



Local Workforce Development Board Letter Grades PY 2021-2022 Letter Grades

Florida's [2021 Reimagining Education and Career Help \(REACH\) Act](#) is a comprehensive blueprint for enhancing access, alignment and accountability across the state's workforce development system, which spans Florida's workforce, education and public assistance programs. With a focus on improved accountability, the law charges the Governor's REACH Office with developing criteria for determining letter grades for local workforce development boards. The law charges CareerSource Florida with assigning letter grades to all local workforce development boards and publicly releasing them annually.

In November 2021, the REACH Office began collaboration with a stakeholder group of experts, including leaders from CareerSource Florida, the Florida Department of Economic Opportunity, the Florida Department of Education and local workforce development boards, to develop the letter grading system. The data used to calculate letter grades come from performance outcomes collected by the Department of Economic Opportunity, the Department of Children and Families and the Department of Education. Through this interagency collaboration, preliminary letter grades were assigned for program year 2021-2022 (July 1, 2022, through June 20, 2022), for informational purposes only, using data and performance realized prior to the development of the methodology.

The final metrics and methodology used to calculate the letter grades for each local workforce development board were presented to the CareerSource Florida Board of Directors on Sept. 12, 2022. These metrics include existing accountability measures for the federal workforce system along with new, statutorily defined measures focused on the local workforce development board's impact on the long-term self-sufficiency of participants. Additional measures capturing services to Florida businesses and upskilling of participants through training are also included.

Official letter grades will be assigned by CareerSource Florida for performance during program year 2022-2023 once the program year has ended and all program year data is finalized. Visit the [Letter Grades website](#) to view the latest performance updates and learn more about the letter grades methodology.

Preliminary Letter Grades

The letter grades that follow represent performance by local workforce development boards during program year 2021-2022. These preliminary letter grades are for informational purposes only. Official letter grades will be assigned by CareerSource Florida for performance during program year 2022-2023.

Local Workforce Development Board	Annual Score (%)	Letter Grade
01 - CareerSource Escarosa	89.62	B+
02 - CareerSource Okaloosa Walton	81.43	B-
03 - CareerSource Chipola	92.29	A-
04 - CareerSource Gulf Coast	83.55	B
05 - CareerSource Capital Region	86.41	B
06 - CareerSource North Florida	93.86	A
07 - CareerSource Florida Crown	90.21	A-
08 - CareerSource Northeast Florida	94.41	A
09 - CareerSource North Central Florida	85.57	B
10 - CareerSource Citrus Levy Marion	90.82	A-
11 - CareerSource Flagler Volusia	89.62	B+
12 - CareerSource Central Florida	93.76	A
13 - CareerSource Brevard	91.71	A-
14 - CareerSource Pinellas	87.98	B+
15 - CareerSource Tampa Bay	90.09	A-
16 - CareerSource Pasco Hernando	80.54	B-
17 - CareerSource Polk	91.47	A-
18 - CareerSource Suncoast	79.50	C+
19 - CareerSource Heartland	92.36	A-
20 - CareerSource Research Coast	90.40	A-
21 - CareerSource Palm Beach County	87.47	B+
22 - CareerSource Broward	90.88	A-
23 - CareerSource South Florida	91.82	A-
24 - CareerSource Southwest Florida	88.57	B+

Letter Grades 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

PY 2021-2022 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 Economic Opportunity, the REACH Office set the targets for each metric using historical performance data to test the letter grades methodology and the results were analyzed by an interagency workgroup. Adjustments will be made as needed to ensure fair, attainable goals with room for continuous improvement.

Metrics

Florida's letter grades for local workforce development boards include seven core metrics and one extra credit metric 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 will be tracked and analyzed on a continuous basis and may be adjusted to reflect evolving economic conditions and state priorities.

Metric	Weight
<p>1. Participants With Increased Earnings</p> <p>The percentage of participants who earned more in the second quarter after exit than before their participation with the local workforce development board.</p> <ul style="list-style-type: none"> • 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. <p>Category: Employment and Training Services, Self-Sufficiency Target: 45% Data Source: ETA 9173 Program Performance Reports</p> <p><small>* Includes WIOA-funded grants.</small></p>	<p>.25</p>

Metric	Weight
<p>2. Reduction in Public Assistance</p> <p>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.</p> <ul style="list-style-type: none"> • 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. <p>Category: Employment and Training Services, Self-Sufficiency Target: 65% Data Source: Employ Florida, One-Stop Service Tracking (OSST) and DCF Recipient Data * Includes WIOA-funded grants.</p>	.25
<p>3. Employment and Training Outcomes</p> <p>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.</p> <ul style="list-style-type: none"> • 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. <p>Category: Employment and Training Services Target: 100% Data Source: ETA 9173 Program Performance Reports</p>	.20
<p>4. Participants in Work-Related Training</p> <p>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.</p> <ul style="list-style-type: none"> • 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), National Dislocated Worker Grant, Wagner-Peyser and Trade Adjustment Assistance (TAA). <p>Category: Training Services Target: 25% Data Source: ETA 9173 Program Performance Reports, One-Stop Service Tracking (OSST) Cohort Used: July 2021-June 2022 * Includes WIOA-funded grants.</p>	.10

Metric	Weight
<p>5. Continued Repeat Business</p> <p>Percentage of business establishments served in prior three years that continued to be served in the current program year.</p> <ul style="list-style-type: none"> • 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 previous three program years. <p>Category: Business Services Target: 35% Data Source: Employ Florida</p>	.05
<p>6. Year-Over-Year Business Penetration</p> <p>The percentage point difference in the number of business establishments served in the current program year compared to the prior year. Each local workforce development board is assigned a percentage as the percent target met based on the year-over-year business penetration difference, as follows:</p> <ul style="list-style-type: none"> • $\geq 4 = 100\%$ • $2 \text{ to } < 4 = 90\%$ • $0 \text{ to } < 2 = 80\%$ • $-2 \text{ to } < 0 = 70\%$ • $-4 \text{ to } < -2 = 60\%$ • $-6 \text{ to } < -4 = 40\%$ • $-8 \text{ to } < -6 = 20\%$ • $< -8 = 0\%$ <p>Local workforce development boards achieving greater than 90% overall business penetration will not be penalized for maintaining year-over-year comparable business penetration.</p> <p>Annual Business Penetration Calculation:</p> <ul style="list-style-type: none"> • 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. <p>Category: Business Services Target: 100% Data Source: Employ Florida</p>	.05

Metric	Weight
<p>7. Completion-to-Funding Ratio</p> <p>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.</p> <ul style="list-style-type: none"> • 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. <p>Category: Employment and Training Services Target: 100% Data Source: DEO Finance and Accounting, ETA 9173 Program Performance Reports * Includes WIOA-funded grants.</p>	<p>.10</p>
Total Weight: 1.00	
<p>Extra Credit Metric: Serving Individuals on Public Assistance</p> <p>Local workforce development boards can earn up to an additional five percentage points for serving individuals on public assistance. Extra credit is calculated as follows:</p> <ul style="list-style-type: none"> • Numerator: The number of individuals from the denominator who received SNAP or TANF benefits during their participation period. • 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, WIOA Dislocated Worker and Youth) and Wagner-Peyser. <p>Extra credit points will be awarded as follows:</p> <ul style="list-style-type: none"> • $\geq 50\% = 5$ points • $\geq 46\% < 50\% = 4$ points • $\geq 44\% < 46\% = 3$ points • $\geq 42\% < 44\% = 2$ points • $40\% < 42\% = 1$ point <p>Category: Employment and Training Services, Self-Sufficiency Data Source: ETA 9173 Program Performance Reports, OSST, DCF Recipient Data</p>	<p>Up to .05</p>

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

Work-Related Training Service Codes

The following Employ Florida codes represent the services that counted toward the numerator of the **Participants in Work-Related Training** metric within the letter grades assigned to local workforce development boards for performance in program year 2021-2022.

218: Internships	317: Other Occupational Skills Training – Adult
219: Work Experience	318: Other Non-Occupational Skills Training – Adult
220: Work Experience *	324: Adult Educ w/ Occ. Skills Training – Approved Provider (ITA)
247: Pre-Apprenticeship Adults and Dislocated Workers	325: Registered Apprenticeship – Adult and Dislocated Workers (ITA)
300: Occupational Skills Training - Approved Provider (ITA)	328: Occupational Skills Training – Non-Approved Provider (No ITA)
301: On-The-Job Training	329: Registered Apprenticeship – Adult and Dislocated Workers
302: Entrepreneurial Training	332: TAA – Approved On-the-Job Training
304: Customized Training	333: TAA – Approved Customized Training
305: Skill Upgrading and Retraining	334: TAA – Approved Occupational Skills Training
306: Transitional Jobs	335: TAA – Approved Remedial Training
307: Job Shadowing	337: TAA – Prerequisite Training
308: Prerequisite – Adult	338: TAA – Apprenticeship Training
310: Job Skills Training + 20 hours *	341: TAA – Occupational Skills Training – Non-Approved Provider (No ITA)
311: WP Enrolled in Job Corps	400: Summer Employment
312: WP Enrolled in Federal Training	408: Internship – Unpaid
314: WP Enrolled in Apprenticeship Training	409: Job Shadowing
315: Adult Literacy, Basic Skills, GED Prep	415: Enrolled in Alternative Secondary Education
316: Incumbent Worker Training	431: Alternative Secondary School Services
418: Adult Education (GED)	441: Entrepreneurial Skills Training

422: Education Offered Concurrently with Workforce Preparation	416: Occupational Skills Training – Approved Provider
423: Pre-Apprenticeship – Youth	518: Work Experience – SNAP E&T *
424: Registered Apprenticeship – Youth	526: Education – SNAP E&T *
425: Work Experience – Paid	527: Vocational Training – SNAP E&T *
426: Work Experience – Unpaid	528: Engagement in WIOA/TAA – SNAP E&T *
427: Internship – Paid	721: GED Prep or High School *
428: On-the-Job Training	722: High School *
429: Enrolled in Secondary School (H.S.)	731: Vocational Training (Primary)
430: Youth Occupational Skills Training – Non-Approved Providers	V07: JVSG – Work Experience

* Codes from the One-Stop Service Tracking (OSST) system

Business Service Codes

The following Employ Florida codes represent the business services that counted toward the numerator of the **Year-Over-Year Business Penetration** metric and in the numerator and denominator of the **Continued Repeat Business** within the letter grades assigned to local workforce development boards for performance in program year 2021-2022.

E01: On-Site Visit	E18: Provided Workforce Development Training Information
E02: Provided Job Fair Services	E19: Provided Tax Credit/WOTC Information
E03: Provided Job Order Follow-Up	E20: Provided EEO/Affirmative Action Information
E04: Provided Mass Recruitment Services	E22: Provided Other Training Service Not Otherwise Classified
E05: Provided Detailed Labor Market Study	E23: Applicant Background Check
E06: Provided Candidate Pre-Screening	E24: Business Incentive Information
E07: Promotional Call	E25: Customized Training
E08: Reviewed Resumes and Referred Eligible Individuals	E26: Drug Screening
E09: Delivered Applications/Resumes	E27: Employer Contact
E10: Veteran Services	E28: Employer Relations Committee
E11: Information Package Provided	E29: Employer Workshop
E12: On-Site Workshop – Recruitment	E30: Provided Recruitment Assistance
E13: On-Site Workshop – Retention	E31: Incumbent Worker Training
E14: Provided MSFW Information	E32: Job Benefit Analysis
E15: Provided Federal Bonding Information	E33: Job Development
E16: Provided Alien Labor Certification Information	E34: Job Order
E17: Agricultural Housing Inspection	E35: Job Referrals and Placement
E36: Medical Exam/Physical	E57: Provided Information Regarding Registered Apprenticeships

E37: NEG Employer Application Assistance	E58: Provided Recruitment Assistance for Registered Apprenticeship Programs
E38: On the Job Training	E61: Provided Recruitment Assistance for Registered Apprenticeship Openings to Underrepresented Pop.
E39: Provision of Meeting Facility	E62: Participated in the Development of a New Registered Apprenticeship Program
E40: Provision of Special Tax Credit Information	E63: Participated in the Development of a New Pre-Apprenticeship Program
E41: Public Sector – Temporary Jobs	E64: Participated in the Expansion of an Existing Registered Apprenticeship Program
E42: Rapid Response/Dislocated Workers Assistance	E65: Participated in the Expansion of an Existing Registered Pre-apprenticeship Program
E43: Short-Time Compensation	E66: Provided Information Regarding Substance Use Disorder and Recovery in the Workforce
E44: Provided Human Resource Services	E70: Rapid Response Initial Employer Visit
E45: Temporary Employment Service Center	E71: Provision of a Layoff Aversion Plan
E46: Trade Act Petition Assistance	E72: Referral to Small Business Development Center
E47: WARN Notice Assistance	E73: Provision of Incumbent Worker Training (IWT) Information
E48: Processed I9's	E74: Rapid Response Orientation
E50: Employer Outreach Visit VET/MSFW	E75: Priority Business Served
E51: Provided Work Readiness Certification	E90: Referred Qualified Applicants
E52: HIRE Vets Medallion Program	E92: Notification to Employer of Potential Applicant
E53: Veteran Advocacy	E94: Employers View Internal Resumes
E54: Provided DOD SkillBridge Information	ETC: Manufacturing Career Fair Participation

