



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, DECEMBER 21, 2023
8:30 AM**

ARPEC School/UA Local 725 Pipefitters
Conference Room #2
13201 NW 45th Avenue
Miami, FL 33054

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. Approval of Performance Council Meeting Minutes
 - A. October 19, 2023
 - B. August 17, 2023
3. Information – Federal Indicators of Performance
4. Information – WIOA Performance Update
5. Information – Adult Balanced Scorecard Report
6. Information – Youth Balanced Scorecard Update
7. 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."



SFWIB PERFORMANCE COUNCIL MEETING

DATE: 12/21/2023

AGENDA ITEM: 2A

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: October 19, 2023, 8:30AM
LOCATION: The DoubleTree by Hilton Miami Airport Convention Center (Hotel Side)
The Hibiscus Room
711 NW 72nd Avenue
Miami, FL 33126

Zoom: <https://us02web.zoom.us/join/91759905405?pwd=ZzZlc0UzR1RmSGp6R1pVd250bnBkZz09>

1. **CALL TO ORDER:** Chairwoman Canales called to order the regular meeting of the SFWIB Performance Council at 8:45AM on October 19, 2023.

ROLL CALL: 8 members; 5 required; 4 present: No Quorum

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair Mantilla, Rene' Rod, Denis Rolle, Andrei (Zoom)	Clayton, Lovey Diggs, Bill SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED Garza, Eddie Chi, Joe, Vice-Chair	Perrin, Yian ADMINISTRATION/IT
OTHER ATTENDEES		

Agenda items are displayed in the order they were discussed.

2A. Approval - Performance Council Meeting Minutes – August 17, 2023

Minutes Prepared by: Ebony Morgan
SFWIB Performance Council Meeting
October 19, 2023, 8:30am
Status: DRAFT
Approval date: TBD
Page 1 of 3



Deferred – No quorum.

3. 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.

In addition, Mr. Perrin presented the group with an in-depth overview of the Workforce Common Measures Report, an innovative instrument that was recently created to streamline the process of monitoring and ensuring compliance with established goals throughout the established period. The report is updated in real-time on a daily basis.

No further questions or concerns were presented. Item closed.

4. 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, 2023 through September 30, 2023. Four of the nine American Job Centers have achieved required 65% performance measure standard; two AJCs have met exceeded the minimum job placement standards.

CSSF staff continues to conduct monthly PIT meetings and have Monitoring Tool training has been implemented to ensure each AJC understands how to monitor their respective performance and the information needed to ensure a participants file is complete.

No further questions or concerns were presented. Item closed.

5. Information – Youth Balanced Scorecard Update

Chairwoman Canales introduced the item; Mr. Perrin further presented the ISY/OSY program performances for PY 2023-2024, which is the period of July 1, 2023 through September 30, 2023.

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



6. Informational - Consumer Report Card Update

Mr. Perrin introduced and further presented the CRC performance for program year 2023-2024, dated July 1, 2023 through September 30, 2023.

There was discussion around the net economic benefits per placement.

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 9:18am.

DRAFT



SFWIB PERFORMANCE COUNCIL MEETING

DATE: 12/21/2023

AGENDA ITEM: 2B

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/meeting/register/tZcscuCrrzIoH9z91jrG6XSBG0DycYo_qKgV

- 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 SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED Chi, Joe, Vice-Chair	Almonte, Ivan Perrin, Yian ADMINISTRATION/IT
OTHER ATTENDEES		
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 3rd 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: 12/21/2023

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: WIOA INDICATORS OF PERFORMANCE FIRST QUARTER 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).

The South Florida Workforce Investment Board (SFWIB) received the PY 2023-2024 1st Quarter (Q1) update regarding the federal indicators of performance. The SFWIB is currently meeting or exceeding 17 of the 18 measures. The Dislocated Worker Employed 4th Quarter After Exit measure was the only measure that the SFWIB did not meet in Q1.

The following provides an overview of the performance changes between PY 2022-2023 Q1 and PY 2023-2024 Q1:

- Adult - all measures saw an increase in performance from the previous PY highlighted by an increase in Median Earnings by \$1,145.00 dollars.
- Dislocated Workers - the Employment 4th Quarter After Exit performance, which was met PY 2022-2023 Q1, was not met PY 2023-2024 Q1. Additionally, Credential Attainment performance decreased from exceeding the measure to just meeting the negotiated measure.

- Youth - all measures were either met or exceeded performance metrics in both PYs; however, the SFWIB saw decreases in Median Earnings by \$1,676.50 and Credential Attainment by 28.8 percent.
- Wagner-Peyser - all measures saw an increase in performance from the previous PY highlighted by an increase in Median Earnings \$486.50.

The SFWIB has implemented the Common Measures tool to identify all exiters in the WIOA Adult and Dislocated Worker, WIOA Youth, and Wagner-Peyser programs. The tool will allow AJC staff to quickly identify and engage individuals who may not have employment information recorded. SFWIB staff will use the Common Measures tool to ensure that Local Workforce Development Area (LWDA) 23 is on track to meet the negotiated indicator of performance metrics outline by Florida Commerce.

FUNDING: N/A

PERFORMANCE: Workforce Innovation Opportunity Act and Wagner-Peyser

ATTACHMENT

LWDB 23

Measures	PY2022-2023 1st Quarter Performance	PY2022-2023 % of Performance Goal Met For Q1	PY2023-2024 1st Quarter Performance	PY2023-2024 % of Performance Goal Met For Q1	PY2023-2024 Performance Goals
Adults:					
Employed 2nd Qtr After Exit	60.2	93.33	81.30	126.05	64.50
Median Wage 2nd Quarter After Exit	\$7,008	139.21	\$8,153	161.96	\$5,034
Employed 4th Qtr After Exit	50.2	75.95	60.50	91.53	66.10
Credential Attainment Rate	44.8	88.54	56.80	112.25	50.60
Measurable Skill Gains	93	373.49	94.40	379.12	24.90
Dislocated Workers:					
Employed 2nd Qtr After Exit	68.60	86.07	80.90	101.51	79.70
Median Wage 2nd Quarter After Exit	\$9,419.00	115.43	\$9,756	119.56	\$8,160
Employed 4th Qtr After Exit	80.00	97.68	69.80	85.23	81.90
Credential Attainment Rate	100.00	125.79	77.00	96.86	79.50
Measurable Skill Gains	88.80	222.00	95.70	239.25	40.00
Youth:					
Employed 2nd Qtr After Exit	73.30	96.70	85.40	112.66	75.80
Median Wage 2nd Quarter After Exit	\$5,551.00	150.35	\$3,875	104.94	\$3,692
Employed 4th Qtr After Exit	100.00	135.32	71.20	96.35	73.90
Credential Attainment Rate	100.00	170.94	64.10	109.57	58.50
Measurable Skill Gains	70.60	140.36	81.30	161.63	50.30
Wagner Peyser:					
Employed 2nd Qtr After Exit	59.80	96.92	70.30	113.94	61.70
Median Wage 2nd Quarter After Exit	\$6,966.00	134.66	\$7,453	144.07	\$5,173
Employed 4th Qtr After Exit	58.50	98.48	63.70	107.24	59.40

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)



SFWIB PERFORMANCE COUNCIL

DATE: 12/21/2023

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 November 30, 2023, SFWIB staff has provided an overview of the SFWIB's performance per quarter:

- Quarter 1 (Q1) – SFWIB is meeting or exceeding all performance measures.
- Quarter 2 (Q2) – SFWIB is meeting or exceeding all measures with the exception of the Youth Education and Employment Rate and the Credential Attainment measures, as both are below the negotiated performance standards. AJC staff need to engage at a minimum 42 individuals regarding the Youth Education and Employment Rate and 27 individuals regarding the Youth Credential Attainment to ensure the SFWIB meets the negotiated performance measures.
- Quarter 3 (Q3) - SFWIB is exceeding all performance measures.
- Quarter 4 (Q4) – SFWIB is meeting or exceeding all performance measures with the exception of the Dislocated Worker Credential Attainment measure, as it is below the negotiated performance standard. AJC staff need to engage one individual to ensure SFWIB meets the performance measure.

Based on the information derived from the CMT, AJC staff has begun following up with individuals in Q2 and Q4 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 and Employ Monroe systems. 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

Summary

Number of Employed Participants not Exited:								341			
Total Number of Cases:								1,426			
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	86.89%	134.71%	94.95%	147.21%	100.00%	155.04%	87.50%	135.66%	64.50%	141.32%	
Median Earnings	\$8,840.00	175.60%	\$9,360.00	185.93%	\$9,880.00	196.26%	\$10,961.60	217.75%	\$5,034.00	217.75%	
Credential Attainment	61.54%	121.62%	62.67%	123.85%	72.00%	142.29%	81.25%	160.57%	50.60%	130.05%	
Measurable Skills Gain	102.56%	411.90%	100.00%	401.61%	104.00%	417.67%	100.00%	401.61%	24.90%	406.79%	
Dislocated Workers											
Entered Employment Rate	88.89%	111.53%	100.00%	125.47%	100.00%	125.47%	75.00%	94.10%	79.70%	115.63%	
Median Earnings	\$14,560.00	178.43%	\$13,260.00	162.50%	\$10,400.00	127.45%	\$10,961.60	134.33%	\$8,160.00	178.43%	
Credential Attainment	92.31%	116.11%	92.31%	116.11%	100.00%	125.79%	60.00%	75.47%	79.50%	112.55%	
Measurable Skills Gain	100.00%	250.00%	100.00%	250.00%	100.00%	250.00%	100.00%	250.00%	40.00%	250.00%	
Wagner-Peyser											
Entered Employment Rate	63.86%	103.49%	59.57%	96.55%	61.09%	99.01%	69.13%	112.03%	61.70%	44.31%	
Median Earnings	\$7,540.00	145.75%	\$7,800.00	150.78%	\$7,280.00	140.73%	\$7,800.00	150.78%	\$5,173.00	150.78%	
Youth											
Education and Employment Rate	75.62%	99.76%	49.08%	64.75%	77.36%	102.06%	84.00%	110.82%	75.80%	84.56%	
Median Earnings	\$7,514.00	203.52%	\$7,800.00	211.26%	\$7,800.00	211.26%	\$7,800.00	211.26%	\$3,692.00	211.26%	
Credential Attainment	73.25%	125.22%	29.29%	50.07%	65.00%	111.11%	76.92%	131.49%	58.50%	107.53%	
Measurable Skills Gain	102.47%	203.72%	97.98%	194.79%	110.00%	218.69%	100.00%	198.81%	50.30%	202.47%	

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)



SFWIB PERFORMANCE COUNCIL

DATE: 12/21/2023

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 the Local Workforce Development Area (LWDA) 23 CareerSource center/American Job Centers (AJC) service providers. The report for Program Year (PY) 2023-24, is from July 1, 2023 through November 30, 2023. The BSC performance summary indicates three 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 LWDA 23 has a total of 3,625 job placements, which was 68.0 percent of the minimum standard and 57.8 percent of the maximum standard.

Two of the nine AJC locations achieved the minimum YTD job placements standard for PY 2023-24. The Hialeah Downtown and Little Havana AJC locations both exceeded the minimum standard by 128.5 percent and 107.4 percent, respectively.

South Florida Workforce Investment Board (SFWIB) staff implemented several strategies to ensure performance goals are met. The AJC service providers will continue implementing their corrective action plans to increase and achieve the PY 2023-24 performance standards. SFWIB staff will also continue to implement new policies and procedures to help increase the number of individuals served. Focus groups were established across all programs to target specific areas that will enhance the LWDA 23 service delivery and meet federal, state, and local performance measures. The focus group meetings will take place during the second week of each month. SFWIB staff will also use the Common Measures Tool to help show projections on the BSC report for Employment 1st, 2nd, 3rd, and 4th Quarter 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 November 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	15	24	62.5%
	Hialeah Downtown AJC	20	24	83.3%
	North Miami Beach AJC	13	23	56.5%
	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	5	10	50.0%
Youth Co-Op, Inc.	Little Havana AJC	15	23	65.2%
	Perrine AJC	15	23	65.2%
	West Dade AJC	13	23	56.5%
LWDA		13	24	54.6%

DJPOE Scorecard Report

Report Date: 7/1/2023 To 11/30/2023

Location	Maximum Standard		Minimum Standard		Total			Direct Job Placement								Direct Job Placement by Type												Max Earned	Earned	% Earned	OE %	DJP %																								
	#	%	#	%				Universal				>1Qrt				Total		WIOA Individualized																																						
					1Qrt				>1Qrt				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	600	44.0%	510	51.8%	197	67	264	119	64	183	0	22	1	43	0	0	0	3	66	3	12	0	0	0	0	0	0	0	0	0	0	0	\$70,902	\$30,150	42.5%	69.32%	30.68%																			
Hialeah Downtown Center	690	109.0%	585	128.5%	604	148	752	503	143	646	0	3	2	95	0	1	0	4	100	5	1	0	0	0	0	0	0	0	0	0	0	\$322,707	\$31,200	9.7%	85.90%	14.10%																				
North Miami Beach Center	750	36.4%	640	42.7%	135	138	273	96	133	229	0	2	0	32	0	0	0	3	34	3	5	2	0	0	0	0	0	0	0	0	0	\$353,972	\$17,800	5.0%	83.88%	16.12%																				
Northside Center	765	31.0%	650	36.5%	135	102	237	88	100	188	0	2	2	43	0	0	0	2	47	2	0	0	0	0	0	0	0	0	0	0	0	\$363,729	\$13,900	3.8%	79.32%	20.68%																				
Florida Keys Center	395	7.8%	335	9.3%	20	11	31	16	11	27	0	0	1	3	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	\$275,442	\$2,550	0.9%	87.10%	12.90%																				
Homestead Center	695	27.6%	590	32.5%	153	39	192	26	37	63	127	0	0	0	2	0	0	0	127	2	0	0	0	0	0	0	0	0	0	0	0	\$330,385	\$35,500	10.7%	32.81%	67.19%																				
Little Havana Center	650	91.7%	555	107.4%	452	144	596	308	132	440	0	21	6	103	0	3	1	8	130	12	14	0	0	0	0	0	0	0	0	0	0	\$304,829	\$52,150	17.1%	73.83%	26.17%																				
Perrine Center	795	82.6%	675	97.3%	467	190	657	226	173	399	124	43	3	61	3	5	1	8	231	17	10	0	0	0	0	0	0	0	0	0	0	\$376,041	\$73,650	19.6%	60.73%	39.27%																				
West Dade Center	930	67.0%	790	78.9%	507	116	623	311	109	420	0	4	5	173	0	1	0	5	182	6	13	1	0	0	0	0	0	0	0	0	0	\$437,153	\$71,200	16.3%	67.42%	32.58%																				
Total	6,270	57.8%	5,330	68.0%	2,670	955	3,625	1,693	902	2,595	251	97	20	553	5	10	2	33	921	50	55	3	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	\$2,835,160	\$328,100	11.6%	71.59%	28.41%											
																				% of DJP	27.9%	1.5%	1.7%	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%	0.0%	0.0%	0.0%

CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 11/30/2023

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	86.57%
2	Training Related Placements	75%	64.0%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	96.75%
5	Training Enrollments Rate	335	210
6	CAP All Family Participation Rate	50%	0.84%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%
10	Short-Term Veterans EER	50%	43.75%
11	Employers Served (Employer Penetration Rate)	7,295	8,058
12	Employer Serviced with Level 1 Services	4,695	6,156
13	Jobs Openings Filled Rate	65%	2.8%
14	Referral Job Skills Match Average	80%	91.26%
Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	6,270	3,660
16	Employed 1st Qtr After Exit	95%	84%
17	Employed 2nd Qtr After Exit	95%	97%
18	Employed 3rd Qtr After Exit	95%	88%
19	Employed 4th Qtr After Exit	95%	66%
20	Average Days to Employment	145	93
	20a DJP Average Days to Employment	60	29
	20b Obtained Average Days to Employment	167	109
21	Employment/Job Placement Average Wage	\$14.58	\$15.04
22	Cost Per Placement	\$1,847.18	\$481.25
23	Net Economic Benefit	\$28,749.00	\$30,805.90
24	Return on the Investment	\$15.42	\$63.52

CSSF Balanced Scorecard Report

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Arbor E&T, LLC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	50.0%
2	Training Related Placements	75%	64.0%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.75%	98.9%
5	Training Enrollments Rate	35	210	24
6	CAP All Family Participation Rate	50%	0.84%	0.35%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	9.35%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	84.29%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	43.75%	20.0%
11	Employers Served (Employer Penetration Rate)	715	8,058	784
12	Employer Serviced with Level 1 Services	465	6,156	608
13	Jobs Openings Filled Rate	65%	2.8%	7.55%
14	Referral Job Skills Match Average	80%	91.26%	95.66%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	600	3,660	264
16	Employed 1st Qtr After Exit	95%	84%	100%
17	Employed 2nd Qtr After Exit	95%	97%	100%
18	Employed 3rd Qtr After Exit	95%	88%	80%
19	Employed 4th Qtr After Exit	95%	66%	57%
	20 Average Days to Employment	145	93	87
	20a DJP Average Days to Employment	60	29	24
	20b Obtained Average Days to Employment	167	109	108
21	Employment/Job Placement Average Wage	\$14.58	\$15.04	\$15.60
22	Cost Per Placement	\$2,315.62	\$481.25	\$517.60
23	Net Economic Benefit	\$28,011.10	\$30,805.90	\$31,930.82
24	Return on the Investment	\$12.10	\$63.52	\$61.69

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Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	100.0%
2	Training Related Placements	75%	64.0%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.75%	100.0%
5	Training Enrollments Rate	45	210	9
6	CAP All Family Participation Rate	50%	0.84%	3.46%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	17.75%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	75.56%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	43.75%	66.67%
11	Employers Served (Employer Penetration Rate)	790	8,058	868
12	Employer Serviced with Level 1 Services	465	6,156	626
13	Jobs Openings Filled Rate	65%	2.8%	2.84%
14	Referral Job Skills Match Average	80%	91.26%	99.05%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	690	3,660	752
16	Employed 1st Qtr After Exit	95%	84%	100%
17	Employed 2nd Qtr After Exit	95%	97%	95%
18	Employed 3rd Qtr After Exit	95%	88%	100%
19	Employed 4th Qtr After Exit	95%	66%	100%
	20 Average Days to Employment	145	93	79
	20a DJP Average Days to Employment	60	29	13
	20b Obtained Average Days to Employment	167	109	78
21	Employment/Job Placement Average Wage	\$14.58	\$15.04	\$16.68
22	Cost Per Placement	\$2,297.68	\$481.25	\$174.67
23	Net Economic Benefit	\$28,029.00	\$30,805.90	\$34,513.91
24	Return on the Investment	\$12.20	\$63.52	\$197.60

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Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	87.5%
2	Training Related Placements	75%	64.0%	60.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.75%	92.57%
5	Training Enrollments Rate	45	210	25
6	CAP All Family Participation Rate	50%	0.84%	0.96%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	8.49%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	75.75%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	43.75%	75.0%
11	Employers Served (Employer Penetration Rate)	880	8,058	927
12	Employer Serviced with Level 1 Services	575	6,156	814
13	Jobs Openings Filled Rate	65%	2.8%	7.08%
14	Referral Job Skills Match Average	80%	91.26%	94.15%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	750	3,660	273
16	Employed 1st Qtr After Exit	95%	84%	50%
17	Employed 2nd Qtr After Exit	95%	97%	100%
18	Employed 3rd Qtr After Exit	95%	88%	50%
19	Employed 4th Qtr After Exit	95%	66%	63%
	20 Average Days to Employment	145	93	151
	20a DJP Average Days to Employment	60	29	61
	20b Obtained Average Days to Employment	167	109	160
21	Employment/Job Placement Average Wage	\$14.58	\$15.04	\$16.02
22	Cost Per Placement	\$2,292.52	\$481.25	\$686.33
23	Net Economic Benefit	\$28,034.00	\$30,805.90	\$32,639.64
24	Return on the Investment	\$12.23	\$63.52	\$47.56

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Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	60.0%
2	Training Related Placements	75%	64.0%	0.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.75%	100.0%
5	Training Enrollments Rate	40	210	8
6	CAP All Family Participation Rate	50%	0.84%	3.16%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	15.5%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	79.4%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	43.75%	66.67%
11	Employers Served (Employer Penetration Rate)	1,090	8,058	1,586
12	Employer Serviced with Level 1 Services	710	6,156	1,387
13	Jobs Openings Filled Rate	65%	2.8%	2.7%
14	Referral Job Skills Match Average	80%	91.26%	99.48%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	765	3,660	237
16	Employed 1st Qtr After Exit	95%	84%	80%
17	Employed 2nd Qtr After Exit	95%	97%	88%
18	Employed 3rd Qtr After Exit	95%	88%	100%
19	Employed 4th Qtr After Exit	95%	66%	ND
	20 Average Days to Employment	145	93	132
	20a DJP Average Days to Employment	60	29	18
	20b Obtained Average Days to Employment	167	109	157
21	Employment/Job Placement Average Wage	\$14.58	\$15.04	\$16.88
22	Cost Per Placement	\$2,678.48	\$481.25	\$474.06
23	Net Economic Benefit	\$27,647.92	\$30,805.90	\$34,639.88
24	Return on the Investment	\$10.32	\$63.52	\$73.07

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College of Florida Keys

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	ND
2	Training Related Placements	75%	64.0%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	96.75%	ND
5	Training Enrollments Rate	20	210	ND
6	CAP All Family Participation Rate	50%	0.84%	4.35%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	25.0%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	69.57%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	43.75%	100.0%
11	Employers Served (Employer Penetration Rate)	385	8,058	65
12	Employer Serviced with Level 1 Services	250	6,156	5
13	Jobs Openings Filled Rate	65%	2.8%	0.54%
14	Referral Job Skills Match Average	80%	91.26%	95.65%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	395	3,660	31
16	Employed 1st Qtr After Exit	95%	84%	ND
17	Employed 2nd Qtr After Exit	95%	97%	ND
18	Employed 3rd Qtr After Exit	95%	88%	ND
19	Employed 4th Qtr After Exit	95%	66%	ND
	20 Average Days to Employment	145	93	94
	20a DJP Average Days to Employment	60	29	29
	20b Obtained Average Days to Employment	167	109	100
21	Employment/Job Placement Average Wage	\$14.58	\$15.04	\$18.16
22	Cost Per Placement	\$2,315.62	\$481.25	\$108.06
23	Net Economic Benefit	\$28,011.10	\$30,805.90	\$37,656.42
24	Return on the Investment	\$12.10	\$63.52	\$348.46

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Miami Dade College

Miami Dade College

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	ND
2	Training Related Placements	75%	64.0%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	96.75%	0.0%
5	Training Enrollments Rate		210	ND
6	CAP All Family Participation Rate	50%	0.84%	ND
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	ND
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	22.68%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	43.75%	0.0%
11	Employers Served (Employer Penetration Rate)		8,058	14
12	Employer Serviced with Level 1 Services		6,156	6
13	Jobs Openings Filled Rate	65%	2.8%	0.0%
14	Referral Job Skills Match Average	80%	91.26%	33.54%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)		3,660	35
16	Employed 1st Qtr After Exit	95%	84%	ND
17	Employed 2nd Qtr After Exit	95%	97%	ND
18	Employed 3rd Qtr After Exit	95%	88%	ND
19	Employed 4th Qtr After Exit	95%	66%	ND
	20 Average Days to Employment	145	93	91
	20a DJP Average Days to Employment	60	ND	ND
	20b Obtained Average Days to Employment	167	109	87
21	Employment/Job Placement Average Wage	\$14.58	ND	ND
22	Cost Per Placement		\$481.25	ND
23	Net Economic Benefit		ND	ND
24	Return on the Investment		ND	ND

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Youth Co-Op

Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	ND
2	Training Related Placements	75%	64.0%	0.0%
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	96.75%	84.51%
5	Training Enrollments Rate		210	ND
6	CAP All Family Participation Rate	50%	0.84%	6.11%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	16.82%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	47.84%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	43.75%	0.0%
11	Employers Served (Employer Penetration Rate)		8,058	35
12	Employer Serviced with Level 1 Services		6,156	ND
13	Jobs Openings Filled Rate	65%	2.8%	0.0%
14	Referral Job Skills Match Average	80%	91.26%	93.51%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	695	3,660	192
16	Employed 1st Qtr After Exit	95%	84%	50%
17	Employed 2nd Qtr After Exit	95%	97%	100%
18	Employed 3rd Qtr After Exit	95%	88%	ND
19	Employed 4th Qtr After Exit	95%	66%	ND
	20 Average Days to Employment	145	93	50
	20a DJP Average Days to Employment	60	29	1
	20b Obtained Average Days to Employment	167	109	139
21	Employment/Job Placement Average Wage	\$14.58	\$15.04	\$11.55
22	Cost Per Placement		\$481.25	\$200.99
23	Net Economic Benefit		\$30,805.90	\$23,814.90
24	Return on the Investment		\$63.52	\$118.49

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Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	80.0%
2	Training Related Placements	75%	64.0%	0.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.75%	100.0%
5	Training Enrollments Rate	45	210	38
6	CAP All Family Participation Rate	50%	0.84%	16.57%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	37.3%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	68.35%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	43.75%	50.0%
11	Employers Served (Employer Penetration Rate)	750	8,058	962
12	Employer Serviced with Level 1 Services	485	6,156	508
13	Jobs Openings Filled Rate	65%	2.8%	0.44%
14	Referral Job Skills Match Average	80%	91.26%	94.79%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	650	3,660	596
16	Employed 1st Qtr After Exit	95%	84%	91%
17	Employed 2nd Qtr After Exit	95%	97%	100%
18	Employed 3rd Qtr After Exit	95%	88%	100%
19	Employed 4th Qtr After Exit	95%	66%	ND
	20 Average Days to Employment	145	93	83
	20a DJP Average Days to Employment	60	29	23
	20b Obtained Average Days to Employment	167	109	100
21	Employment/Job Placement Average Wage	\$14.58	\$15.04	\$14.53
22	Cost Per Placement	\$2,303.15	\$481.25	\$462.38
23	Net Economic Benefit	\$28,023.00	\$30,805.90	\$29,759.40
24	Return on the Investment	\$12.17	\$63.52	\$64.36

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Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	100.0%
2	Training Related Placements	75%	64.0%	60.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.75%	98.57%
5	Training Enrollments Rate	45	210	55
6	CAP All Family Participation Rate	50%	0.84%	7.48%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	24.43%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	71.54%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	43.75%	58.33%
11	Employers Served (Employer Penetration Rate)	1,370	8,058	1,300
12	Employer Serviced with Level 1 Services	890	6,156	957
13	Jobs Openings Filled Rate	65%	2.8%	25.09%
14	Referral Job Skills Match Average	80%	91.26%	93.06%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	795	3,660	657
16	Employed 1st Qtr After Exit	95%	84%	86%
17	Employed 2nd Qtr After Exit	95%	97%	100%
18	Employed 3rd Qtr After Exit	95%	88%	100%
19	Employed 4th Qtr After Exit	95%	66%	ND
	20 Average Days to Employment	145	93	104
	20a DJP Average Days to Employment	60	29	34
	20b Obtained Average Days to Employment	167	109	142
21	Employment/Job Placement Average Wage	\$14.58	\$15.04	\$14.00
22	Cost Per Placement	\$3,160.87	\$481.25	\$544.51
23	Net Economic Benefit	\$27,165.53	\$30,805.90	\$28,579.86
24	Return on the Investment	\$8.59	\$63.52	\$52.49

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Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	86.57%	86.67%
2	Training Related Placements	75%	64.0%	50.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.75%	96.58%
5	Training Enrollments Rate	60	210	51
6	CAP All Family Participation Rate	50%	0.84%	14.67%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	42.33%	39.01%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	63.76%	46.3%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	43.75%	42.86%
11	Employers Served (Employer Penetration Rate)	1,315	8,058	1,438
12	Employer Serviced with Level 1 Services	855	6,156	1,234
13	Jobs Openings Filled Rate	65%	2.8%	15.79%
14	Referral Job Skills Match Average	80%	91.26%	93.6%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	930	3,660	623
16	Employed 1st Qtr After Exit	95%	84%	75%
17	Employed 2nd Qtr After Exit	95%	97%	94%
18	Employed 3rd Qtr After Exit	95%	88%	94%
19	Employed 4th Qtr After Exit	95%	66%	69%
	20 Average Days to Employment	145	93	75
	20a DJP Average Days to Employment	60	29	22
	20b Obtained Average Days to Employment	167	109	90
21	Employment/Job Placement Average Wage	\$14.58	\$15.04	\$16.17
22	Cost Per Placement	\$2,727.74	\$481.25	\$832.11
23	Net Economic Benefit	\$27,598.66	\$30,805.90	\$32,797.33
24	Return on the Investment	\$10.12	\$63.52	\$39.41

ND = No Data

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SFWIB PERFORMANCE COUNCIL

DATE: 12/21/2023

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: **Improve service delivery outcomes**

BACKGROUND:

The Youth Balanced 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 November 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/278
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/89%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/28%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/22%
- Credential Attainment: Regional Standard/90%; Actual Performance/100%
- New Paid Work Experience (PWE) Enrollment: 37

- Obtained Employment: 36

OSY PERFORMANCE:

- Enrollment Performance: Regional Standard/747; Actual Performance/472
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/69%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/22%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/18%
- Credential Attainment: Regional Standard/90%; Actual Performance/88%
- New PWE Enrollments: 105
- Obtained Employment: 162

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 Opportunity Act Youth

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2023 thru 11/30/2023

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	152	N/D
New Enrollments	81	86
PWE Enrollments	76	37
Measurable Skills Gain	90%	89%
Credential Attainment	90%	100%
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90%	36%
Education and Employment Rate - 2nd Qtr After Exit	90%	28%
Education and Employment Rate - 3rd Qtr After Exit	90%	33%
Education and Employment Rate - 4th Qtr After Exit	90%	22%

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2023 thru 11/30/2023

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	747	472
New Enrollments	349	N/D
New Enrollments (General Population)	273	213
New Enrollments (Youth Offender)	19	N/D
New Enrollments (Homeless Runaway Foster Care)	19	5
New Enrollments (Pregnant or Parenting)	19	N/D
New Enrollments (Disability)	19	3
PWE Enrollments	366	105
Measurable Skills Gain	90%	69%
Credential Attainment	90%	88%
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)	375	N/D
Education and Employment Rate - 1st Qtr After Exit	90%	43%
Education and Employment Rate - 2nd Qtr After Exit	90%	22%
Education and Employment Rate - 3rd Qtr After Exit	90%	30%
Education and Employment Rate - 4th Qtr After Exit	90%	18%



SFWIB PERFORMANCE COUNCIL

DATE: 12/21/2023

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) 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 November 30, 2023, indicates the follows:

- The SFWIB generated \$640,444.25 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$1.13.
- Eighty-eight percent of training services participants completed classroom training.
- Of those completing training, 39 percent have obtained employment with an average wage of \$23.18.
- Sixty-four percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$25,617.77.

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	14	14	12	85.71 %	11	91.67 %	\$ 9,584.36	\$ 134,181.00	\$ 11,181.75	\$ 26.57	\$ 55,255.20	\$ 44,073.45	\$ 3.94
Academy, The (#3409) - Fort Lauderdale Campus	1	-	-	0.00 %	-	0.00 %	\$ 2,248.92	-	-	-	-	-	-
Apex Training Center - 3971	4	4	3	75.00 %	1	33.33 %	\$ 3,626.00	\$ 14,504.00	\$ 4,834.67	\$ 16.93	\$ 35,221.33	\$ 30,386.67	\$ 6.29
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
MDCP SCHOOLS (ALL)	3	2	-	0.00 %	-	0.00 %	\$ 1,457.68	\$ 2,915.37	-	-	-	-	-
TechLaunch Academy - Miami #2438	48	41	8	19.51 %	2	25.00 %	\$ 9,791.67	\$ 401,458.33	\$ 50,182.29	\$ 22.48	\$ 46,755.80	(\$ 3,426.49)	(\$ 0.07)
TOTAL	73	64	25	39.06 %	16	64.00 %	\$ 8,823.88	\$ 564,728.43	\$ 22,589.14	\$ 23.18	\$ 48,206.91	\$ 25,617.77	\$ 1.13