



3. Information - Balanced Score Card Report

Ms. Canales introduced the item; Mr. Gilbert further presented.

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource center Service Providers. The report for Program Year (PY) 2021-22, is from July 1, 2021 through March 31, 2022. To date, none of the 10 CareerSource center locations are meeting the required 65% performance measure standard.

Mr. Gilbert advised that CSSF staff have placed the service providers on a Performance Improvement Plan. There has been improvements in outcomes and overall placements in the system; however, we are still not meeting the required performance standard measures.

Chairwoman Canales inquired about what CSSF staff is doing with those service providers that have made minimal improvement. Mr. Gilbert advised that those providers that begun a more in the middle of the program year (PY), such as those in Monroe County and Opa-Locka CDA, are primarily the ones that are lagging behind a bit – but making steady progress. CSSF staff continues to work with those locations to get them acclimated to the operations of the Career Center. Established service providers that have been active from the beginning of the PY, are more close to reaching the 65% threshold.

There were no further questions or concerns regarding the item.

4. Information - Consumer Report Card Update

Mr. Gilbert introduced the item and further presented CRC performance indicators for the period of July 1, 2021 through March 31, 2022.

Dr. Reguerio asked if we are getting full credit for placing individuals in “training-related” positions versus the positions they were actually trained for. Chairwoman Canales clarified with Mr. Gilbert that 85% of participants were placed in roles directly related to the training received versus an entry-level positions that will require additional training prior to placement. Mr. Gilbert confirmed the accuracy of the statement and further shared that many of the outcomes on the report are in the IT fields with an average wage of \$22.00 per hour.

After COVID, we noted a decrease in the number of individuals coming directly into the Career Centers; as such, we revised our outreach strategy to include collaborating with community-based organizations.



Chairwoman Canales reminded the Council that during prior board meetings there was discussion around a more comprehensive outreach strategy that included community outreach and social media. Mr. Gilbert confirmed and reminded members to follow CareerSource South Florida on all SM platforms.

There were no further questions or concerns regarding the item.

Being as there were no further questions or concerns, the meeting adjourned at 9:03am.