

Community Issue Performance Evaluation

1. State Agency: **Florida Department of Economic Opportunity (DEO)**

2. State Program (or Type of Program): **Statewide career readiness training, assessment and credentialing program aligned with Florida's education and re-employment reform initiatives**

3. Project Title: **Florida Ready to Work**

4. Recipient name and address:

WIN Learning | Florida Office: 215 South Monroe, Suite 420, Tallahassee, FL 32301

Location county/counties: **Statewide**

5. Is the recipient a governmental entity, a private non-profit entity, or a private for-profit entity:
A private for-profit entity.

6. <u>FUNDING:</u> FY 2012-13 Recurring General Revenue	FY 2012-13 Recurring Trust Funds	FY 2012-13 Recurring TOTAL FUNDS	GAA Specific Appropriation Number (ch. 2012-118, L.O.F.)
\$	\$	\$	2254

(For FY 2012-13, Florida Ready to Work is funded with \$2,300,000 in non-recurring general revenue.)

7. FY 2012-13 GAA proviso specifically associated with the project (if any): **No**

8. Project Purpose/Description: **Pursuant to Section 445.06, Florida Statutes, Florida Ready to Work is an on-line statewide career readiness training, assessment and credentialing program aligned with Florida's education and re-employment reform initiatives. The program provides online, interactive career readiness training with a focus on the applied math, reading and workplace problem-solving skills commonly required for most jobs today from entry level to professional. Proctored assessments validate mastery of skills. Those who complete the program earn the Florida Ready to Work Credential; an employer recognized certification of work readiness.**

9. Number of years this project has received state funding: **6 years, FY 2007-08 through FY 2012-13**

10. Does this project align with the core missions of the agency or the program area in which it is funded? (Explain): **Yes. Florida Ready to Work is aligned with the core missions of the DEO which include providing employment training and assistance for Florida jobseekers and promoting economic prosperity through development of a highly skilled workforce.**

11. Does the program meet a demonstrated need in the community that is not otherwise being met?
(Explain): **Yes. Florida's economic recovery and growth are inextricably linked to development of a highly skilled workforce. Florida Ready to Work provides a uniform measure of the foundational career readiness skills of the state's workforce. The program gives jobseekers a competitive edge through employer-driven career readiness training and certification of work readiness. The program saves employers time and money by taking the guesswork out of the hiring process. And it helps educators and workforce development partners better prepare today's students and jobseekers for tomorrow's jobs.**

12. What are the intended outcomes/impacts and benefits of the project? **Florida Ready to Work supports the development of the talent pipeline required to grow Florida's economy. Since inception, 580,000+ career readiness courseware hours have been used with the lowest skilled jobseekers making the most significant gains. More than 133,000 Florida Ready to Work Credentials have been earned with Credential earners outperforming non-completers in both job placement and earnings by as much as 30 percent. Employers statewide are using the program to identify qualified new hires and to build the skills of their incumbent workforce, resulting in double-digit reductions in hiring, training and turnover costs.**

13. What performance data does the agency/entity regularly collect and report that demonstrates the value of the program to the State of Florida?

☒ **Output data (e.g., number of clients served, students educated, units produced); Enumerate: Output data includes, but is not limited to, the number and demographics of participants and employer partners recruited.**

☒ **Outcome data (data on the effectiveness or quality of services, e.g., percentage of clients successfully completing treatment); Enumerate: Outcome data includes, but is not limited to, corresponding training time, assessments delivered and Credentials earned.**

☒ **Unit cost data (e.g., cost per unit produced); Enumerate: Cost per participant**

☐ **Other (Explain):**

14. How is program data collected and has it been independently validated for accuracy and completeness?
Program data is collected, reported monthly/quarterly/annually and validated for accuracy by the Florida Ready to Work services provider (WIN Learning) and re-validated by the DEO.

15. Is there an executed contract between the agency and the recipient? **The related services are delivered under a competitively bid contract with WIN Learning, a national career readiness provider. The contract was initially executed by the Florida Department of Education and was transferred to the DEO when the agency was created in October 2011.**

16. If there is a contract, are the outputs, measures and costs specified in a contract between the agency

and the recipient? **Yes. Outputs, measures and costs are specified in the DEO contract.**

17. How do the unit costs compare to those of comparable or alternative projects or services? (EXPLAIN AND SPECIFY): **Florida Ready to Work unit costs are significantly less and more efficient than other comparable/alternative classroom-based and online career readiness training/credential programs. Maximizing program access, integration and efficiency, Florida Ready to Work services are delivered online and in partnership with education and workforce providers statewide, eliminating potentially duplicative implementation costs.**

18. Based on performance data, is this project meeting the expected outputs and having the intended outcomes? (Explain): **Yes, Florida Ready to Work has consistently either met or exceeded expected outputs and intended outcomes.**

19. Describe how the information upon which the answer above is based was obtained and validated:
Monthly/quarterly/annual data is provided and validated by the DEO.

20. How much additional funding or matching funding from non-state sources is available for this project and what are the sources? **None**

21. List any audits or evaluative reports that have been published for this project (including website links, if available): **Monthly Progress reports track ongoing program activity and results. The Florida Department of Education published an internal study in October 2009: <http://www.fldoe.org/workforce/pdf/RTWEvaluation.pdf>. An external review was also conducted by Evergreen Solutions LLC in March 2010.**

22. Provide any other information that can be used to evaluate the performance of this project:

The Ready to Work Program provides online training and administrative services for the Initial Skills Review required of all unemployed Florida jobseekers filing for re-employment assistance benefits and the state-mandated common assessment for the Department of Juvenile Justice education programs.

23. CONTACT INFORMATION for person completing this form:

Name: Tony Lloyd

Title: Chief Financial Officer

Phone number and email address: (850) 245-7335 Tony.Loyd@deo.myflorida.com

Date: 01/15/2013

Community Issue Performance Evaluation

1. State Agency: Florida Department of Economic Opportunity (DEO)

2. State Program (or Type of Program): Online, interactive initial skills review of unemployed Florida jobseekers filing for re-employment assistance (unemployment compensation) benefits

3. Project Title: Initial Skills Review

4. Recipient name and address:

WIN Learning | Florida Office: 215 South Monroe, Suite 420, Tallahassee, FL 32301

Location county/counties: Statewide

5. Is the recipient a governmental entity, a private non-profit entity, or a private for-profit entity:

A private for-profit entity.

6. <u>FUNDING:</u> FY 2012-13 Recurring General Revenue	FY 2012-13 Recurring Trust Funds	FY 2012-13 Recurring TOTAL FUNDS	GAA Specific Appropriation Number (ch. 2012-118, L.O.F.)
\$	\$2,700,000	\$	2254

7. FY 2012-13 GAA proviso specifically associated with the project (if any): No

8. Project Purpose/Description: Pursuant to Section 443.091, Florida Statutes, Florida jobseekers applying for re-employment assistance (unemployment compensation) are required to complete an Initial Skills Review (ISR) prior to receiving benefits. The ISR provided by WIN Learning is an online, interactive assessment tool that benchmarks the foundational career readiness skills in applied math, reading and workplace problem-solving that are commonly required for most jobs today from entry level to professional. Upon completing the ISR, claimants are automatically provided access to online, interactive career readiness training offered through the state-sponsored Florida Ready to Work program, so they may continue to build their skills while looking for work. The results of the ISR are used by the regional workforce system to more effectively and efficiently refer Florida's unemployed to appropriate education/training services and/or potential employment opportunities.

9. Number of years this project has received state funding: 2 years, FY 2011-12 and FY 2012-13

10. Does this project align with the core missions of the agency or the program area in which it is funded? (Explain): Yes. The Initial Skills Review is aligned with the core missions of the DEO which include, but are not limited to, providing re-employment training and assistance for Florida's unemployed and promoting economic prosperity through development of a highly-skilled workforce.

11. Does the program meet a demonstrated need in the community that is not otherwise being met? (Explain): **Yes. Florida's economic recovery and growth are inextricably linked to the transformation of Florida's unemployment system to a system of re-employment and to the development of a highly skilled workforce. The Initial Skills Review provides – for the first time – a common skills assessment of all unemployed jobseekers applying for re-employment assistance (unemployment compensation) benefits. The results of the ISR are being used by the regional workforce system to more effectively and efficiently refer Florida's unemployed to appropriate education/training services and/or potential employment opportunities.**

12. What are the intended outcomes/impacts and benefits of the project? **On average, 99 percent of all new re-employment assistance (unemployment compensation) claimants are completing the Initial Skills Review (ISR). More than 29 percent of these claimants are voluntarily using the online training provided through the project, resulting in measureable career readiness gains and thereby improving their potential for more quickly returning to the workforce. The ISR helps the workforce system further focus and more effectively and efficiently target and deliver re-employment services.**

13. What performance data does the agency/entity regularly collect and report that demonstrates the value of the program to the State of Florida?

X Output data (e.g., number of clients served, students educated, units produced); Enumerate: **Output data includes, but is not limited to, the number of claimants taking/completing the ISR and corresponding scores and the number of claimants voluntarily using the supporting online training.**

X Outcome data (data on the effectiveness or quality of services, e.g., percentage of clients successfully completing treatment); Enumerate: **Outcome data includes, but is not limited to, analysis of ISR scores, analysis of online training and resulting career readiness gains, and corresponding re-employment statistics.**

X Unit cost data (e.g., cost per unit produced); Enumerate: **Cost per claimant**

X Other (Explain): **Required Report on the Use, Effectiveness and Costs Associated With Training Opportunities and Related Services Provided to Reemployment Assistance Claimants. Report issued December 28, 2012.**

14. How is program data collected and has it been independently validated for accuracy and completeness? **Program data is collected, reported daily/monthly and validated for accuracy by the Initial Skills Review services provider (WIN Learning) and re-validated by the DEO.**

15. Is there an executed contract between the agency and the recipient? **Yes. The Initial Skills Review and related services are delivered in partnership with the state-sponsored Florida Ready to Work program under a competitively bid contract with WIN Learning, a national career readiness provider.**

16. If there is a contract, are the outputs, measures and costs specified in a contract between the agency and the recipient? **Yes. Outputs, measures and costs for the Initial Skills Review are specified in the DEO contract.**

17. How do the unit costs compare to those of comparable or alternative projects or services? (EXPLAIN AND SPECIFY): The Initial Skills Review (ISR) unit cost is significantly less than potentially comparable or alternative services, largely because the state leveraged its investment in the Florida Ready to Work program to support delivery of the ISR. The 2012-13 WIN published rate for the ISR is \$10 per participant. Based on a projected utilization of 750,000 +/- participants per year, the total retail cost is approximately \$7.5 million per year. The contracted rate is \$2 million per year, resulting in a potential \$5.5 million negotiated annual savings to the state.

18. Based on performance data, is this project meeting the expected outputs and having the intended outcomes? (Explain): Yes, the Initial Skills Review is meeting – and exceeding – the expected outputs and intended outcomes. In the first year (August 2011-September 2012), 735,344 unemployed jobseekers statewide completed the Initial Skills Review with 29 percent (217,235) voluntarily using the corresponding online career readiness training to further build their skills while looking for work. Total training time exceeded 162,637 hours, averaging 44.8 +/- minutes per jobseeker and resulting in an average 77 percent learning gain in math, a 45 percent learning gain in reading, and a 53 percent learning gain in workplace information. The regional workforce system is also beginning to use the ISR to augment and focus its re-employment services.

19. Describe how the information upon which the answer above is based was obtained and validated: Refer to: *Report on the Use, Effectiveness and Costs Associated With Training Opportunities and Related Services Provided to Reemployment Assistance Claimants, December 28, 2012*

20. How much additional funding or matching funding from non-state sources is available for this project and what are the sources? None

21. List any audits or evaluative reports that have been published for this project (including website links, if available): *Report on the Use, Effectiveness and Costs Associated With Training Opportunities and Related Services Provided to Reemployment Assistance Claimants, December 28, 2012*

http://www.floridajobs.org/about%20awi/open_government/2013_Chapter2012-30LawsofFloridareportReemploymentAssistanceProgram.pdf

22. Provide any other information that can be used to evaluate the performance of this project:

23. CONTACT INFORMATION for person completing this form:

Name: Tony Lloyd

Title: Chief Financial Officer

Phone number and email address: (850) 245-7335 Tony.Lloyd@deo.myflorida.com

Date: 01/15/2013

Community Issue Performance Evaluation

1. State Agency:
Department of Economic Opportunity

2. State Program (or Type of Program):
Workforce Services (Employment Program)

3. Project Title:
Non-Custodial Parent Employment Program

4. Recipient name and address:

Funding is provided to the South Florida Workforce Investment Board. The Board contracts with:

**The Gulf Coast Jewish Family and Community Services.
14041 Icot Blvd. Clearwater, FL**

Location county/counties: **Miami-Dade County**

5. Is the recipient a governmental entity, a private non-profit entity, or a private for-profit entity:

Private non-profit entity

6. <u>FUNDING:</u> FY 2012-13 Recurring General Revenue	FY 2012-13 Recurring Trust Funds	FY 2012-13 Recurring TOTAL FUNDS	GAA Specific Appropriation Number (ch. 2012-118, L.O.F.)
\$	\$660,000.00	\$660,000.00	

7. FY 2012-13 GAA proviso specifically associated with the project (if any):

8. Project Purpose/Description:

The Program targets unemployed and under-employed non-custodial parents who are not making their child support payments and have children who receive, or are eligible to receive, public assistance. The program encourages participants to obtain paid employment as quickly as possible following a "work-first" philosophy, providing job readiness skills training as needed. Linkage to GED or short-term job training also is made available. Participants are closely monitored, must make their child support payments and be employed for six months in order to successfully complete the program.

Major program services include:

- Court liaison and outreach
- Job skills and employment assessment
- Job search skills and employability training

- Counseling on responsible Fatherhood
- Supervised job search, employment placement and case monitoring
- Job development
- Counseling and support services
- Contingency funds to remove barriers to employment

The goals of the program are to:

- (1) Help **non-custodial parents obtain and maintain unsubsidized employment** to foster self-sufficiency;
- (2) Establish a pattern of regular child support payments to children and families **to decrease dependence on TANF and other state funded programs**;
- (3) **Increase the amount of court- ordered child support collected**; and
- (4) **Strengthen families** by motivating absent parents to accept their parental responsibilities and helping them improve their relationship with their children.

9. Number of years this project has received state funding:

15

10. Does this project align with the core missions of the agency or the program area in which it is funded? (Explain):

The Non-Custodial Parent Employment Program (NCPEP) is designed to assist the unemployed or underemployed Non-Custodial Parent who desires case management, job search services and transition into active fatherhood, including regular child support payments. These services align nicely with both the core mission of the SFWIB and the TANF program objectives of providing employment and training services to needy families in an effort to reduce dependency on government services.

11. Does the program meet a demonstrated need in the community that is not otherwise being met? (Explain):

Yes, by targeting the non-custodial parent and the related children population the TANFNC program focuses on a special group of participants that are difficult to serve and not a priority in the other employment and training programs currently funded. These other programs are primarily aimed at assisting dislocated workers, custodial parents, youth, and the unskilled adult population.

12. What are the intended outcomes/impacts and benefits of the project?

Concurrently with the provision of case management, job search and employment and training assistance, the intended outcomes of the TANFNC are to assist the non-custodial parent with finding employment, reduce dependency on government services, and create a balance between family and work so as to create a stable environment that benefits the children, the custodial parent and the non-custodial parent.

13. What performance data does the agency/entity regularly collect and report that demonstrates the value of the program to the State of Florida?

- ☐ Output data (e.g., number of clients served, students educated, units produced); Enumerate:
- ☐ Outcome data (data on the effectiveness or quality of services, e.g., percentage of clients successfully completing treatment); Enumerate:
- ☐ Unit cost data (e.g., cost per unit produced); Enumerate:
- ☐ Other (Explain):

The contract that SFWIB executes with its service provider stipulates the specific outcomes that should be achieved. In addition, the contract contains a provision for performance incentive payments that are contingent upon achievement of the explicit outcomes. The specific performance goals and outcomes included in the 2012-13 contract are shown below:

New Enrollments:	532 participants
Entered Employment:	65%
90 Days Retention	75%
180 Day Retention	50%
Child Support Payments for those in Entered Employment	75%
Increase in Wages if those in Entered Employment	30%
Upgrade in Position of those in Entered Employment	13%
Participants completing Vocation Training Programs	50%

SFWIB awarded its service provider a total of \$544,458 in funds with expectations that 532 non-custodial parents would be enrolled in the program. At a 65% employment rate, the cost per placement is approximately \$1,573.

14. How is program data collected and has it been independently validated for accuracy and completeness?

Service Providers are required by contract to enter all client data in the One Stop Tracking System (OSST) administered by the Department of Economic Opportunity of the State of Florida. Reports are compiled using the data entered in OSST and reconciled with the DEO reports provided to the Workforce Florida Inc. In addition, both the DEO and SFWIB monitoring staff periodically review the accuracy and completeness of the data.

15. Is there an executed contract between the agency and the recipient?

Yes. Annually a contract is executed between the SFWIB and all its service providers.

16. If there is a contract, are the outputs, measures and costs specified in a contract between the agency and the recipient?

Yes, the contract clearly specifies the expected outcomes, performance measures, costs and reimbursement mechanism. Please see answer to question #13 above for specific performance measures.

17. How do the unit costs compare to those of comparable or alternative projects or services? (EXPLAIN AND SPECIFY):

As noted in the answer to question #13 above, the expected cost per placement for the TANFNC program is \$1,573. This figure compares favorably with the cost per placement for the other comparable employment and training programs offered by the SFWIB. The average cost per placement for these other employment programs is \$1,642.

18. Based on performance data, is this project meeting the expected outputs and having the intended outcomes? (Explain):

Yes. Cumulative performance data for the 3rd quarter of program year 2011-12 is shown below:

Gulf Coast Jewish Family Services, Inc. Non Custodial Parent Employment Program		
Individual Career Center Performance		Standard Performance
New Enrollments	399	426
Participants (New + Carryover) Entered Employment Rate (EER)	65%	42%
90 Day Retentions of those in EER	75%	98%
180 Day Retentions of those in EER	50%	95%
Child Support Payments for 3 months of those in EER	75%	80%
Increase in Wages of those in EER	30%	41%
Upgrade in Position of those in EER	13%	13%
Participants (New + Carryover) completing a Vocational Educational or Certificate Program or other Certification	50%	53%

19. Describe how the information upon which the answer above is based was obtained and validated:

The performance data used to complete the answer above was obtained from the following sources:

- The Executed Contract between the Service Provider and the SFWIB
- Data entered the One Stop Tracking system (OSST)
- Performance reports submitted by the provider and reviewed by SFWIB staff

As noted previously, the data in the OSST system is periodical validated by both the DEO and SFWIB monitoring staff.

20. How much additional funding or matching funding from non-state sources is available for this project and what are the sources?

No additional funding or matching funds from non-state sources are available for this project.

21. List any audits or evaluative reports that have been published for this project (including website links, if available):

Annually, the Office of Continuous Improvement of the SFWIB performs both fiscal and programmatic monitoring reviews of all its service providers. These reports are available upon request.

22. Provide any other information that can be used to evaluate the performance of this project:

23. CONTACT INFORMATION for person completing this form:

Name: Rick Beasley

Title: Executive Director, South Florida Workforce Investment Board

Phone number and email address: 305-594-7615. rbeasley@ southfloridaworkforce.com

Date: January 7, 2013

Community Issue Performance Evaluation

1. State Agency:
Department of Economic Opportunity

2. State Program (or Type of Program):
Workforce Services (Employment Program)

3. Project Title:
Non- Custodial Parent Employment Program

4. Recipient name and address:

**Funding is provided to WorkNet Pinellas. The Board contracts with:
The Gulf Coast Jewish Family and Community Services.
14041 Icot Blvd. Clearwater, FL**

Location county/counties: Pinellas, Hillsborough, and Pasco Counties

5. Is the recipient a governmental entity, a private non-profit entity, or a private for-profit entity:

Private non-profit entity

6. <u>FUNDING:</u> FY 2012-13 Recurring General Revenue	FY 2012-13 Recurring Trust Funds	FY 2012-13 Recurring TOTAL FUNDS	GAA Specific Appropriation Number (ch. 2012-118, L.O.F.)
\$	\$ 750,000	\$ 750,000	

7. FY 2012-13 GAA proviso specifically associated with the project (if any):

8. Project Purpose/Description:

The Program targets unemployed and under-employed non-custodial parents who are not making their child support payments and have children who receive, or are eligible to receive, public assistance. The program encourages participants to obtain paid employment as quickly as possible following a "work-first" philosophy, providing job readiness skills training as needed. Linkage to GED or short-term job training also is made available. Participants are closely monitored, must make their child support payments and be employed for six months in order to successfully complete the program.

Major program services include:

- Court liaison and outreach
- Job skills and employment assessment
- Job search skills and employability training
- Counseling on responsible Fatherhood

- Supervised job search, employment placement and case monitoring
- Job development
- Counseling and support services
- Contingency funds to remove barriers to employment

The goals of the program are to:

- (1) Help **non-custodial parents obtain and maintain unsubsidized employment** to foster self-sufficiency;
- (2) Establish a pattern of regular child support payments to children and families **to decrease dependence on TANF and other state funded programs**;
- (3) **Increase the amount of court- ordered child support collected**; and
- (4) **Strengthen families** by motivating absent parents to accept their parental responsibilities and helping them improve their relationship with their children.

9. Number of years this project has received state funding:

15

10. Does this project align with the core missions of the agency or the program area in which it is funded? (Explain):

This is an Employment Program for a vulnerable & hard to serve population. The mission is to assist absent parents to assess their situation, identify and overcome their barriers to employment, get employment, meet their child support obligation, become self sufficient, and become better parents. It also helps to reduce the children's need of Public assistance.

11. Does the program meet a demonstrated need in the community that is not otherwise being met? (Explain):

Yes, this program is unique in its approach to job placement services for Non-custodial parents that would not get dedicated resources under the normal funding allocation available to the participating workforce regions. The NCPEP Program works directly with the Non-Custodial parent, the Circuit Court and the Department of Revenue (DOR) to assist absent parents who have their children receiving or eligible to receive Public Assistance due to non-payment. The program works with the Absent parent to ensure they get a job, monitors them closely to ensure job retention and child support payments are made, and encourages the clients to be involved in their children's lives thus reducing the chances of children becoming juvenal delinquents and increasing/promoting a more supportive parent- child relationship.

12. What are the intended outcomes/impacts and benefits of the project?

The intended outcomes are: To have the Non-Custodial parent employed, taking care of their children by making their court ordered child support payments, avoid having the Non-custodial parent incarcerated for nonpayment benefiting the Courts, DOR, both the Non-Custodial parent & Custodial parent and Tax payers but above all the children.

The return on investment on this program is quantified by:

1. **The amount of child support collected.** This metric is done by an independent evaluation performed by Dr. William Blount of USF. This evaluation demonstrated that the program brings more money to the state through child support that it spends. The report, which is only for the Tri-County area and within the data collection limitations, the state receives \$2.43 for every dollar spent for this particular year. In addition to that the over 65% of the clients that leave the program continue to pay an average of \$280.00 per month reflecting over 2 million dollars a year per year of program service.
2. **The number of children who are taken out of Public Assistance.** Periodically, a sample of about 140 children/families are taken to see how many have the Public assistance closed; 73 percent fewer participants received food stamps and 24 percent fewer mothers were on welfare after their child's father was enrolled.
3. **Preventing Non Custodial parents going to jail and saving tax payers dollars.** Non-Custodial parents who do not pay child support face 5 months & 29 days in Jail. With this program this number is greatly reduced due to the communication the staff has with the court system and with the client.

13. What performance data does the agency/entity regularly collect and report that demonstrates the value of the program to the State of Florida?

☐ Output data (e.g., number of clients served, students educated, units produced); Enumerate:

Number of participants enrolled in the Program.

☐ Outcome data (data on the effectiveness or quality of services, e.g., percentage of clients successfully completing treatment); Enumerate:

Number of participants successfully placed in employment; number of participants placed who retained employment for 90 and 180 days; number of participants successfully completing training and obtaining a certification; and, the number of participants who experience and increase in wages after participating in the program.

**NCPEP Performance FY 2011-2012:
Pinellas, Hillsborough and Pasco Counties**

FY	ENROLLED	PLACEMENT	CHILD SUPPORT PYMTS.	90 DAYS RETENTION	180 DAYS RETENTION	POSITION UPGRADE	INCREASE IN WAGES	TRAINING/ CERTIFICATES
FY11-12	507 NEW*	395	302	312	244	53	137	354

GOAL	500	390	255	293	195	47	117	324
% OF GOAL	101%	101%	118%	106%	125%	113%	117%	109%

* Total served with Carryover clients = **700**

☐ Unit cost data (e.g., cost per unit produced); Enumerate: We served a total of 1,478 clients in the CY 11-12 in the 4 counties (includes Miami-Dade), 1,050 of those were new enrollees and 428 were carryover from the previous year. Based on this number the unit cost is \$958.05 per client. However, if we factor in the '\$2.43 return on investment' in the form of child support payments, per dollar spent in the program, The state is receiving back double of its investment in the form of court costs, tax payers if the NCP is incarcerated and the children that do not depend on public assistance any longer.

☐ Other (Explain):

14. How is program data collected and has it been independently validated for accuracy and completeness?

The program's data is tracked by the state One Stop System Tracking (OSST) and by Avatar, Gulf Coast's internal system for checks and balances.

- The enrollments are verified by the TANF eligibility form through the Florida System
- Placements, retention (90 & 180 days), increase in wages and position upgrade: are verified by the Employer or pay stubs
- Child support payments: Are verified in the State Circuit Court web system, money order or court receipt.

The data is also verified by Gulf Coast internal QI system, by the Regional Workforce system, by DEO and in the Tri-County area by Dr. William Blount, who performs independent program evaluations. Please see attached Program Evaluation Report.

15. Is there an executed contract between the agency and the recipient?

Yes

16. If there is a contract, are the outputs, measures and costs specified in a contract between the agency and the recipient?

The funds are received by and disbursed by "WorkNet-Pinellas" for the Tri-County area (Pinellas, Pasco & Hillsborough Counties). There is a signed contract with performance outcomes and a negotiated budget. Funds are disbursed through a cost reimbursement process of allowable expenses, all of which are provided to the state with substantial documentation, including but not limited to paid receipts and signed invoices. Due to the size of the program, the program is audited independently each year.

17. How do the unit costs compare to those of comparable or alternative projects or services? (EXPLAIN AND SPECIFY):

Although this is an employment program, Gulf Coast is the only agency who provides this particular population and their challenges with one on one services successfully. Non-custodial parent (NCP)

comes to the program already behind in their child support and need a job right away, there is no time for long term training (as the regular workforce center universal client does).

18. Based on performance data, is this project meeting the expected outputs and having the intended outcomes? (Explain):

Yes, Please see question # 13. Even in this uncertain economy, the program did well in placements considering that over 65% of the participants are ex offenders or have no employment history.

19. Describe how the information upon which the answer above is based was obtained and validated:

The performance outcomes were determined in the signed contract with the Regional Workforce Boards. The data was obtained and validated as explained in question # 14.

20. How much additional funding or matching funding from non-state sources is available for this project and what are the sources?

The recipient agency provides 10% of the funding for this program. These funds include: indirect administrative support, maintenance, office space, printers, copiers and some computers.

21. List any audits or evaluative reports that have been published for this project (including website links, if available):

Several Program evaluations have been published since its inception. The program undergoes an independent audit each year.

22. Provide any other information that can be used to evaluate the performance of this project:

This program has helped over 2% of the participants gain custody of their children, over 25% were assisted to get their driver's license reinstated and over 70% reported that their relationship with their children as well as the Custodial parent had improved.

23. CONTACT INFORMATION for person completing this form:

Name: Ann Marie Winter

Title: Administrator, Programs Gulf Coast Jewish Family & Community Services

Phone number and email address: 1-727-479-1800 and awinter@gcjfcs.org

Date: January 4, 2013