



# Pasco-Hernando Workforce Board, Inc.

4440 Grand Blvd., New Port Richey, FL 34652  
February 17, 2011; 3.00 p.m.

## Board Committee Meeting Agenda

Welcome and call to order .....Lex Smith, Chair

### Business Meeting

- Chairman’s Report .....*Handout*

### Action Items

- Minutes from Board Meeting, Dec. 16, 2010 .....Page 1-1
- VLOC OJT Contract .....Page 2-1
- Form 990 – Informational Tax Return .....*Handout*
- Budget Modification .....Page 3-1

### Consent Items

Minutes from:

- Executive Committee Meeting, Jan. 13, 2011 .....Page 4-1
- Legislative Committee Meeting, Jan. 18, 2011 .....Page 5-1

### Committee Updates

- Audit Finance Committee: Randy Woodruff
  - Financial Report Summary YTD Dec. 31, 2010 .....Page 6-1
- Business Competitiveness Committee: Michael McHugh
  - EWT Update .....Page 7-1
  - Region 16, Employment and Workforce Overview
- Legislative Committee: Mark Barry
  - NAWB Conference
- Nominating Committee: Linda Campo
  - Status of Board Member Nominees; Resignation
- Youth Committee: Emile Laurino

### Remaining Standing Committee Reports:

- Persons with Disabilities: Mark Barry

### Administrative / Operational Updates: Jerome Salatino

- Performance Evaluation Process and Procedure .....Page 8-1
- Board Goals.....Page 9-1
- Monthly Management Report (MMR) .....Page 10-1
- Customer Satisfaction Updates .....Page 11-1
- PHWB Grant Status Update .....Page 12-1

### **Public Comments**

### **Adjournment**

**Next Board Committee Meeting:** April 21, 2011, 6038 Gall Blvd., Zephyrhills, FL 33542 (location tentative)

3185 Premier Drive, Brooksville, Florida 34604

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# Pasco-Hernando Workforce Board, Inc.

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## Board of Directors Meeting

December 16, 2010

### Summary Minutes

Members present: Lex Smith, Board Chair; Mike Duncan, Board Vice Chair; Mark Barry; Don Burgher; Linda Campo; Michael McHugh; William Gerhards, Jr.; Francine Ward; John Howell; Tamara DiSi; Larry Utt; Emile Laurino; Bill Woodard; David Franklin; Rob Aguis

Members via teleconference: Steve Sacone; Patty Wisman; Marilyn Pearson-Adams; Commissioner Jeff Stabins; Charles Snider

Members absent: Ed Blommel; Matthew Peters; Randy Woodruff; Thomas Barb; Dr. Kathy Johnson; Mark Earl; Todd Vega; John Hagen

Staff and Guests: Jerome Salatino, CEO; Brenda Gause, Director of Operations; Ken Russ, Vice President; Dave Hamilton, Management Consultant/MOS; Chris Pietras, Director of Technology/Facilities; Kris Rawson, Garry Burlingame, Jan Johnson - Goodwill Suncoast

The meeting was called to order by Lex Smith, Board Chair, at 3:08 pm.

#### **Action Items:**

##### **Board Committee Minutes of October 21, 2010**

A motion was made by Emile Laurino and seconded by Don Burgher to approve the minutes. The motion passed unanimously.

##### **Executive Committee Minutes of November 15, 2010**

A motion was made by Don Burgher and seconded by Rob Aguis to approve the minutes. The motion passed unanimously.

##### **Audit / Finance Committee Minutes of November 15, 2010**

A motion was made by Emile Laurino and seconded by Mike Duncan to approve the minutes. The motion passed unanimously.

##### **Budget Amendment**

Ms. Weiss detailed an amendment to the budget due to grant funds received. A motion was made by David Franklin and seconded by Linda Campo to accept the budget amendment. The motion passed unanimously.

##### **Board Member Nominations**

Ms. Campo advised the Board of nominations to fill three open spots on the Board of Directors. Commissioner Henry Wilson was appointed to the Board by the Pasco County Board of County Commissioners, following the recent elections replacing former Commissioner Michael Cox. A motion was made by Emile Laurino and seconded by Don Burgher to accept Commissioner Henry Wilson to the Pasco-Hernando Workforce Board. The motion passed unanimously. The next nominee, Barbara Manuel, was presented. Ms. Manuel is the owner of WWJB and is a long standing member of the Hernando County area. A motion was made by Francine Ward and seconded by David Franklin to accept the nomination of Barbara Manuel. The motion passed unanimously.



# Pasco-Hernando Workforce Board, Inc.

**Board of Directors Meeting, Summary Minutes  
December 16, 2010, page 2**

The final nominee, Dean Judkins, was presented. Mr. Judkins is the VP of Operations at the Silver Thorn Country Club. A motion was made by Don Burgher and seconded by Rob Aguis to accept the nomination of Dean Judkins. The motion passed unanimously.

## **Committee Updates**

Mr. Smith moved on to hear Committee Updates. In the absence of Randy Woodruff, Audit Finance Committee Chair, Mr. Smith inquired of any committee update from either Dianne Weiss or Jerome Salatino. Mr. Salatino commented that there was no further update beyond the budget amendment addressed earlier by Ms. Weiss. Mr. Smith inquired about the status of the Audit, and Ms. Weiss gave an update on the progress and estimated completion.

Mr. McHugh gave the Board an update from the Business Competitiveness Committee. He referenced the three items included in the Board Materials: EWT, IWT and QRT contracts year-to-date; Goals of the Business Competitiveness Committee; and the Workforce Overview Report.

Mr. Barry updated the Board regarding the National Association of Workforce Boards Forum, advising that anyone interested in attending should indicate so.

Mr. Laurino gave an update to the Board on the Youth Committee, which met just prior to the Board Meeting. He discussed plans for a Youth Summit, tentatively set for March 2011. More details would be shared with the group as the plans become more firm.

Mr. Barry updated the Board on the Persons with Disabilities Committee. The group will address the Hernando County Chamber Breakfast event. Also, the group will be giving an award to an employer of persons with disabilities at an upcoming event with the Pasco Economic Development Council.

## **Administrative and Operational Updates**

Moving on to Administrative and Operational Updates, Jerome Salatino reviewed the Balanced Scorecard report just recently released, detailing the significant improvement in our ranking. He advised the group of incentive dollars that our region will be awarded based on this improvement in our performance. Mr. Salatino reviewed the Monthly Management Report and Customer Satisfaction Updates, as well as the Grant Status Update.

Mr. Salatino introduced the Carl D. Perkins Grant for review by the Board. Rob Aguis explained that the grant application process requires that the Pasco County School District seek the review of the grant application by the regional Workforce Board.

Mr. Smith opened the floor for any other business. There being none, he offered to hear any public comments. Again, there were none and the meeting was adjourned.

Next Committee Meeting: February 17, 2010, at 4440 Grand Blvd., New Port Richey, FL 34652

3185 Premier Drive, Brooksville, Florida 34604

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**ACTION ITEM**

**VLOC, Inc. National Emergency Grant On-the-Job Training Contract**

**BACKGROUND**

VLOC, Inc. has shown an interest in participating in the National Emergency Grant On-the-Job Training (NEG/OJT) Program. Their contract is designed to train up to four (4) workers this fiscal year. VLOC is a world leader in the growth, manufacture, and supply of a wide range of crystals and optical components used in laser and telecommunication systems. A leading supplier of optical components for the industrial, medical, scientific, instrumentation, military, and telecommunication markets, VLOC is located in New Port Richey, Florida, and employs approximately 200 people.

A two-thirds (2/3) vote of the full Board is required to approve VLOC’s participation in the program as the General Manager of VLOC is a Board member. If they participate, program participation will begin after February 17, 2011.

**JUSTIFICATION/REASON**

VLOC, Inc. is increasing the size of its workforce in a planned and organized fashion and is willing to interview and/or hire long-term unemployed persons referred by Career Central in exchange for a wage subsidy equal to 75% of a trainee’s wage while they are in the OJT.

Training cost for the entire fiscal year: ..... Less than **\$ 24,996**  
Workshops or type of training(s): ..... **On the Job**  
Number of employees to be trained: ..... Maximum of **4**  
VLOC, Inc. pays 25% of the wage while in training: ..... Maximum amount **\$6,249**  
Program start date: ..... After **February 17, 2011**  
Planned Program end date: ..... **June 30, 2011**  
Cost of training per individual to PHWB: ..... **\$6,249**

**RECOMMENDATION**

Staff recommends approval to enter into a contract with VLOC, Inc. for On-the-Job Training.

## ACTION ITEM

### PY 2010-11 Budget Modification #5

#### BACKGROUND

New grant funds have been received since the PY 2010-11 Budget Modification #4 was approved, and other adjustments to the budget are necessary. The total revenue budget has increased by \$230,238 from \$10,718,266 to \$10,948,504. The expenditure budget has increased by \$115,000 from \$10,614,631 to \$10,729,631.

#### JUSTIFICATION/REASON

Revenue increases are the result of the following:

- ❖ Award of Supplemental WIA Dislocated Worker(DW) funds -\$284,067
- ❖ Award of 09-10 Wagner Peyser Incentives - \$ 56,441
- ❖ Award of 09-10 WIA Incentives - \$174,034
- ❖ Less WIA DW Reserve for FY2012 -(\$169,067)
- ❖ Less WIA Incentive Reserve for FY2012 -(\$115,238)

Expenditure adjustments have been made as follows:

- ❖ Adjustments to Goodwill – Suncoast’s contract as follows:
  - Additional operating costs for WIA DW - \$ 15,000
  - Additional direct participant costs for WIA DW - \$100,000

#### RECOMMENDATION

Staff recommends the approval of the Budget modification as submitted.

PASCO-HERNANDO WORKFORCE BOARD, INC.											FY 2011 Budget Mod #5				2/17/2011
	WIA							AWI							
	TOTAL	ADULT (INCL NER)	DW	YOUTH	ARRA NEG/OJT	ARRA WIA UI Re-Emp	TAA	Welfare Transiton	FSET	REA	WP	Disability Navigator	UC	VETS	Project ACCESS
<b>Funding:</b>															
PY10-11 Allocations	\$ 9,141,830	\$ 1,177,837	\$ 2,325,776	\$ 879,250	\$ 375,396	\$ 151,061	\$ 93,500	\$ 2,226,528	\$ 200,000	\$ -	\$ 1,109,978	\$ 61,188	\$ 140,608	\$ 323,208	\$ 77,500
Intertitle Transfer	\$ -	\$ 900,000	\$ (900,000)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Reserve for Second Year	\$ (314,899)	\$ (28,221)	\$ (169,067)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (87,017)	\$ (30,594)	\$ -	\$ -	\$ -
Carryforward	\$ 2,121,572	\$ 381,312	\$ 712,349	\$ 290,856	\$ -	\$ -	\$ 9,805	\$ 565,348	\$ -	\$ 166,266	\$ (4,364)	\$ -	\$ -	\$ -	\$ -
<b>Total Available Funding</b>	<b>\$ 10,948,504</b>	<b>\$ 2,430,929</b>	<b>\$ 1,969,058</b>	<b>\$ 1,170,106</b>	<b>\$ 375,396</b>	<b>\$ 151,061</b>	<b>\$ 103,305</b>	<b>\$ 2,791,876</b>	<b>\$ 200,000</b>	<b>\$ 166,266</b>	<b>\$ 1,018,597</b>	<b>\$ 30,594</b>	<b>\$ 140,608</b>	<b>\$ 323,208</b>	<b>\$ 77,500</b>
<b>Budgeted Expenditures:</b>															
Payroll & Benefits	\$ 3,443,834	\$ 492,835	\$ 565,989	\$ 292,011	\$ 36,736	\$ 71,061	\$ -	\$ 776,472	\$ 18,551	\$ 141,920	\$ 560,739	\$ 1,147	\$ 132,767	\$ 285,992	\$ 67,615
Facilities	\$ 683,303	\$ 151,716	\$ 141,686	\$ 73,027	\$ 22,595	\$ -	\$ -	\$ 179,657	\$ 4,980	\$ 11,254	\$ 74,254	\$ -	\$ 3,159	\$ 16,137	\$ 4,837
Less rent receipts from partners	\$ (177,762)	\$ (39,469)	\$ (36,100)	\$ (18,998)	\$ (6,095)	\$ -	\$ -	\$ (47,281)	\$ (1,296)	\$ (2,928)	\$ (19,317)	\$ -	\$ (822)	\$ (4,198)	\$ (1,258)
Equipment	\$ 50,000	\$ 11,102	\$ 10,154	\$ 5,344	\$ 1,714	\$ -	\$ -	\$ 13,299	\$ 364	\$ 824	\$ 5,433	\$ -	\$ 231	\$ 1,181	\$ 354
Operational Support	\$ 722,277	\$ 160,369	\$ 146,680	\$ 77,192	\$ 24,765	\$ -	\$ -	\$ 192,111	\$ 5,264	\$ 11,896	\$ 78,489	\$ -	\$ 3,339	\$ 17,058	\$ 5,113
<b>Board &amp; One-Stop Operating Costs</b>	<b>\$ 4,721,652</b>	<b>\$ 776,552</b>	<b>\$ 828,409</b>	<b>\$ 428,576</b>	<b>\$ 79,715</b>	<b>\$ 71,061</b>	<b>\$ -</b>	<b>\$ 1,114,258</b>	<b>\$ 27,864</b>	<b>\$ 162,966</b>	<b>\$ 699,598</b>	<b>\$ 1,147</b>	<b>\$ 138,675</b>	<b>\$ 316,170</b>	<b>\$ 76,660</b>
Goodwill Industries-Suncoast	\$ 2,433,031	\$ 464,181	\$ 577,720	\$ 218,154	\$ 12,500	\$ 12,500	\$ 12,371	\$ 908,297	\$ 170,000	\$ -	\$ 27,861	\$ 29,447	\$ -	\$ -	\$ -
Direct Participant Costs	\$ 1,923,434	\$ 425,000	\$ 550,000	\$ 150,000	\$ -	\$ 67,500	\$ 90,934	\$ 630,000	\$ -	\$ -	\$ 10,000	\$ -	\$ -	\$ -	\$ -
Henkels & McCoy Summer Youth	\$ 340,952	\$ -	\$ -	\$ 340,952	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ARC of the Nature Coast	\$ 30,000	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Youth WTP Outreach Program	\$ 100,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 100,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
On-the-Job Training Costs	\$ 282,240	\$ -	\$ -	\$ -	\$ 282,240	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Employed Worker Training	\$ 700,000	\$ 700,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pasco Economic Development	\$ 99,322	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 99,322	\$ -	\$ -	\$ -	\$ -
Greater Hernando CofC	\$ 99,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 99,000	\$ -	\$ -	\$ -	\$ -
<b>Contracts</b>	<b>\$ 6,007,979</b>	<b>\$ 1,619,181</b>	<b>\$ 1,127,720</b>	<b>\$ 709,106</b>	<b>\$ 294,740</b>	<b>\$ 80,000</b>	<b>\$ 103,305</b>	<b>\$ 1,638,297</b>	<b>\$ 170,000</b>	<b>\$ -</b>	<b>\$ 236,183</b>	<b>\$ 29,447</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
	\$ -														
<b>Total Planned Expenditures</b>	<b>\$ 10,729,631</b>	<b>\$ 2,395,733</b>	<b>\$ 1,956,129</b>	<b>\$ 1,137,682</b>	<b>\$ 374,455</b>	<b>\$ 151,061</b>	<b>\$ 103,305</b>	<b>\$ 2,752,555</b>	<b>\$ 197,864</b>	<b>\$ 162,966</b>	<b>\$ 935,781</b>	<b>\$ 30,594</b>	<b>\$ 138,675</b>	<b>\$ 316,170</b>	<b>\$ 76,660</b>
<b>Unobligated Funding</b>	<b>\$ 218,873</b>	<b>\$ 35,195</b>	<b>\$ 12,929</b>	<b>\$ 32,424</b>	<b>\$ 941</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 39,321</b>	<b>\$ 2,136</b>	<b>\$ 3,300</b>	<b>\$ 82,816</b>	<b>\$ 1</b>	<b>\$ 1,933</b>	<b>\$ 7,038</b>	<b>\$ 840</b>



# Pasco-Hernando Workforce Board, Inc.

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## Executive Committee Summary Minutes January 13, 2011

**Executive Committee Members:** Lex Smith, Chairman; Michael Duncan, Vice Chairman, Francine Ward; Linda Campo; Mark Barry; Don Burgher; Randy Woodruff; Kathy Johnson; Emile Laurino

**Staff:** Jerome Salatino and Dianne Weiss

### Business Meeting

Meeting was called to order at 9.30 a.m. by Lex Smith.

### Action / Discussion Items:

- Approval of Executive Committee Minutes

**The minutes of the Nov. 15, 2010 Executive Committee were approved by the Board of Directors at their Dec. 16, 2010 meeting.**

- Approval of Audit Finance Committee Minutes

**The minutes of the Nov. 15, 2010 Audit Finance Committee were approved by the Board of Directors at their Dec. 16, 2010 meeting.**

- Presentation of Audit

Ms. Weiss recapped the presentation given by Jennifer Forester of James Moore & Co., P.L. There were no material weaknesses, no significant deficiencies, nor any non-compliance issues to be reported. The full Audit Presentation was reviewed by the Audit Finance Committee during the meeting held just prior to the Executive Committee. The Audit Presentation was made available to the Executive Committee.

**Randy Woodruff made a recommendation for the Executive Committee to accept the Audit Presentation. Kathy Johnson seconded the motion and the motion passed unanimously.**

- Financial Report Summary, YTD as of Nov. 30, 2010

Ms. Weiss reviewed the Financial Report Summary as of Nov. 30, 2010.

- Business Competitiveness Committee

**Mr. McHugh reviewed the Recommendation for EWT RFP for Industry Specific Training and made a motion for the recommendation to be approved. Emile Laurino seconded the motion. The motion passed unanimously.**

**Mr. McHugh also reviewed the Recommendation for funding of Outreach to Employers Project and made a motion for the recommendation to be approved. Don Burgher seconded the motion. The motion passed unanimously.**



# Pasco-Hernando Workforce Board, Inc.

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## Executive Committee Summary Minutes

January 13, 2011, page 2

- Performance Review for Jerome Salatino

In order to evaluate Mr. Salatino's performance after one year in the role of Chief Executive Officer, a Performance Evaluation Form was presented to the Executive Committee for their review. The Committee requested some changes to the form and for the edited version to be redistributed to the Executive Committee for their final review and approval.

## Public Comments

The meeting adjourned at 10.12 a.m.

**Next Committee Meeting: March 10, 2011**

**3185 Premier Drive, Brooksville, FL 34604**





# Pasco-Hernando Workforce Board, Inc.

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## Legislative Committee Summary Minutes January 18, 2011

**Members Present:** Mark Barry; Marilyn Pearson-Adams; Emile Laurino

**Members Present Via Teleconference:**

**Members Absent:** Lex Smith, John Hagen, Commissioner Jeff Stabins

**Staff:** Jerome Salatino

Meeting was called to order by Mark Barry, Committee Chair, at 3:05 pm.

### **Business Meeting**

#### **Action/Discussion Items**

##### **Approval of Legislative Committee Minutes:**

A motion to approve the minutes of November 9, 2010 was made by Marilyn Pearson-Adams and seconded by Emile Laurino. The motion was approved unanimously.

#### **Information Items/Updates**

##### **NAWB Conference in Washington, DC**

An update was given on the status of appointments with members of Congress, as well as a review of the conference schedule.

The Workforce Overview Report and summary "talking points" were shown to the group as meeting materials for any meetings with members of Congress.

The committee discussed the Hernando County Legislative Delegation meeting which occurred just prior to this meeting, and the upcoming Pasco County Legislative Delegation meeting scheduled for Friday, Jan. 21, 2011.

### **Other**

### **Public Comments**

### **Adjournment**

With no other business to discuss, the meeting adjourned at 4.00 p.m.



Pasco Hernando Workforce Board, Inc. Percent of Year Elapsed  
 Financial Report Summary 50.00%  
 YTD as of December 31, 2010

Program:	Budget	Budget Modification #5	Modified Budget	FY11 Actual Accrued Expenditures	ITA and Other Obligations	Budget Balance Remaining	Percent Expended or Obligated	Year End Expenditure Benchmark
WIA Adult	1,994,191		1,994,191	858,193	117,543	1,018,455	49%	50%
ARRA - WIA Adult	184,640		184,640	143,575		41,065	78%	100%
WIA Nat'l Emergency Reserve	192,627		192,627	-		192,627	0%	100%
ARRA NEG OJT	375,396		375,396	8,319		367,077	2%	100%
ARRA WIA UI Reemployment	151,061		151,061	-		151,061	0%	100%
WIA Youth	1,170,106		1,170,106	804,615	46,681	318,810	73%	50%
WIA Dislocated Wkr	1,694,066	115,000	1,809,066	689,938	113,549	1,005,579	44%	50%
ARRA - WIA Dislocated Wkr	159,992		159,992	117,410		42,582	73%	100%
WIA Incentives	31,250	28,221	59,471	-		59,471	0%	50%
TAA	103,305		103,305	70,097	15,788	17,420	83%	100%
<b>Subtotal WIA</b>	<b>6,056,634</b>	<b>143,221</b>	<b>6,199,855</b>	<b>2,692,147</b>	<b>293,561</b>	<b>3,214,147</b>	<b>48%</b>	
Wagner Peyser **	910,747		910,747	396,502		514,245	44%	75%
Wagner Peyser Incentives	20,833	87,017	107,850	-		107,850	0%	100%
Veterans Programs **	323,208		323,208	122,134		201,074	38%	100%
Disability Navigator	30,594		30,594	24,044		6,550	79%	100%
FSET	200,000		200,000	120,486		79,514	60%	100%
Unemployment Svcs.	140,608		140,608	35,283		105,325	25%	100%
Re-Employment & Elig (REA)	166,266		166,266	117,849		48,417	71%	100%
<b>Subtotal AWI</b>	<b>1,792,256</b>	<b>87,017</b>	<b>1,879,273</b>	<b>816,298</b>	<b>-</b>	<b>1,062,975</b>	<b>43%</b>	
Welfare Transition Program	2,791,876		2,791,876	1,298,014	158,794	1,335,068	52%	100%
Project Access	77,500		77,500	-		77,500	0%	0%
<b>Subtotal WTP</b>	<b>2,869,376</b>	<b>-</b>	<b>2,869,376</b>	<b>1,298,014</b>	<b>158,794</b>	<b>1,412,568</b>	<b>51%</b>	
<b>Total FY 2010 Budget</b>	<b>10,718,266</b>	<b>230,238</b>	<b>10,948,504</b>	<b>4,806,459</b>	<b>452,355</b>	<b>5,689,690</b>	<b>48%</b>	

NOTES:

\*\* Includes AWI Staff Salaries

Unbudgeted Funds:	Allocation		Total Program Expenditures	Balance	% Expended
ARRA TANF Subsidized Employment	856,853		660,586	196,267	77%

	Cash in Bank @ July 1, 2010	YTD Revenue	YTD Expenses	Balance
Corporate (Unrestricted Funds)	8,624	2329	5,712	5,241

**FY10 EMPLOYED WORKER TRAINING**

2010 - 2011 EWT CONTRACTS								
Company and Industry	EWT Award	EWT Award Amount Paid	EWT Award Balance	\$ Employer Match	Employee Trainings Proposed	County	Employees Trained	Proposal Rating Points
<b>Manufacturing</b>								
*ALUMI-GUARD	\$17,000.00	\$0.00	\$17,000.00	\$26,200.00	17	Hernando	0	80
*COASTAL CAISSON	\$48,305.00	\$45,485.00	\$2,820.00	\$58,190.00	55	Pasco	43	75
*SPARTON ELECTRONICS	\$48,575.00	\$0.00	\$48,575.00	\$59,508.00	57	Hernando	0	75
*KINEMATICS & CONTROLS CORPORATION	\$9,616.25	\$6,820.25	\$2,796.25	\$16,438.75	9	Hernando	7	80
*MANZI METALS	\$16,885.00	\$12,885.00	\$4,000.00	\$18,784.00	10	Hernando	8	75
*DYNAMIC PHARMACEUTICALS, INC.	\$41,085.00	\$41,085.00	\$0.00	\$49,015.00	45	Hernando	45	75
*PALL AEROPOWER CORPORATION	\$50,000.00	\$0.00	\$50,000.00	\$131,928.00	128	Pasco	0	90
*MICRON PHARMAWORKS	\$4,812.00	\$4,812.00	\$0.00	\$14,012.00	4	Pasco	4	80
*CHASCO MACHINE & MANUFACTURING	\$2,500.00	\$2,500.00	\$0.00	\$4,497.20	2	Hernando	2	75
*VLOC	\$25,000.00	\$0.00	\$25,000.00	\$13,548.00	64	Pasco	0	90
<b>TOTAL</b>	<b>\$263,778.25</b>	<b>\$113,167.25</b>	<b>\$150,611.00</b>	<b>\$392,120.95</b>	<b>391</b>		<b>109</b>	
<b>Healthcare &amp; Social Assistance</b>								
*A NEW GENERATION	\$1,375.00	\$909.34	\$465.66	\$1,578.44	2	Hernando	2	75
*REGIONAL MEDICAL CENTERBAYONET POINT	\$48,784.32	\$1,080.00	\$47,704.32	\$251,754.32	136	Pasco	11	90
WORLDWIDE AIRCRAFT SERVICES, INC, D/B/A JET ICU	\$35,000.00	\$12,691.66	\$22,308.34	\$91,800.00	14	Hernando	10	70
*UCH LONG TERM ACUTE CARE HOSPITAL	\$43,628.00	\$22,700.00	\$20,928.00	\$51,248.00	44	Pasco	20	75
*LIGHTHOUSE FOR THE VISUALLY IMPAIRED AND BLIND, INC	\$2,400.00	\$1,400.00	\$1,000.00	\$4,947.00	13	Pasco	9	85
*PREMIER COMMUNITY HEALTHCARE GROUP, INC	\$40,000.00	\$0.00	\$40,000.00	\$72,371.50	60	Pasco	0	90
<b>TOTAL</b>	<b>\$171,187.32</b>	<b>\$38,781.00</b>	<b>\$132,406.32</b>	<b>\$473,699.26</b>	<b>269</b>		<b>52</b>	
<b>Education</b>								
*THE ARC NATURE COAST, INC	\$3,775.00	\$0.00	\$3,775.00	\$6,320.00	42	Hernando	0	85
*THE LAUNCH PAD	\$2,250.00	\$497.50	\$1,752.50	\$27,030.00	7	Pasco	1	90
*ACADEMY AT THE LAKES	\$46,300.00	\$0.00	\$46,300.00	\$52,310.00	48	Pasco	48	75
<b>TOTAL</b>	<b>\$52,325.00</b>	<b>\$497.50</b>	<b>\$51,827.50</b>	<b>\$85,660.00</b>	<b>97</b>		<b>49</b>	
<b>Retail</b>								
*SWEETBAY SUPERMARKETS/KASH N' KARRY	\$48,330.00	\$48,330.00	\$0.00	\$58,100.00	54	Pasco	54	75
<b>TOTAL</b>	<b>\$48,330.00</b>	<b>\$48,330.00</b>	<b>\$0.00</b>	<b>\$58,100.00</b>	<b>54</b>		<b>54</b>	
<b>Government</b>								
*HERNANDO COUNTY CLERK OF CIRCUIT COURT	\$10,000.00	\$0.00	\$10,000.00	\$14,908.65	7	Hernando	0	75
*HERNANDO COUNTY UTILITIES	\$6,950.00	\$0.00	\$6,950.00	\$19,104.24	32	Hernando	0	90
*HERNANDO COUNTY HEALTH DEPARTMENT	\$44,655.00	\$11,850.00	\$32,805.00	\$51,090.00	85	Hernando	30	75
*CITY OF DADE CITY	\$5,400.00	\$2,808.00	\$2,592.00	\$11,075.00	50	Pasco	22	85
<b>TOTAL</b>	<b>\$67,005.00</b>	<b>\$14,658.00</b>	<b>\$52,347.00</b>	<b>\$96,177.89</b>	<b>174</b>		<b>52</b>	
<b>Information</b>								
*DATA MENTORS	\$15,197.50	\$1,100.00	\$14,097.50	\$47,099.50	15	Pasco	1	76
<b>TOTAL</b>	<b>\$15,197.50</b>	<b>\$0.00</b>	<b>\$14,097.50</b>	<b>\$47,099.50</b>	<b>15</b>	<b>1</b>	<b>1</b>	
<b>Other Services</b>								
*PAFF TREE SERVICES, LLC	\$5,500.00	\$217.50	\$5,282.50	\$15,750.00	10	Hernando	3	90
*PAFF LANDSCAPE, INC	\$13,600.00	\$0.00	\$13,600.00	\$28,260.00	15	Hernando	0	90
*HUMANE SOCIETY OF THE NATURE COAST	\$1,819.00	\$0.00	\$1,819.00	\$6,357.00	4	Hernando	0	90
*5 STAR REFRIGRATION & AC INC	\$25,114.00	\$0.00	\$25,114.00	\$29,488.00	22	Hernando	0	70
<b>TOTAL</b>	<b>\$46,033.00</b>	<b>\$217.50</b>	<b>\$45,815.50</b>	<b>\$79,855.00</b>	<b>51</b>		<b>3</b>	
<b>Construction</b>								
*WAYNE ALLEN BUILDING CONTACTOR, INC	\$1,200.00	\$0.00	\$1,200.00	\$2,950.00	1	Pasco	0	80
<b>TOTAL</b>	<b>\$1,200.00</b>	<b>\$0.00</b>	<b>\$1,200.00</b>	<b>\$2,950.00</b>	<b>1</b>		<b>0</b>	
<b>FINAL TOTAL</b>	<b>\$665,056.07</b>	<b>\$217,171.25</b>	<b>\$447,876.07</b>	<b>\$1,235,662.60</b>	<b>1052</b>		<b>320</b>	



# Pasco-Hernando Workforce Board, Inc.

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February 2011

## Performance Evaluation Process

For the upcoming review of the CEO, outlined here is the process for the Performance Evaluation.

The Board of Directors will participate in the review of the CEO. A performance evaluation will be accessible through an online survey. A paper copy is available also. Reviewers will evaluate the performance of the CEO using a rating scale with points assigned to each rating selection as follows:

Extremely satisfied – 5; Satisfied – 4; Neutral – 3; Unsatisfied – 2; Extremely unsatisfied – 1. An option of “cannot answer / do not know” is included and will have no point value. Reviewers with may remain anonymous if they wish.

Responses will be collected and ratings compiled for review by the Executive Committee.

The Executive Committee will make a recommendation regarding the CEO’s performance during the previous calendar year (2010) and develop goals for him for the current calendar year (2011). The Executive Committee will also make a recommendation for any adjustment to the CEO’s compensation based on the results of the Performance Evaluation.

The CEO and Board Chairman will discuss compensation adjustments, with a final proposal to be made to the Executive Committee for their review and approval.

3185 Premier Drive, Brooksville, Florida 34604

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# Performance Evaluation

## 1. Job Description

In keeping with our goal to continuously improve, your candid feedback is needed. Following is the job description for the Chief Executive Officer of the Pasco-Hernando Workforce Board. Considering the circumstances that caused the management change, no measurable goals were set for the incoming CEO.

In place of that, what follows is the original job description for the CEO position, as well as annual progress review prepared by Jerome. Read this, and then move to the next step.

### ORIGINAL JOB DESCRIPTION

#### OBJECTIVES:

Develops and implements a strategic plan for Pasco and Hernando counties in accordance with guidelines and policies as set by Board of Directors. Maintains, develops, and plans workforce programs and services as it relates to established goals and objectives. Monitors the progress in accordance with established Federal and State guidelines. Is responsible for keeping the Board of Directors informed of all operational issues on an ongoing basis.

#### Essential duties and responsibilities:

##### Board

\*\*No specific info was given.

##### Fiscal

-Maintains operational and fiscal controls to ensure appropriate safeguards and preventative measures exist for all aspects of the organization.

-Prepares, administers and forecasts the regional workforce budget as approved by the Board of Directors. Implements recommendations by monitors and auditors.

##### Operations/Planning/Development

-Plans and oversees all contract provider programs for the Pasco Hernando Workforce Board/Career Central as it relates to the alignment of established goals and objectives for all areas of responsibility within both counties.

-Formulates and implements plans that reflect an integrated workforce development system with operations focused on the assessed workforce and economic development needs for the region; applies best practices.

-Maintains data, reports and collateral information on the local workforce useful to employers, economic development and community interests.

-Provides leadership, guidance and authority over board employees. Promotes a culture that encourages strong ethical values. Maintains a high standard code of conduct for all workforce activities as it relates to employers, employees and job seekers.

-Develops criteria and evaluates system performance and effectiveness of existing and proposed workforce programs and activities, including but not limited to contracts and agreements. Provides and improves outcomes through approved systems and policies. Provides performance information to the Board of Directors on a regular basis.

-Able to analyze and articulate local workforce trends, statistics and educational needs to educators, government, training providers, media and other stakeholders.

##### Outreach/Community Involvement

-Develops partnerships with the private and non-profit organizations to deliver workforce development services that are seamless, universal and customer service oriented.

-Develops regional workforce investment partnerships and interacts with other governing and workforce representatives in establishing and maintaining a positive, viable approach to workforce development activities.

-Maintains a public awareness and marketing plan which ensures the community is informed of the programs, accomplishments and services of

# Performance Evaluation

the organization.

-Identifies and participates in community, governmental and business activities that provide opportunities to enhance the awareness of effectiveness of the organization.

# Performance Evaluation

## 2. Annual Review

Annual Review  
February 2011

As an update on the progress of the past year of my employment, I am providing a list of what has taken place, been completed or accomplished during that timeframe. I have grouped the list into 4 areas: Board, Fiscal, Operations/Planning and Development, and Outreach/Community Involvement. Much of the early work was focused on resolving issues that stem from a lack of policy and oversight and were cited in the Inspector General's report as well as addressing the organizational structure and image. The past few months and future items are and will be focused on quality, efficiency and general performance improvements.

I want to thank you for the opportunity to be the CEO of this organization and say that we have been successful in righting the ship. We have brought in over \$2,200,000 in additional funding to the region and trained 41% more people with less available funding. We have also taken the performance from a negative rating to a positive one in just a single year and with the focus having shifted from one of a cleanup to quality I am sure that more funding opportunities and better operational performance will be in our future.

### Board

- By-laws amended
- Organization name change completed
- Inter-local agreement revised
- Developed Board recruitment material
- Completed Board Recruitment for federal compliance
- Developed and completed Board Orientation modules
- Developed Board and committee goals focused on program performance, customer service and revenue generation.

### Fiscal

OIG issues resolved eliminating over \$250k in disallowed cost

Generated over \$2,200,000 in revenue through Grant applications, funding modifications and performance incentives

FSET \$200,000

ARRA NEG OJT \$375,396

ARRA WIA UI \$151,061

TAA \$93,500

DW Supplemental \$284,067

WP Incentives \$56,441

Florida Back to Work \$660,586

Bright House \$10,000

WIA Incentives \$174,034

REA Program \$233,856

Total \$2,238,941

- Developed and provided organizational budget
- Policy Development including:
  - o Procurement Policy, including Contracts with Board Members
  - o Travel and Per Diem Policy
  - o Personnel Policies
  - o Gas Card Policy
  - o Sponsorship Policy
  - o Financial Policies and Procedures
  - o Food and Beverage Policy
  - o Employee Training Policy
  - o Monitoring policy and procedure
- Issued request for proposals for various services
- Restructured administrative entity
- Revised Cost Allocation Plan
- Revised Employee Handbook

# Performance Evaluation

- All items allowing for a clean audit report

## Operations/Planning and Development

- Improved overall operational performance earning the region \$230,000 in State performance Incentives compared to \$52,000 the previous year.
- Based on the Monthly Management Report from the State of Florida a comparison of top areas of performance shows the Region with 7 green areas showing top performance and 4 red areas showing lower or bottom level performance. Compared to last year at the same time the region had only 3 green areas and 4 red or lower level areas. This is a (+3 ) performance rating compared to a (-1) the previous year. (July through December comparisons)
- Developed and implemented policy allowing for a 300% increase in people finding employment in the region. (905 assisted with finding employment in 2009-2010 compared to 2905 for 2010-2011) Developed and Implemented policy allowing for more funding to customers resulting in almost 41% more people (131) in 2010 program year being trained than the previous year.
- Implemented Continuous quality improvement model with secret shoppers and customer surveys
- Developed and issued Workforce Overview report
- Completed Return on Investment (ROI) study for training programs to establish a base line for measurement
- Developed and completed certification process for all private

# Performance Evaluation

## 3. Overview

Based on the your experience with the CEO and the information provided, evaluate his performance during 2010. Only one selection per question is permitted, and all questions must be answered. The points associated with each selection are shown and will be tallied after survey is submitted. Comment sections follow each question and are optional. You may remain anonymous.

# Performance Evaluation

## 4. Evaluation

\* **1. How satisfied are you that the Chief Executive Officer has a clear understanding of the mission and strategy of the Pasco-Hernando Workforce Board and plays a key role in translating that mission into action?**

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

  
  

\* **2. How satisfied are you that the Chief Executive has accomplished the objectives set by the Board/Committee for the performance period?**

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

# Performance Evaluation

**\* 3. How satisfied are you that the Chief Executive Officer has selected and developed qualified staff and built morale among staff?**

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

	5
	6

**\* 4. How satisfied are you that the Chief Executive Officer has appropriate knowledge of the relevant programs and services, and provides suitable oversight to ensure high-quality programs and services?**

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

	5
	6

# Performance Evaluation

**\* 5. How satisfied are you that the Chief Executive Officer is effective in generating and utilizing resources for the benefit of the organization's mission?**

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

	5
	6

**\* 6. How satisfied are you that the Chief Executive Officer is knowledgeable regarding financial matters and has established a system of accurate accounting?**

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

	5
	6

# Performance Evaluation

\* 7. How satisfied are you that the Chief Executive Officer has assured that the organization has suitable systems, policies and processes for accounting, fund management, personnel management, information technology, and risk management?

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

  

\* 8. How satisfied are you that the Chief Executive Officer works effectively with the Board and maintains good communication?

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

# Performance Evaluation

\* **9. How satisfied are you that the Chief Executive Officer maintains a positive reputation in the community and cultivates effective relationships with public officials, consumers, and other relevant community organizations?**

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

  
  

\* **10. How satisfied are you that the Chief Executive Officer has responded appropriately to difficult situations, and/or to specific challenges associated with the mission of the organization?**

Extremely satisfied - 5

Satisfied - 4

Neutral - 3

Unsatisfied - 2

Extremely unsatisfied - 1

Cannot Answer / Do Not Know - 0

Other (please specify)

  
  

**11. Enter your name (optional):**

**BOARD GOALS**  
**2010-2011**  
**Update as of 02/01/2011**

**Goal I: Increase the number of degreed, certified and credentialed individuals in the region.**

*Objective 1:* Increase the number of Individual Training Accounts (ITA's) issued by the provider by 5% over the prior year.

- Goal = 328/ Obtained = 461 from formula funding with a total of 641 including ARRA funding
- 141% of goal obtained

*Objective 2:* Increase the number of Employed Workers trained by 5% over the prior program year

- Goal = 800/ Obtained = 1052 enrolled with 245 completed
- 132% of goal

**Goal II: Increase availability of funds for PHWB by \$ 515,000 by June 2011**

*Objective 1:* Obtain new grant funding to support PHWB Services

- Goal = \$500,000.00 / Obtained = \$746,457 not including Trade Adjustment Assistance
- 149% of goal
- See grant update for details

*Objective 2:* Generate sponsorships/revenue

- Goal = \$15,000 /Obtained = 11,500
- 77% of Goal (includes Bright House grant)

**Goal III: Customer satisfaction**

*Objective 1:* Obtain a cumulative Customer Satisfaction rating for Job seekers above the State average by 6/30/11.

- No Update from State
- See Customer Satisfaction update in board packet

*Objective 2:* Obtain a cumulative Customer Satisfaction rating for those entering training above the State average by 6/30/10.

- No Update from State
- See Customer Satisfaction update in board packet

Monthly Management Report Year to Date Comparison

Report Source	2009 July to December MMR					State Goals MMR	2010 July to December MMR					State Goals MMR
	Closed due to earnings	Cases Closed	Performance	Ranking	Goals		Closed due to earnings	Cases Closed	Performance	Ranking	Goals	
<b>WTP</b>												
WTP Entered Employment Rate	205	677	30.3%	13	N/A	277	970	28.6%	17	N/A		
	<b>Entry Wage</b>	<b>LLSIL Family- 3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Entry Wage</b>	<b>LLSIL Family- 3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WTP Entered Employment Wage Rate	\$8.44	\$12.33	68.5%	24	N/A	\$8.78	\$12.65	69.4%	20	N/A		
	<b>Work Engaged</b>	<b>Received TANF</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Work Engaged</b>	<b>Received TANF</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
All Family Participation Rate	921	1,801	51.1%	6	N/A	695	2,238	31.1%	22	N/A		
	<b>Work Engaged</b>	<b>Received TANF</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Work Engaged</b>	<b>Received TANF</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WTP Two Parent Participation Rate	76	182	41.8%	11	N/A	67	235	28.5%	20	N/A		
<b>WIA Adults and Dislocated Workers</b>	<b>Entered Employment</b>	<b>Total Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Entered Employment</b>	<b>Total Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
Employed Worker Outcome Rate	173	198	87.4%	11	N/A	314	328	95.7%	10	N/A		
	<b>Entered Employment</b>	<b>Total Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Entered Employment</b>	<b>Total Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WIA Adult EER	20	20	100.0%	1	74.0%	16	16	100.0%	1	74.0%		
	<b>Entry Wage</b>	<b>LLSIL Family-3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Entry Wage</b>	<b>LLSIL Family-3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WIA Adult Wage Rate	\$19.88	\$12.33	161.2%	11	N/A	\$19.01	\$12.65	150.3%	7	N/A		
	<b>Entered Employment</b>	<b>Total Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Entered Employment</b>	<b>Total Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WIA DW EER	16	16	100.0%	1	80.0%	36	36	100.0%	1	80.0%		
	<b>Entry Wage</b>	<b>LLSIL Family-3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Entry Wage</b>	<b>LLSIL Family-3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WIA DW Wage Rate	\$12.14	\$12.33	98.5%	23	N/A	\$15.10	\$12.65	119.4%	12	N/A		
<b>WIA Youth</b>	<b>Placed</b>	<b>In School Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Placed</b>	<b>In School Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WIA In-School Youth Outcome Rate	8	17	47.1%	23	N/A	9	9	100.0%	1	N/A		
	<b>Placed</b>	<b>Out of School Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Placed</b>	<b>Out of School Exits</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WIA Out-of-School Youth Outcome Rate	34	37	91.9%	16	N/A	43	43	100.0%	1	N/A		
	<b>Goals Attained</b>	<b>Goals Due</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Goals Attained</b>	<b>Goals Due</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WIA YY Skill Attainment Rate	64	67	95.5%	17	57.5%	52	53	98.1%	9	57.5%		
	<b>Positive Outcomes</b>	<b>Youth Exiters</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Positive Outcomes</b>	<b>Youth Exiters</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WIA YY Positive Outcome Rate	27	38	71.1%	21	N/A	26	26	100.0%	1	N/A		
<b>Wagner Peyser</b>	<b>Entered Employment</b>	<b>Wagner Peyser Exiters</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Entered Employment</b>	<b>Wagner Peyser Exiters</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WP Entered Employment Rate	951	6,119	15.5%	13	58.0%	2,905	19,657	14.8%	17	58.0%		
	<b>Placed After Exit</b>	<b>Employed At Participation</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Placed After Exit</b>	<b>Employed At Participation</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WP EER for those Employed at Participation	133	899	14.8%	8	N/A	228	1,962	11.6%	23	N/A		
	<b>Avg Placement Wage</b>	<b>LLSIL Family-3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Avg Placement Wage</b>	<b>LLSIL Family-3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WP Job Placement Wage Rate	\$9.70	\$12.33	78.7%	18	N/A	\$11.05	\$12.65	87.4%	16	N/A		
	<b>Vets Placed after Exit</b>	<b>Veteran Exiters</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Vets Placed after Exit</b>	<b>Veteran Exiters</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WP Short Term Veterans EER	92	541	17.0%	11	N/A	179	1,287	13.9%	18	N/A		
	<b>Job Openings Filled</b>	<b>Job openings Received</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Job Openings Filled</b>	<b>Job openings Received</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
WP Percent Of Job Openings Filled	426	1,099	38.8%	13	N/A	670	1,248	53.7%	6	N/A		
<b>Reemployment Eligibility Assessment</b>	<b>Entered Employment</b>	<b>REA Job Seekers with 90 days of No Service</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Entered Employment</b>	<b>REA Job Seekers with 90 days of No Service</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
REA Entered Employment	N/A	N/A	N/A	N/A	N/A	293	1,423	20.6%	6	N/A		
	<b>Average Placement Wage</b>	<b>LLSIL Family- 3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>	<b>Average Placement Wage</b>	<b>LLSIL Family- 3</b>	<b>Performance</b>	<b>Ranking</b>	<b>Goals</b>		
REA Job Placement Wage Rate	N/A	N/A	N/A	N/A	N/A	\$11.18	\$12.65	88.4%	17	N/A		



The chart above tracks Career Central’s Employer Satisfaction rate for July – December 2010. Additionally, ACSI levels for some well known corporations are added to use as a comparison.



During this period Career Central served the employment needs of 483 different employers, made 14,900 referrals to these employers and 854 placements into employment were recorded.

The American Customer Satisfaction Index (ACSI) is the most well known national customer satisfaction index model, a type of economic indicator that assesses the overall satisfaction of consumers in a country. The ACSI is compiled by the National Quality Research Center (NQRC) at the University of Michigan. While intended as a macroeconomic measure of U.S. consumers

in general, many corporations have used it to measure the satisfaction of their own customers. The calculation for ACSI score as directed by the USDOL Training Employment and Guidance Letter 7-09 is as follows:

$$(.3911 \times Q1) + (.3283 \times Q2) + (.2806 \times Q3)$$

Q1, Q2 and Q3 represent the questions posed during the survey and are listed below:

- Q1. Overall, how satisfied are you with the services you received from Career Central? (Scale 1 to 10)
- Q2. Think about what you expected from Career Central. How well did the services you received meet your expectations? (Scale 1 to 10)
- Q3. Think about the ideal services for other people in your circumstances. How well did the services you received from Career Central compare to your ideal? (Scale 1 to 10)

**The Raw Data**

**December 2010**

Employer 2	Employer 4	Employer 7	Employer 10	Employer 13	Employer 16	Employer 18	Employer 20	Employer 23	Employer 25	Employer 27	Employer 28	Employer 31	Employer 32
8	10	9	8	10	9	10	10	10	9	10	10	10	8
8	10	9	7	10	9	10	9	10	8	10	7	10	8
8	10	9	7	10	8	10	10	10	8	10	10	10	9

**November 2010**

Employer 4	Employer 5	Employer 6	Employer 8	Employer 10	Employer 13	Employer 14	Employer 16	Employer 18	Employer 21	Employer 22	Employer 23	Employer 24	Employer A1	Employer A4
8	5	9	9	10	9	9	9	10	7	6	10	9	9	9
7	5	9	9	10	9	9	9	10	7	7	9	10	9	9
7	5	9	9	10	9	9	9	10	7	8	9	10	9	9

**October 2010**

Employer 2	Employer 4	Employer 5	Employer 7	Employer 12	Employer 19	Employer 21	Employer 22	Employer 30	Employer 39	Employer 45	Employer 48	Employer 51	Employer 63	Employer 66
10	10	9	9	8	7	10	10	9	10	9	10	8	10	9
10	10	10	10	4	7	10	10	10	10	9	10	8	10	8
10	10	7	10	6	7	10	10	9	10	9	10	8	10	9

**September 2010**

Employer 1	Employer 2	Employer 5	Employer 6	Employer 8	Employer 9	Employer 11	Employer 12	Employer 14	Employer 16	Employer 17	Employer 18	Employer 21	Employer 22	Employer 24
5	5	7	10	10	10	9	10	10	10	10	10	8	9	9
6	5	6	8	10	10	8	10	10	10	10	10	9	9	9
4	4	6	10	10	10	5	10	10	10	10	10	9	9	9

## August 2010

Employer 3	Employer 4	Employer 5	Employer 8	Employer 9	Employer 11	Employer 12	Employer 14	Employer 15	Employer 16	Employer 18	Employer 20	Employer 24	Employer 26
10	10	5	10	8	10	8	10	10	10	10	10	10	10
10	9	3	6	8	10	8	10	10	10	10	10	9	10
10	9	3	6		10	9	10	10	10	8	10	10	10

## July 2010

Employer 2	Employer 3	Employer 4	Employer 5	Employer 6	Employer 8	Employer 10	Employer 11	Employer 14	Employer 15	Employer 16	Employer 17	Employer 18	Employer 20	Employer 22
9.5	10	10	8	10	10	8	9.5	8	9	6	10	6	7	10
10	10	10	7	10	10	8	9.5	9	8	8		6	7	10
9.5	10	9	7	9	10	8	10	8	8	8		8	7	10

## Comments Gathered

### December 2010

Employer 2	Very satisfied with services
Employer 4	Satisfied With Services
Employer 8	Wants us to be sure that candidates have the 5-7 years Electrical Service Repair etc. Suggested he talk to Loretta or Edna next time he needs someone to maybe have it re-worded.
Employer 10	We referred people that did not have QuickBooks and other job order requirements
Employer 13	Some of the referrals never follow through & contact the employer
Employer 16	Now that Ana, Edna & Blake are helping the service is better.
Employer 18	Anytime he has a question we are right there to give an answer. Very Satisfied.
Employer 20	Need more employees like Marie
Employer 23	We do a good job!
Employer 27	Happy with our service
Employer 28	In reference question #2-It upsets her that when the job seekers receives a referral than does not follow through
Employer 31	No Complaints, very satisfied

### November 2010

Employer 4	Would like more referrals. We reviewed her job order and discussed the Case Management of Social Service required limited number of response. She would have liked to know that before. I let her know that we can conduct an applicant search with her requirements prior to posting a job order so that she can tell if the candidate pool is big enough or if may job order can be modified.
Employer 5	You don't hear from anyone then all of the sudden you have 2 or 3 people calling you wanting to send you the list to follow up on the candidates on the same day. It used to be more efficient with one person calling you in a timely. Communication is lacking.
Employer 8	Happy with services
Employer 9	Duplicate with job order 9526826
Employer 10	None. You have always been wonderful.
Employer 16	Satisfied
Employer 18	Very satisfied with services
Employer 21	Candidates do not follow through with the referrals. She states candidate don't really have the 40 hours required in the childcare
Employer 22	When we have a job order that requires 5 years of Ophthalmic Tech, she does not get many referrals. She stated that it is a hard to fill position. (conducted applicant search for region 16 and 10. Pulled 5 candidates all except one had used the wrong O*Net code. One had 1 year experience but J/O requires 5)
Employer 23	Great Service

### October 2010

Employer 2	Very Satisfied
Employer 4	Very Satisfied
Employer 5	He stated we do a good job!
Employer 7	Always helpful with their job orders
Employer 12	He is satisfied with our services but our referrals do not seem interested in really going to work.
Employer 19	Stated the we are sending candidates that are not qualified. She referred to job order 9520755
Employer 21	We give good services and they are very happy with us
Employer 30	Happy with our services
Employer 39	Everyone is very good
Employer 63	Stated that we sent referrals that were not qualified. This job order requires 1 year Sign Installer and/or Sign Service Tech work experience.
Employer 66	Employer stated that she faxed the job order to us and someone from Career Central called her to verified they received the fax. Several days later she decided to look online to see if her job order was posted. She found her job order but it was not what she had faxed it was a copy of an older job order

**September 2010**

Employer 1	The customers we referred did not have the experience required. He had 2 questions that he asked each of them pertaining to installing & none of them answered the question correctly. He put the job on Craig's List and found a qualified person. Mr. Reid said that he received at least 5 applicants from the BSC.
Employer 2	From the response received from her hiring staff our referrals did not measure up. I told her about our PPN Program. She stated that she would like for Tracy to call her. She also stated that some of our referrals contacted the college & did not follow directions on how to apply which was on the website.
Employer 5	On some of our referrals the applicant could not even answer simple question such as "How many quarters are in \$5.00." I suggested to Mr. Wilkins that he add must have so many years of exp in customer service & handling money-exp-cashier. He said thanks for the info and he will do that next time he has a job order to post
Employer 6	Some of the applicants are very rude, come in dressed improperly, bring their children to an interview. She suggested that maybe we could have a cheat sheet with suggestions for the applicants to go by when applying for employment. Overall very happy with our services:
Employer 8	Very happy with our services
Employer 9	Very Satisfied with our referrals to his job orders
Employer 11	Your services are great. Customers either are no shows or no hires. Customer need to dress appropriately.
Employer 12	Very Satisfied with his referrals to job orders. Appreciates that we screen the applicants. Had high praise for the Job Hub and mentioned Loretta by name.
Employer 14	You are always there to help. You do a GREAT job
Employer 16	She said to keep up the good work.
Employer 17	She is happy with services.
Employer 18	Thinks that we do a good job on referral
Employer 21	She suggested that we tell our customers that when they go to apply for employment to speak up and try to show more confidence during interviewing. I told her about our free workshops, she was very impressed that we offer so many
Employer 22	We have given services beyond what she expected. Very Pleased.

**August 2010**

Employer 2	You do a great job, we reply fast to questions & give good referrals
Employer 3	Likes our Career Fairs
Employer 4	Did a Great Job
Employer 5	Slow response time (getting candidates) from time order was placed. He posted opening on Craig's List & got over 30 calls the day after.
Employer 8	Wanted a better response to her job order- Only had 1 response
Employer 11	Did a Great Job
Employer 14	We did a good job
Employer 15	Only problem is the new state law required the background check \$54.00. Candidate must pay before completing the application process. ***Received unqualified candidates
Employer 16	He is happy we our services
Employer 18	Happy with services- Sometimes the referrals doesn't have the 40 hour training and after they come in are not really flexible with hours
Employer 20	Happy with all our services
Employer 26	Happy with our services

**July 2010**

Employer 2	Tell customers to attend their interviews and have customers to be upfront with Career Central Staff about their background.
Employer 3	I love Career Central Services and is very please with Career Central
Employer 5	When posting J/O -O*Net codes don't match job
Employer 8	First time using our services and they will not be using any other methods of recruitment besides Career Central
Employer 10	None, Career Central does a good job.
Employer 15	The first time I used your services it was wonderful. This time the person that took my order stated that she would email me a copy of the job order for me to approve. I never received a copy and have not had anyone apply. I don't even know if it was ever opened
Employer 16	Sent bad customer! Hired. You do a nice job but with the economic is it does not help.
Employer 17	Debbie stated that she has not used our services in a while so she was not comfortable answering questions 2 & 3 due to no response yet. She did state that Steve Wilson has been wonderful.
Employer 18	No response to ad. I discussed job order with employer and Cheryl made needed changes to job order.
Employer 19	Has not received any referral or services other then posting job order. Does not want to complete survey at this point.

## 2010/2011 PHWB Grant/Supplemental Funding

Date Requested	Name of Grant	Source	Status	Funding Request	Funding Awarded
7/10	Trade Adjustment Assistance (TAA)	U.S. Department of Labor/Agency for Workforce Innovation	Awarded	\$93,500	\$93,500
7/10	Food Stamp Employment and Training Program (FSET)	U.S. Department of Agriculture /Agency for Workforce Innovation	Awarded	\$200,000	\$200,000
9/10	Youth Aging Out of Foster Care Project	Workforce Florida, Inc.	Denied	\$249,827	\$0
9/10	National Emergency Grant (NEG)	U.S. Department of Labor/Agency for Workforce Innovation	Awarded	\$300,000	\$375,396
10/10	Bright House Advertising Grant	Bright House Networks	Submitted	\$25,000	\$10,000
11/10	Reemployment Initiative for UI Claimants and Exhaustees	U.S. Department of Labor/AWI/Workforce Florida, Inc.	Awarded	\$133,000	\$151,061
2/11	Wal-Mart State Giving Program	Wal-Mart Foundation	Awaiting RFP	\$250,000	Pending
2/11	SNAP Grant	U.S. Department of Labor /FL Department of Children and families	Awaiting RFP		
	Dislocated Worker Supplemental	WIA	Awarded	**	\$284,057
	WP Incentives	Wagner Peyser/Balanced Scorecard	Awarded based on Performance		\$56,441
	WIA Incentives	WIA/Balanced Scorecard	Awarded based on Performance		\$174,034
<b>Total</b>				<b>\$1,251,327</b>	<b>\$1,344,489</b>

\*\* - requested supplemental funding

As of 02/14/2011