



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**  
**Thursday, July 9, 2015**  
**8:00 A.M.**

SFWIB Headquarters  
7300 Corporate Center Drive  
Suite 112  
Miami, Florida 33126

**AGENDA**

1. Call to Order and Introductions
2. Approval of Meeting Minutes
  - a. June 11, 2015
3. Information – PY2014-15 Career Center Performance Update
4. Recommendation as to Approval to Authorize Staff to Draft and Release a RFP for Refugee Employment and Training Services
5. Recommendation as to Approval to Re-Allocate Funds from KRA to ResCare, Inc.



**SFWIB EXECUTIVE COMMITTEE**

**DATE: July 9, 2015**

**AGENDA ITEM NUMBER: 2A**

**MEETING MINUTES**

**June 11, 2015 at 9:00 A.M**

**CareerSource South Florida Headquarters**

7300 Corporate Center Drive, 1<sup>st</sup> floor conference room  
Miami, FL 33126

<p><b>EXECUTIVE COMMITTEE MEMBERS IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>1. Piedra, Obdulio, <i>Chairman</i></li> <li>2. Bridges, Jeff, <i>Vice-Chairman</i></li> <li>3. del Valle, Juan Carlos</li> <li>4. Ferradaz, Gilda</li> <li>5. Gibson, Charles</li> <li>6. Perez, Andy</li> </ol>	<p><b>EXECUTIVE COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>7. Gaber, Cynthia</li> <li>8. Garza, Maria</li> </ol> <p>*****</p> <p><b>SFWIB STAFF</b></p> <p>Beasley, Rick Almonte, Ivan Alonso, Gustavo Garcia, Christine Graham , Tomara Hernandez, Juan Jean-Baptiste, Antoinette Kavehersi, Cheri Smith, Marian</p>	<p><b>AUDIENCE:</b></p> <p>*****NONE*****</p>
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Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Chairman Obdulio Piedra called the meeting to order at 8:15am, asked all those present introduce themselves, and noted into record that a quorum had been achieved. He later introduced and welcomed the newly hired SFWIB Youth Programs Manager, Tomara Graham, who appeared before the Council and provided a brief background of her work experience. Ms. Graham replaced former Youth Programs Manager, Myria Morgan who recently retired from the County after 35 years of service.

**2. A. Approval of May 14, 2014 Meeting Minutes**

Mr. Juan Carlos del Valle moved the approval of May 14, 2015 meeting minutes. Motion seconded by Ms. Gilda Ferradaz; Motion Passed Unanimously

Mr. Beasley continued his discussion explaining how negative exits would potentially impact performances under the new WIOA, which takes effect July 2015. He explained that a possible solution would be to implement a process called, “hard exits.”

Mr. Perez asked whether wages are still considered part of the common measures. Mr. Beasley responded, “No” then went on to provide further details.

SFWIB Programs Manager, Juan Hernandez provided information regarding, “whole harmless” and “hard exits.”

There was continued discussion regarding exits and meeting performance.

**3. Information – WIOA Initial Designation of Workforce Area and Initial Board Certification**

Chairman Piedra introduced the item. Executive Director Rick Beasley further discussed.

[Mr. Jeff Bridges arrived]

With regards to the current membership list report, Ms. Gilda Ferradaz advised that her title changed to Deputy Regional Manager and Director. Staff noted this would be corrected.

Mr. Beasley continued his discussion how negative exits would potentially impact performances under the new WIOA law. He explained that a possible solution would be to implement a process called, “hard exits.”

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SFWIB Programs Manager, Juan Hernandez provided information regarding, “whole harmless” and “hard exits.”

There was continued discussion regarding exits and meeting performance.

**4. Information – Region 23 Comments to Draft WIOA Regulations**

Chairman Piedra introduced the item and Mr. Beasley further discussed. He briefly advised the members of a few items being proposed by the U.S. Conference of Mayors to the U.S. Department of labor (DOL).

Mr. Beasley later reviewed with the Committee the Notice of Proposed Rulemaking (NPRM) Responses prepared by this region per DOL’s request for comments and feedback by stakeholders. (Handout had been distributed to all members)

Juan Carlos del Valle requested staff define the phrase, “high property areas” Mr. Beasley briefly explained.

Chairman Piedra inquired about the submission deadline and final ruling. Mr. Beasley responded June 13, 2015 and provided further details.

Chairman Piedra commented this is a massive legislative piece and commended staff under the leadership of Mr. Beasley for their diligent work.

Ms. Ferradaz inquired about the process of Memorandum of Understandings (MOUs). Mr. Beasley explained that the MOU’s are with CareerSource South Florida (CSSF)/ South Florida Workforce Investment Board (SFWIB) and the State of Florida. He additionally provided details regarding the MOU process and explained the administrative contract that this agency also signs with the Department of Economic Opportunity (DEO).

**5. Information – PY2015-16 Performance Negotiations**

Chairman Piedra introduced the item. Mr. Beasley further discussed and reviewed with the Committee the 2014-15 Florida Workforce Common Measures – RWB Performance PY 2014-15: July 1, 2014 – December 31, 2014 Outcomes. Mr. Hernandez briefly presented as well.

No further questions or discussion.

**6. Information – PY 2014-15 Career Center Performance Update**

Chairman Piedra introduced the item. Mr. Beasley further presented and Mr. Hernandez reviewed with the Committee the Workforce Services Contractors Summary Balanced Scorecard for the period for PY '14-15 (July 1, 2014 through June 8, 2015).

Mr. Beasley announced that Transition Inc.'s performance had improved.

Chairman Piedra inquired about the City of Miami Beach Career Center performances managed by KRA Corporation. Mr. Beasley provided a brief update stating that the center is current undergoing some challenges where it lacks control in the areas of training enrollments, employers served and employer services level I. Nonetheless, he noted that KRA's other centers (Opa-Locka and Carol City) it manages, after the recent changes, have seen its numbers at the two centers progressively increased.

Mr. Gibson inquired about the high variances in the cost per placement sections of each career center report. Mr. Beasley explained that the variances were due to the higher cost negotiated with Key West Career Center managed by Youth Co-Op, Inc. and Ex-Offender Service Center, Managed by Transition, Inc. due to the population served and/or location. He further explained the correlation between placements and costs.

[Mr. Juan Carlos del Valle left the meeting room]

There was lengthy discussion regarding the correlation of the number of placements, cost per placements, obtained, and direct placements.

Mr. Beasley informed the Committee that a two-day technical assistance training for all career center staff will take place on June 15<sup>th</sup> and 16<sup>th</sup> 2015.

## **7. Information – DEO Information Security Audit**

Chairman Piedra introduced the item and Mr. Beasley further discussed.

Chairman Piedra inquired about the status of an RFP for the search of a qualified auditor that would conduct security audit penetration testing. SFWIB Assistant Director, Gus Alonso explained that the RFP had been release a total of three (3) times. However, there had been no success due to the government identification clause, potential risk and funding amount for this type of service.

Mr. Beasley informed the Committee regarding a recent incident that occurred with a career center employee who abused its power of accessing client's personal information. Chairman Piedra asked whether this agency's security information is properly protected. Mr. Beasley responded, "Yes." However, he explained there are other challenges and explained. Chairman Piedra asked whether there are controls in place and trainings being provided to staff. Mr. Beasley responded, "Yes." Chairman Piedra also asked whether certain computer security ports are disabled by IT staff to prevent breach of security. SFWIB Computer Technician, Ivan Almonte responded, "Yes" then provided details.

There being no further business to come before the Committee, the Chairman adjourned the meeting a 9:41am.



**SFWIB EXECUTIVE COMMITTEE**

**DATE:** 7/9/2015

**AGENDA ITEM NUMBER:** 3

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES BALANCED SCORECARD UPDATE

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

**STRATEGIC PROJECT:** **Set Standards on Performance Measures Reporting**

**BACKGROUND:**

The region's Balanced Scorecard measures the performance of Service Partners and is attached for the period of July 1, 2014 through June 30, 2015. A performance summary of the Workforce Services Contractors for the same period is attached. The PY 2014-15 Balanced Scorecard summary indicates that 4 of the 14 Workforce Services locations are meeting the required 65 percent of the measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

<b>WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY</b>				
<b>Balanced Scorecard PY '14-'15 (July 1, 2014 through June 30, 2015) *</b>				
<b>A Contractor must meet or exceed 65% of the Balanced Scorecard Performance Measures</b>				
<b>Workforce Services Contractors</b>	<b>Workforce Services Locations</b>	<b># of Performance Measures Standards Met</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
Arbor E & T, LLC	Hialeah Downtown Career Center ***	8	18	44.4%
City of Miami	City of Miami Career Center	10	18	55.6%
KRA Corp.	Carol City Career Center	10	18	55.6%
	Miami Beach Career Center	8	18	44.4%
	Opa-Locka Career Center	5	18	27.8%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	12	18	66.7%
Transition, Inc.	Transition ** Offender Service Center	9	16	56.3%
Youth Co-Op, Inc.	Florida Keys Career Center	13	18	72.2%
	Homestead Career Center	10	18	55.6%
	Little Havana Career Center	12	18	66.7%
	Northside Career Center	10	18	55.6%
	Perrine Career Center	12	18	66.7%
	South Miami Career Center	8	18	44.4%
	West Dade Career Center	10	18	55.6%
<b>Region</b>	All	11	18	61.1%

\* Draft

\*\* Transition Inc. doesn't have 2 CAP and 1 SNAP for a total of 16 performance measures.

\*\*\* Hialeah Downtown - New Contractor as of February 2015

Note: SNAP Performance Measure Waived for Career Centers. New Total Performance Measures 18.

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

## Regional

Performance			
	Measure	Standard	Region
1	Level of Services for Special Groups	88.938%	100.00%
2	Training Completion Rate	70%	95.506%
3	Training Completion Placement Rate	70%	38.039%
4	Training Related Placements	70%	75.258%
5	Job Openings Index	9,684	27,005
6	WP Entered Employment Rate	55%	59.743%
7	WIA Adult & Dislocated Worker EER	93%	99.677%
8	CAP Entered Employment Rate	38%	39.567%
9	CAP Participation Rate	55%	42.869%
10	Short-Term Veterans EER	51%	53.197%
11	SNAP EER		
12	Number of Training Enrollments	1,095	1,066
13	Employment (Obtained and Direct)	60,696	57,061
14	Employment Average Wage	\$13.50	\$10.01
15	Employers Served	19,473	20,242
16	Employer Services (Level 1)	9,456	12,605
Economic Impact			
17	Cost Per Placement	\$627.46	\$586.07
18	Net Economic Benefit	\$27,452.54	\$20,225.23
19	Return on the Investment	\$43.75	\$34.51

<b>Number of Performance Measures Met</b>	<b>11</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>61.1%</b>



# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

Arbor E&T, LLC

Hialeah Downtown center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.485%	100.00%	7.139%
2	Training Completion Rate	70%	95.506%	94.444%
3	Training Completion Placement Rate	70%	38.039%	35.294%
4	Training Related Placements	70%	75.258%	100.00%
5	Job Openings Index	878	27,005	3,256
6	WP Entered Employment Rate	55%	59.743%	66.174%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	97.561%
8	CAP Entered Employment Rate	38%	39.567%	41.527%
9	CAP Participation Rate	55%	42.869%	47.961%
10	Short-Term Veterans EER	51%	53.197%	39.175%
11	SNAP EER			
12	Number of Training Enrollments	99	1,066	19
13	Employment (Obtained and Direct)	5,484	57,061	3,818
14	Employment Average Wage	\$13.50	\$10.01	\$10.02
15	Employers Served	1,767	20,242	1,297
16	Employer Services (Level 1)	858	12,605	890
Economic Impact				
17	Cost Per Placement	\$586.53	\$586.07	\$575.08
18	Net Economic Benefit	\$27,493.47	\$20,225.23	\$20,257.78
19	Return on the Investment	\$46.87	\$34.51	\$35.23

<b>Number of Performance Measures Met</b>	<b>8</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>44.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

City of Miami

City of Miami center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.892%	100.00%	7.409%
2	Training Completion Rate	70%	95.506%	100.00%
3	Training Completion Placement Rate	70%	38.039%	16.667%
4	Training Related Placements	70%	75.258%	66.667%
5	Job Openings Index	692	27,005	1,430
6	WP Entered Employment Rate	55%	59.743%	71.21%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8	CAP Entered Employment Rate	38%	39.567%	31.169%
9	CAP Participation Rate	55%	42.869%	37.065%
10	Short-Term Veterans EER	51%	53.197%	84.375%
11	SNAP EER			
12	Number of Training Enrollments	73	1,066	264
13	Employment (Obtained and Direct)	4,308	57,061	3,862
14	Employment Average Wage	\$13.50	\$10.01	\$10.55
15	Employers Served	1,391	20,242	1,446
16	Employer Services (Level 1)	675	12,605	1,242
Economic Impact				
17	Cost Per Placement	\$581.99	\$586.07	\$577.67
18	Net Economic Benefit	\$27,498.01	\$20,225.23	\$21,374.65
19	Return on the Investment	\$47.25	\$34.51	\$37.00

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>55.6%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

KRA Corporation

Carol City center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.067%	100.00%	10.748%
2	Training Completion Rate	70%	95.506%	100.00%
3	Training Completion Placement Rate	70%	38.039%	35.294%
4	Training Related Placements	70%	75.258%	91.667%
5	Job Openings Index	829	27,005	2,877
6	WP Entered Employment Rate	55%	59.743%	50.052%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	99.371%
8	CAP Entered Employment Rate	38%	39.567%	37.868%
9	CAP Participation Rate	55%	42.869%	45.12%
10	Short-Term Veterans EER	51%	53.197%	47.826%
11	SNAP EER			
12	Number of Training Enrollments	93	1,066	40
13	Employment (Obtained and Direct)	5,172	57,061	5,255
14	Employment Average Wage	\$13.50	\$10.01	\$11.37
15	Employers Served	1,667	20,242	1,690
16	Employer Services (Level 1)	810	12,605	1,182
Economic Impact				
17	Cost Per Placement	\$585.73	\$586.07	\$477.48
18	Net Economic Benefit	\$27,494.27	\$20,225.23	\$23,181.06
19	Return on the Investment	\$46.94	\$34.51	\$48.55

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>55.6%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

KRA Corporation

Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	4.922%	100.00%	5.611%
2	Training Completion Rate	70%	95.506%	96.296%
3	Training Completion Placement Rate	70%	38.039%	11.538%
4	Training Related Placements	70%	75.258%	100.00%
5	Job Openings Index	578	27,005	718
6	WP Entered Employment Rate	55%	59.743%	50.578%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8	CAP Entered Employment Rate	38%	39.567%	40.00%
9	CAP Participation Rate	55%	42.869%	45.652%
10	Short-Term Veterans EER	51%	53.197%	38.182%
11	SNAP EER			
12	Number of Training Enrollments	70	1,066	36
13	Employment (Obtained and Direct)	3,600	57,061	1,498
14	Employment Average Wage	\$13.50	\$10.01	\$13.46
15	Employers Served	1,162	20,242	1,181
16	Employer Services (Level 1)	564	12,605	732
Economic Impact				
17	Cost Per Placement	\$593.18	\$586.07	\$908.95
18	Net Economic Benefit	\$27,486.82	\$20,225.23	\$27,085.56
19	Return on the Investment	\$46.34	\$34.51	\$29.80

<b>Number of Performance Measures Met</b>	<b>8</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>44.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

KRA Corporation

Opa Locka center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	3.863%	100.00%	4.238%
2	Training Completion Rate	70%	95.506%	ND
3	Training Completion Placement Rate	70%	38.039%	ND
4	Training Related Placements	70%	75.258%	ND
5	Job Openings Index	453	27,005	1,575
6	WP Entered Employment Rate	55%	59.743%	38.528%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8	CAP Entered Employment Rate	38%	39.567%	44.672%
9	CAP Participation Rate	55%	42.869%	42.331%
10	Short-Term Veterans EER	51%	53.197%	42.424%
11	SNAP EER			
12	Number of Training Enrollments	51	1,066	14
13	Employment (Obtained and Direct)	2,820	57,061	778
14	Employment Average Wage	\$13.50	\$10.01	\$10.10
15	Employers Served	911	20,242	906
16	Employer Services (Level 1)	442	12,605	674
Economic Impact				
17	Cost Per Placement	\$586.73	\$586.07	\$1,036.08
18	Net Economic Benefit	\$27,493.27	\$20,225.23	\$19,977.12
19	Return on the Investment	\$46.86	\$34.51	\$19.28

<b>Number of Performance Measures Met</b>	<b>5</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>27.8%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

SER-Jobs For Progress, Inc.

North Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	8.624%	100.00%	9.072%
2	Training Completion Rate	70%	95.506%	100.00%
3	Training Completion Placement Rate	70%	38.039%	50.00%
4	Training Related Placements	70%	75.258%	100.00%
5	Job Openings Index	1,012	27,005	2,389
6	WP Entered Employment Rate	55%	59.743%	69.473%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8	CAP Entered Employment Rate	38%	39.567%	33.667%
9	CAP Participation Rate	55%	42.869%	41.654%
10	Short-Term Veterans EER	51%	53.197%	62.162%
11	SNAP EER			
12	Number of Training Enrollments	111	1,066	79
13	Employment (Obtained and Direct)	6,312	57,061	7,734
14	Employment Average Wage	\$13.50	\$10.01	\$10.96
15	Employers Served	2,035	20,242	2,382
16	Employer Services (Level 1)	988	12,605	1,347
Economic Impact				
17	Cost Per Placement	\$584.00	\$586.07	\$423.94
18	Net Economic Benefit	\$27,496.00	\$20,225.23	\$22,366.82
19	Return on the Investment	\$47.08	\$34.51	\$52.76

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

Transition Inc

Transition Offender Service center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.252%	100.00%	2.474%
2	Training Completion Rate	70%	95.506%	50.00%
3	Training Completion Placement Rate	70%	38.039%	100.00%
4	Training Related Placements	70%	75.258%	0.00%
5	Job Openings Index	66	27,005	213
6	WP Entered Employment Rate	55%	59.743%	44.709%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8				
9				
10	Short-Term Veterans EER	51%	53.197%	34.043%
11				
12	Number of Training Enrollments	14	1,066	14
13	Employment (Obtained and Direct)	408	57,061	510
14	Employment Average Wage	\$13.50	\$10.01	\$9.43
15	Employers Served	133	20,242	155
16	Employer Services (Level 1)	65	12,605	111
Economic Impact				
17	Cost Per Placement	\$2,398.20	\$586.07	\$1,824.52
18	Net Economic Benefit	\$25,681.80	\$20,225.23	\$17,780.31
19	Return on the Investment	\$10.71	\$34.51	\$9.75

<b>Number of Performance Measures Met</b>	<b>9</b>
<b>Number of Performance Measures</b>	<b>16</b>
<b>Percent of Performance Measures Met</b>	<b>56.3%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

Youth Co-Op

Florida Keys center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.328%	100.00%	2.786%
2	Training Completion Rate	70%	95.565%	90.00%
3	Training Completion Placement Rate	70%	87.342%	77.778%
4	Training Related Placements	70%	91.787%	85.714%
5	Job Openings Index	177	26,584	1,841
6	WP Entered Employment Rate	55%	59.147%	55.793%
7	WIA Adult & Dislocated Worker EER	93%	99.881%	100.00%
8	CAP Entered Employment Rate	38%	39.532%	56.25%
9	CAP Participation Rate	55%	42.568%	35.714%
10	Short-Term Veterans EER	51%	53.076%	51.765%
11	SNAP EER			
12	Number of Training Enrollments	23	911	24
13	Employment (Obtained and Direct)	1,376	54,044	1,408
14	Employment Average Wage	\$13.50	\$10.01	\$11.45
15	Employers Served	355	18,552	436
16	Employer Services (Level 1)	172	11,506	218
Economic Impact				
17	Cost Per Placement	\$1,968.88	\$581.36	\$1,699.76
18	Net Economic Benefit	\$26,111.12	\$20,231.90	\$22,122.27
19	Return on the Investment	\$13.26	\$34.82	\$13.01

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>72.2%</b>



# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

Youth Co-Op

Homestead center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.598%	100.00%	5.814%
2	Training Completion Rate	70%	95.506%	100.00%
3	Training Completion Placement Rate	70%	38.039%	28.571%
4	Training Related Placements	70%	75.258%	100.00%
5	Job Openings Index	657	27,005	1,155
6	WP Entered Employment Rate	55%	59.743%	54.456%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	98.81%
8	CAP Entered Employment Rate	38%	39.567%	48.064%
9	CAP Participation Rate	55%	42.869%	63.726%
10	Short-Term Veterans EER	51%	53.197%	42.466%
11	SNAP EER			
12	Number of Training Enrollments	74	1,066	76
13	Employment (Obtained and Direct)	4,092	57,061	4,164
14	Employment Average Wage	\$13.50	\$10.01	\$8.37
15	Employers Served	1,321	20,242	1,298
16	Employer Services (Level 1)	642	12,605	748
Economic Impact				
17	Cost Per Placement	\$586.62	\$586.07	\$595.89
18	Net Economic Benefit	\$27,493.38	\$20,225.23	\$16,807.47
19	Return on the Investment	\$46.87	\$34.51	\$28.21

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>55.6%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

Youth Co-Op

Little Havana center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.209%	100.00%	9.335%
2	Training Completion Rate	70%	95.506%	97.059%
3	Training Completion Placement Rate	70%	38.039%	42.424%
4	Training Related Placements	70%	75.258%	85.714%
5	Job Openings Index	846	27,005	3,064
6	WP Entered Employment Rate	55%	59.743%	65.776%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8	CAP Entered Employment Rate	38%	39.567%	49.853%
9	CAP Participation Rate	55%	42.869%	39.037%
10	Short-Term Veterans EER	51%	53.197%	57.746%
11	SNAP EER			
12	Number of Training Enrollments	95	1,066	68
13	Employment (Obtained and Direct)	5,292	57,061	5,520
14	Employment Average Wage	\$13.50	\$10.01	\$9.79
15	Employers Served	1,701	20,242	1,808
16	Employer Services (Level 1)	826	12,605	1,135
Economic Impact				
17	Cost Per Placement	\$586.77	\$586.07	\$556.71
18	Net Economic Benefit	\$27,493.23	\$20,225.23	\$19,810.23
19	Return on the Investment	\$46.86	\$34.51	\$35.58

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

Youth Co-Op

Northside center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	10.983%	100.00%	11.377%
2	Training Completion Rate	70%	95.506%	91.176%
3	Training Completion Placement Rate	70%	38.039%	58.065%
4	Training Related Placements	70%	75.258%	77.778%
5	Job Openings Index	1,289	27,005	3,303
6	WP Entered Employment Rate	55%	59.743%	64.961%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8	CAP Entered Employment Rate	38%	39.567%	32.481%
9	CAP Participation Rate	55%	42.869%	40.266%
10	Short-Term Veterans EER	51%	53.197%	67.213%
11	SNAP EER			
12	Number of Training Enrollments	144	1,066	146
13	Employment (Obtained and Direct)	8,052	57,061	6,813
14	Employment Average Wage	\$13.50	\$10.01	\$8.80
15	Employers Served	2,592	20,242	2,603
16	Employer Services (Level 1)	1,259	12,605	1,277
Economic Impact				
17	Cost Per Placement	\$585.73	\$586.07	\$596.15
18	Net Economic Benefit	\$27,494.27	\$20,225.23	\$17,697.86
19	Return on the Investment	\$46.94	\$34.51	\$29.69

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>55.6%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

Youth Co-Op

Perrine center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.343%	100.00%	12.019%
2	Training Completion Rate	70%	95.506%	94.737%
3	Training Completion Placement Rate	70%	38.039%	38.889%
4	Training Related Placements	70%	75.258%	50.00%
5	Job Openings Index	861	27,005	1,501
6	WP Entered Employment Rate	55%	59.743%	65.11%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8	CAP Entered Employment Rate	38%	39.567%	40.989%
9	CAP Participation Rate	55%	42.869%	49.278%
10	Short-Term Veterans EER	51%	53.197%	72.052%
11	SNAP EER			
12	Number of Training Enrollments	94	1,066	154
13	Employment (Obtained and Direct)	5,364	57,061	7,040
14	Employment Average Wage	\$13.50	\$10.01	\$9.90
15	Employers Served	1,732	20,242	1,757
16	Employer Services (Level 1)	841	12,605	888
Economic Impact				
17	Cost Per Placement	\$583.64	\$586.07	\$471.61
18	Net Economic Benefit	\$27,496.36	\$20,225.23	\$20,117.68
19	Return on the Investment	\$47.11	\$34.51	\$42.66

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

Youth Co-Op

South Miami

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	1.566%	100.00%	1.704%
2	Training Completion Rate	70%	95.506%	ND
3	Training Completion Placement Rate	70%	38.039%	ND
4	Training Related Placements	70%	75.258%	ND
5	Job Openings Index	185	27,005	555
6	WP Entered Employment Rate	55%	59.743%	62.141%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8	CAP Entered Employment Rate	38%	39.567%	41.748%
9	CAP Participation Rate	55%	42.869%	37.363%
10	Short-Term Veterans EER	51%	53.197%	43.75%
11	SNAP EER			
12	Number of Training Enrollments	23	1,066	21
13	Employment (Obtained and Direct)	1,152	57,061	1,113
14	Employment Average Wage	\$13.50	\$10.01	\$9.26
15	Employers Served	371	20,242	424
16	Employer Services (Level 1)	180	12,605	257
Economic Impact				
17	Cost Per Placement	\$596.41	\$586.07	\$551.80
18	Net Economic Benefit	\$27,483.59	\$20,225.23	\$18,714.20
19	Return on the Investment	\$46.08	\$34.51	\$33.91

<b>Number of Performance Measures Met</b>	<b>8</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>44.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2014 To 6/30/2015

Youth Co-Op

West Dade center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.808%	100.00%	9.984%
2	Training Completion Rate	70%	95.506%	93.548%
3	Training Completion Placement Rate	70%	38.039%	55.172%
4	Training Related Placements	70%	75.258%	50.00%
5	Job Openings Index	1,150	27,005	3,096
6	WP Entered Employment Rate	55%	59.743%	58.364%
7	WIA Adult & Dislocated Worker EER	93%	99.677%	100.00%
8	CAP Entered Employment Rate	38%	39.567%	51.416%
9	CAP Participation Rate	55%	42.869%	54.277%
10	Short-Term Veterans EER	51%	53.197%	40.952%
11	SNAP EER			
12	Number of Training Enrollments	130	1,066	110
13	Employment (Obtained and Direct)	7,176	57,061	7,443
14	Employment Average Wage	\$13.50	\$10.01	\$9.96
15	Employers Served	2,313	20,242	2,829
16	Employer Services (Level 1)	1,123	12,605	1,885
Economic Impact				
17	Cost Per Placement	\$586.29	\$586.07	\$541.79
18	Net Economic Benefit	\$27,493.71	\$20,225.23	\$20,180.42
19	Return on the Investment	\$46.89	\$34.51	\$37.25

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>55.6%</b>



**SFWIB EXECUTIVE COMMITTEE**

**DATE:** 7/9/2015

**AGENDA ITEM NUMBER:** 4

**AGENDA ITEM SUBJECT:** APPROVAL TO AUTHORIZE STAFF TO DRAFT AND RELEASE A RFP FOR REFUGEE EMPLOYMENT AND TRAINING SERVICES

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** The Executive Committee recommends to the Board the approval to authorize staff to draft and release a Request for Proposals (RFP) for Refugee Employment and Training (RET) Services as set forth below.

**STRATEGIC GOAL:** **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

**STRATEGIC PROJECT:** **Leverage Resources to Enhance Grant Revenue**

**BACKGROUND:**

The current RET program providers were competitively procured in September 2012, with contract terms that allowed for renewal for up to two additional one-year periods. Those contracts will expire on September 30, 2015, the end of the RET program year. Accordingly, staff recommends drafting and releasing a RFP soliciting agencies capable of delivering RET services for Program Year 2015-16. Note that contracts will be executed with successful respondents contingent upon funding from the Florida Department of Children and Families.

The goal of the RET program is to assist refugees/entrants achieve economic self-sufficiency and effective resettlement within the shortest time possible following their arrival in the U.S.

The 10 current RET contractors deliver the following services: intake and assessment, eligibility determination, case-management, pre-employment counseling and orientation, acculturation, employability plan development, job development services, direct placement, 90 and 180 day follow up, referrals to training and ESOL, on-the-job training, and referrals to other community services, as needed, such as legal services and child care.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SFWIB EXECUTIVE COMMITTEE**

**DATE:** 7/9/2015

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** APPROVAL TO RE-ALLOCATE FUNDS FROM KRA TO RESCARE, INC.

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** The Executive Committee recommends to the Board the approval to accept KRA's decision not to renew the Workforce Services contracts and to temporarily award funding to Rescare Inc. to continue providing services, and to authorize staff to issue an RFP to procure a new service provider.

**STRATEGIC GOAL:** **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

**STRATEGIC PROJECT:** **Raise the Bar One-Stop Performance and Consistency**

**BACKGROUND:**

On July 6, 2015, KRA representatives met with SFWIB staff to discuss the workforces services contracts for the Carol City, Miami Beach and Opa Locka Career Centers. KRA has decided not renew their contract to operate the Career Centers. In order to continue providing services at these Career Centers, ResCare, Inc., has agreed to temporarily assume the responsibility for operating the Career Centers.

The proposed funding allocations are set forth in the attachment. SFWIB Staff also recommends that an RFP be issued to secure a replacement service provider for the upcoming program years beginning on August 1, 2015, for the Workforce Services contract.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



# K R A

July 7, 2015

Mr. Rick Beasley  
Executive Director  
CareerSource South Florida  
7300 Corporate Center Drive, Suite 500  
Miami, Florida 33126-1234

Dear Mr. Beasley:

The purpose of this letter is to confirm our conversation and my decision yesterday, July 6th, not to execute the FY15-16 contracts for the operation of the Carol City, Opa-Locka, and Miami Beach CareerSouce Centers. As discussed, KRA Corporation (KRA) will conclude operations at the close-of-business Friday, July 10th.

Corporate personnel have communicated employee separation procedures with KRA's South Florida based employees as well as our intentions to work closely with your office transitioning interested employees to employment with a new provider. Corporate personnel will be on the ground this week to facilitate closeout of operations.

We have assembled a uniquely qualified team of professionals dedicated to and persistent in attempting to transform these Centers into the high-performance operations we know they can become. They have my best wishes for their success in the future.

Additionally, I thank you and your team for the opportunity to serve job seekers and businesses in the South Florida community.

Continued success...

Sincerely,



Knowlton R. Atterbeary  
President & CEO  
KRA Corporation

cc: KRA Contract file

Developing Workers. Strengthening Communities.

**CAREER CENTERS ALLOCATIONS**

<b>Workforce Service Costs</b>	<b>WIOA ADULT</b>	<b>WIOA DW</b>	<b>WIOA RAPID RESPONSE</b>	<b>TANF</b>	<b>FSET Jul to Sept</b>	<b>FSET Oct to June</b>	<b>UC</b>	<b>REA</b>
Carol City								
De-Obligation: KRA	\$ (152,533)	\$ (146,742)	\$ (13,441)	\$ (228,215)	\$ (17,171)	\$ (49,898)	\$ (11,918)	\$ (37,228)
Funding Allocatin: Rescare, Inc.	\$ 152,533	\$ 146,742	\$ 13,441	\$ 228,215	\$ 17,171	\$ 49,898	\$ 11,918	\$ 37,228
Miami Beach								
De-Obligation: KRA	\$ (83,200)	\$ (86,060)	\$ (7,883)	\$ (90,837)	\$ (6,575)	\$ (19,106)	\$ (5,155)	\$ (15,249)
Funding Allocatin: Rescare, Inc.	\$ 83,200	\$ 86,060	\$ 7,883	\$ 90,837	\$ 6,575	\$ 19,106	\$ 5,155	\$ 15,249
Opa Locka								
De-Obligation: KRA	\$ (55,332)	\$ (54,017)	\$ (4,948)	\$ (96,335)	\$ (6,658)	\$ (19,347)	\$ (3,886)	\$ (11,848)
Funding Allocatin: Rescare, Inc.	\$ 55,332	\$ 54,017	\$ 4,948	\$ 96,335	\$ 6,658	\$ 19,347	\$ 3,886	\$ 11,848

<b>Training Costs</b>	<b>WIOA ADULT</b>	<b>WIOA DW</b>	<b>WIOA RAPID RESPONSE</b>	<b>TANF</b>	<b>TAA (Jul to Sep)</b>	<b>TAA (Oct to Jun)</b>	
Carol City							
De-Obligation: KRA	\$ (120,869)	\$ (103,755)	\$ (10,035)	\$ (42,165)	\$ (1,766)	\$ (5,299)	-
Funding Allocatin: Rescare, Inc.	\$ 120,869	\$ 103,755	\$ 10,035	\$ 42,165	\$ 1,766	\$ 5,299	-
Miami Beach							
De-Obligation: KRA	\$ (65,929)	\$ (60,849)	\$ (5,885)	\$ (16,783)	\$ (1,766)	\$ (5,299)	-
Funding Allocatin: Rescare, Inc.	\$ 65,929	\$ 60,849	\$ 5,885	\$ 16,783	\$ 1,766	\$ 5,299	-
Opa Locka							
De-Obligation: KRA	\$ (43,846)	\$ (38,193)	\$ (3,694)	\$ (17,799)	\$ (1,766)	\$ (5,299)	-
Funding Allocatin: Rescare, Inc.	\$ 43,846	\$ 38,193	\$ 3,694	\$ 17,799	\$ 1,766	\$ 5,299	-

<b>Support Services Costs</b>	<b>WIOA ADULT</b>	<b>WIOA DW</b>	<b>WIOA RAPID RESPONSE</b>	<b>TANF</b>	<b>TAA (Jul to Sep)</b>	<b>TAA (Oct to Jun)</b>	
Carol City							
De-Obligation: KRA	\$ (6,817)	\$ (5,032)	\$ (1,240)	\$ (38,758)	\$ -	\$ -	-
Funding Allocatin: Rescare, Inc.	\$ 6,817	\$ 5,032	\$ 1,240	\$ 38,758	\$ -	\$ -	-
Miami Beach							
De-Obligation: KRA	\$ (3,718)	\$ (2,951)	\$ (727)	\$ (15,427)	\$ -	\$ -	-
Funding Allocatin: Rescare, Inc.	\$ 3,718	\$ 2,951	\$ 727	\$ 15,427	\$ -	\$ -	-
Opa Locka							
De-Obligation: KRA	\$ (2,473)	\$ (1,852)	\$ (457)	\$ (16,361)	\$ -	\$ -	-
Funding Allocatin: Rescare, Inc.	\$ 2,473	\$ 1,852	\$ 457	\$ 16,361	\$ -	\$ -	-