WELCOME/GREETING ................................................................................................................. Gloria Spradley-Brown

• Introduction of Chancellor Rod Duckworth

PROGRAM UPDATE

• FJEP Updates............................................................................................................. Gloria Spradley-Brown
  o Greetings
  o Federal Updates
    ❏ DOL/ETA Region 3 Grant Mgt Training Forum – ATL, April 24-27, 2012 - Cancelled
    ❏ Community Health Grant of $200K – due date May 2, 2012

• Monitoring .............................................................................................................. Gloria Spradley-Brown
  o Local Providers On-Site
  o U.S. Department of Labor – On-site Monitoring Visit (June 4-8, 2012)

• 2012-2013 Request for Application (RFA) .....................................................Gloria Spradley-Brown

• Highlights from the AFOP Mini-Conference (Feb. 2012) ................................................ Robert Guy

CUSTOMER RECORDS DATABASE (CRD)/PERFORMANCE UPDATE

• Updates...........................................................................................................Gloria Spradley-Brown
  o CRD Survey (System Strengths and Weakness)

• Data Accuracy ................................................................................................................. Robert Guy
  o Timely Data Entry
  o Pending Exits/Retention Follow-ups (March 30, 2012)

• SPR National Report (next report due May 15, 2012) ......................................................... Robert Guy
  o Feb. 2012 submission --- KUDOS to Local Providers (0.02 error rate)

• Emergency Assistance Services ................................................................................. Gloria Spradley-Brown
PERFORMANCE GOALS  ............................................................................................................Gloria Spradley-Brown

<table>
<thead>
<tr>
<th>Performance Goals</th>
<th>Annual PY 2011 State Goal</th>
<th>% Achieved Annual State Goals</th>
<th>Were the Nine Month Goals Achieved?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Participants</td>
<td>1958</td>
<td>72.11%</td>
<td>No (84.86%)*</td>
</tr>
<tr>
<td>Total Entered Employment</td>
<td>717</td>
<td>52.02%</td>
<td>No (79.03%)*</td>
</tr>
<tr>
<td>Total Emergency Assistance</td>
<td>400</td>
<td>16.75%</td>
<td>No (22.33%)*</td>
</tr>
</tbody>
</table>

*Nine (9) Month Planned Performance Goals: 1664 Participants, 472 Entered Employment and 300 Emergency Assistance

BUDGET UPDATE..................................................................................................................Robert Guy

- Budget ................................................................................................................................Robert Guy
- Green Book
- Amendments/Salary line item adjustments

FEATURED BEST PRACTICES ..................................................................................................Gloria Spradley-Brown

- Collier County School District
- Local Community Collaboration

QUESTIONS AND ANSWERS FROM LOCAL PROVIDERS

CLOSING REMARKS ..............................................................................................................Gloria Spradley-Brown

NEXT SCHEDULED CONFERENCE CALL - MONDAY, MAY 14, 2012

Notes
1. Roll call will be taken of State Providers. Afterwards, participants who may have joined the call during roll call will be provided an opportunity to identify themselves.
2. Please keep your phone on MUTE during the conference call. This prevents background noise and in-office discussions from disrupting the call. *(If you do not have a "Mute" button on your phone, press *6 to mute and #6 to unmute)*
3. Do NOT place your phone on HOLD during the call. HOLD queue music and messages will be heard on the conference call.
4. This call will be recorded by the conference system; and once available, the recording will be posted on our Web site.