



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, JUNE 26, 2025
8:30 AM**

The Landing at MIA
5 Star Conference Center (South Beach Room)
7415 Corporate Center Drive, Suite H,
Miami, Florida 33126

The public may choose to view the session online via Zoom. **Registration is required:**
https://us02web.zoom.us/meeting/register/tZcscuCrrzIoH9z91jrG6XSBG0DycYo_qKgV

AGENDA

1. Call to Order and Introductions
2. Public Comment
3. Approval of Performance Council Meeting Minutes
 - A. April 17, 2025
4. Information – WIOA Performance Update
5. Information – Adult Balanced Scorecard Report
6. Information – Youth Balanced Scorecard Update
7. Information – Consumer Report Card Update
8. Approval of the American Job Center Schedule
9. Approval of the New Balance Scorecard Measures

South Florida Workforce Investment Board dba CareerSource South Florida is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

"Members of the public shall be given a reasonable opportunity to be heard on a specific agenda item, but must register with the agenda clerk prior to being heard."



SFWIB PERFORMANCE COUNCIL

DATE: 6/26/2025

AGENDA ITEM NUMBER: 2

AGENDA ITEM SUBJECT: PUBLIC COMMENT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **National leader in an ROI-focused enterprise**

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB PERFORMANCE COUNCIL

DATE: 6/26/2025

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: PERFORMANCE COUNCIL COMMITTEE MEETING MINUTES

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB Staff recommends to the Performance Council Committee to approve minutes from the April 17, 2025 meeting, as set forth below.

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

2. Public Comment

Public comments should be two minutes or less.

Chairwoman Canales opened the floor for comments from the public. No requests to speak were received by the Executive Office.

Item closed.

3A: Approval – SFWIB Performance Council Meeting Minutes – February 20, 2025

Chairwoman Canales called for the minutes from the February 20, 2025 SFWIB Performance Council meeting to be considered, allowing members an opportunity to review before entertaining a motion.

Motion by Mr. Mantilla to approve the February 20, 2025 SFWIB Performance Council Meeting minutes. Dr. Rod seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

4. Information – WIOA Performance Update

Chairwoman Canales introduced the item; Mr. Washington further presented the Common Measures Tool (CMT) Summary Report to review performance metrics per quarter as of March 31, 2025, followed by the actions required to meet the established measures.

Mr. Washington reported that SFWIB is meeting or exceeding all performance measures for all four quarters; however, some AJCs and Youth Providers are performing below the negotiated standards. To address this, AJC staff has started following up with individuals in the performance areas for the first two quarters to ensure data accuracy. Furthermore, Mr. Washington outlined several strategies staff will implement to improve performance and ensure compliance with all 18 WIOA Indicators of Performance. These strategies include enforcing follow-up guidelines to confirm every case is properly documented in the Employ Miami-Dade system.

No further questions or concerns were presented. Item closed.

5. Information – Adult Balanced Scorecard Report

Chairwoman Canales introduced the item; Mr. Washington further presented.

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource Centers/American Job Center (AJC) Service Providers. The report for Program Year (PY) 2024-25, is from July 1, 2024 through March 31, 2025. Four of the seven American Job Centers have achieved required 65% performance measure standard; Little Havana has exceeded the minimum YTD job placement standard by 127.8% /maximum standard by 120.3%

Mr. Washington informed the Council that the staff is in discussions to revise the design of the Balanced Scorecard for the upcoming program year. Revisions will aim to better align our priorities with the REACH Act, placing a greater emphasis on employment and training outcomes while reducing reliance on public assistance. The new scorecard will prioritize job placements and outcome measures over performance metrics, which is currently where most centers focus their efforts.

No further questions or concerns were presented. Item closed.

6. Information – Youth Balanced Scorecard Update

Chairwoman Canales introduced the item; Mr. Perrin reviewed the ISY/OSY program performance for PY 2024-2025, which is the period of July 1, 2024 through March 31, 2025 (YTD).

Mr. Perrin discussed the Youth Service Youth Program scorecard, reviewing performance for both in-school and out of school youth programs and discussing any ongoing performance improvement efforts currently underway.

[Mr. Andrei Rolle joined the meeting via Zoom.]

Mr. Washington indicated that the RFP (Request for Proposals) process for youth programs may lead to changes in the Youth Balance Scorecard for the upcoming program year. Discussions have taken place regarding a potential focus on Out-of-School Youth (OSY) Programs. The RFP process will assist staff in determining the direction for future initiatives and will help identify more effective and innovative outreach strategies for OSY.

No further questions or concerns were presented. Item closed.

7. Information – Consumer Report Card Update

Chairwoman Canales introduced the item; Mr. Perrin further presented the Consumer Report Card, which provides real-time performance data for training providers.

The report is for PY 2024-2025, dated July 1, 2024 through March 30, 2025.

Mr. Perrin provided a year-to-date overview of classroom enrollments, completion rates, and employment placements following training sessions. He further outlined the economic benefits linked to each placement for the year to date, underscoring the return on investment for every dollar allocated to training and highlighting SFWIB's contribution to wages in the South Florida regional economy.

There were no further questions or concerns regarding the item. Item closed.

8. Information – WIOA Performance Analysis

Chairwoman Canales introduced the item; Mr. Washington announced that the staff has recently received the Federal Indicators of Performance for the second quarter of the 2024-2025 program year. Additionally, he reviewed a comparative analysis that the staff conducted, comparing data from the second quarter of the 2023-2024 program year to that of the 2024-2025 program year.

He guided the Council through identified trends in adult, dislocated worker, youth, and Wagner-Peyser programs. The discussion concluded with an overview of key takeaways and strategic recommendations.

No further questions or concerns regarding the item. Item closed.

9. Information – Florida Scorecard Comparison

Chairwoman Canales introduced the item; Mr. Washington announced that CareerSource Florida recently released the 1st Quarter Letter Grade Performance Report. As with the WIOA Federal Indicators of Performance Report, a comparative analysis was completed comparing data from the first quarter of the 2023-2024 program year to that of the 2024-2025 program year.

No further questions or concerns regarding the item. Item closed.

Being as there were no further questions or concerns, the meeting adjourned at 9:00am.



SFWIB PERFORMANCE COUNCIL

DATE: 6/26/2025

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WIOA INDICATORS OF PERFORMANCE UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

South Florida Workforce Investment Board (SFWIB) staff created a Common Measures Tool (CMT) that monitors the negotiated Workforce Innovation and Opportunity Act (WIOA) performance indicators established by the Department of Florida Commerce in real time. The tool provides American Job Center (AJC) staff with the ability to see which cases have exited the system with or without employment using information generated from various employment data sources including the New Hire Report, the Work Number, and the Wage Credit Report. The tool will also allow AJC staff to ensure all follow ups required by federal law have been conducted as the tool identifies cases with incomplete employment data per quarter.

As of May 31, 2025, SFWIB staff has provided an overview of the SFWIB's performance per quarter:

- Quarter 1 (Q1): Although SFWIB is meeting or exceeding all performance measures with the exception of the Wagner-Peyser Entered Employment Rate. Several AJCs and Youth Providers are performing below the negotiated measures:
 - Adults Entered Employment Rate
 - Northside AJC needs to engage at least 6 individuals to meet the goal
 - Perrine/Homestead need to engage at least 14 individuals to meet the goal
 - Dislocated Workers
 - Entered Employment Rate
 - North Miami Beach AJC needs to engage at least 1 individual to meet the goal
 - Northside AJC needs to engage at least 3 individuals to meet the goal
 - West Dade needs to engage at least 2 individuals to meet the goal
 - Credential Attainment
 - Perrine/Homestead AJC needs to engage at 2 individuals to meet the goal
 - West Dade AJC needs to engage at 1 individual to meet the goal

- Wagner-Peyser Entered Employment
 - Little Havana AJC needs to engage at 46 individuals to meet the goal
 - North Miami Beach AJC needs to engage at 60 individuals to meet the goal
 - Northside AJC needs to engage at 61 individuals to meet the goal
 - Perrine/Homestead AJC needs to engage at least 348 individuals to meet the goal
- Youth Education and Employment Rate
 - Community Coalition needs to engage 5 individuals to meet the goal
- Quarter 2 (Q2): Although SFWIB is meeting or exceeding all performance measures, several AJCs and Youth Providers are performing below the negotiated measures:
 - Dislocated Workers Credential Attainment
 - Carol City AJC needs to engage at 1 individual to meet the goal
 - North Miami Beach AJC needs to engage at 2 individuals to meet the goal
 - Wagner-Peyser Entered Employment Rate
 - Carol City AJC needs to engage 49 individuals to meet the measure
 - North Miami Beach needs to engage 32 individuals to meet the measure
 - Northside needs to engage 180 individuals to meet the measure
- Quarter 3 (Q3): Although SFWIB is meeting or exceeding all performance measures, several Youth Providers are performing below the negotiated measures:
 - Dislocated Worker Credential Attainment
 - North Miami Beach AJC needs to engage 1 individual to meet the measure
 - Perrine/Homestead needs to engage 1 individual to meet the measure
 - Youth Education and Employment Rate
 - Adults Mankind needs to engage at least 1 individual to meet the goal
 - Cuban American National Council needs to engage 6 individuals to meet the goal
- Quarter 4 (Q4): Although SFWIB is meeting or exceeding all performance measures, several AJCs and Youth Providers are performing below the negotiated measures:
 - Youth Education and Employment Rate
 - Adults Mankind needs to engage 7 individuals to meet the measure
 - Cuban American National Council needs to engage 3 individuals to meet the measure
 - Youth Co-Op needs to engage 6 individuals to meet the measure

Based on the information derived from the CMT, AJC staff has begun following up with individuals in Q1 and Q2 performance areas to ensure data is entered properly in order that the SFWIB meets or exceeds the established performance standards. SFWIB staff has identified several strategies to improve performance to ensure all 18 WIOA Indicators of Performance are met, beginning with the implementation of strict follow-up guidelines to ensure each case is properly documented in the Employ Miami-Dade system. The guidelines include:

- The requirement for AJC staff to provide monthly updates regarding the status of follow-up cases;
- Required participation in the hands-on technical assistance SFWIB staff provides regarding the proper documentation of those cases; and
- The implementation of the Work Number verification updates in the CMT to assist with any outstanding employment information which has not been documented.

In addition, SFWIB staff incorporated an overview of the CMT for all Performance Improvement Team (PIT) meetings as well as common measures discussions in monthly focus group meetings.

FUNDING: N/A

PERFORMANCE: Workforce Innovation Opportunity Act and Wagner Peyser

ATTACHMENT

Common Measures Tool Summary

Number of Employed Participants not Exited:								54		
Total Number of Cases:								543		
Common Measures	Performance (Quarters)								PY Year Performance Goals	% of PY Year Performance Goal Met
	Quarter 1	% of Quarter 1 Performance Goal Met	Quarter 2	% of Quarter 2 Performance Goal Met	Quarter 3	% of Quarter 3 Performance Goal Met	Quarter 4	% of Quarter 4 Performance Goal Met		
Adults										
Entered Employment Rate	64.90%	98.18%	85.12%	128.77%	90.11%	136.32%	93.91%	142.08%	66.10%	126.68%
Median Earnings	\$8,957.00	131.46%	\$8,840.00	129.75%	\$9,360.00	137.38%	\$10,270.00	150.74%	\$6,813.00	150.74%
Credential Attainment	78.99%	156.10%	96.72%	191.15%	90.24%	178.35%	95.00%	187.75%	50.60%	174.18%
Measurable Skills Gain	99.42%	399.29%	98.90%	397.19%	100.00%	401.61%	100.00%	401.61%	24.90%	399.50%
Dislocated Workers										
Entered Employment Rate	71.11%	91.64%	80.49%	103.72%	94.12%	121.29%	100.00%	128.87%	77.60%	109.13%
Median Earnings	\$12,090.00	124.40%	\$10,712.00	110.22%	\$11,572.60	119.08%	\$10,660.00	109.69%	\$9,718.00	132.43%
Credential Attainment	84.85%	98.78%	85.29%	99.29%	85.71%	99.78%	92.31%	107.46%	85.90%	103.64%
Measurable Skills Gain	97.14%	126.16%	100.00%	129.87%	100.00%	129.87%	100.00%	129.87%	77.00%	129.10%
Wagner-Peyser										
Entered Employment Rate	48.87%	79.20%	60.46%	97.98%	68.71%	111.36%	68.28%	110.66%	61.70%	98.10%
Median Earnings	\$7,800.00	128.64%	\$7,800.00	128.64%	\$7,800.00	128.64%	\$7,800.00	128.64%	\$6,063.00	137.22%
Youth										
Education and Employment Rate	77.97%	96.25%	84.78%	104.67%	73.47%	90.70%	79.48%	98.12%	81.00%	100.99%
Median Earnings	\$8,117.20	213.66%	\$7,800.00	205.31%	\$7,800.00	205.31%	\$7,800.00	205.31%	\$3,799.00	213.66%
Credential Attainment	87.50%	154.59%	61.54%	108.73%	68.42%	120.89%	71.38%	126.12%	56.60%	120.92%
Measurable Skills Gain	95.00%	128.38%	92.31%	124.74%	97.37%	131.58%	97.54%	131.81%	74.00%	124.24%

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of negotiated)



SFWIB PERFORMANCE COUNCIL

DATE: 6/26/2025

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: WORKFORCE SERVICES BALANCED SCORECARD AND JOB PLACEMENTS UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

STRATEGIC PROJECT: **Conduct an analysis of Career Centers**

BACKGROUND:

The Balanced Scorecard (BSC) measures the performance of Local Workforce Development Area (LWDA) 23's CareerSource/American Job Centers (AJCs). The report for Program Year (PY) 2024-25, covering July 1, 2024 to May 31, 2025 shows that two out of seven AJC locations met the required 65 percent performance measure standard.

Job Placements Summary: For PY 2024-25, LWDA 23 achieved a total of 5,910 job placements, equating to 61 percent of the minimum standard and 51.9 percent of the maximum standard. The Little Havana AJC surpassing the minimum YTD job placements standard by 119.7 percent and the maximum standard by 102.2 percent.

To address performance goals, the South Florida Workforce Investment Board (SFWIB) staff has implemented several key strategies:

- **Quarterly Performance Report:** At the end of the second quarter, a report was sent to AJC service providers and their management regarding their performance standards. The report identified deficiencies and areas of concern, in which SFWIB staff shall provide technical assistance to ensure performance standards are met.
- **Corrective Action Plans:** AJC service providers submitted detailed corrective action plans detailing improvement plans for each performance measure deficiency, assigned staff responsibilities, staff goals with performance timelines, and operational strategies addressing employer engagement and participation retention to include a plan address low co-enrollment strategies.
- **New Policies and Procedures:** SFWIB staff will introduce new policies and procedures aimed at increasing the number of individuals served by AJCs.

- Focus Groups: Focus groups have been established across all programs to target specific areas for enhancing service delivery and achieving federal, state, and local performance measures. These meetings will take place during the second week of each month.
- Common Measures Tool: SFWIB staff will use the Common Measures Tool to project Employment outcomes for the 1st, 2nd, 3rd, and 4th quarters after exit, which will be reflected in the BSC report.

Future Initiatives: AJC service providers will continue to implement their corrective action plans and strive to meet and exceed the PY 2024-25 performance standards.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY				
Balanced Scorecard PY '24-'25 (July 1, 2024 through May 31, 2025) *				
A Service Provider must meet or exceed 65% of the Balanced Scorecard Performance Measures				
Service Providers	American Job Center (AJC) Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
Arbor E & T, LLC	Carol City AJC	16	25	64.0%
	Hialeah Downtown AJC	18	25	72.0%
	North Miami Beach AJC	14	25	56.0%
	Northside Center AJC	14	25	56.0%
Youth Co-Op, Inc.	Little Havana AJC	21	25	84.0%
	Perrine AJC	16	25	64.0%
	West Dade AJC	16	25	64.0%
LWDA		16	25	65.7%

DJPOE Scorecard Report

Report Date: 7/1/2024 To 5/31/2025

Location	Maximum Standard		Minimum Standard		Direct Job Placement																Direct Job Placement by Type																Max Earned	Earned	% Earned	OE %	DJP %				
	#	%	#	%	Universal																WIOA Individualized																								
					Total								>1Qrt								Total								WIOA Individualized																
					1Qrt				>1Qrt				Adult/DW				Job Seekers				Veterans				Ex-Offenders				RA/Homeless				TANF/CAP									SNAP			
					1Qrt	>1Qrt	Tot	%	1Qrt	>1Qrt	Tot	%	Season	Temp	Part	Full	Season	Temp	Part	Full	1Qrt	>1Qrt	Tot	%	1Qrt	>1Qrt	Tot	%	1Qrt	>1Qrt	Tot	%	1Qrt	>1Qrt	Tot	%									
Carol City Center	1,320	33.1%	1,122	38.9%	411	26	437	297	20	317	0	5	1	100	0	1	0	4	106	5	6	1	0	0	2	0	0	0	0	0	0	0	0	0	\$155,984	\$59,500	38.1%	72.54%	27.46%						
Hialeah Downtown Center	1,518	65.3%	1,287	77.1%	975	17	992	596	14	610	0	14	2	352	0	0	1	2	368	3	11	0	0	0	0	0	0	0	0	0	0	0	0	0	\$709,957	\$193,850	27.3%	61.49%	38.51%						
North Miami Beach Center	1,650	23.3%	1,408	27.3%	359	25	384	282	18	300	0	3	1	64	0	2	0	5	68	7	8	0	0	0	0	1	0	0	0	0	0	0	0	0	\$778,738	\$38,100	4.9%	78.13%	21.88%						
Northside Center	1,683	22.9%	1,430	27.0%	348	38	386	260	35	295	0	4	1	78	0	0	0	2	83	2	5	0	0	0	0	0	1	0	0	0	0	0	0	0	\$800,205	\$46,350	5.8%	76.42%	23.58%						
Little Havana Center	1,430	102.2%	1,221	119.7%	1,443	19	1,462	983	11	994	0	80	12	342	0	4	0	3	434	7	25	1	0	0	0	0	0	0	0	0	0	0	0	0	\$670,625	\$213,550	31.8%	67.99%	32.01%						
Perrine Center	1,749	66.2%	1,485	78.0%	1,086	72	1,158	545	53	598	352	69	3	108	1	12	2	4	532	19	7	0	0	0	0	0	0	0	2	0	0	0	0	0	\$827,291	\$198,750	24.0%	51.64%	42.38%						
West Dade Center	2,046	53.3%	1,738	62.8%	1,067	24	1,091	565	15	580	0	21	8	432	0	0	0	9	461	9	40	0	0	0	0	0	1	0	0	0	0	0	0	0	\$961,738	\$263,100	27.4%	53.16%	46.84%						
Total	11,396	51.9%	9,691	61.0%	5,669	221	5,910	3,528	165	3,694	352	196	28	1476	1	19	3	29	2,052	52	102	2	0	0	2	0	3	1	2	0	0	0	0	0	\$4,904,538	\$1,013,200	20.7%	62.60%	37.60%						
																		% of DJP	70.8%	1.8%	3.5%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%											

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 5/31/2025

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	89.13%
2	Training Related Placements	75%	87.65%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	97.06%
5	Training Enrollments Rate	388	424
6	CAP All Family Participation Rate	50%	8.8%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	66.65%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	44.51%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%
10	Short-Term Veterans EER	50%	36.84%
11	Employers Served (Employer Penetration Rate)	27,502	30,279
12	Employer Serviced with Level 1 Services	17,878	24,567
13	Number of Job Orders	5,367	1,990
14	Jobs Openings Filled Rate	65%	22.56%
15	Referral Job Skills Match Average	80%	94.85%
	Outcome Measures		
16	Employment (Obtained Employment and Direct Job Placements)	11,396	6,099
17	Employed 1st Qtr After Exit	80%	77%
18	Employed 2nd Qtr After Exit	80%	79%
19	Employed 3rd Qtr After Exit	80%	78%
20	Employed 4th Qtr After Exit	80%	74%
21	Average Days to Employment	145	49
	21a DJP Average Days to Employment	60	39
	21b Obtained Average Days to Employment	167	68
22	Employment/Job Placement Average Wage	\$15.64	\$15.68
23	Cost Per Placement	\$2,108.45	\$653.14
24	Net Economic Benefit	\$30,423.00	\$31,960.98
25	Return on the Investment	\$14.43	\$48.94

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 5/31/2025

Arbor E&T, LLC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	89.13%	76.19%
2	Training Related Placements	75%	87.65%	80.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.06%	89.45%
5	Training Enrollments Rate	39	424	49
6	CAP All Family Participation Rate	50%	8.8%	4.14%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	66.65%	63.1%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	44.51%	30.3%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	30.77%
11	Employers Served (Employer Penetration Rate)	2,852	30,279	3,202
12	Employer Serviced with Level 1 Services	1,854	24,567	3,003
13	Number of Job Orders	557	1,990	171
14	Jobs Openings Filled Rate	65%	22.56%	11.82%
15	Referral Job Skills Match Average	80%	94.85%	96.92%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,320	6,099	437
17	Employed 1st Qtr After Exit	80%	77%	92%
18	Employed 2nd Qtr After Exit	80%	79%	78%
19	Employed 3rd Qtr After Exit	80%	78%	70%
20	Employed 4th Qtr After Exit	80%	74%	69%
21	Average Days to Employment	145	49	54
	21a DJP Average Days to Employment	60	39	42
	21b Obtained Average Days to Employment	167	68	85
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$17.15
23	Cost Per Placement	\$2,140.65	\$653.14	\$706.02
24	Net Economic Benefit	\$30,391.00	\$31,960.98	\$34,955.78
25	Return on the Investment	\$14.20	\$48.94	\$49.51

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 5/31/2025

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	89.13%	100.0%
2	Training Related Placements	75%	87.65%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.06%	99.75%
5	Training Enrollments Rate	49	424	45
6	CAP All Family Participation Rate	50%	8.8%	11.57%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	66.65%	66.46%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	44.51%	57.54%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	33.33%
11	Employers Served (Employer Penetration Rate)	3,114	30,279	3,711
12	Employer Serviced with Level 1 Services	2,024	24,567	3,124
13	Number of Job Orders	607	1,990	185
14	Jobs Openings Filled Rate	65%	22.56%	28.19%
15	Referral Job Skills Match Average	80%	94.85%	98.39%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,518	6,099	992
17	Employed 1st Qtr After Exit	80%	77%	98%
18	Employed 2nd Qtr After Exit	80%	79%	98%
19	Employed 3rd Qtr After Exit	80%	78%	100%
20	Employed 4th Qtr After Exit	80%	74%	93%
21	Average Days to Employment	145	49	32
	21a DJP Average Days to Employment	60	39	19
	21b Obtained Average Days to Employment	167	68	35
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$16.15
23	Cost Per Placement	\$2,204.47	\$653.14	\$614.83
24	Net Economic Benefit	\$30,327.00	\$31,960.98	\$32,968.85
25	Return on the Investment	\$13.76	\$48.94	\$53.62

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 6/9/2025 7:25:13 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 5/31/2025

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	89.13%	84.85%
2	Training Related Placements	75%	87.65%	81.82%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.06%	96.7%
5	Training Enrollments Rate	48	424	47
6	CAP All Family Participation Rate	50%	8.8%	0.55%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	66.65%	65.71%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	44.51%	27.19%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	40.74%
11	Employers Served (Employer Penetration Rate)	3,495	30,279	4,079
12	Employer Serviced with Level 1 Services	2,272	24,567	3,434
13	Number of Job Orders	682	1,990	173
14	Jobs Openings Filled Rate	65%	22.56%	10.52%
15	Referral Job Skills Match Average	80%	94.85%	97.0%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,650	6,099	384
17	Employed 1st Qtr After Exit	80%	77%	49%
18	Employed 2nd Qtr After Exit	80%	79%	58%
19	Employed 3rd Qtr After Exit	80%	78%	56%
20	Employed 4th Qtr After Exit	80%	74%	50%
21	Average Days to Employment	145	49	68
	21a DJP Average Days to Employment	60	39	59
	21b Obtained Average Days to Employment	167	68	66
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$16.91
23	Cost Per Placement	\$2,148.93	\$653.14	\$818.86
24	Net Economic Benefit	\$30,382.00	\$31,960.98	\$34,351.65
25	Return on the Investment	\$14.14	\$48.94	\$41.95

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 6/9/2025 7:25:13 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 5/31/2025

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	89.13%	87.5%
2	Training Related Placements	75%	87.65%	88.89%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.06%	95.7%
5	Training Enrollments Rate	55	424	40
6	CAP All Family Participation Rate	50%	8.8%	0.32%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	66.65%	61.08%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	44.51%	21.44%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	5.56%
11	Employers Served (Employer Penetration Rate)	4,391	30,279	4,756
12	Employer Serviced with Level 1 Services	2,854	24,567	3,462
13	Number of Job Orders	857	1,990	133
14	Jobs Openings Filled Rate	65%	22.56%	8.26%
15	Referral Job Skills Match Average	80%	94.85%	95.29%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,683	6,099	386
17	Employed 1st Qtr After Exit	80%	77%	70%
18	Employed 2nd Qtr After Exit	80%	79%	77%
19	Employed 3rd Qtr After Exit	80%	78%	77%
20	Employed 4th Qtr After Exit	80%	74%	79%
21	Average Days to Employment	145	49	21
	21a DJP Average Days to Employment	60	39	12
	21b Obtained Average Days to Employment	167	68	101
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$18.10
23	Cost Per Placement	\$2,117.11	\$653.14	\$1,075.31
24	Net Economic Benefit	\$30,414.00	\$31,960.98	\$36,565.82
25	Return on the Investment	\$14.37	\$48.94	\$34.00

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 6/9/2025 7:25:13 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 5/31/2025

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	89.13%	94.12%
2	Training Related Placements	75%	87.65%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.06%	99.39%
5	Training Enrollments Rate	46	424	60
6	CAP All Family Participation Rate	50%	8.8%	29.86%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	66.65%	76.26%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	44.51%	62.19%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	71.43%
11	Employers Served (Employer Penetration Rate)	2,955	30,279	3,264
12	Employer Serviced with Level 1 Services	1,921	24,567	2,813
13	Number of Job Orders	577	1,990	467
14	Jobs Openings Filled Rate	65%	22.56%	15.68%
15	Referral Job Skills Match Average	80%	94.85%	95.69%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,430	6,099	1,462
17	Employed 1st Qtr After Exit	80%	77%	90%
18	Employed 2nd Qtr After Exit	80%	79%	91%
19	Employed 3rd Qtr After Exit	80%	78%	86%
20	Employed 4th Qtr After Exit	80%	74%	88%
21	Average Days to Employment	145	49	57
	21a DJP Average Days to Employment	60	39	48
	21b Obtained Average Days to Employment	167	68	75
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$15.87
23	Cost Per Placement	\$2,197.46	\$653.14	\$472.26
24	Net Economic Benefit	\$30,334.00	\$31,960.98	\$32,539.21
25	Return on the Investment	\$13.80	\$48.94	\$68.90

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 6/9/2025 7:25:13 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 5/31/2025

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	89.13%	96.3%
2	Training Related Placements	75%	87.65%	86.67%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.06%	98.16%
5	Training Enrollments Rate	72	424	82
6	CAP All Family Participation Rate	50%	8.8%	7.69%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	66.65%	64.57%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	44.51%	46.88%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	35.9%
11	Employers Served (Employer Penetration Rate)	5,511	30,279	6,234
12	Employer Serviced with Level 1 Services	3,583	24,567	4,289
13	Number of Job Orders	1,075	1,990	322
14	Jobs Openings Filled Rate	65%	22.56%	40.01%
15	Referral Job Skills Match Average	80%	94.85%	95.39%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,749	6,099	1,158
17	Employed 1st Qtr After Exit	80%	77%	78%
18	Employed 2nd Qtr After Exit	80%	79%	89%
19	Employed 3rd Qtr After Exit	80%	78%	90%
20	Employed 4th Qtr After Exit	80%	74%	87%
21	Average Days to Employment	145	49	46
	21a DJP Average Days to Employment	60	39	42
	21b Obtained Average Days to Employment	167	68	102
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$13.85
23	Cost Per Placement	\$2,127.35	\$653.14	\$603.64
24	Net Economic Benefit	\$30,404.00	\$31,960.98	\$28,214.14
25	Return on the Investment	\$14.29	\$48.94	\$46.74

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 6/9/2025 7:25:13 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 5/31/2025

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	89.13%	87.8%
2	Training Related Placements	75%	87.65%	82.35%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.06%	98.12%
5	Training Enrollments Rate	79	424	101
6	CAP All Family Participation Rate	50%	8.8%	18.93%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	66.65%	75.84%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	44.51%	56.54%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	72.22%
11	Employers Served (Employer Penetration Rate)	5,184	30,279	4,971
12	Employer Serviced with Level 1 Services	3,370	24,567	4,410
13	Number of Job Orders	1,012	1,990	527
14	Jobs Openings Filled Rate	65%	22.56%	47.36%
15	Referral Job Skills Match Average	80%	94.85%	99.02%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	2,046	6,099	1,091
17	Employed 1st Qtr After Exit	80%	77%	80%
18	Employed 2nd Qtr After Exit	80%	79%	79%
19	Employed 3rd Qtr After Exit	80%	78%	79%
20	Employed 4th Qtr After Exit	80%	74%	71%
21	Average Days to Employment	145	49	41
	21a DJP Average Days to Employment	60	39	29
	21b Obtained Average Days to Employment	167	68	64
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$16.71
23	Cost Per Placement	\$2,192.08	\$653.14	\$810.85
24	Net Economic Benefit	\$30,339.00	\$31,960.98	\$33,949.27
25	Return on the Investment	\$13.84	\$48.94	\$41.87

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 6/9/2025 7:25:13 AM



SFWIB PERFORMANCE COUNCIL

DATE: 6/26/2025

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **DEDICATED COMMITMENT TO YOUTH PARTICIPATION**

STRATEGIC PROJECT: **Joint contribution for youth career pathway models**

BACKGROUND:

The Youth Balanced Scorecard tracks the performance of contracted Youth Service Providers within Workforce Development Area (WDA) 23 for Program Year (PY) 2024–2025. The report provides a year-to-date (YTD) performance snapshot from July 1, 2024, through June 13, 2025, and includes key indicators such as New Enrollments, Measurable Skills Gains, Youth Education and Employment Rates (2nd and 4th Quarters After Exit), and Credential Attainment.

In-School Youth (ISY) Program Performance:

The ISY Program has exceeded expectations in both enrollment and measurable outcomes for skills gains and credential attainment. However, the program is currently underperforming on the Education and Employment Rates in both the 2nd and 4th Quarters after exit. In response, all contracted youth service providers were required to submit Corrective Action Plans (CAPs) to CSSF Youth Programs by February 7, 2025, following a notification issued on January 28, 2025. These plans have been reviewed and approved, and CSSF continues to monitor progress against those commitments to address ongoing deficiencies. Oversight and support will remain a priority into the new program year to ensure continued improvement.

ISY Program Performance Data:

- Enrollment Performance: Standard – 149 | Actual – 285
- Measurable Skills Gains: Standard – 90% | Actual – 96%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – 85%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 79%
- Credential Attainment: Standard – 90% | Actual – 100%

Out-of-School Youth (OSY) Program Performance:

The OSY Program has demonstrated improvement in new enrollments and modest gains in measurable skills and credential attainment following the implementation of CAPs. However, despite these improvements, performance remains below the 90% regional standard in several areas. CSSF will continue to provide targeted oversight and monitor progress to address deficiencies and ensure upward trends carry into the new program year.

OSY Program Performance Data:

- Enrollment Performance: Standard – 733 | Actual – 584
- Measurable Skills Gains: Standard – 90% | Actual – 87%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – 85%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 79%
- Credential Attainment: Standard – 90% | Actual – 88%

CSSF remains committed to improving youth program outcomes and will continue working closely with all contracted providers to ensure compliance with performance expectations and long-term success for the youth we serve.

FUNDING: N/A**PERFORMANCE:** WIOA*ATTACHMENT*

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2024 thru 6/13/2025

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	149	285
New Enrollments	126	92
PWE Enrollments	20	30
Measurable Skills Gain	90 %	96 %
Credential Attainment	90 %	100 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	76%
Education and Employment Rate - 2nd Qtr After Exit	90 %	N/D
Education and Employment Rate - 3rd Qtr After Exit	90 %	84%
Education and Employment Rate - 4th Qtr After Exit	90 %	80%

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	733	584
New Enrollments	310	373
New Enrollments (General Population)	242	372
New Enrollments (Youth Offender)	17	13
New Enrollments (Homeless Runaway Foster Care)	17	12
New Enrollments (Pregnant or Parenting)	17	17
New Enrollments (Disability)	17	9
PWE Enrollments	183	147
Measurable Skills Gain	90 %	87 %
Credential Attainment	90 %	88 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	76%
Education and Employment Rate - 2nd Qtr After Exit	90 %	84%
Education and Employment Rate - 3rd Qtr After Exit	90 %	74%
Education and Employment Rate - 4th Qtr After Exit	90 %	80 %



SFWIB PERFORMANCE COUNCIL

DATE: 6/26/2025

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: CONSUMER REPORT CARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

STRATEGIC PROJECT: **Improve credential outcomes for job seekers**

BACKGROUND:

The South Florida Workforce Investment Board (SFWIB) maintains a policy of closely monitoring the performance of its approved training vendors through the Individual Training Account (ITA) system. To support this effort, the Consumer Report Card (CRC) Tool was developed and implemented as an online performance-tracking resource. This tool is updated daily and serves as a real-time performance dashboard for ITA programs, allowing Career Advisors and participants to assess the effectiveness of training programs and understand their economic return.

For Program Year 2024–2025 (July 1, 2024 – June 30, 2025), the CRC Tool tracks the following key performance metrics:

- Classroom Training Placements: 158 individuals were placed in classroom training programs.
- Training Completion and Employment Outcomes:
 - 138 participants successfully completed their training.
 - 88 participants obtained unsubsidized employment, earning an average wage of \$13.77 per hour.
- Occupation Relevance:
 - 75 of the 88 employed participants secured jobs directly related to their field of training.
- Economic Impact:
 - The net economic benefit per placement is calculated at \$25,137.92.
 - The return on investment for each dollar spent on training is \$10.65.
 - In total, the SFWIB contributed \$2,520,460 in wages to the South Florida regional economy through these placements.

The attached Consumer Report Card summary table provides a detailed breakdown of ITA program performance and economic impact, offering valuable insights into the effectiveness of our training investments and vendor outcomes during the 2024–2025 program year.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2024 - 06/30/2025

Training Agent	Training Program	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Banefit		Net Economic Benefit Per Placement	Value Added per Placement	
								Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Avgerage Wage	Average Economic Benefit			
Acadmey, ALL Campuses		125	108	74	61.66 %	66	62.28 %	\$ 8,527.71	\$ 1,017,869.39	\$ 117,436.84	\$ 22.95	\$ 47,726.97	\$ 38,693.36	\$ 3.36	
Apex Training Center - 3971	2223 - HVAC Mechanic	8	8	-	0.00 %	-	0.00 %	\$ 5,012.18	\$ 40,097.42	-	-	-	-	-	
Dade Institute of Technology	1767 - Microsoft Certified IT Professional MCITP/MCTS Test Prep	7	7	7	100.00 %	7	100.00 %	\$ 6,146.48	\$ 43,025.34	\$ 6,146.48	\$ 17.29	\$ 35,954.29	\$ 29,807.81	\$ 4.85	
Hollywood Career Institute LLC	2421 - Home Health Aide	3	3	3	100.00 %	-	0.00 %	\$ 1,650.00	\$ 4,950.00	\$ 1,650.00	\$ 15.67	\$ 32,586.67	\$ 30,936.67	\$ 18.75	
MDCP SCHOOLS (ALL)		10	9	3	35.71 %	1	14.29 %	\$ 1,477.26	\$ 12,765.78	\$ 5,218.42	\$ 6.71	\$ 13,965.71	\$ 13,220.23	\$ 25.83	
Miami Dade College (Various Campuses)		2	1	-	0.00 %	-	0.00 %	\$ 892.79	\$ 795.00		-	-	-	-	
The CDL Schools LLC - Miami Campus	1824 - Professional Tractor-Trailer Driver Program	3	2	1	50.00 %	1	100.00 %	\$ 1,715.27	\$ 3,430.53	\$ 3,430.53	\$ 20.00	\$ 41,600.00	\$ 38,169.47	\$ 11.13	
		158	138	88	49.62 %	75	39.51 %	\$ 25,421.67	\$ 1,122,933.46	\$ 133,882.27	\$ 13.77	\$ 28,638.94	\$ 25,137.92	\$ 10.65	



SFWIB PERFORMANCE COUNCIL

DATE: 6/26/2025

AGENDA ITEM NUMBER: 8

AGENDA ITEM SUBJECT: PROGRAM YEAR 2025-2026 AMERICAN JOB CENTER SCHEDULE OF OPERATIONS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Performance Council recommends to the Board the approval of the following American Job Centers (CareerSource centers) and Affiliated Colleges CareerSource centers Schedule of Operations for program year 2025–2026, as set forth below, as set forth below.

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

In accordance with the Department of Economic Opportunity (DEO) Grantee/Subgrantee Agreement, the South Florida Workforce Investment Board (SFWIB) is required to adopt an official schedule of operations for the upcoming state fiscal year. This schedule must include the daily hours of operation for all One-Stop Career Centers, as well as a holiday closure calendar that aligns with either the federal, state, or appropriate county holiday schedule. For CareerSource centers co-located with colleges or universities, the holiday schedule of the affiliated educational institution may be adopted.

SFWIB staff recommends that the Council approve the following standard schedule for all CareerSource South Florida centers operated by One-Stop Providers (including Carol City, Hialeah Downtown, Little Havana, Floral Heights, North Miami Beach, Perrine, Homestead, and West Dade):

- Daily Hours of Operation: 8:00 a.m. to 5:00 p.m., Monday through Friday
- Holiday Schedule: As outlined in the attached memorandum

This proposed schedule ensures consistency in service delivery across the region and aligns with state policy requirements.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

American Job Center Calendar 2025 – 2026

DATE HOLIDAYS/RECESS PERIOD

Friday, July 4, 2025	Observance of Independence Day
Monday, September 1, 2025	Observance of Labor Day
Monday, October 13, 2025	Observance of Columbus Day
Tuesday, November 11, 2025	Observance of Veterans Day
Thursday-Friday, November 27-28, 2025	Observance of Thanksgiving Holiday
Thursday, December 25, 2025	Observance of Christmas Holiday
Thursday, January 1, 2026	Observance of New Year's Day Holiday
Monday, January 19, 2026	Observance of Martin Luther King, Jr. Birthday
Monday, February 16, 2026	Observance of Presidents' Day
Friday, May 8, 2026	National Law Enforcement Appreciation Day
Monday, May 25, 2026	Observance of Memorial Day
Friday, June 19, 2026	Juneteenth Holiday
Friday, July 3, 2026	Observance of Independence Day



SFWIB PERFORMANCE COUNCIL

DATE: 6/25/2025

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: REVISIONS TO WORKFORCE SERVICES BALANCED SCORECARD

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to recommend to the Board the approval a new Workforce Services Balanced Scorecard for Program Year 25-26

STRATEGIC GOAL: **STRENGTHEN THE ONE-STOP DELIVERY SYSTEM**

STRATEGIC PROJECT: **Enhance CSSF performance system**

BACKGROUND:

The South Florida Workforce Investment Board (SFWIB) utilizes the Balanced Scorecard (BSC) as a strategic performance management tool to assess the effectiveness of CareerSource South Florida's Career Centers (American Job Centers) across Local Workforce Development Area (LWDA) 23. In an effort to strengthen alignment with federal and state priorities—particularly the Reimagining Education and Career Help (REACH) Act—SFWIB staff is recommending key updates to the BSC. These revisions are intended to improve accountability, streamline performance evaluation, and ensure a more accurate reflection of workforce system outcomes.

Proposed Additions and Revisions to the Balanced Scorecard:

- Common Measures
- Increased Earnings
- Number of Job Openings
- Career Advancement Program (CAP)/WIOA Enrollments
- SNAP E&T/WIOA Co-Enrollments
- SNAP Entered Employment Rate (EER)
- Work-Based Training

Recommended Removals from the Balanced Scorecard:

- Training Completion Rate and Training-Related Placements
- Measurable Skills Gain
- Employers Served
- Number of Job Orders
- Referral Skills Match
- Employed 1st, 2nd, 3rd, and 4th Quarter After Exit

To reinforce accountability, SFWIB staff recommends that AJC service providers meet a minimum performance threshold of 65% across Balanced Scorecard indicators. This threshold includes successful performance in the following core (“no-fail”) measures:

- Job Placements (maximum performance standard)
- Increased Earnings
- Common Measures
- Number of Job Openings
- CAP/WIOA Co-Enrollment Rate
- SNAP/WIOA Co-Enrollment Rate

These “no-fail” measures must be achieved in addition to meeting the overall 65% minimum threshold across all required BSC indicators.

FUNDING: None

PERFORMANCE: WIOA, WP, CAP, SNAP E&T

ATTACHMENT

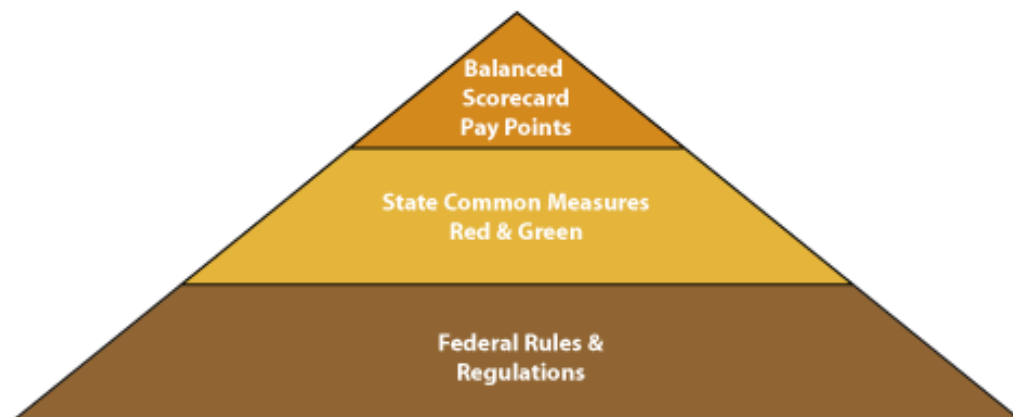
CSSF Specifications for Workforce Services Balanced Scorecard Report

I. PURPOSE

The purpose of the 2025-2026 South Florida Workforce Investment Board's (SFWIB) Balanced Scorecard Report is to strengthen and make the SFWIB's workforce service delivery system more effective and efficient by simplifying complex measures systems, integrating multilevel performance indicators and focusing on the basics such as employment outcome and self-sufficiency. The Balanced Scorecard Report includes a comprehensive Job Placement performance measure that is also used as a payment structure to improve employment opportunities for all jobseekers and increase local businesses' competitive advantage in a global economy.

The SFWIB's performance structure is derived from local, state and federally mandated measures. The comprehensive multilevel performance measures system was used to distinguish the organization's goals and define the Balanced Scorecard's measures. This system shall assist Workforce Development Area 23 (Area 23) in exceeding performance and serving all participants. The graph below illustrates the vertical integration of the multilevel performance measures system.

The Balanced Scorecard Report, along with the other operational reports, acts as a measurement system, strategic management system, and communication tool. It provides a compass for resource allocation to the SFWIB's Contractors by sorting and prioritizing dozens of state and federal mandates. It simplifies the complex and perplexing Workforce performance system, which in turn enhances Contractors' abilities to allocate human capital and financial resources in areas that shall collectively benefit Area 23's performance.



This document describes the specifications for the Balanced Scorecard Report 1) selection criteria, 2) reporting elements, and 3) logic used to obtain the different reporting elements. It is organized in three sections: Job Placements, CSSF Balanced Scorecard Performance Requirement, and Quality Assurance (QA) Key Indicators based on the contract requirements.

II. REPORT METHODOLOGY

Listed below are the SFWIB's methodologies used to define and calculate the performance accountability requirements for Area 23. Data will be obtained from the One-Stop Service Tracking (OSST), Employ Miami-Dade (EMD) and Workforce Management System (WFMS) data warehouse and computed using the following listed methodologies.

Acronyms	Systems	Programs
CMT	Common Measures Tool	WIOA Adult (WIOA AD), WIOA Dislocated Worker (WIOA DW), WIOA Youth, WP
EMD	Employ Miami-Dade	WIOA AD, WIOA DW, Reemployment and Eligibility Assessment (REA), and Wagner Peyser (WP) Programs
OSST	One-Stop Service Tracking	Career Advancement Program and Supplemental Nutrition Assistance Program (SNAP)
WFMS	Workforce Management System	All Programs

A. JOB PLACEMENTS

1) ***Wagner-Peyser (WP) Obtained Employment (OE)***

A Wagner-Peyser (WP) Obtained Employment (OE) refers to those fully (complete and accurate) registered individuals who secure employment within 180 calendar days of receiving one or more services which are wholly or partially funded by the state employment service agency, but the placement does not meet the federal definition for a "WP Placement." Credit for an OE may be claimed for any fully registered participant who has received any WP staff assisted reportable service(s) and has a job start date, where both service and start date fall within 180 days from the date the obtained employment is recorded. A participant must also have

a full EMD registration in the database before the start date of the obtained employment. A complete EMD registration must include all of the following components: a complete and current general information section containing a verified residential and mailing address, a valid telephone number, and e-mail address. The jobseeker must also have been assigned an occupation title and occupation code (O*NET code). Additionally, staff must complete the background wizard section including the education profile, the employment history with previous hourly wages, and O*NET code. To complete the registration, the jobseeker must have an active/online résumé that is viewable to employers, with a valid telephone number and e-mail address. Staff must verify that the jobseeker has started working prior to taking credit for an OE. Notification of a hire date will not suffice for securing OE credit. All participants, as part of their initial EDM registration, will be encouraged to create an email address for use in job placement. If a participant does not have an email address, instructions for creating an account will be provided at the designated CareerSource center resource room.

A job referral is the act of facilitating the match between qualified jobseekers and employers with job openings; and the recording of such referral in EMD. Prior to referring a jobseeker to a job opening, staff must ensure the jobseeker's qualifications match the minimum requirements listed in the job order by ensuring that the general information section, background wizard section, and the résumé on their personal profile includes all the jobseeker's skills; abilities; prior work experience; education and training; and certifications and licensure. These items should be consistent with the requirements of the job order. Staff must ensure that job referrals are only provided to jobseekers that have completed work registration and who meet the minimum requirements as stated in the job order. **At no time should a staff member alter the minimum requirements of a job order to increase a jobseekers skills match.** Additionally, staff must obtain the consent of the jobseeker prior to making any job referral. Staff must enter a case note in EMD to document the consent of the jobseeker.

Data Source: The data will be obtained from EMD and New Hire Reports. EMD OE Service Codes: 880, 881, 882, and 883.

2) ***Wagner-Peyser (WP) Universal Direct Job Placement (DJP)/ Direct Employment***

The SFWIB refers to a WP Placement as a Wagner-Peyser (WP) Direct Job Placement (DJP). A WP Placement as defined by 20 CFR 651.10 is the hiring by a public or private employer of a fully registered individual referred by the employment office for a job or an interview, provided that

the same employment office completed all of the following steps in sequential order from i to vi:

- i. Prepared a job order form prior to referral, except in the case of a job development contact on behalf of a specific applicant;
- ii. Made prior arrangements with the employer for the referral of a fully registered individual or individual(s);
- iii. Obtained the fully registered individual or individual(s) consent to be referred to the job order;
- iv. Referred a fully registered individual in EMD database who may or may not have been specifically designated by the employer, except for referrals on agricultural job orders for a specific crew leader or worker. The registration must be completed prior to the referral;
- v. Verified from an acceptable source (i.e. New Hire Report, Wage Credit, Work Number or Paystub), signed employment verification from the employer that the individual had entered on a job (for staffing agencies the jobseekers must have been assigned to a worksite and have earned wages); Staff must verify the jobseeker began working prior to recording the appropriate placement code. Verification information must be documented and must include a case note identifying:
 - Jobseeker's Name
 - Position jobseeker was hired for
 - Name of company
 - Source of Verification - Representative's Name & Title
 - Start Date (Current Employment Began/Start Date)
 - Rate of Pay/Salary per Hour

(Notification of an upcoming start or hire date is not acceptable for recording a placement).

- vi. Appropriately recorded the placement and submitted a signed employment verification to SFWIB/CSSF at the time of invoicing; failure to submit employment verification at the time of invoicing will result in an automatic disallowance of unverified placements. Submitting falsified verifications will be a disallowance and may lead to Contract termination;
- vii. For all placements with a staffing agency or other similar type of employer that provides contracted or temporary labor; staff must also obtain documentation (i.e. pay stub or payroll register) that authenticates the participant was assigned to a worksite and earned wages. The first pay stub after start date is preferred;

- viii. Pursuant to 20 CFR 652.3, staff must ensure the O*NET code used for a specific job opening matches the job description. If no match can be found, staff must use the title the employer or third party agency provided. Only one O*NET code may be used per job order. Placement into job openings that do not match the description in the job order or O*NET code is not permitted.

The SFWIB requires that the above steps ii through viii be completed in sequential order and by the same center location. Failure to comply with this requirement will result in the placement being disallowed. If a placement is disallowed that placement will be removed from the CSSF Balance Scorecard Performance Requirement (Attachment 3 of Exhibit A, Statement of Work) and all other SFWIB Reports.

A WP DJP includes a Wagner-Peyser (WP) Job Development Placement. Title 20 Part 651.10 of the Code of Federal Regulations provides that a job development means the process of securing a job interview with a public or private employer for a specific applicant for whom the local office has no suitable opening on file.

If there is no suitable opening on file in the job bank system, staff should make job development attempts (contacts) on behalf of the jobseeker. The job development attempt should be recorded on the jobseeker's activity service plan in EMD (service code 123 – Job Development Contact). Job development attempts should be documented on the jobseeker's case notes screen in accordance to the EFM Service Code Guide.

If staff later learns that the jobseeker was hired on the job to which a job development attempt was made, then the staff person should write a job order and take credit for the placement. Once the job order is written to reflect the hire, it must be matched against the job development referral that was previously entered on the jobseeker's services screen.

Data Source: The data will be obtained from EMD. EMD Service Codes: 750, 752, 753, 754, 760, 762, 764, 766, 770, 772, 774, 776, 780, 850, 852, 854, 856, 860, 862, 864, 866, 870, 872, 874, and 879.

Note: A DJP is referred as a Direct Job Placement

3) ***Types of DJPs***

i. ***Universal***

A Universal DJP refers to a WP jobseeker, fully registered in EMD, that secures a job placement by meeting the federal definition for a "Direct Job Placement," it is not a WIOA enrolled participant and does

not meet the criteria for any of the other seven types of DJP. The WP DJP must be recorded in EMD during the reporting period. The WP referral create date must be on or prior to the employment start date. Note: If the DJP is a WP Job Development, then the job development contact (activity code 123) must be on or prior to the hire date. A center may not exceed more than thirty-two percent (32%) of their monthly DJP number in this category. All placements entered in a given quarter that exceed the maximum number in one of the above mentioned categories will be counted for performance measures only and NOT for payment.

Data Source: The data will be obtained from EMD WP.

ii. ***WIOA Individualized Adult/Dislocated Worker (DW)***

A WIOA Individualized Adult or DW DJP refers to an eligible fully registered WIOA Adult or DW Participant in EMD that secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD WP and WIOA.

iii. ***WIOA Individualized Jobseekers with Disabilities***

A WIOA Individualized Jobseeker with a Disability refers to an eligible fully registered WIOA Adult or DW Participant that is identified in EMD to have a disability and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD WP and WIOA.

iv. ***WIOA Individualized Veterans or Ex-Offenders***

A WIOA Individualized Veteran or Ex-Offender refers to an eligible fully registered WIOA Adult or DW Participant that is identified in EMD as a Veteran or an Ex-Offender and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD WP and WIOA.

v. ***WIOA Individualized Reemployment Assistance (RA) Claimant or Homeless Person (HP)***

A WIOA Individualized Reemployment Assistance (RA) Claimant refers to an eligible fully registered WIOA Adult or DW Participant that is identified in EF or the State RA system as a recipient of Reemployment Assistance and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. A Homeless Person refers to an eligible WIOA Adult that is identified in EMD as meeting the United States Department of Housing and Urban Development's definition of a Chronically Homeless Person at the time of registration and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP

DJP result date must be recorded in EMD WIOA and occur within six (6) months of the WIOA application date. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD WP and WIOA.

vi. ***WIOA Individualized TANF/Career Advancement Program (CAP) or Supplemental Nutrition Assistance Program (SNAP)***

A WIOA Individualized TANF/Career Advancement Program (CAP) or Supplemental Nutrition Assistance Program (SNAP) DJP refers to an eligible fully registered WIOA Adult or DW Participant that is identified in OSST as a CAP or SNAP participant and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD WP, EMD WIOA, OSST CAP, and OSST SNAP.

Criteria for a WIOA Individualized TANF/CAP DJP: Employment information shall also be recorded in OSST and the hire date must be after a full month of CAP mandatory participation period before the CAP program's closure and during the reporting period. If the placement occurs during the first month in CAP, at least one hour of participation must be recorded in OSST.

Criteria for a WIOA Individualized SNAP DJP: SNAP participants with an employment hire date on or after being actively engaged in a qualifying SNAP component with at least one JPR hour recorded in

OSST during the reporting period. Employment information shall also be recorded in OSST.

B. CSSF BALANCED SCORECARD PERFORMANCE REQUIREMENTS

1) *Placements (Direct Job Placements & Obtained Employment) **

Employment (Obtained Employment and Direct Job Placements) reflects the total number of Direct Job Placements (DJPs) and Obtained Employment (OEs) in EMD during the reporting period.

Data Source: The data will be obtained from EMD.

2) *Increased Earnings **

Increased Earnings reflects the average earnings gain for participants in the following funding streams: WIOA Adult, WIOA Dislocated Worker, and Wagner-Peyser. The average earnings gain is derived from the salary variance between pre-wage and post-wage times average hours worked in a year

Salary variance (post-wage – pre-wage) x Average number of hours worked (2080)

Data Source: The data will be obtained from EMD and Work Number.

3) *Common Measures **

Common Measures reflects the percentage of federal indicators or performance exceeded based on the Common Measures Tool (CMT). Percentage will reflect the exceeding of measures in the following categories:

Adults

- Entered Employment Rate, Median Earnings, Credential Attainment, Measurable Skills Gain

Dislocated Workers

- Entered Employment Rate, Median Earnings, Credential Attainment, Measurable Skills Gain

Wagner-Peyser

- Entered Employment Rate & Median Earnings

Data Source: Data will be obtained from the CMT.

4) *Number of Job Openings* *

Number of Job Openings reflects the number of staff-initiated job openings from the job orders in the Job Order Index measure. The job orders to be excluded in the measure are those on hold.

Data Source: The data will be obtained from the EMD system.

5) *Number of Level 1 Business Services*

Employers Served with Level I Services reflects the total number of the new employers that have received a Level I Service that is recorded in EMD for the first time during the Program Year (PY) for the Region.

Level I (Highest Service Level): Includes services such as pre-screening; job orders; veteran services; customized training; job referrals/placements, job fairs; on-site workshops for recruitment/retention.

Data Source: The data will be obtained from EMD

6) *CAP/WIOA Co-Enrollments* *

The CAP/WIOA Co-Enrollments measure tracks the integrated service delivery between the Temporary Assistance for Needy Families (TANF) program and the Workforce Innovation and Opportunity Act (WIOA). This measure requires that at least **75%** of TANF participants be **co-enrolled** in one or more WIOA-funded programs, such as Title I Adult, Dislocated Worker, or Youth services.

Data Source: The data will be obtained from CAP Review Tool (Cumulative Report).

7) *SNAP/WIOA Co-Enrollments* *

The SNAP/WIOA Co-Enrollments measure tracks the integrated service delivery between the Supplemental Nutrition Assistance Program (SNAP) and the Workforce Innovation and Opportunity Act (WIOA). This measure

requires that at least **75%** of TANF participants be **co-enrolled** in one or more WIOA-funded programs, such as Title I Adult, Dislocated Worker, or Youth services.

Data Source: The data will be obtained from SNAP Review Tool (Cumulative Report).

8) Work-Based Training (Training Enrollments)

Training Enrollments Rate reflects the number of WIOA eligible participants enrolled and attended in qualified WIOA ITAs, On-the Job Training (OJT), and Paid Work Experience (PWE) in EMD and WFMS for the reporting period.

Data Source: The data will be obtained from EMD and WFMS.

9) CAP All Family Participation Rate

CAP All Family Participation Rate reflects the total number of families (mandatory participants) receiving TANF including a work eligible adult or minor head-of-household who is engaged in work activity for the month divided by the total number of mandatory participants receiving Temporary Cash Assistance (TCA).

The total # of CAP mandatory participants engaged in a Federal allowable countable activity.

Divided by the total # of CAP mandatory participants receiving TCA.

Data Source: The data shall be obtained from the OSST.

10) Career Advancement Program (CAP) Entered Employment Rate (EER)

Career Advancement Program (CAP) Entered Employment Rate (EER) reflects the number of all CAP mandatory cases that close with employment divided by the total number of closures within the reporting period.

The total # of all mandatory cases that close with employment.

Divided by the total # of mandatory cases that close within the reporting period.

Data Source: The data shall be obtained from the OSST system.

11) Supplemental Nutrition Assistance Program (SNAP) Entered Employment Rate (EER)

Supplemental Nutrition Assistance Program (SNAP) Entered Employment Rate (EER) reflects the number of all SNAP mandatory cases that close with employment divided by the total number of closures within the reporting period.

The total # of all mandatory cases that close with employment.

Divided by the total # of mandatory cases that close within the reporting period.

Data Source: The data shall be obtained from the OSST system.

12) Wagner Peyser (WP) Entered Employment Rate (EER)

Wagner Peyser (WP) Entered Employment Rate (EER) reflects the number of all Wagner-Peyser participants unemployed at enrollment that were placed at exit divided by all the WP participants unemployed at enrollment that have exited. Exits are defined as participants who have not had a service within three (3) months from the last reportable service.

The total # of all WP participants placed at exit.

Divided by the total # of all WP participants who exit.

Data Source: The data shall be obtained from the EMD WP.

13) WIOA Adult and Dislocated Worker Entered Employment Rate (EER)

WIOA Adult and Dislocated Worker Entered Employment Rate (EER) reflects the percent of those WIOA Adult and Dislocated Worker participants unemployed at registration and placed at exit divided by all the Adult and Dislocated Worker participants unemployed at registration who exit.

The total # of all Adult participants placed at exit.

Divided by the total # of Adult and Dislocated Worker participants who exit.

Data Source: The data shall be obtained from the EMD WIOA.

14) Short-term Veterans Entered Employment Rate (EER)

Short-term Veterans Entered Employment Rate (EER) reflects the number of exiting Veterans who were placed in EMD in the 90 days following their exit

date divided by the number of Veteran participants who were unemployed at their date of participation and were exited after 90 days.

The total # of exiting Veterans who were placed within 90 days of the exit date.

Divided by the total # of Veteran participants who were unemployed at their date of participation and were exited after 90 days.

Data Source: The data shall be obtained from the EMD.

15) *Average Days to Employment*

Average Days to Employment is defined as the total number days it takes a jobseeker to attain employment after registering in EMD. The measure will consider both Direct Job Placements and Obtain Employment, after the WP EMD registration/participation date. All hire dates shall be within the reporting period.

Data Source: The data shall be obtained from the EMD systems.

16) *Employment /Job Placement Average Wage*

Employment/Job Placement Average Wage reflects the sum of the hourly wages of all the WP Job Placements (DJP's only) divided by the number of WP Job Placements in EMD during the reporting period.

The sum of the hourly wages (DJP's only).

Divided by # of WP job placements.

Data Source: The data will be obtained from EMD WP DJPs.

17) *Cost per Placement*

Cost per Placement reflects the total contract award earned plus the WFMS allocations (obligated and paid) and share of facilities cost divided by the total number of Job Placements.

The total contract award earned plus the WFMS allocations (obligated and paid) and share of facilities cost.

Divided by the total # of Job Placements.

Data Source: The job placement information is obtained from EMD.

18) *Net Economic Benefit*

Net Economic Benefit reflects the Annual Placement Average Wage subtracted by the Cost per Placement.

$(\text{Placement Avg. Wage} \times 2080 \text{ hours}) - (\text{Cost per Placement}) = (\text{The Net Economic Benefit per Placement})$.

Data Source: The job placement information is obtained from EMD.

19) *Return on the Investment*

Return on the Investment reflects the Net Economic Benefit per Placement divided by the Cost per Placement.

The Net Economic Benefit per Placement.

Divided by the Cost per Placement.

Data Source: The placement information is obtained from EMD.