SECTION 3

PERFORMANCE MEASURES

Mandated federal measures are used to gauge how well each local area performs. These measures were designed to evaluate the success of programs with similar goals. Current measures are:

- Employment Rate, 2nd & 4th Quarters
- Median Earnings Indicator
- Credential Attainment
- Youth Education and Employment Rate, 2nd & 4th Quarters
- Measurable Skills Gain

Employment Rate: The percentage of participants employed in unsubsidized employment during the 2nd quarter after exit and the 4th quarter after program exit.

These indicators are calculated by dividing the number of participants employed in the 2nd and 4th quarters after exit divided by the total number of participants who exited.

Median Earnings Indicator: The median of the quarterly earnings for all participants employed in the second quarter after exit. The collected quarterly wage information values are listed in order, from the lowest to the highest value. The value in the middle of this list is the median earnings value.

Credential Attainment: The percentage of all participants who exited and obtained a post-secondary credential, secondary diploma, or diploma equivalent during program participation or within one year of exit. Individuals receiving a secondary diploma, or diploma equivalent, may only be counted if employed or enrolled in post-secondary education/training program within one year after program exit.

Youth Education and Employment Rate: This indicator captures the percentage of participants in education, training activities, or unsubsidized employment during the 2nd or 4th quarters following program exit.

This indicator is calculated by dividing the number of youth participants who are employed or enrolled in post-secondary education or occupational skills training by the number of youth participants who exit.

Measurable Skills Gain: This indicator captures the percentage of participants who, during a program year, are in an education/training program leading to post-secondary credential or employment. This indicator is used to measure interim progress and is not an exit-based measure.

This indicator is calculated by dividing the number of participants who achieve a measurable skill gain by participants enrolled in education, Job Corps, or training at or during participation.

The five types of recognized skill gains include: 1) the achievement of at least one educational functioning level for participants receiving below post-secondary level education, 2) attainment of secondary diploma (or equivalent), 3) secondary or post-secondary transcript/report card for a sufficient number of credit hours, 4) satisfactory or better progress report from an employer or training provider, 5) passage of required occupation exam or progress attaining benchmarks.

Customer Satisfaction

Businesses and job seekers are encouraged to complete the customer satisfaction survey located on our website. These are most often completed by job seekers.
http://www.careersourceheartland.com/survey-list/customer-feedback.html

Additionally, a separate survey is sent through Sales Force to business customers who receive core services.

Probable Future Additional Metrics - Federal:

Retention with the Same Employer: This indicator captures the percentage of participants who exit and are employed with the same employer in the 2nd and 4th quarters after exit.

This indicator is calculated by dividing the number of participants working for the same employer in both the 2nd and 4th quarter by the number of participants employed during the 2nd quarter after exit.

This indicator is useful in determining whether core programs are serving employers effectively by improving the skills of their workforce and decreasing employee turnover.

Repeat Business Customers: This indicator tracks the percentage of employers who receive services that use core program services more than once.

This indicator is calculated by identifying the number of establishments served in the current annual reporting period that were also served and given a core service during the prior three reporting periods. This number is then divided by the number of establishments served and given a core service during the prior three reporting periods.

This indicator is useful in determining whether employers who receive core services are satisfied and become repeat customers. This indicator also evaluates the workforce system's ability to maintain employer relationships over time.

Employer Penetration Rate: This indicator tracks the percentage of employers who are using the core program services compared to all employers represented in an area or state serviced by the public workforce system.

This indicator is calculated by dividing the total number of establishments that received a service during the reporting period by the total number of establishments.

Establishments are defined by the Bureau of Labor Statistics Quarterly Census of Employment and Wage.

This indicator is useful in determining whether the core programs are serving a large portion of employers in an area and are adequately meeting the workforce needs of the area.

Local Workforce Development Board Letter Grades

PY 2026-2027 Methodology

Developed by the Governor's Office of Reimagining Education and Career Help (REACH), the criteria for the letter grades are, in part, based on local board performance on accountability measures and return on investment, per s. 14.36, Florida Statutes. As required by the REACH Act, the majority of the grade is based on the improvement by each local workforce development board in the long-term self-sufficiency of participants through outcome measures such as reduction in long-term public assistance and the percentage of participants whose wages were higher after program completion compared to wages before participation in a program.

Targets

In consultation with CareerSource Florida and the Florida Department of Commerce, the REACH Office sets the targets for each metric using past performance data to test the letter grades methodology and the results are analyzed by the interagency workgroup. Adjustments are made as needed to ensure fair, attainable goals with room for continuous improvement.

Metrics

Florida's letter grades for local workforce development boards include eight core metrics focused on employment services, training services, business services, and economic self-sufficiency. The metrics were developed with these Guiding Principles in collaboration with an interagency workgroup and feedback from local workforce development boards.

In the spirit of continuous improvement, these metrics are tracked and analyzed on a continuous basis and may be adjusted to reflect evolving economic conditions and state priorities.

PY 2026-2027 Core Metrics

Metric	Weight
1. Participants With Increased Earnings The percentage of participants who earned more in the second quarter after exit than before their participation with the local workforce development board. • **Numerator:** The number of exiters from the denominator with higher earnings two quarters after exiting the program than in the earliest of the two quarters prior to participation. • **Denominator:** The number of distinct exiters from WIOA* (Adult and Dislocated Worker) and Wagner-Peyser programs included in the local workforce development board's federal Employment Rate – 2nd Quarter After Exit metric during the previous program year. **Category:** Employment and Training Services, Self-Sufficiency **Target:** 55% **Data Source:** ETA 9173 Program Performance Reports * Includes WIOA-funded grants.	.25

Metric	Weight
2. Reduction in Public Assistance The percentage of exiters who received Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance for Needy Families (TANF) benefits during their active participation with the local workforce development board but were no longer receiving SNAP or TANF benefits in the fourth quarter after exit. • **Numerator:** The number of individuals from the denominator who were no longer receiving SNAP or TANF benefits in the fourth quarter after exiting the workforce development program. • **Denominator:** The number of exiters from WIOA* (Adult, Dislocated Worker and Youth), Wagner-Peyser, SNAP Employment and Training (SNAP E&T), and Welfare Transition programs who received SNAP or TANF cash assistance at any time during their participation with the local workforce development board. **Category:** Employment and Training Services, Self-Sufficiency **Target:** 55% **Data Source:** Employ Florida, One-Stop Service Tracking (OSST) and DCF Recipient Data * Includes WIOA-funded grants.	.25
3. Employment and Training Outcomes Comprises the existing 18 federal accountability measures for local workforce development boards within the WIOA Primary Indicators of Performance (Employment Rate – 2nd Quarter After Exit, Employment Rate – 4th Quarter After Exit, Median Earnings – 2nd Quarter After Exit, Credential Attainment, and Measurable Skill Gains) for Adult, Dislocated Workers, Youth and Wagner-Peyser programs. • **Numerator**: The number of federal metrics from the denominator for which the local workforce development board reached at least 90% of its negotiated target. • **Denominator:** The number of federal WIOA Primary Indicators of Performance metrics in the current program year for WIOA (Adult, Dislocated Worker and Youth) and Wagner-Peyser programs. **Category:** Employment and Training Services **Target:** 100% **Data Source:** ETA 9173 Program Performance Reports	.20
4. Participants in Work-Related Training The percentage of all job seekers who received work-related training including occupational skills training, on-the-job training and other work-based learning models, registered apprenticeships, and customized training for employers. • **Numerator:** The number of participants from the denominator who received work-related training services. • **Denominator:** The number of participants served in the current program year by a local workforce development board within the following programs: SNAP E&T, Welfare Transition, WIOA* (Adult, Dislocated Worker and Youth), and National Dislocated Worker Grant. **Category:** Training Services **Target:** 70% **Data Source:** ETA 9173 Program Performance Reports, One-Stop Service Tracking (OSST) * Includes WIOA-funded grants.	.10

Metric	Weight
5. Continued Repeat Business Percentage of business establishments served in prior year that continued to be served in the current program year. • **Numerator:** The number of employer worksites from the denominator that received a core business service in the current program year. • **Denominator:** The number of employer worksites that received a core business service from the local workforce development board in the prior program year. **Category:** Business Services **Target:** 40% **Data Source:** Employ Florida	.05
6. Business Penetration The percentage of business establishments served in the current program year. **Annual Business Penetration Calculation:** • **Numerator:** The number of employer worksites from the denominator that received a core business service from the local workforce development board during the program year. • **Denominator:** The number of active employer worksites in Employ Florida for each local workforce development board during the program year. **Category:** Business Services **Target:** 15% **Data Source:** Employ Florida	.05
7. Completion-to-Funding Ratio Compares a local workforce development board's share of statewide WIOA and Wagner-Peyser exiters with the local workforce development board's share of statewide funding allocations. • **Numerator:** The percentage of distinct exiters from WIOA* (Adult, Dislocated Worker and Youth) and Wagner-Peyser programs. • **Denominator:** The percentage of the local workforce development board's share of statewide WIOA*, Supplemental WIOA Dislocated Worker, Wagner-Peyser, Reemployment Services and Eligibility Assessment (RESEA), and Veteran annual funding allocation for the current program year. **Category:** Employment and Training Services **Target:** 100% **Data Source:** Florida Commerce Finance and Accounting, ETA 9173 Program Performance Reports * Includes WIOA-funded grants.	.05

Metric	Weight
8. Serving Individuals in SNAP, TANF, Adult Education, Blind Services or Vocational Rehabilitation The percentage of individuals served who are on SNAP or TANF or those in Adult Education, Blind Services, or Vocational Rehabilitation programs. This metric is calculated as follows: • **Numerator:** The number of individuals from the denominator who received SNAP or TANF benefits, received services from Vocational Rehabilitation or Blind Services, or were enrolled in Adult General Education programs during their participation period. Individuals who received SNAP or TANF services AND Adult Education, Blind Services, or Vocational Rehabilitation services will be weighted with a value of 1.5 in the numerator. • **Denominator:** The number of distinct participants served in the current program year by a local workforce development board within the following programs: SNAP E&T, Welfare Transition, WIOA (Adult, Dislocated Worker and Youth) and Wagner-Peyser. **Category:** Employment and Training Services, Self-Sufficiency **Target:** 55% **Data Source:** ETA 9173 Program Performance Reports, OSST, DCF Recipient Data, Florida Education Training Placement Information Program	.05
Total Weight:	**1.00**

Metric Calculations

As data becomes available, each metric is calculated as follows:

1. A rate is calculated using the metric's numerator and denominator.
2. The percentage of the target met is then calculated by dividing the rate by the metric's target and then capping it at 100 percent.
3. The percentage of the target met is then multiplied by the metric's weight to get the weighted performance.

The result of each step is rounded to the hundredth decimal place.

CALCULATION EXAMPLE

❶ 600 (numerator) / 2,200 (denominator) = 27.27% (rate)

❷ 27.27% (rate) / .25 (25% target) = 109.08%
109.08% is then capped at 100% (percentage of target met)

❸ 100% (percentage of target met) x .10 (weight) =
10.00% (weighted performance)

Grade Determination

Once each metric is calculated, the weighted performance (see #3 in the example above) are summed for a final score that translates into a letter grade based on the following scale:

A+: ≥ 97
A: 93 to < 97
A-: 90 to < 93
B+: 87 to < 90
B: 83 to < 87
B-: 80 to < 83
C+: 77 to < 80
C: 73 to < 77
C-: 70 to < 73
D: 60 to < 70
F: < 60

CareerSource HEARTLAND

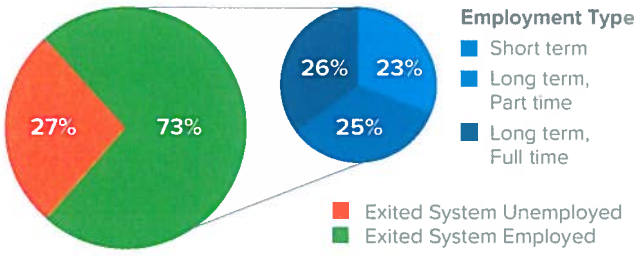
2015 REGIONAL ECONOMIC SNAPSHOT

Regional Workforce	**63,801**
Median Earnings	
• DeSoto County	**$19,389**
• Hardee County	**$18,867**
• Highlands County	**$20,556**

2014 TOP 5 INDUSTRY SECTORS BY EMPLOYMENT (PRIVATE SECTOR)

Education and Health Services	**35.2%**
Trade, Transportation, and Utilities	**26.9%**
Leisure and Hospitality	**13.2%**
Professional and Business Services	**9.3%**
Construction	**4.6%**

2013 OUTCOMES FOR INDIVIDUALS WHO COMPLETED SERVICES



REGION 19
DeSoto, Hardee, Highlands

2013 REGIONAL PRE/POST PROGRAM PARTICIPATION EARNINGS

TOTAL EARNINGS IMPACT *(MILLIONS)*

Total Earnings Differential	**$31 M**
Total Annual Earnings	**$97.3 M**

Average Per-Worker Earnings (Full Time)

Prior Annual Earnings	$16,111
Post Annual Earnings	$30,462
Annual Earnings Differential	**$14,351**
	a 89% increase

Average Per-Worker Earnings (Part Time)

Prior Annual Earnings	$11,968
Post Annual Earnings	$20,190
Annual Earnings Differential	**$8,222**
	a 69% increase

Entered System Unemployed	8,798
Exited System Employed in 2013	**6,453**

CAREERSOURCE HEARTLAND

Workforce Innovation and Opportunity Act: Strengthening the Workforce Development System

In January 2014, the Workforce Innovation and Opportunity Act (WIOA) was enacted – amending the Workforce Investment Act of 1998 (WIA) – to strengthen the workforce development system through innovation; as well as to align and improve employment, training, and education programs in the United States. The law continues to promote streamlining services to businesses and individuals and mandates that services be business focused and demand driven.

The purposes of this Act are:

1. To increase access to, and opportunities for, job seekers and individuals with barriers to employment, and opportunities for the employment, education, training, and support services they need in order to succeed in the labor market.

2. To support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system in the United States.

3. To improve the quality and labor-market relevance of workforce investment, education, and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages, and to provide America's employers with the skilled workers the employers need to succeed in the global economy.

4. To promote improvement in the structure and delivery of services through the workforce development system, to better address the employment and skill needs of employers, workers, and jobseekers.

5. To increase the prosperity of employers and workers; the economic growth of communities, regions, and States; and the global competitiveness of the United States.

6. To provide workforce investment activities – through statewide and local workforce development systems – that:
    - ✓ Increase the employment, retention, and earnings of participants;
    - ✓ Increase attainment of recognized postsecondary credentials by participants;
    - ✓ Improve the quality of the workforce;
    - ✓ Reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers; and
    - ✓ Enhance the productivity and competitiveness of the Nation.

Business and labor have an immediate and direct stake in the quality of the workforce investment system. Their active involvement is critical to determine what skills are in demand, what jobs are available, what career fields are expanding, and to assist in the identification and development of programs that best meet local employer and economic needs.

Services to Employers include those services noted in the Wagner-Peyser section, as well as funding for employee training.

Services to Job Seekers include those listed in the Wagner-Peyser section, as well as:

- Funding and Referral for Job Training Opportunities
- Work Readiness and Case Management

Some services require individuals to meet eligibility criteria. The specific criteria required differs among the four basic categories of eligibility, which are known as:

- Adult Program
- Dislocated Worker Program
- Youth
  - In-School Youth Program
  - Out-of-School Youth Program

Local Board Considerations

WIOA requires states to create planning regions that combine two or more local workforce development areas to align workforce development activities and resources to provide coordinated and efficient services to both job seekers and employers. A number of factors, including population centers, commuting patterns, labor force conditions, industrial composition, and geographic boundaries must be considered. CSH is partnering with LWDB 24, CareerSource Southwest Florida (serving Charlotte, Collier, Glades, Hendry, Lee, and Monroe Counties), to create the Heartland Southwest Florida Regional Planning Area.

Local plans may be incorporated into regional plans. Plans must include strategies that focus on providing relevant workforce training to build a ready supply of skilled workers to meet the needs of local and regional businesses.

Direct Service Provision and One-stop Operator:

WIOA states that one-stop operations must be competitively procured. There is a provision that allows a local Board to be a direct service provider with approval from the Governor and designated local elected officials. CSH has been a direct service provider since November, 2008, with reapplication occurring every three years. CSH is also the One-stop Operator for this area, with competitive procurement occurring every four years.

Wagner Peyser Program:
Matching Employers with Qualified Work Applicants

In 1933, the Wagner-Peyser (WP) Act established a nationwide public employment service designed to match employers with qualified work applicants. It linked to the unemployment compensation program (now called re-employment compensation*), helping applicants filing for unemployment benefits to find new employment opportunities.

Over the years, this program has evolved to become a core component of the Workforce Development System and the universal access component of the Centers for both employers and job seekers.

The purpose of the Wagner-Peyser Program is to improve functioning of the local labor markets by bringing together employers who are seeking qualified workers and individuals who are seeking employment.

WP Services available to Employers include:

- Provision of Labor Market Information including detailed market studies
- Provision of facility space for recruitment, interviews, testing, specialized services, training, etc.
- Job Order Listings
- Referral of qualified applicants including candidate screening, recruitment, and job order assistance
- Employee Training information
- Job Fair opportunities
- Recruiting Agreements
- Rapid Response activities

Services available to Job Seekers include:

- Job Search – independent or staff assisted
- Resume Development and/or Review
- Assessment of skills, interests, and employability
- Job Matching with Referral to open job orders
- Information and Referral for Employment Training Opportunities
- Career Counseling
- Provision of Labor Market Information

*Re-employment compensation actions and decisions are handled by the State of Florida.

Veterans Workforce Programs:
Maximizing Employment of Florida's Veterans

The Veterans' Program's mission is to promote and maximize the employment of Florida's military Veterans through utilization of Center resources.

Disabled Veterans Outreach Program (DVOP) Specialists focus on providing intensive case management services to disabled Veterans and Veterans with barriers to employment, to assist them in obtaining employment.

Local Veterans Employment Representatives (LVER) conduct outreach to employers and engage in advocacy efforts with hiring executives and managers to increase employment opportunities for veterans.

Consolidated Positions (CP) consist of employees whose job descriptions include the functions and duties of both DVOP and LVER.

CareerSource Heartland (CSH) receives funds for one (1) CP. CSH staff ensures that Veterans are provided the full range of priority workforce services in each CSH Center. Veterans Services include:

- employment and training
- on-the-job training (OJT) development
- non-paid work experience
- selective job placement
- case management
- counseling
- follow-up services
- provision of job-seeking skills training
- job analysis
- labor market information, etc.

Migrant and Seasonal Farm Workers (MSFW) Program: An Outreach and Employment Program for Migrant and Seasonal Farm Workers

The purpose of the Migrant Seasonal Farm Worker (MSFW) Program is to assist migrant and seasonal farm workers and their dependents to achieve economic self-sufficiency through services which assist the farm worker obtain or retain employment or stabilize his/her agricultural employment.

A “Migrant Farm Worker" is defined as a seasonal farm worker who had to travel to do the farm work so that he/she was unable to return to his/her permanent residence within the same day. A “Seasonal farm worker" is a person who, during the preceding twelve months, worked at least 25 or more days in farm work, earned at least half of his/her earned income from farm work, and was not employed in farm work year round by the same employer.

An MSFW Outreach Worker is required to penetrate the farm worker population through visits to their working, living, and gathering sites, and to provide various services which could assist in the accomplishment of the economic self-sufficiency objective noted above. Required services include provision of information regarding:

- Services available from any CareerSource Heartland (CSH) center, including:
  - referrals to agricultural and non-agricultural job orders and to opportunities for job training and/or supportive services
  - the availability of testing, career guidance, and other employment-related services
- Additional information and services include:
  - the complaint system
  - other organizations serving MSFWs
  - basic summary of farm workers’ rights with respect to the terms and conditions of employment

One-stop Centers identified as “significant MSFW Centers” are required to meet minimal standards to assure that the equity and quality of services are provided. The Outreach Worker must be able to document contact with an average of 5 MSFW’s per day, with additional required outcomes that relate to the categories shown below.

Equity Measures

- Referred to Jobs
- Provided Services
- Referred to Supportive Services
- Provided Counseling Service
- Provided Job Development

Minimum Service Levels

- MSFW Placed in Jobs
- Placement into Jobs Paying At Least Fifty
- Cents Above Minimum Wage
- Placement into Non-Ag Jobs over 150 days

Welfare Transition Program:
Assisting People in a Transition from Welfare to Work

The Personal Responsibility and Work Opportunity Act of 1996 changed the nation's welfare system to require work in exchange for time-limited cash assistance. Florida limits the receipt of cash assistance to 48 months in a person's lifetime.

The goal of Florida's Welfare Transition (WT) program (locally called Employment Assistance Program or EAP) is to emphasize work, self-sufficiency, and personal responsibility for welfare recipients. To accomplish this goal, the Florida legislature, using federal and state funding, has developed an array of support services and programs.

Temporary Assistance to Needy Families (TANF) funds may be spent toward one of the following objectives:

- Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives;
- End the dependence of needy parents on government benefits by promoting job preparation, work and marriage;
- Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies; and
- Encourage the formation and maintenance of two-parent families.

A strong support structure has been developed to enable welfare recipients to move from welfare to work. This structure includes delivery of child care and transportation assistance; substance and mental health treatment; child support enforcement programs; diversion programs to reduce domestic violence and child abuse; diversions to prevent families from going on welfare; relocation assistance; severance payments; job training and employment programs.

TANF recipients are referred to CSH center staff for assessment, development of career plans, case management, and assignment to work related activities. Individuals must participate in approved work related activities for 40 hours each week in order to continue to receive TANF.

Work related activities include:

- Employment: subsidized or unsubsidized
- Work Experience
- On-the-Job Training
- Job Search and Job Readiness (limited to 4 consecutive weeks and 6 weeks total per year)
- Community Service (locally called Internship)
- Vocational Education (limited to 1 year)
- Provision of childcare for another recipient participating in Community Service Activities

If an individual needs academic remediation (English language classes, or GED), he/she may be assigned to such courses for 20 hours weekly to coincide with 20 hours participation in one of the above work related activities.

Supplemental Nutrition Assistance Program
SNAP

Florida's Supplemental Nutrition Assistance Employment and Training Program (SNAP) is designed to assist "Able-Bodied Adults without Dependents (ABAWDs)" receiving food stamps obtain employment. The program emphasizes work, self-sufficiency, and personal responsibility.

- The Department of Children and Families (DCF) determines individual eligibility for benefits.
- The Florida Department of Commerce (Florida Commerce), in partnership with local workforce development areas, administers the employment and training component, engaging participants in "allowable" work activities until employment is achieved.

This program is funded by the U.S. Department of Agriculture (USDA), Food and Nutrition Services.

Special Projects and Programs

Special Projects and Programs are generally grant funded with specific objectives and outcome requirements. CareerSource Heartland makes application for these competitively-awarded grants as they become available and are appropriate toward meeting this region's workforce development needs.