%	81.9%	90%
Percent of Unemployment Compensation benefits paid accurately	93%	93.9%	93%
Percent of Unemployment Compensation appeal cases completed timely	80%	92.7%	80%
Percent of new Unemployment Compensation employer liability determinations made timely	90%	95.9%	90%
Percent of current quarter Unemployment Compensation taxes paid timely	96%	86.3%	96%
Number of Unemployment Compensation non-monetary claimant eligibility determinations issued	277,650	455,745	277,650
Number of Unemployment Compensation benefit weeks paid	3,867,356	8,554,004	3,867,356
Amount of Unemployment Compensation benefits paid	\$866,287,744	\$1,960,573,908	\$866,287,744
Number of Unemployment Compensation appeal cases completed	73,000	171,523	73,000
Number of new Unemployment Compensation employer liability determinations made	76,850	71,833	76,850
Amount of Unemployment Compensation taxes collected	\$1,251,100,000	\$1,512,479,866	\$1,251,100,000
Number of Unemployment Compensation employer tax/wage reports processed	1,825,000	1,864,820	1,825,000
Number of initial claims filed by unemployed	617,000	1,085,852	617,000



LRPP Exhibit II - Performance Measures and Standards

Department: Agency for Workforce Innovation	Department No.: 75000000
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Program: Workforce Services	Code: 75200000
Service/Budget Entity: Workforce Florida, Inc.	Code: 75200600

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2011-12 (Words)	Approved Prior Year Standard FY 2010-01 (Numbers)	Prior Year Actual FY 2010-11 (Numbers)	Approved Standards for FY 2011-12 (Numbers)
Number of individuals receiving customized training for new high skill/high wage jobs as a result of the Quick Response Training Program (QRT):	9,000	8,106	9,000
a) in rural areas	500	513	500
b) in Enterprise Zone/distressed inner city areas	1,300	953	1,300
c) in Brownfield areas	250	410	250
QRT ratio of private funds match to state funds	10 to 1	7.51 to 1	10 to 1
Number of incumbent workers receiving training as a result of the Incumbent Worker Training Program (IWT):	6,500	14,739	6,500
a) in rural areas	100	365	100
b) in Enterprise Zone/distressed inner city areas	100	1,613	100
Number of incumbent workers receiving training as a result of the Incumbent Worker Training Program (IWT) grants to companies with fewer than or equal to 100 employees	1,200	2,589	1,200
Number of incumbent workers receiving training as a result of the Incumbent Worker Training Program (IWT) grants to companies with fewer than or equal to 25 employees	200	1,130	200
IWT ratio of private funds match to federal WIA funds	4 to 1	6.72 to 1	4 to 1



LRPP Exhibit II - Performance Measures and Standards

Department: Agency for Workforce Innovation	Department No.: 75000000
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Program: Workforce Services	Code: 75200000
Service/Budget Entity: Unemployment Appeals Commission	Code: 75200700

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2011-12 (Words)	Approved Prior Year Standard FY 2010-01 (Numbers)	Prior Year Actual FY 2010-11 (Numbers)	Approved Standards for FY 2011-12 (Numbers)
Number of UC appeals disposed	11,500	24,789	11,500
Percent UC appeals disposed within 45 days	50%	36.4%	50%
Percent UC appeals disposed within 150 days	95%	96%	95%
Percent appealed decisions affirmed by DCA	94%	98.2%	94%
Average unit cost of cases appealed to UAC	\$220	\$138.87	\$220
Average unit cost of cases appealed to DCA	\$740	\$559.90	\$740



Exhibit II - Performance Measures and Standards

Department: Agency for Workforce Innovation	Department No.: 75000000
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Program: Early Learning	Code:75900000
Service/Budget Entity: Early Learning Services	Code:75900100

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2011-12 (Words)	Approved Prior Year Standard FY 2010-11 (Numbers)	Prior Year Actual FY 2010-11 (Numbers)	Approved Standards for FY 2011-12 (Numbers)
Percentage of children "ready" for school when they enter kindergarten	90%	90%	90%
Number of 4 year olds enrolled in Voluntary Pre-Kindergarten	TBD	165,265	TBD