



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
THURSDAY, OCTOBER 19, 2023  
8:30 AM**

**The Double-Tree by Hilton Miami Airport Convention Center (Hotel Side)**  
The Hibiscus Room  
711 NW 72nd Avenue  
Miami, FL 33126

The public may choose to view the session online via Zoom. **Registration is required:**  
[https://us02web.zoom.us/meeting/register/tZcscuCrrzIoH9z91jrG6XSBG0DycYo\\_qKgV](https://us02web.zoom.us/meeting/register/tZcscuCrrzIoH9z91jrG6XSBG0DycYo_qKgV)

**AGENDA**

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
  - A. August 17, 2023
3. Information – WIOA Performance Update
4. Information – Adult Balanced Scorecard Report
5. Information – Youth Balanced Scorecard Update
6. Information – Consumer Report Card Update

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"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."

Performance Council Attendance Roster  
 PY 2022 - 2024

**Quorum Standard: 5**

#	Member First Name	Member Last Name	08/18/2022	10/20/2022	12/15/2022	02/16/2023	04/20/2023	06/15/2023	08/17/2023	Total Absences	Total Present
1	Dequasia	Canales	P	E	P	P	A	P	P	1	4
2	Joe	Chi	P	A	P	A	A	A	E	4	2
3	Lovey	Clayton	P	A	P	P	A	A	A	3	3
4	Bill	Diggs	A	A	A	A	A	A	A	6	0
5	Maria	Garza*	A	A	A					3	0
6	Edward "Eddie"	Garza***						P	P		
7	Albert "Al"	Huston, Jr.*	A	A	A					3	0
8	Rene'	Mantilla**				P	P	P	P		
9	Maria	Regueiro*	P	A	E					1	1
10	Andrei	Rolle***						P	P		
11	Denis	Rod	P	P	P	P	P	P	P	0	6
Total Present (P)			5	1	4	4	2	5	5		
Total Absences (A)			3	6	3	2	4	3	2		
Total Excused			0	1	1	0	0	0	1		

\* Member removed from the Board - December 15, 2022 SFWTB Meeting

\*\* Assigned to Performance Council January 2023

\*\*\* Assigned to Performance Council May 2023



## SFWIB PERFORMANCE COUNCIL MEETING

**DATE:** 10/19/2023

**AGENDA ITEM:** 2A

**AGENDA TOPIC:** MEETING MINUTES

### SFWIB PERFORMANCE COUNCIL MEETING MINUTES

**DATE/TIME:** August 17, 2023, 8:30AM

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

**Zoom:** <https://us02web.zoom.us/j/81140192401>

- 1. CALL TO ORDER:** Chairwoman Canales called to order the regular meeting of the SFWIB Performance Council at 8:47AM on August 17, 2023.

**ROLL CALL:** 6 members; 4 required; 5 present: Quorum Achieved

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair (Zoom) Garza, Eddie (Zoom) Mantilla, Rene' Rod, Denis Rolle, Andrei (Zoom)	Clayton, Lovey Diggs, Bill  <b>SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED</b>  Chi, Joe, Vice-Chair	Almonte, Ivan Perrin, Yian  <b>ADMINISTRATION/IT</b>
<b>OTHER ATTENDEES</b>		
Dalto, Joseph, NH Florida Perez-Borroto, Youth Co-Op, Inc.		

Agenda items are displayed in the order they were discussed.

2. **Approval - Performance Council Meeting Minutes: December 15, 2022, February 16, 2023, April 20, 2023, and June 15, 2023**

Members of the Performance Council were given a few moments to peruse the minutes and make any necessary comments. Mr. Perrin reminded the group to state their names prior to introducing a motion or second.

Dr. Rod commented on the upcoming Council and complete board meetings on December 21, 2023 as he is concerned about the time of the meeting and the difficulty of getting to the location during rush hour. To avoid issues and ensure that quorum is reached, he suggested that the meeting be conducted via Zoom. Mr. Perrin stated that he would take note of Dr. Rod's concerns and present them to the Executive Director for consideration.

**Motion** by Dr. Rod to approve the Performance Council Meeting minutes from December 15, 2022 through June 15, 2023.

Mr. Mantilla seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

3. **Informational – REACH Act Performance Update**

Chairwoman Canales introduced the item; Mr. Perrin further presented the REACH Act 3<sup>rd</sup> Quarter update.

Mr. Mantilla inquired about who sets the targets for each metric presented. Mr. Perrin advised that the targets are set by the state.

Dr. Rod requested clarification regarding which state office. Mr. Perrin clarified that the Governor's office establishes the metrics.

No further questions or concerns were presented. Item closed.

4. **Information – WIOA Performance Update**

Chairwoman Canales introduced the item; Mr. Perrin further presented the WIOA indicators of performance for Adult, Dislocated Worker, Youth and Wagner-Peyser Programs.

Mrs. Canales and Mr. Mantilla commended the staff for their diligence and commitment to continuous improvement.



No further questions or concerns were presented. Item closed.

## 5. Information – One-Stop Operator RFP

Chairwoman Canales introduced the item; Mr. Perrin further presented an update on the competitive process for a One-Stop Operator.

Currently CSSF has temporary authorization to serve as One-Stop Operator; however, this authorization is slated to expire on September 30, 2023. CSSF is preparing a request to renew the authorization in advance of its expiration to ensure there is not a gap in service.

No further questions or concerns were presented. Item closed.

## 6. Information – Mayor’s Job Fair

Chairwoman Canales introduced the item; Mr. Perrin further presented an update on Mayor Levine Cava’s monthly series of career and job fairs throughout Miami-Dade County. He went over the findings from the report on contingent job offers and said that one reason the series has been so effective is that conditional offers are often made on the spot.

The series has been extended by Mayor Cava Levine through February 2024 due to its success.

Mr. Mantilla wanted to know how the events are promoted. Mr. Perrin advised we disseminate the information using email and social media campaigns. Career Centers and other community partners also have copies of the materials accessible for review. Mr. Beasley added that CSSF staff are also targeting for specific zip codes to boost local turnout. Mr. Mantilla further stated that he admired the approach and believed it to be highly strategic and effective.

Mr. Mantilla inquired about the prospect of hosting job fairs on Saturdays in an effort to increase attendance. Many would like to attend, but they are unable to take time off during the week because of their current job. Mr. Beasley added that we had previously held a Saturday event at D.A. Dorsey. Mr. Perrin confirmed the event's success. Mr. Beasley and Mr. Mantilla discussed the possibility of one of the technical colleges hosting a job fair in the immediate future.

Mr. Garza would also like to commend CSSF; as a partner, they have felt well informed about every event. Moreover, he wished to recognize the team for bringing the events to the further south in the County, as it is typically difficult to get organizers to host events in deep



South Dade. Mr. Perrin reported that Mayor Cava wished to include the southern region because she is a native of the area and would like to assure its representation. In addition, he discussed some of the challenges they face when planning an event in the south, such as locating a large enough venue, parking, and accessibility; however, Miami Dade College and the local public schools have made all the difference in the process.

No further questions or concerns were presented. Item closed.

## 7. Information – Adult Balanced Score Card Report

Chairwoman Canales introduced the item; Mr. Perrin 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) 2022-23, is from July 1, 2022 through June 30, 2023. One of the ten American Job Centers have achieved required 65% performance measure standard; none have met the minimum or maximum job placement standards.

Mr. Perrin reminded the Performance Council that the Performance Improvement Plans are already underway. CSSF staff continues to collaborate with the AJCs to track their progress. With their input, we reviewed and revised a number of performance tools to assist them in attaining established performance measures. In addition, we recently hosted a meeting with the business services placement staff to provide them with additional training on the agency's vision and objectives, as well as to assist them in better understanding the programs and how to best represent them to the business community. Furthermore, we will reinstate monthly meetings with providers to address questions and concerns and keep them abreast of any necessary updates/changes.

Mr. Perrin reviewed the Career Center Service Providers Performance Summary Report, highlighting the areas of improvement over the course of the year.

Chairwoman Canales observed that the majority are making progress in the correct direction. Mr. Perrin reported that Mr. Beasley is working with staff to meet with providers to discuss possible strategies to enhance performance, which is beginning to have slight impact on the performance measures.

Dr. Rod inquired about any of the centers assisting with Ukraine. Mr. Perrin indicated that it would fall under the Refugee program; however, CSSF lost its state contract this year. In addition, he provided an overview of how the refugee programs operate and outlined some of the challenges currently confronting the programs.

No further questions or concerns were presented. Item closed.

## **8. Information – Youth Balanced Scorecard Update**

Mr. Perrin further presented the ISY/OSY program performances for PY 2022-2023, which is the period of July 1, 2022 through June 30, 2023.

Mr. Mantilla inquired about the interventions presently employed by CSSF staff to manage underperforming out-of-school youth (OSY) programs. Mr. Perrin confirmed that managing the performance of OSY programs could be challenging due to a number of variables, including the fact that out-of-school youth are more concerned with generating income to assist their families, rather than participating in a program that does not immediately create a stream of income. Mr. Mantilla is aware of the difficult choices that many adolescents in this age group must make; however, additional research should be conducted to determine further explanations for the low participation in available programs. Mr. Perrin further advised of the several wrap around services available to OSY and their families.

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

## **9. Informational - Consumer Report Card Update**

Mr. Perrin introduced and further presented the CRC performance for program year 2022-2023, dated July 1, 2022 through June 30, 2023.

Mr. Mantilla questioned whether employers are increasing pay. Mr. Perrin confirmed as such. Mr. Beasley described the generation of the consumer report and the calculations used to determine placements and cost-per-placement amounts.

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

Being as there were no further questions or concerns, the meeting adjourned at 9:42am.



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/19/2023

**AGENDA ITEM NUMBER:** 3

**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:**

On May 5, 2022, the Florida Department of Commerce completed the state-level performance negotiations with the U.S. Department of Labor (USDOL) Employment and Training Administration for Workforce Innovation and Opportunity Act (WIOA) Titles I and III funded programs for Program Years (PY) 2022-2023 and 2023-2024. The negotiated WIOA primary performance indicators measures the Adult, Dislocated Worker, Youth, and Wagner-Peyser programs. The performance accountability indicators are used to assess the effectiveness of local workforce development boards to continue providing workforce services in their respective areas. The measures are defined as Not Met (less than 90% of negotiated), Met (90-100% of negotiated), and Exceeded (greater than 100% of negotiated).

South Florida Workforce Investment Board (SFWIB) staff created a Common Measures Tool (CMT) that monitors the negotiated federal performance indicators 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 will identify cases with incomplete employment data per quarter.

The 18 Performance Indicators in which the SFWIB will be measured are as follows:

- Adults
  - Employed 2<sup>nd</sup> Quarter After Exit
  - Median Wages
  - Employed 4<sup>th</sup> Quarter After Exit
  - Credential Attainment
  - Measurable Skills Gain



- Dislocated Workers
  - Employed 2<sup>nd</sup> Quarter After Exit
  - Median Wages
  - Employed 4<sup>th</sup> Quarter After Exit
  - Credential Attainment
  - Measurable Skills Gain
  
- Youth
  - Employed 2<sup>nd</sup> Quarter After Exit
  - Median Wages
  - Employed 4<sup>th</sup> Quarter After Exit
  - Credential Attainment
  - Measurable Skills Gain
  
- Wagner-Peyser
  - Employed 2<sup>nd</sup> Quarter After Exit
  - Median Wages
  - Employed 4<sup>th</sup> Quarter After Exit

Based on the CMT, 17 of the 18 negotiated performance measures are being achieved. The Dislocated Workers Entered Employment Rate and Credential Attainment indicator is the only measure the Region is not meeting. As indicated on the CMT, there are still a number of follow-ups in which AJC staff are in the process of conducting.

SFWIB staff has identified several strategies to improve performance to ensure all 18 WIOA Indicators of Performance are met:

- Ensuring each case is properly documented in the Employ Miami-Dade and Employ Monroe systems. These guidelines include, the requirement for AJC staff to provide monthly updates regarding the status of follow-up cases;
- Required participation from CSSF Service Provider in the hands-on technical assistance provided by CSSF staff regarding the proper documentation of those cases;
- Implementation of the Work Number verification updates in the Common Measures tool to assist with any outstanding employment information which has not been documented, and;
- SFWIB staff will also incorporate an overview of the Common Measures tool at all Performance Improvement Team (PIT) meetings.

**FUNDING:** N/A

**PERFORMANCE:** Workforce Innovation Opportunity Act and Wagner Peyser

*ATTACHMENT*

Summary										
Number of Employed Participants not Exited:								320		
Total Number of Cases:								1,301		
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		
<b>Adults</b>										
Entered Employment Rate	90.00%	139.53%	98.75%	153.10%	90.00%	139.53%	88.00%	136.43%	64.50%	141.63%
Median Earnings	\$8,840.00	175.60%	\$9,880.00	196.26%	\$9,250.80	183.76%	\$13,182.00	261.85%	\$5,034.00	261.85%
Credential Attainment	55.77%	110.22%	71.93%	142.15%	100.00%	197.63%	76.19%	150.57%	50.60%	131.75%
Measurable Skills Gain	98.08%	393.88%	101.75%	408.65%	100.00%	401.61%	104.76%	420.73%	24.90%	404.65%
<b>Dislocated Workers</b>										
Entered Employment Rate	100.00%	125.47%	92.31%	115.82%	71.43%	89.62%	88.89%	111.53%	79.70%	114.32%
Median Earnings	\$14,560.00	178.43%	\$12,121.20	148.54%	\$8,741.20	107.12%	\$13,182.00	161.54%	\$8,160.00	178.43%
Credential Attainment	93.33%	117.40%	100.00%	125.79%	100.00%	125.79%	71.43%	89.85%	79.50%	115.00%
Measurable Skills Gain	100.00%	250.00%	100.00%	250.00%	100.00%	250.00%	100.00%	250.00%	40.00%	250.00%
<b>Wagner-Peyser</b>										
Entered Employment Rate	59.63%	96.64%	61.03%	98.91%	67.28%	109.05%	69.61%	112.82%	61.70%	44.65%
Median Earnings	\$7,703.80	148.92%	\$7,800.00	150.78%	\$7,217.60	139.52%	\$7,800.00	150.78%	\$5,173.00	150.78%
<b>Youth</b>										
Education and Employment Rate	59.15%	78.04%	70.83%	93.45%	78.75%	103.89%	80.77%	106.56%	75.80%	81.23%
Median Earnings	\$7,540.00	204.22%	\$7,800.00	211.26%	\$7,540.00	204.22%	\$7,800.00	211.26%	\$3,692.00	211.26%
Credential Attainment	50.57%	86.44%	64.86%	110.88%	81.48%	139.28%	69.57%	118.91%	58.50%	100.55%
Measurable Skills Gain	98.87%	196.56%	102.70%	204.18%	103.70%	206.17%	98.55%	195.93%	50.30%	198.34%
<b>Not Met (less than 90% of negotiated)</b>										
<b>Met (90-100% of negotiated)</b>										
<b>Exceeded (greater than 100% of negotiated)</b>										



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/19/2023

**AGENDA ITEM NUMBER:** 4

**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 the Workforce Development Area (WDA) 23 CareerSource South Florida (CSSF) American Job Centers (AJC) service providers. The report for Program Year (PY) 2023-24, is from July 1, 2023 through September 30, 2023. The BSC performance summary indicates four of the nine AJC locations achieved the required 65 percent performance measures standard.

The Job Placements Year-to-Date (YTD) summary report for PY 2023-24 shows WDA 23 has a total of 2,154 job placements, which was 67.4 percent of the minimum standard and 57.3 percent of the maximum standard.

Two of the nine AJC locations achieved the minimum YTD job placements standard PY 2023-24. The Hialeah Downtown and Little Havana AJC locations both exceeded the minimum standard with 112 percent and 112.9 percent, respectively.

South Florida Workforce Investment Board (SFWIB) staff has implemented several strategies to ensure performance goals are met. These strategies include the continued implementation of new policies such as the self-attestation and self-sufficiency policies to help increase the number of individuals served, as well as, the establishment of a focus group that will include AJC staff from various programs to target specific areas that will enhance the LWDA 23 service delivery and help meet federal, state, and local performance measures. SFWIB staff will also use the Common Measures tool to help show projections on the BSC report for Employment 1st, 2nd, 3rd, and 4th Quarters After Exit.

Additionally, the AJC service providers will continue implementing their corrective action plans to increase and achieve the PY 2023-24 performance standards.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

## CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY

Balanced Scorecard PY '23-'24 (July 1, 2023 through September 30, 2023) \*

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	24	66.7%
	Hialeah Downtown AJC	16	22	72.7%
	North Miami Beach AJC	12	23	52.2%
	Northside Center AJC	14	24	58.3%
The College of the Florida Keys	Florida Keys AJC's	8	14	57.1%
Miami Dade College	MDC Works	3	10	30.0%
Youth Co-Op, Inc.	Little Havana AJC	13	18	72.2%
	Perrine AJC	17	20	85.0%
	West Dade AJC	14	23	60.9%
LWDA		13	24	52.3%

## DJPOE Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Location	Maximum Standard		Minimum Standard		Direct Job Placement													Direct Job Placement by Type										Max Earned	Earned	% Earned	OE %	DJP %																				
	#	%	#	%	Universal						>1Qrt							Total		WIOA Individualized																																
					1Qrt			>1Qrt			Season		Temp		Part		Full			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	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt						>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt													
Carol City Center	360	42.8%	306	50.3%	113	41	154	54	39	93	0	22	1	30	0	0	0	2	53	2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$42,541	\$19,450	45.7%	60.39%	39.61%											
Hialeah Downtown Center	414	94.9%	351	112.0%	299	94	393	236	89	325	0	3	1	58	0	1	0	4	62	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$193,624	\$19,950	10.3%	82.70%	17.30%											
North Miami Beach Center	450	33.6%	384	39.3%	67	84	151	44	81	125	0	0	0	20	0	0	0	2	20	2	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$212,383	\$10,600	5.0%	82.78%	17.22%											
Northside Center	459	31.6%	390	37.2%	83	62	145	54	60	114	0	2	1	26	0	0	0	2	29	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$218,237	\$8,650	4.0%	78.62%	21.38%											
Florida Keys Center	237	7.6%	201	9.0%	13	5	18	10	5	15	0	0	0	3	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$165,265	\$2,400	1.5%	83.33%	16.67%												
Homestead Center	417	30.0%	354	35.3%	93	32	125	21	30	51	72	0	0	0	2	0	0	0	72	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$198,231	\$21,100	10.6%	40.80%	59.20%												
Little Havana Center	390	96.4%	333	112.9%	280	96	376	183	87	270	0	19	5	62	0	2	1	6	86	9	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$182,897	\$35,650	19.5%	71.81%	28.19%												
Perrine Center	477	80.7%	405	95.1%	276	109	385	130	100	230	63	34	3	42	1	1	1	6	142	9	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$225,624	\$42,200	18.7%	59.74%	40.26%												
West Dade Center	558	72.9%	474	85.9%	332	75	407	205	68	273	0	1	0	123	0	1	0	5	124	6	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	\$262,292	\$42,300	16.1%	67.08%	32.92%												
<b>Total</b>	<b>3,762</b>	<b>57.3%</b>	<b>3,198</b>	<b>67.4%</b>	<b>1,556</b>	<b>598</b>	<b>2,154</b>	<b>937</b>	<b>559</b>	<b>1,496</b>	<b>135</b>	<b>81</b>	<b>11</b>	<b>364</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>27</b>	<b>591</b>	<b>37</b>	<b>28</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$1,701,094</b>	<b>\$202,300</b>	<b>11.9%</b>	<b>69.45%</b>	<b>30.55%</b>											
																			% of DJP	21.9%	1.4%	1.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

## Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	94.29%
2	Training Related Placements	75%	76.92%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	95.36%
5	Training Enrollments Rate	201	112
6	CAP All Family Participation Rate	50%	0.55%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%
10	Short-Term Veterans EER	50%	35.14%
11	Employers Served (Employer Penetration Rate)	4,377	5,141
12	Employer Serviced with Level 1 Services	2,817	3,745
13	Jobs Openings Filled Rate	65%	6.1%
14	Referral Job Skills Match Average	80%	90.6%
Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	3,762	2,172
16	Employed 1st Qtr After Exit	95%	82%
17	Employed 2nd Qtr After Exit	95%	95%
18	Employed 3rd Qtr After Exit	95%	56%
19	Employed 4th Qtr After Exit	95%	65%
20	Average Days to Employment	145	78
	20a DJP Average Days to Employment	60	23
	20b Obtained Average Days to Employment	167	95
21	Employment/Job Placement Average Wage	\$14.58	\$15.30
22	Cost Per Placement	\$1,847.18	\$490.39
23	Net Economic Benefit	\$28,749.00	\$31,319.81
24	Return on the Investment	\$15.42	\$63.40

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Arbor E&T, LLC  
Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	100.0%
2	Training Related Placements	75%	76.92%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.36%	100.0%
5	Training Enrollments Rate	21	112	11
6	CAP All Family Participation Rate	50%	0.55%	0.4%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	12.77%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	85.85%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	35.14%	16.67%
11	Employers Served (Employer Penetration Rate)	429	5,141	486
12	Employer Serviced with Level 1 Services	279	3,745	350
13	Jobs Openings Filled Rate	65%	6.1%	5.56%
14	Referral Job Skills Match Average	80%	90.6%	95.43%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	360	2,172	154
16	Employed 1st Qtr After Exit	95%	82%	100%
17	Employed 2nd Qtr After Exit	95%	95%	100%
18	Employed 3rd Qtr After Exit	95%	56%	50%
19	Employed 4th Qtr After Exit	95%	65%	57%
	20 Average Days to Employment	145	78	63
	20a DJP Average Days to Employment	60	23	21
	20b Obtained Average Days to Employment	167	95	91
21	Employment/Job Placement Average Wage	\$14.58	\$15.30	\$15.54
22	Cost Per Placement	\$2,315.62	\$490.39	\$407.50
23	Net Economic Benefit	\$28,011.10	\$31,319.81	\$31,911.54
24	Return on the Investment	\$12.10	\$63.40	\$78.31

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	100.0%
2	Training Related Placements	75%	76.92%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.36%	100.0%
5	Training Enrollments Rate	27	112	4
6	CAP All Family Participation Rate	50%	0.55%	3.32%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	22.35%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	77.25%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	35.14%	66.67%
11	Employers Served (Employer Penetration Rate)	474	5,141	543
12	Employer Serviced with Level 1 Services	279	3,745	349
13	Jobs Openings Filled Rate	65%	6.1%	3.36%
14	Referral Job Skills Match Average	80%	90.6%	98.77%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	414	2,172	393
16	Employed 1st Qtr After Exit	95%	82%	100%
17	Employed 2nd Qtr After Exit	95%	95%	91%
18	Employed 3rd Qtr After Exit	95%	56%	ND
19	Employed 4th Qtr After Exit	95%	65%	100%
	20 Average Days to Employment	145	78	76
	20a DJP Average Days to Employment	60	23	21
	20b Obtained Average Days to Employment	167	95	74
21	Employment/Job Placement Average Wage	\$14.58	\$15.30	\$17.26
22	Cost Per Placement	\$2,297.68	\$490.39	\$200.83
23	Net Economic Benefit	\$28,029.00	\$31,319.81	\$35,708.29
24	Return on the Investment	\$12.20	\$63.40	\$177.80

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	90.91%
2	Training Related Placements	75%	76.92%	57.14%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.36%	88.04%
5	Training Enrollments Rate	27	112	18
6	CAP All Family Participation Rate	50%	0.55%	1.18%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	8.51%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	77.37%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	35.14%	0.0%
11	Employers Served (Employer Penetration Rate)	528	5,141	549
12	Employer Serviced with Level 1 Services	345	3,745	473
13	Jobs Openings Filled Rate	65%	6.1%	6.74%
14	Referral Job Skills Match Average	80%	90.6%	91.2%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	450	2,172	151
16	Employed 1st Qtr After Exit	95%	82%	38%
17	Employed 2nd Qtr After Exit	95%	95%	100%
18	Employed 3rd Qtr After Exit	95%	56%	50%
19	Employed 4th Qtr After Exit	95%	65%	57%
20	Average Days to Employment	145	78	129
20a	DJP Average Days to Employment	60	23	61
20b	Obtained Average Days to Employment	167	95	143
21	Employment/Job Placement Average Wage	\$14.58	\$15.30	\$15.74
22	Cost Per Placement	\$2,292.52	\$490.39	\$733.36
23	Net Economic Benefit	\$28,034.00	\$31,319.81	\$32,000.64
24	Return on the Investment	\$12.23	\$63.40	\$43.64

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	100.0%
2	Training Related Placements	75%	76.92%	0.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.36%	100.0%
5	Training Enrollments Rate	24	112	1
6	CAP All Family Participation Rate	50%	0.55%	4.24%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	14.29%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	80.16%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	35.14%	100.0%
11	Employers Served (Employer Penetration Rate)	654	5,141	1,046
12	Employer Serviced with Level 1 Services	426	3,745	873
13	Jobs Openings Filled Rate	65%	6.1%	2.2%
14	Referral Job Skills Match Average	80%	90.6%	99.74%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	459	2,172	145
16	Employed 1st Qtr After Exit	95%	82%	50%
17	Employed 2nd Qtr After Exit	95%	95%	87%
18	Employed 3rd Qtr After Exit	95%	56%	ND
19	Employed 4th Qtr After Exit	95%	65%	ND
	20 Average Days to Employment	145	78	93
	20a DJP Average Days to Employment	60	23	20
	20b Obtained Average Days to Employment	167	95	115
21	Employment/Job Placement Average Wage	\$14.58	\$15.30	\$16.85
22	Cost Per Placement	\$2,678.48	\$490.39	\$601.07
23	Net Economic Benefit	\$27,647.92	\$31,319.81	\$34,441.73
24	Return on the Investment	\$10.32	\$63.40	\$57.30

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

College of Florida Keys

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	ND
2	Training Related Placements	75%	76.92%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	95.36%	ND
5	Training Enrollments Rate	12	112	ND
6	CAP All Family Participation Rate	50%	0.55%	12.5%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	50.0%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	60.0%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	35.14%	100.0%
11	Employers Served (Employer Penetration Rate)	231	5,141	47
12	Employer Serviced with Level 1 Services	150	3,745	1
13	Jobs Openings Filled Rate	65%	6.1%	1.48%
14	Referral Job Skills Match Average	80%	90.6%	93.71%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	237	2,172	18
16	Employed 1st Qtr After Exit	95%	82%	ND
17	Employed 2nd Qtr After Exit	95%	95%	ND
18	Employed 3rd Qtr After Exit	95%	56%	ND
19	Employed 4th Qtr After Exit	95%	65%	ND
	20 Average Days to Employment	145	78	90
	20a DJP Average Days to Employment	60	23	29
	20b Obtained Average Days to Employment	167	95	97
21	Employment/Job Placement Average Wage	\$14.58	\$15.30	\$17.70
22	Cost Per Placement	\$2,315.62	\$490.39	\$177.78
23	Net Economic Benefit	\$28,011.10	\$31,319.81	\$36,627.82
24	Return on the Investment	\$12.10	\$63.40	\$206.03

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Miami Dade College

Miami Dade College

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	ND
2	Training Related Placements	75%	76.92%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	95.36%	ND
5	Training Enrollments Rate		112	ND
6	CAP All Family Participation Rate	50%	0.55%	ND
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	ND
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	27.12%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	35.14%	0.0%
11	Employers Served (Employer Penetration Rate)		5,141	11
12	Employer Serviced with Level 1 Services		3,745	5
13	Jobs Openings Filled Rate	65%	6.1%	ND
14	Referral Job Skills Match Average	80%	90.6%	29.25%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)		2,172	18
16	Employed 1st Qtr After Exit	95%	82%	ND
17	Employed 2nd Qtr After Exit	95%	95%	ND
18	Employed 3rd Qtr After Exit	95%	56%	ND
19	Employed 4th Qtr After Exit	95%	65%	ND
20	Average Days to Employment	145	78	73
20a	DJP Average Days to Employment	60	ND	ND
20b	Obtained Average Days to Employment	167	95	73
21	Employment/Job Placement Average Wage	\$14.58	ND	ND
22	Cost Per Placement		\$490.39	ND
23	Net Economic Benefit		ND	ND
24	Return on the Investment		ND	ND

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Youth Co-Op

Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	ND
2	Training Related Placements	75%	76.92%	0.0%
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	95.36%	82.5%
5	Training Enrollments Rate		112	ND
6	CAP All Family Participation Rate	50%	0.55%	6.17%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	21.62%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	37.89%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	35.14%	0.0%
11	Employers Served (Employer Penetration Rate)		5,141	26
12	Employer Serviced with Level 1 Services		3,745	ND
13	Jobs Openings Filled Rate	65%	6.1%	0.0%
14	Referral Job Skills Match Average	80%	90.6%	93.33%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	417	2,172	125
16	Employed 1st Qtr After Exit	95%	82%	50%
17	Employed 2nd Qtr After Exit	95%	95%	100%
18	Employed 3rd Qtr After Exit	95%	56%	ND
19	Employed 4th Qtr After Exit	95%	65%	ND
20	Average Days to Employment	145	78	60
20a	DJP Average Days to Employment	60	23	2
20b	Obtained Average Days to Employment	167	95	144
21	Employment/Job Placement Average Wage	\$14.58	\$15.30	\$11.22
22	Cost Per Placement		\$490.39	\$191.11
23	Net Economic Benefit		\$31,319.81	\$23,138.58
24	Return on the Investment		\$63.40	\$121.07

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	75.0%
2	Training Related Placements	75%	76.92%	0.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.36%	100.0%
5	Training Enrollments Rate	27	112	21
6	CAP All Family Participation Rate	50%	0.55%	12.5%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	35.29%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	71.23%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	35.14%	ND
11	Employers Served (Employer Penetration Rate)	450	5,141	676
12	Employer Serviced with Level 1 Services	291	3,745	309
13	Jobs Openings Filled Rate	65%	6.1%	3.42%
14	Referral Job Skills Match Average	80%	90.6%	92.79%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	390	2,172	376
16	Employed 1st Qtr After Exit	95%	82%	88%
17	Employed 2nd Qtr After Exit	95%	95%	100%
18	Employed 3rd Qtr After Exit	95%	56%	ND
19	Employed 4th Qtr After Exit	95%	65%	ND
	20 Average Days to Employment	145	78	67
	20a DJP Average Days to Employment	60	23	19
	20b Obtained Average Days to Employment	167	95	83
21	Employment/Job Placement Average Wage	\$14.58	\$15.30	\$14.68
22	Cost Per Placement	\$2,303.15	\$490.39	\$388.65
23	Net Economic Benefit	\$28,023.00	\$31,319.81	\$30,138.26
24	Return on the Investment	\$12.17	\$63.40	\$77.55

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	100.0%
2	Training Related Placements	75%	76.92%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.36%	96.94%
5	Training Enrollments Rate	27	112	29
6	CAP All Family Participation Rate	50%	0.55%	3.6%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	46.88%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	67.92%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	35.14%	75.0%
11	Employers Served (Employer Penetration Rate)	822	5,141	848
12	Employer Serviced with Level 1 Services	534	3,745	681
13	Jobs Openings Filled Rate	65%	6.1%	17.35%
14	Referral Job Skills Match Average	80%	90.6%	92.24%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	477	2,172	385
16	Employed 1st Qtr After Exit	95%	82%	84%
17	Employed 2nd Qtr After Exit	95%	95%	100%
18	Employed 3rd Qtr After Exit	95%	56%	ND
19	Employed 4th Qtr After Exit	95%	65%	ND
	20 Average Days to Employment	145	78	78
	20a DJP Average Days to Employment	60	23	20
	20b Obtained Average Days to Employment	167	95	111
21	Employment/Job Placement Average Wage	\$14.58	\$15.30	\$14.22
22	Cost Per Placement	\$3,160.87	\$490.39	\$415.92
23	Net Economic Benefit	\$27,165.53	\$31,319.81	\$29,157.11
24	Return on the Investment	\$8.59	\$63.40	\$70.10

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 9/30/2023

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.29%	100.0%
2	Training Related Placements	75%	76.92%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.36%	95.27%
5	Training Enrollments Rate	36	112	28
6	CAP All Family Participation Rate	50%	0.55%	12.55%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	34.4%	49.43%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	60.85%	44.41%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	35.14%	44.44%
11	Employers Served (Employer Penetration Rate)	789	5,141	847
12	Employer Serviced with Level 1 Services	513	3,745	699
13	Jobs Openings Filled Rate	65%	6.1%	21.05%
14	Referral Job Skills Match Average	80%	90.6%	96.73%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	558	2,172	407
16	Employed 1st Qtr After Exit	95%	82%	80%
17	Employed 2nd Qtr After Exit	95%	95%	94%
18	Employed 3rd Qtr After Exit	95%	56%	100%
19	Employed 4th Qtr After Exit	95%	65%	73%
20	Average Days to Employment	145	78	61
20a	DJP Average Days to Employment	60	23	19
20b	Obtained Average Days to Employment	167	95	73
21	Employment/Job Placement Average Wage	\$14.58	\$15.30	\$16.52
22	Cost Per Placement	\$2,727.74	\$490.39	\$963.66
23	Net Economic Benefit	\$27,598.66	\$31,319.81	\$33,402.52
24	Return on the Investment	\$10.12	\$63.40	\$34.66

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## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/19/2023

**AGENDA ITEM NUMBER:** 5

**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 Balance Scorecard (BSC) measures the performance of contracted Workforce Development Area (WDA) 23 Youth Service Providers. The Youth BSC provides detailed information regarding the program performance for Program Year (PY) 2023-2024. The report measures Enrollment Requirements, Measurable Skills Gains, Education and Employment Rates for the 1st, 2nd, 3rd, and 4th Quarters After Exit, and the Credential Attainment. The time period for the Youth BSC Report is from July 1, 2023 thru September 30, 2023.

The In-School Youth (ISY) program is exceeding its enrollment standard. The Out-of-School Youth (OSY) program enrollment performance is on target to meet its goal by the third quarter ending March 31, 2024.

### **ISY PERFORMANCE:**

- Enrollment Performance: Regional Standard/152; Actual Performance/206
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/74%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/71%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/82%
- Credential Attainment: Regional Standard/90%; Actual Performance/37%
- New Paid Work Experience (PWE) Enrollment: 11
- Obtained Employment: 16

**OSY PERFORMANCE:**

- Enrollment Performance: Regional Standard/747; Actual Performance/444
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/74%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/71%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/82%
- Credential Attainment: Regional Standard/90%; Actual Performance/37%
- New PWE Enrollments: 70
- Obtained Employment: 100

SFWIB staff revised the Youth BSC to align with the Workforce Innovation and Opportunity Act Youth negotiated primary performance indicators and to enhance the oversight and performance management for PY 2023-2024.

**FUNDING:** N/A

**PERFORMANCE:** Workforce Innovation and Opportunity Act Youth

*ATTACHMENT*

## CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2023 thru 9/30/2023

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	152	206
New Enrollments	81	4
PWE Enrollments	76	11
Measurable Skills Gain	90%	74%
Credential Attainment	90%	37%
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90%	58%
Education and Employment Rate - 2nd Qtr After Exit	90%	71%
Education and Employment Rate - 3rd Qtr After Exit	90%	79%
Education and Employment Rate - 4th Qtr After Exit	90%	82%

## CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2023 thru 9/30/2023

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	747	444
New Enrollments	349	139
New Enrollments (General Population)	273	139
New Enrollments (Youth Offender)	19	N/D
New Enrollments (Homeless Runaway Foster Care)	19	N/D
New Enrollments (Pregnant or Parenting)	19	N/D
New Enrollments (Disability)	19	N/D
PWE Enrollments	366	70
Measurable Skills Gain	90%	74%
Credential Attainment	90%	37%
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)	375	100
Education and Employment Rate - 1st Qtr After Exit	90%	58%
Education and Employment Rate - 2nd Qtr After Exit	90%	71%
Education and Employment Rate - 3rd Qtr After Exit	90%	79%
Education and Employment Rate - 4th Qtr After Exit	90%	82%



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/19/2023

**AGENDA ITEM NUMBER:** 6

**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) Individual Training Account (ITA) Policy requires the monitoring of the performance of SFWIB approved Training Vendors. Accordingly, staff developed and implemented the Consumer Report Card (CRC) Tool. The tool is an online report that updates ITA performance on a daily basis. The goal of the tool is to function as an “ITA Consumer Report Card”, enabling the consumer (participant) and Career Advisor the ability to monitor the success of individual programs and evaluate the economic benefit per placement by program.

The CRC performance for program year 2023-2024, dated July 1, 2023 through September 30, 2023, indicates the follows:

- The SFWIB generated \$239,071.43 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$0.68.
- Ninety-five percent of training services participants completed classroom training.
- Of those completing training, 33 percent have obtained employment with an average wage of \$21.85.
- Seventy-six percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$18,390.11.

The attached CRC table is a summary for program year 2023-2024.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Consumer Report Card

07/01/2023 - 06/30/2024

Training Agent	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Benefit		Net Economic Benefit Per Placement	Value Added per Placement
							Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
Academy, The (#3051) - Miami Campus	6	6	6	100.00 %	6	100.00 %	\$ 9,799.08	\$ 58,794.50	\$ 9,799.08	\$ 27.93	\$ 58,090.93	\$ 48,291.85	\$ 4.93
Academy, The (#3409) - Fort Lauderdale Campus	1	-	-	0.00 %	-	0.00 %	\$ 2,248.92	-	-	-	-	-	-
Apex Training Center - 3971	3	3	3	100.00 %	1	33.33 %	\$ 3,168.00	\$ 9,504.00	\$ 3,168.00	\$ 16.93	\$ 35,221.33	\$ 32,053.33	\$ 10.12
Dade Institute of Technology	3	3	2	66.67 %	2	100.00 %	\$ 6,278.80	\$ 18,836.40	\$ 9,418.20	\$ 15.00	\$ 31,200.00	\$ 21,781.80	\$ 2.31
TechLaunch Academy - Miami #2438	29	28	2	7.14 %	1	50.00 %	\$ 9,655.17	\$ 270,344.83	\$ 135,172.41	\$ 17.85	\$ 37,128.00	(\$ 98,044.41)	(\$ 0.73)
	<b>42</b>	<b>40</b>	<b>13</b>	<b>32.50 %</b>	<b>10</b>	<b>76.92 %</b>	<b>\$ 8,794.85</b>	<b>\$ 351,794.11</b>	<b>\$ 27,061.09</b>	<b>\$ 21.85</b>	<b>\$ 45,451.20</b>	<b>\$ 18,390.11</b>	<b>\$ 0.68</b>