

**THE DISPLACED HOMEMAKER PROGRAM
ANNUAL REPORT
PROGRAM YEAR 2011-2012**

**The Division of Workforce Services
Department of Economic Opportunity**

Amended February 14, 2013

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BACKGROUND

The Displaced Homemaker Program was established by the Florida Legislature in 1976, and implemented by the Florida Department of Health and Rehabilitative Services (HRS). In 1995, the Legislature transferred oversight of the program from HRS to the Florida Department of Education, Division of Community Colleges (Section 446.50, Florida Statutes). In 2000, Senate Bill 2050, Section Four, transferred the Displaced Homemaker Trust Fund Program to the Agency for Workforce Innovation; now Department of Economic Opportunity (DEO or the Department). From a statewide competitive procurement process, 18 service providers who met their prior year contractual requirements were funded for the July 1, 2011 thru June 30, 2012 contract period.

PROGRAM OPERATIONS

The purpose of the Displaced Homemaker Program is to address the job training and educational needs of eligible individuals who are: 35 years of age or older; have worked in the home providing unpaid household services for family members; not adequately employed and have difficulty securing adequate employment; and have been dependent on the income of another family member, but is no longer supported by such income or have been dependent on federal assistance. The goal of the Displaced Homemaker Program is to assist program participants in attaining independence, economic security, and self-sufficiency.

To provide a consistent measurement methodology statewide, the Department defined the eligibility element, “earning an adequate wage,” as the local Regional Workforce Boards’ (RWB) approved self-sufficiency definition for Dislocated Workers. All service providers have adopted the local RWBs’ definition of self-sufficiency.

Following are the activities and services provided to participants per Florida Statutes 446.50(3) (a):

1. *Job counseling, by professionals and peers, specifically designed for a person entering the job market after a number of years as a homemaker.*
2. *Job training and placement services, including:*
 - a. *Training programs for available jobs in the public and private sectors, taking into account the skills and job experiences of a homemaker and developed by working with public and private employers.*
 - b. *Assistance in locating available employment for displaced homemakers, some of whom could be employed in existing job training and placement programs.*
 - c. *Utilization of the services of the state employment service in locating employment opportunities.*
3. *Financial management services providing information and assistance with respect to insurance, including, but not limited to, life, health, home, and automobile insurance, and taxes, estate and probate problems, mortgages, loans, and other related financial matters.*
4. *Educational services, including high school equivalency degree and such other courses as the department determines would be of interest and benefit to displaced homemakers.*
5. *Outreach and information services with respect to federal and state employment, education, health, and reemployment assistance programs that the department determines would be of interest and benefit to displaced homemakers.*

PROGRAM FUNDING AND BUDGET ALLOCATIONS


In Program Year 2006, the Department, through a request for proposal (RFP) solicitation, awarded 18 performance-based, three-year contracts to public and private non-profit entities in the State for the purpose of establishing multipurpose service delivery programs for displaced homemakers. All service providers met the criteria specified in the RFP, and the contracts were awarded in accordance with Chapter 287, Florida Statutes. The 18 Displaced Homemaker service providers were subsequently awarded three one-year contract renewals contingent on satisfactory contract performance. This report represents the final performance for these contractors under this procurement.


The Displaced Homemaker Program is funded by a trust fund established within the state treasury for the administration of the statewide program. Trust Fund revenue is generated from additional fees on marriage license applications and dissolution of marriage filings, as specified in Subsection 741.01(3) and 28.101, Florida Statutes. The Clerk of the Court in each county collects fees of \$7.50 for each marriage application received, and \$12.50 for each divorce or dissolution of marriage filed in the local courts. These fees are transferred monthly to the State Treasury for deposit in the Displaced Homemaker Trust Fund.


For state fiscal year 2011-2012, \$1,865,302 was appropriated from the Displaced Homemaker Trust Fund, which includes \$18,248.67 set aside for DEO administration and \$113,079.71 to cover the required service charge to general revenue. The chart on page 11 reflects service provider contract amounts and expenditures for the period.

The Displaced Homemaker Program now operates in 15 of the 24 Regional Workforce Board service areas providing eligible citizens access to the services authorized and funded under state legislation. The service providers located in regional areas encompass most of the counties in the state. The chart on page seven displays the counties where participants are served by Displaced Homemaker Programs.

The Displaced Homemaker service providers are compensated for the following deliverables after Verification of each in the state's management information system:

-  Enrollments DEO will pay the contractor up to 45 percent of the total award amount for enrollments.

-  Completions DEO will pay the contractor up to 25 percent of the total award amount for program completions.

-  Placements DEO will pay the contractor up to 30 percent of the total award amount for placements.

State legislation requires that each Displaced Homemaker Program receive at least 25 percent of its funding from one or more local, municipal, county, or non-profit private sources. In-kind contributions are allowed to meet the required local match. These contributions mainly consist of support from the host community colleges and community-based organizations in the form of cash,

space, equipment, advertising, etc.; as well as donations from individuals/organizations in the form of money, goods, and/or services (volunteer time, textbooks, and clothing donations, etc.).

PROGRAM PERFORMANCE ACCOUNTABILITY AND OUTCOME TRACKING

Displaced Homemaker Program service providers are required to collect, maintain, and report (in the state's management information system) the performance data necessary to track participants' progress in program activities during the participation. Data includes the number of participants served, the activities and services provided, designated participant-specific information including intake and outcome information, costs associated with specific services, program administration, total program revenues by source and other appropriate financial data. Program participant demographic data charts and graphs are located on pages 8-10.

A total of 3,405 eligible individuals were served in Displaced Homemaker Programs over the program period covered by this report. Of the total served, 1,264 individuals completed the program and 1,168 (92.41%) were placed into jobs. Additional details on the number of participants that received services and entered employment (job placements) are displayed on pages 12-17. The total participants served also include participants co-enrolled and dually served by local Regional Workforce Boards and Displaced Homemaker Program service providers. All service providers' performance was adequate to satisfy the performance requirements for this report period. An additional element included in this report is short-term job placements (July 1, 2011 through June 30, 2012); long-term job placements (April 1, 2011-March 31, 2012) and job retentions (Quarterly Employment Wage reported for July 1, 2011 through June 30, 2012 or longer). The short-term job placement data comes from the state's management information system. The long-term job placement and job retention data were provided by the Florida Education and Training Placement Information Program (FETPIP).

NOTE: Tracking post-program outcomes such as job placements and job retention over several quarters is predicated on a match of participant social security numbers and employer wage reports in the State's Unemployment Insurance database. Participants are informed that providing their Social Security Number is voluntary and is not a requirement for program participation. Federal and State laws allow individuals to participate in the Displaced Homemaker Program without providing their Social Security Number. Individuals who were served using pseudo-social security numbers were excluded from the job placement and job retention charts and graphs in this report.

The number of participants served and entered in the state's management information system exceed the service providers' contract numbers because they continued to provide services to participants even though they have met their contract deliverables. In addition, services provided to participants may start in one contract year and rolled over into another contract year until planned services are completed or until the participant voluntarily exits the program.

DURATION OF PROGRAM PARTICIPATION

During the July 1, 2011 through June 30, 2012, program period, a total of 3,405 eligible individuals received Displaced Homemaker Program services. These individuals received the array of services delineated in each service provider's contract agreement. Many of the services provided led to the attainment of Bachelor of Science or Art Degrees; Associate of Science, Associate of Arts, and Applied Science Degrees; Applied Technical Certificates; Post-secondary Adult Vocational Certificates; and Business Education Certificates. For the 1,264 individuals who completed the program during the report period, the average program duration was 473 days.

QUALITY ASSURANCE REVIEWS

The Department staff conducted annual quality assurance reviews of the 18 Displaced Homemaker Program service providers during the July 1, 2011 through June 30, 2012 contract period. The quality assurance reviews included a review of program operations and management procedures; an assessment of participant case file data recorded in the state's management information systems; an on-site review of program eligibility determination and source documentation/verification processes; participant case file content for evidence of participation and receipt of contracted services; coordination/referral of participants to the local one-stop centers for services; participation in and completion of job training/occupational skills training; attainment of certificates/degrees; placement into employment; inventory of property purchases with contract funds; and receipt of match funds, invoices and supporting documentation approved for payment.

Formal reports describe the outcome of the review process. All noncompliance issues were noted and recommended for corrective action. The quality assurance staff conducted follow-up reviews, when necessary, to ensure that noncompliance issues had been satisfactorily resolved. Technical assistance and/or program specific training was provided on an ongoing basis or as requested. Based on program staff turnover, budget constraints, changes in the direction of workforce service programs and issues noted in quality assurance reviews, Department staff provided the service providers with refresher training on eligibility documentation procedures, updating of local case note procedures, review of assessment tools and other program procedures.

CONCLUSION

Overall, the Displaced Homemaker Program continues to reach thousands of eligible Florida citizens. These citizens were provided the necessary skills to make life-changing decisions regarding their lives, living conditions, home ownership, and attaining a higher education degree/certification/licensure in jobs that indicate growth and employer need for the next decade.

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LOCAL SERVICE AREAS

The Florida Displaced Homemaker Programs were funded to serve local areas. The following chart depicts the name of each local program and the counties where the participants are served.

SERVICE PROVIDER	COUNTIES SERVED
Broward State College	Broward
Chipola College	Jackson, Calhoun, Liberty, Holmes, Washington
Daytona State College	Volusia, Flagler
Florida State College at Jacksonville	Duval, Nassau, Clay, St. Johns, Baker
Gulf Coast State College	Bay, Gulf, Franklin
Indian River State College	Indian River, Martin, Okeechobee, St. Lucie
Lake-Sumter Community College	Lake, Sumter
Manatee Technical Institute	Manatee
Miami-Dade College	Dade, Monroe
North Florida Community College	Madison, Jefferson, Hamilton, Lafayette, Suwannee, Taylor
Options! Program, Inc.	Orange, Osceola, South Seminole County
Palm Beach State College	Palm Beach
Polk County Workforce Development Board	Polk
Santa Fe College	Alachua, Bradford, Columbia, Dixie, Gilchrist, Putnam, Union
Seminole State College	Seminole
South Brevard Women's Center, Inc	Brevard
The Centre - Tampa	Hillsborough
Women's Resource Center of Sarasota County, Inc.	Sarasota
TOTAL SERVICE PROVIDERS: 18	TOTAL COUNTIES SERVED: 46

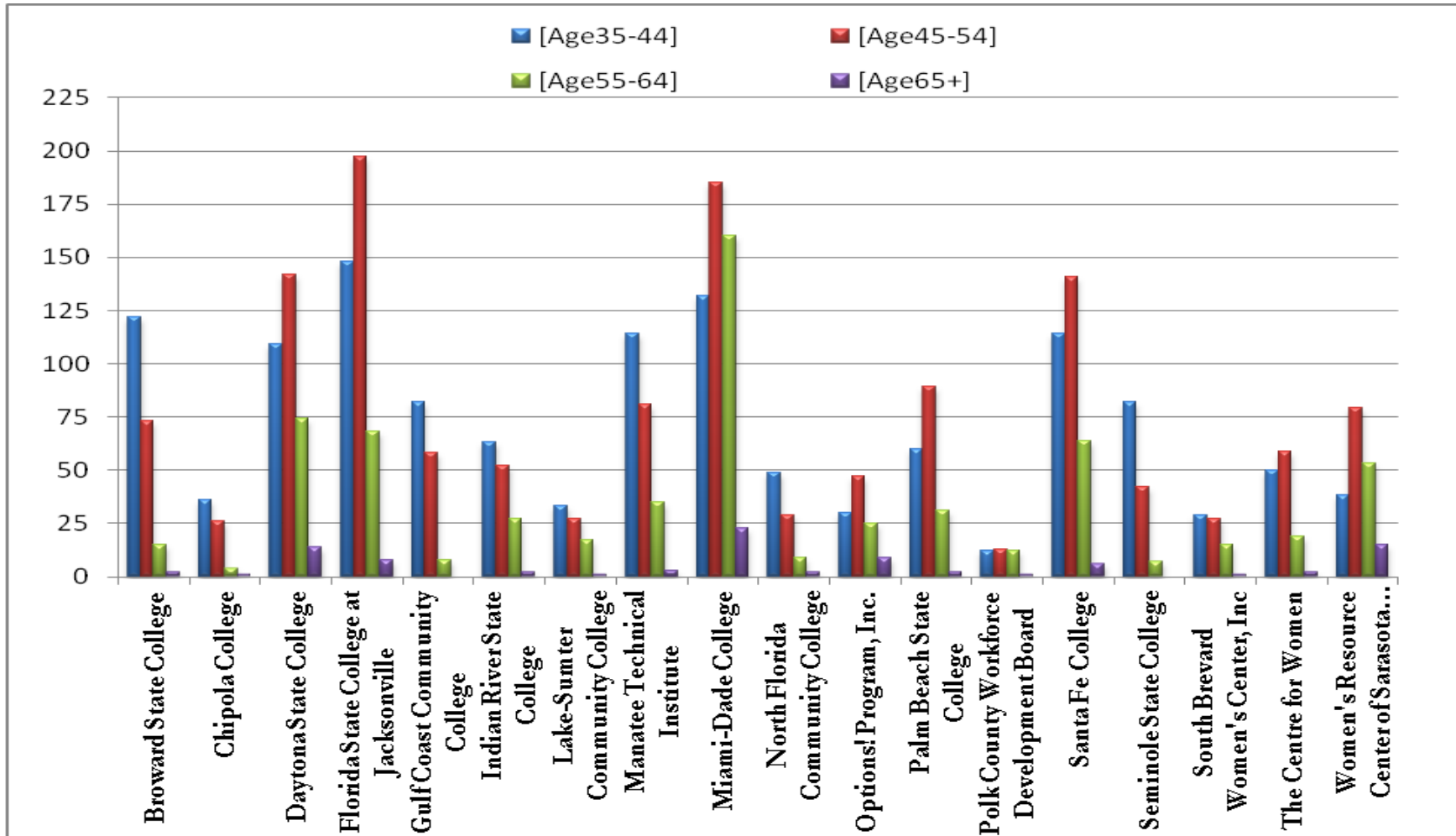
**DISPLACED HOMEMAKER PROGRAM
PROGRAM YEAR 2011-2012 PARTICIPANT DEMOGRAPHIC STATISTICS**

SERVICE PROVIDER	TOTAL SERVED	AGE GROUP SERVED				GENDER	
		35-44	45-54	55-64	65+	Female	Male
Broward State College	212	122	73	15	2	210	2
Chipola College	67	36	26	4	1	67	0
Daytona State College	339	109	142	74	14	339	0
Florida State College at Jacksonville	421	148	197	68	8	419	2
Gulf Coast State College	148	82	58	8	0	148	0
Indian River State College	144	63	52	27	2	136	8
Lake-Sumter Community College	78	33	27	17	1	78	0
Manatee Technical Institute	233	114	81	35	3	179	54
Miami-Dade College	500	132	185	160	23	376	124
North Florida Community College	89	49	29	9	2	88	1
Options! Program, Inc.	111	30	47	25	9	88	23
Palm Beach State College	182	60	89	31	2	180	2
Polk County Workforce Development Board	38	12	13	12	1	38	0
Santa Fe College	325	114	141	64	6	325	0
Seminole State College	131	82	42	7	0	130	1
South Brevard Women's Center, Inc	72	29	27	15	1	71	1
The Centre - Tampa	130	50	59	19	2	126	4
Women's Resource Center of Sarasota County, Inc.	185	38	79	53	15	184	1
Program Totals	3,405	1,303	1,367	643	92	3,182	223

Data Source: Department of Economic Opportunity's State Management Information System

DISPLACED HOMEMAKER PROGRAM PROGRAM YEARS 2011-2012 PARTICIPANT DEMOGRAPHIC STATISTICS

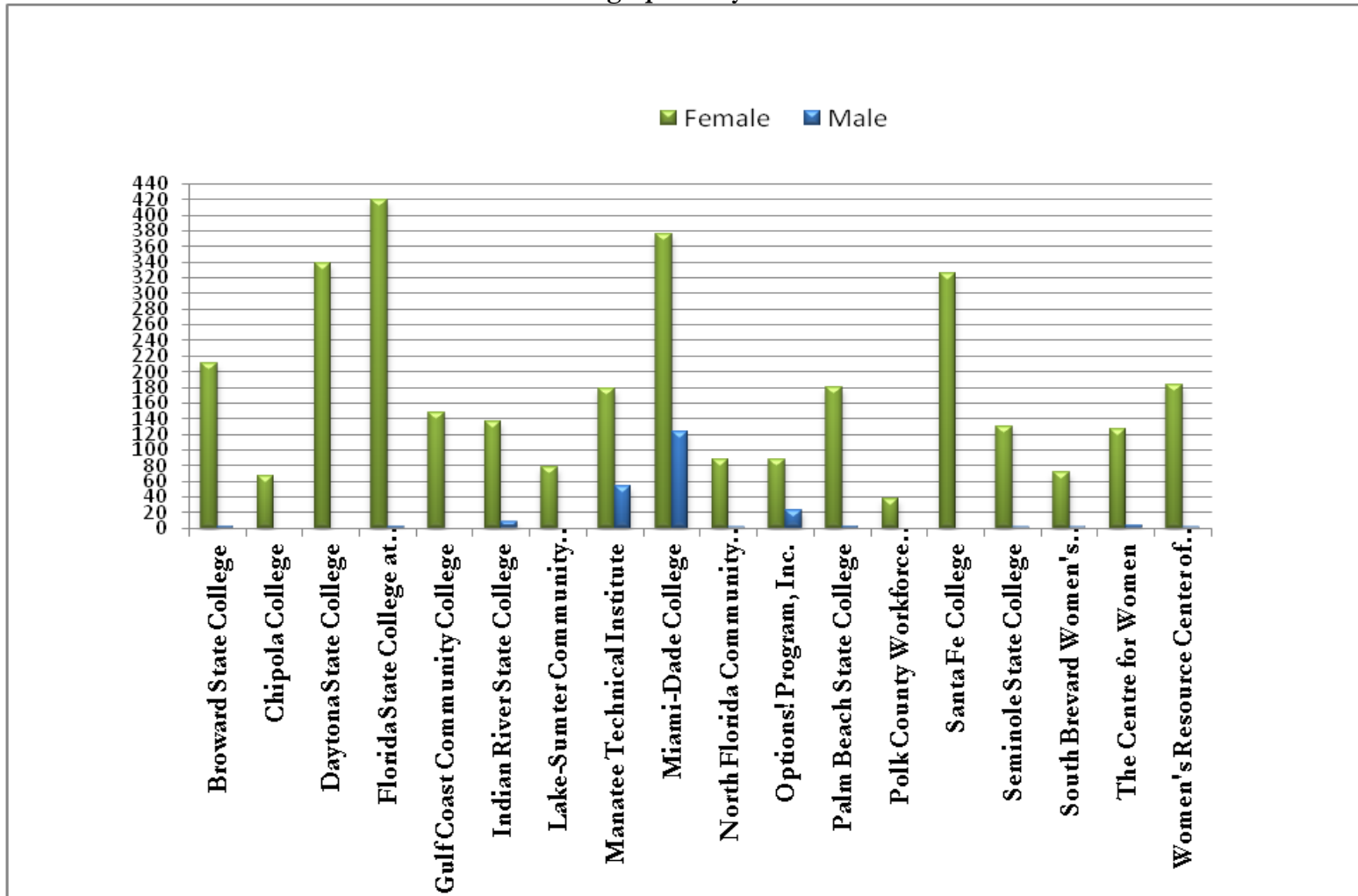
Demographics by Age



Data Source: Department of Economic Opportunity's State Management Information System

**DISPLACED HOMEMAKER PROGRAM
PROGRAM YEAR 2011-2012 PARTICIPANT DEMOGRAPHIC STATISTICS**

Demographics by Gender



Data Source: Department of Economic Opportunity's State Management Information System

**DISPLACED HOMEMAKER PROGRAM
PROGRAM YEAR 2011-2012 CONTRACT AMOUNT AND EXPENDITURE PERFORMANCE**

The chart below displays contract program expenditures by Service Provider.

SERVICE PROVIDERS	2011-2012 CONTRACT AMOUNT	2011-2012 CONTRACT AMOUNT PAID	2011-2012 CONTRACT BALANCE
Broward State College	\$120,312	\$117,948	\$2,364
Chipola College	\$54,871	\$51,410	\$3,461
Daytona State College	\$141,062	\$141,062	\$0
Florida State College at Jacksonville	\$112,655	\$112,655	\$0
Gulf Coast State College	\$86,369	\$85,576	\$793
Indian River State College	\$93,030	\$93,030	\$0
Lake-Sumter Community College	\$42,915	\$42,915	\$0
Manatee Technical Institute	\$97,240	\$97,240	\$0
Miami-Dade College	\$198,983	\$198,983	\$0
North Florida Community College	\$37,758	\$37,758	\$0
Options! Program, Inc.	\$190,207	\$170,054	\$20,153
Palm Beach State College	\$93,030	\$93,030	\$0
Polk County Workforce Development Board	\$73,601	\$51,246	\$22,355
Santa Fe College	\$120,166	\$114,667	\$5,499
Seminole State College	\$123,509	\$79,985	\$43,524
South Brevard Women's Center, Inc	\$61,487	\$58,381	\$3,106
The Centre - Tampa	\$80,480	\$80,480	\$0
Women's Resource Center of Sarasota County, Inc.	\$75,103	\$73,032	\$2,071
PROGRAM TOTALS	\$1,802,778	\$1,699,452	\$103,326

Data Source: Department of Economic Opportunity

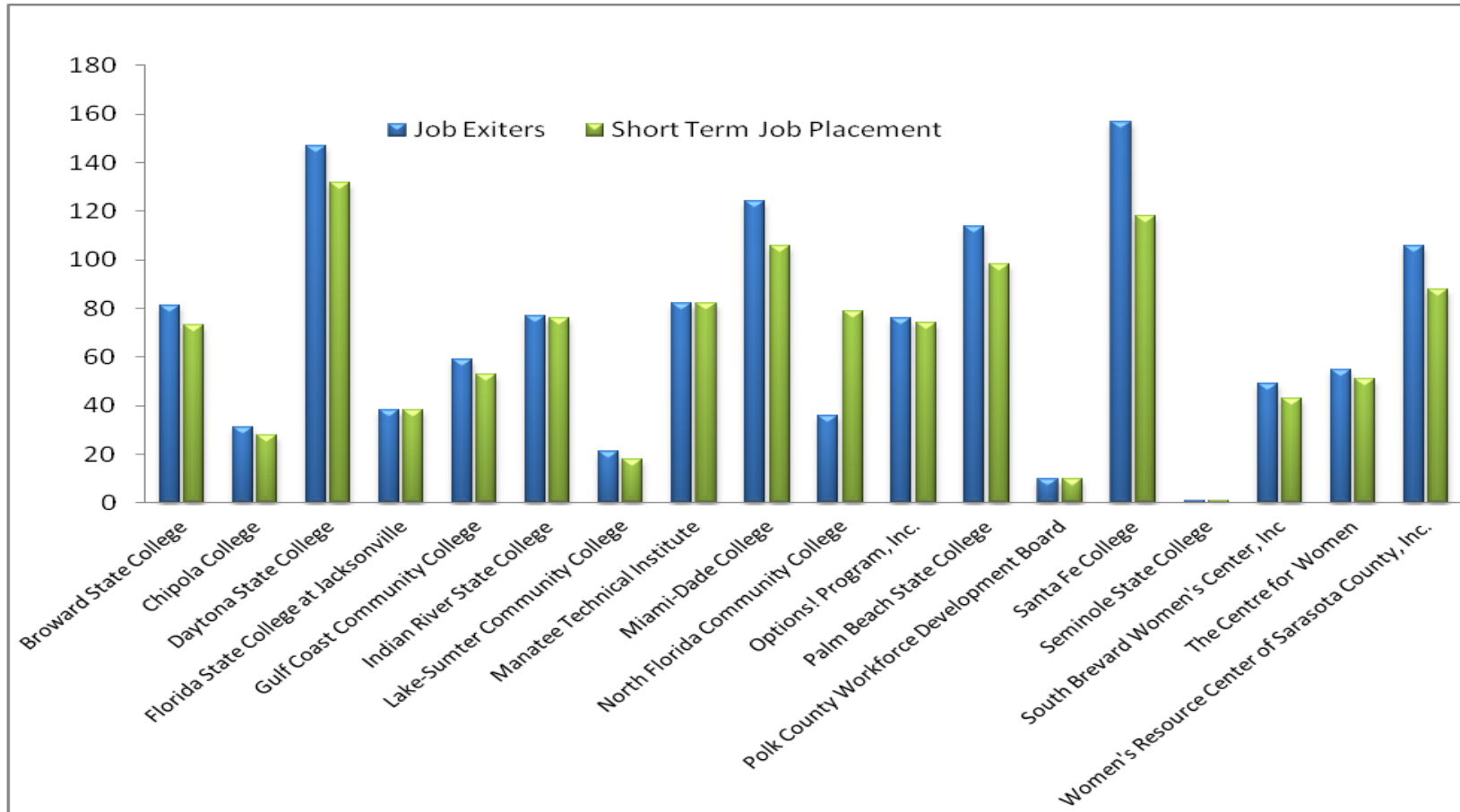
**DISPLACED HOMEMAKER PROGRAM
PROGRAM EXITERS AND SHORT-TERM JOB PLACEMENTS (JULY 2011 – JUNE 2012)**

SERVICE PROVIDERS	PROGRAM EXITERS	JOB PLACEMENTS AT EXIT	PERFORMANCE RATE
Broward State College	81	73	90.12%
Chipola College	31	28	90.32%
Daytona State College	147	132	89.80%
Florida State College at Jacksonville	38	38	100.00%
Gulf Coast Community College	59	53	89.83%
Indian River State College	77	76	98.70%
Lake-Sumter Community College	21	18	85.71%
Manatee Technical Institute	82	82	100.00%
Miami-Dade College	124	106	85.48%
North Florida Community College	36	79	219.44%
Options! Program, Inc.	76	74	97.37%
Palm Beach State College	114	98	85.96%
Polk County Workforce Development Board	10	10	100.00%
Santa Fe College	157	118	75.16%
Seminole State College	1	1	100.00%
South Brevard Women's Center, Inc	49	43	87.76%
The Centre for Women	55	51	92.73%
Women's Resource Center of Sarasota County, Inc.	106	88	83.02%
PROGRAM TOTALS	1,264	1,168	* 92.41%

Data Source: Department of Economic Opportunity

**Represents the percent of the total number of program participants that exited with employment.*

**DISPLACED HOMEMAKER PROGRAM
PROGRAM EXITERS AND SHORT-TERM JOB PLACEMENTS (JULY 2011 – JUNE 2012)**



Data Source: Department of Economic Opportunity

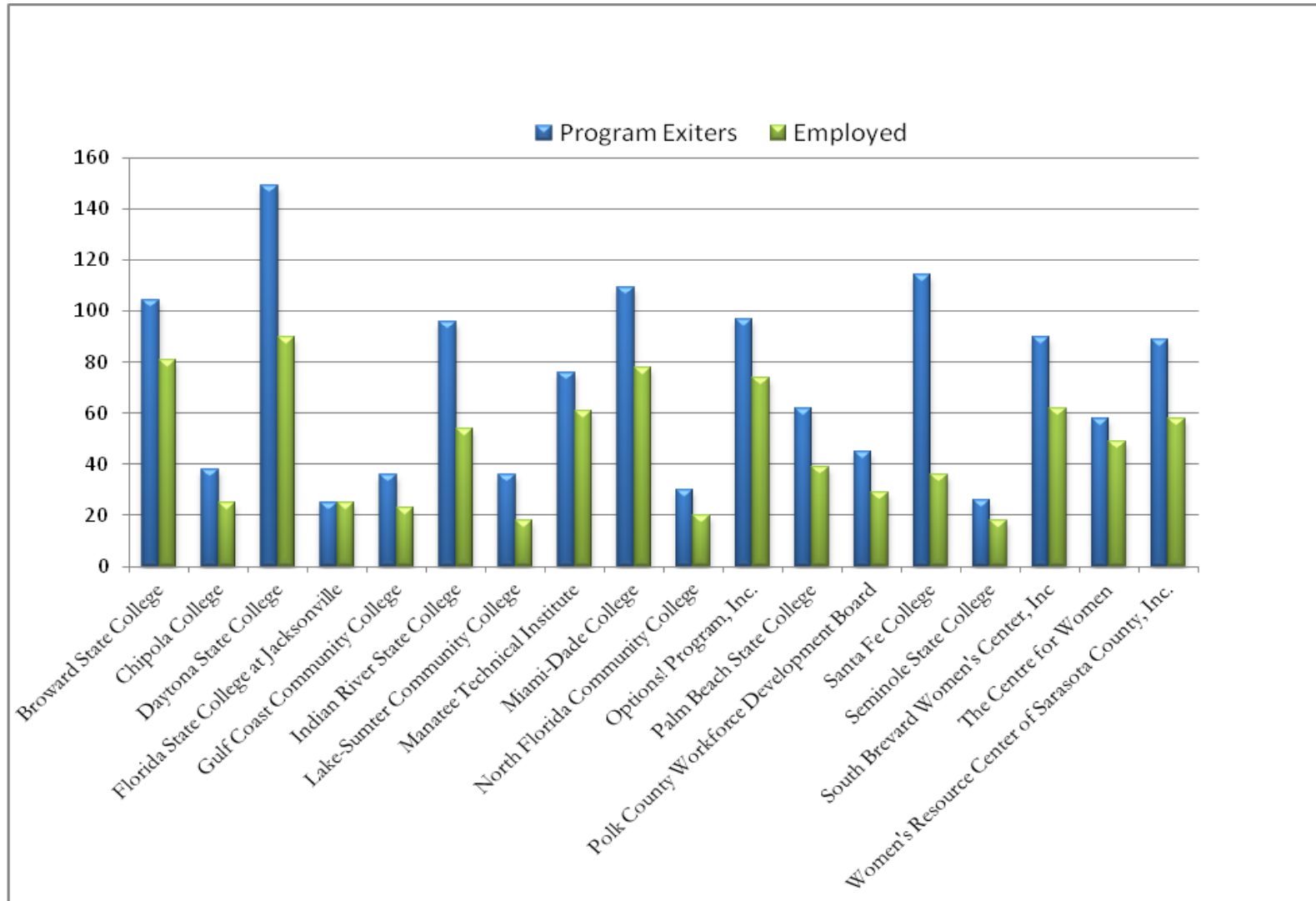
DISPLACED HOMEMAKER PROGRAM
Program Year Exiters and Long-Term Job Placements (April 2011 – March 2012)

SERVICE PROVIDERS	PROGRAM EXITERS	LONG-TERM JOB PLACEMENTS	PERFORMANCE RATE
Broward State College	104	81	77.88%
Chipola College	38	25	65.79%
Daytona State College	149	90	60.40%
Florida State College at Jacksonville	25	25	100.00%
Gulf Coast Community College	36	23	63.89%
Indian River State College	96	54	56.25%
Lake-Sumter Community College	36	18	50.00%
Manatee Technical Institute	76	61	80.26%
Miami-Dade College	109	78	71.56%
North Florida Community College	30	20	66.67%
Options! Program, Inc.	97	74	76.29%
Palm Beach State College	62	39	62.90%
Polk County Workforce Development Board	45	29	64.44%
Santa Fe College	114	36	31.58%
Seminole State College	26	18	69.23%
South Brevard Women's Center, Inc	90	62	68.89%
The Centre for Women	58	49	84.48%
Women's Resource Center of Sarasota County, Inc.	89	58	65.17%
PROGRAM TOTALS	1,280	840	* 65.63%

Data Source: Florida Education and Training Placement Information Program (FETPIP)

**Represents the percent of the total number of program participants that exited with employment.*

DISPLACED HOMEMAKER PROGRAM
Program Year Exiters and Long-Term Job Placements (April 2011 – March 2012)



Data Source: Florida Education and Training Placement Information Program (FETPIP)

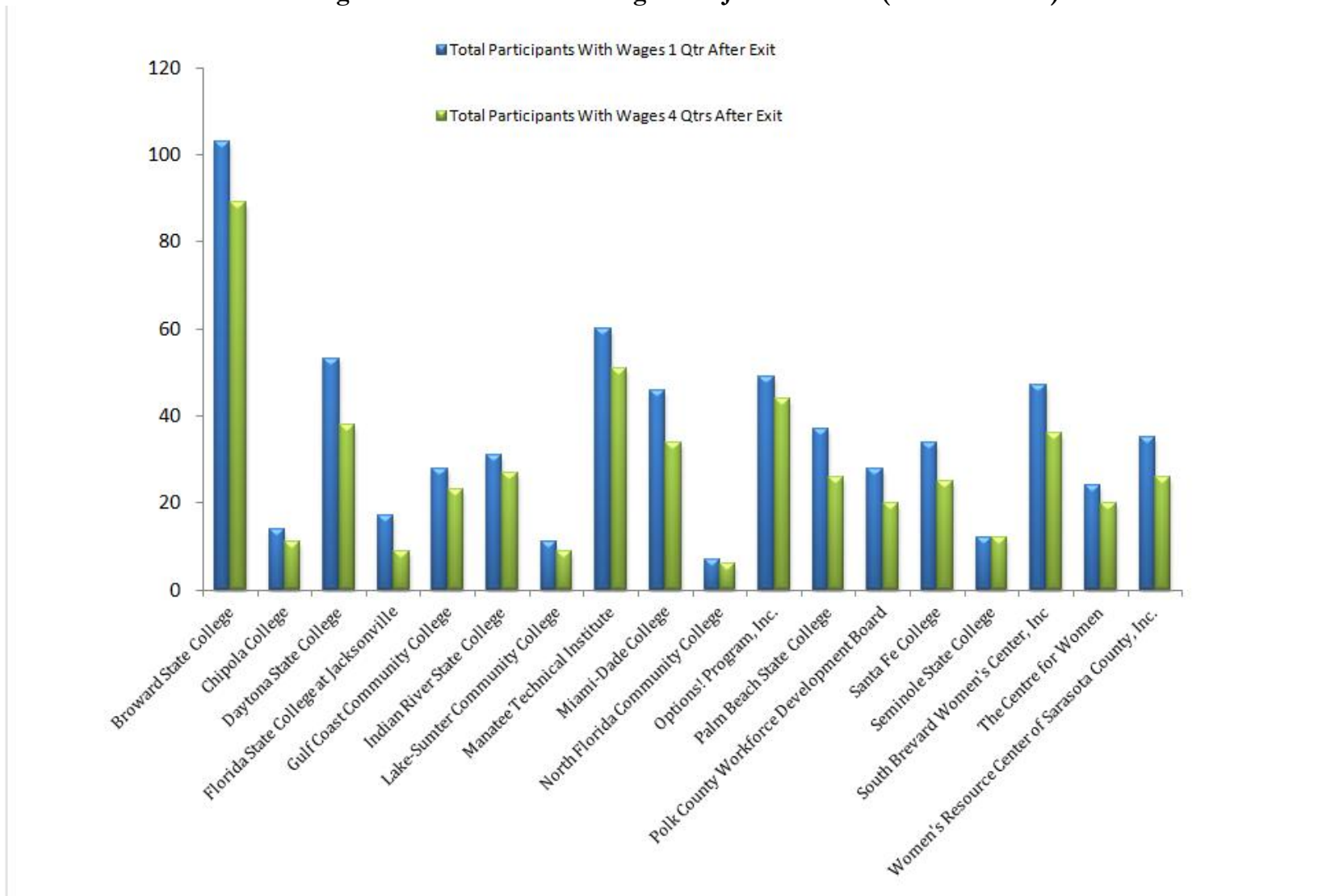
DISPLACED HOMEMAKER PROGRAM
Program Year Exiters and Long-Term Job Retention (1 Year or More)

SERVICE PROVIDERS	TOTAL PARTICIPANTS WITH WAGES 1 QUARTER AFTER EXIT	TOTAL PARTICIPANTS WITH WAGES 4 QUARTERS AFTER EXIT	PERFORMANCE RATE
Broward State College	103	89	86.41%
Chipola College	14	11	78.57%
Daytona State College	53	38	71.70%
Florida State College at Jacksonville	17	9	52.94%
Gulf Coast Community College	28	23	82.14%
Indian River State College	31	27	87.10%
Lake-Sumter Community College	11	9	81.82%
Manatee Technical Institute	60	51	85.00%
Miami-Dade College	46	34	73.91%
North Florida Community College	7	6	85.71%
Options! Program, Inc.	49	44	89.80%
Palm Beach State College	37	26	70.27%
Polk County Workforce Development Board	28	20	71.43%
Santa Fe College	34	25	73.53%
Seminole State College	12	12	100.00%
South Brevard Women's Center, Inc	47	36	76.60%
The Centre for Women	24	20	83.33%
Women's Resource Center of Sarasota County, Inc.	35	26	74.29%
PROGRAM TOTALS	636	506	* 79.56%

Data Source: Florida Education and Training Placement Information Program (FETPIP)

**Represents the percent of the total number of program participants that exited with employment.*

DISPLACED HOMEMAKER PROGRAM Program Year Exiters and Long-Term Job Retention (1 Year or More)



Data Source: Florida Education and Training Placement Information Program (FETPIP)