



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
THURSDAY, OCTOBER 17, 2024  
8:30 AM**

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

The public may choose to view the session online via Zoom. **Registration is required:**  
[https://us02web.zoom.us/meeting/register/tZcscuCrrzIoH9z9ljrG6XSBG0DycYo\\_qKgV](https://us02web.zoom.us/meeting/register/tZcscuCrrzIoH9z9ljrG6XSBG0DycYo_qKgV)

**AGENDA**

1. Call to Order and Introductions
2. Public Comment
3. Approval of Performance Council Meeting Minutes
  - A. August 22, 2024
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**

**DATE:** 10/17/2024

**AGENDA ITEM NUMBER:** 2

**AGENDA ITEM SUBJECT:** PUBLIC COMMENT

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

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

**BACKGROUND:**

N/A

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## SFWIB PERFORMANCE COUNCIL MEETING

**DATE:** 10/17/2024

**AGENDA ITEM:** 3A

**AGENDA TOPIC:** MEETING MINUTES

### SFWIB PERFORMANCE COUNCIL MEETING MINUTES

**DATE/TIME:** August 22, 2024, 8:30AM

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

**Zoom:** <https://us02web.zoom.us/join/91949413050?pwd=dkZjZDZkdzN2eU93ZlR0cUJ5d2RlUz09>

- CALL TO ORDER:** Chairwoman Canales called to order the regular meeting of the SFWIB Performance Council at 8:32AM on August 22, 2024.

**ROLL CALL:** 7 members; 4 required; 7 present: Quorum

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair Chi, Joe, Vice-Chair (Zoom) Clayton, Lovey Garza, Eddie Mantilla, Rene' Rolle, Andrei (Zoom) Rod, Denis	<b>SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED</b>	Beasley, Rick Perrin, Yian Washington, Jarvis  <b>ADMINISTRATION/IT</b>
<b>OTHER ATTENDEES</b>		
Maciez, Horacio, Aleniwa Corp.		

Agenda items are displayed in the order they were discussed.



Chairwoman Canales announced that Mr. Mantilla was present; however, he was not in the room at the start of the meeting. As such, the group will begin with agenda item 3 and return to item 2A upon Mr. Mantilla's return to the meeting to ensure that all votes are taken into account.

### **3. Information – WIOA Indicators of Performance Update**

Chairwoman Canales introduced the item; Mr. Perrin further presented the Common Measures Tool (CMT) Summary Report advising of what is needed moving forward to ensure that we met established performance measures.

Mr. Washington addressed the performance of the Q2 Dislocated Workers, noting that several of them have relocated to other regions and are no longer part of our network. He is working with the Career Centers to establish connections with the areas they have transferred to determine whether we can recover their performance by providing them with employment in their area or by training opportunities that lead to credentials.

Chairwoman Canales inquired about how we can identify those who have transferred out of the area and whether there is a unique identifier that can be used to map out the new location to which they have transferred. Mr. Washington explained that the system reflects the individuals' updated address and any services received in their new area. The goal is to collaborate with the career center in the new region to assist these individuals in securing employment and/or training opportunities that may lead to credentials.

The group discussed additional areas of improvement during a brief review of the Common Measures Tool. Chairwoman Canales briefly reviewed the follow-up guidelines that CSSF implemented to ensure that cases are properly documented in Employ Miami-Dade.

No further questions or concerns were presented. Item closed.

*[Mr. Mantilla returned to the conference room.]*

The group reverted to agenda item 2A, a review of the FEC Meeting Minutes from June 20, 2024, upon Mr. Mantilla's return to the meeting.

### **2A: Approval - Performance Council Meeting Minutes – June 20, 2024**

Members of the Performance Council were given a few moments to review the minutes and report any corrections or concerns.



**Motion** by Mr. Clayton to approve the June 20, 2024 Performance Council Meeting minutes.

Dr. Rod seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

#### **4. Information – Adult Balanced Scorecard Report**

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

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource Centers/American Job Center (AJC) Service Providers. The report for Program Year (PY) 2023-24, is from July 1, 2023 through June 30, 2024. Five of the nine American Job Centers have achieved required 65% performance measure standard; two of the nine AJCs (Downtown Hialeah and Little Havana) have exceeded the minimum YTD job placement standard.

*[Mr. Joe Chi joined the meeting via Zoom.]*

Mr. Washington emphasized that five locations met the 65% standard, but also noted that the region fell slightly short of the goal. To ensure we are moving in the right direction, we have increased the number of businesses we serve to boost job postings, which have seen a significant decline, and to expand the job creation pipeline. This is especially important in light of the influx of refugees seeking work authorization. Chairwoman Canales acknowledged that the region had not met performance expectations; however, she commended the staff for the strategies implemented and the enhancements made to position the region for continuous success.

No further questions or concerns were presented. Item closed.

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

Chairwoman Canales introduced the item; Mr. Washington reviewed the ISY/OSY program performances for PY 2024-2025, which is the period of July 1, 2024 through August 1, 2024.

Following the in-school youth review, Mr. Washington shared the performance of the out-of-school youth programs for the same period. He advised that the Youth Programs team is partnering with the Business Services team to offer on-the-job training. Expanding this



collaborative effort will allow the individual to acquire valuable work experience while saving the employer money.

No further questions or concerns were presented. Item closed.

## 6. Information – Consumer Report Card Update

Chairwoman Canales introduced the item; Mr. Perrin further presented the Consumer Report Card, which provides real-time performance data for training providers. The report is for PY 2024-2025, dated July 1, 2024 through June 30, 2025.

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 8:59am.

DRAFT



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/17/2024

**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 September 30, 2024, SFWIB staff has provided an overview of the SFWIB's performance per quarter:

- Quarter 1 (Q1):
  - SFWIB met or exceeded all performance measures except for Youth Education and Employment Rate.
  - To meet the measure, Youth Provider staff need to engage at least 28 individuals.
- Quarter 2 (Q2):
  - SFWIB met or exceeded all performance measures.
- Quarter 3 (Q3):
  - SFWIB met or exceeded all performance measures.
- Quarter 4 (Q4):
  - SFWIB met or exceeded all performance measures.

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

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

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

**FUNDING:** N/A

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

*ATTACHMENT*



### Common Measures Tool Summary

Number of Employed Participants not Exited:									167	
Total Number of Cases:									997	
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	90.91%	140.94%	83.78%	129.90%	93.15%	144.42%	95.89%	148.67%	64.50%	140.42%
Median Earnings	\$9,360.00	185.93%	\$9,074.00	180.25%	\$8,847.80	175.76%	\$9,141.60	181.59%	\$5,034.00	203.13%
Credential Attainment	92.11%	182.03%	96.67%	191.04%	71.43%	141.16%	81.25%	160.57%	50.60%	175.97%
Measurable Skills Gain	100.00%	401.61%	100.00%	401.61%	100.00%	401.61%	100.00%	401.61%	24.90%	399.76%
<b>Dislocated Workers</b>										
Entered Employment Rate	94.74%	118.87%	78.95%	99.06%	100.00%	125.47%	82.35%	103.33%	79.70%	111.76%
Median Earnings	\$10,400.00	127.45%	\$13,213.20	161.92%	\$16,125.20	197.61%	\$11,570.00	141.78%	\$8,160.00	197.61%
Credential Attainment	92.31%	116.11%	76.92%	96.76%	87.50%	110.06%	87.50%	110.06%	79.50%	115.18%
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	63.92%	103.60%	65.06%	105.45%	79.33%	128.58%	78.74%	127.62%	61.70%	114.46%
Median Earnings	\$7,800.00	150.78%	\$8,060.00	155.80%	\$7,800.00	150.78%	\$8,060.00	155.80%	\$5,173.00	155.80%
<b>Youth</b>										
Education and Employment Rate	58.78%	77.55%	70.00%	92.35%	73.85%	97.42%	88.51%	116.76%	75.80%	91.83%
Median Earnings	\$7,800.00	211.26%	\$7,800.00	211.26%	\$7,592.00	205.63%	\$7,670.00	207.74%	\$3,692.00	211.26%
Credential Attainment	75.72%	129.44%	70.69%	120.84%	84.00%	143.59%	96.05%	164.19%	58.50%	117.95%
Measurable Skills Gain	97.83%	194.49%	84.48%	167.96%	94.00%	186.88%	100.00%	198.81%	50.30%	181.71%

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of negotiated)



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/17/2024

**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) is used to evaluate the performance of Local Workforce Development Area (LWDA) 23's CareerSource/American Job Centers (AJCs). The report for Program Year (PY) 2024-25, covering July 1, 2024, to September 30, 2024, shows that four out of seven AJC locations met the required 65 percent performance measure standard.

Job Placements Summary: For PY 2023-24, LWDA 23 achieved a total of 1,587 job placements, equating to 60 percent of the minimum standard and 51.1 percent of the maximum standard. The Little Havana AJC notably exceeded expectations, surpassing the minimum YTD job placements standard by 133.6 percent and the maximum standard by 114.1 percent.

Strategies for Performance Improvement:

- **Monthly Performance Report Notifications:** On the first business day of each month, electronic notifications will be sent to AJC service providers and their management teams detailing their performance standards. The report will highlight areas of concern, and SFWIB staff will provide technical assistance to address these issues and ensure standards are met.
- **Corrective Action Plans:** AJC service providers will continue to implement corrective action plans to achieve PY 2024-25 performance standards.
- **New Policies and Procedures:** SFWIB staff will introduce new policies and procedures aimed at increasing the number of individuals served by AJCs.

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

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

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY**  
**Balanced Scorecard PY '24-'25 (July 1, 2024 through September 30, 2024) \***

**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	14	23	60.9%
	Hialeah Downtown AJC	16	24	66.7%
	North Miami Beach AJC	13	23	56.5%
	Northside Center AJC	13	21	61.9%
Youth Co-Op, Inc.	Little Havana AJC	20	24	83.3%
	Perrine AJC	17	23	73.9%
	West Dade AJC	17	24	70.8%
	LWDA	16	24	65.5%

### DJPOE Scorecard Report

Report Date: 7/1/2024 To 9/30/2024

Location	Maximum Standard		Minimum Standard		Total		Obtained		Direct Job Placement												Direct Job Placement by Type												Max Earned	Earned	% Earned	OE %	DJP %				
	#	%	#	%					Universal						>1Qrt						Total		WIOA Individualized																		
					1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	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													
Carol City Center	360	37.8%	306	44.4%	130	6	136	83	5	88	0	2	1	41	0	0	0	1	44	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	\$42,541	\$16,650	39.1%	64.71%	35.29%		
Hialeah Downtown Center	414	64.5%	351	76.1%	261	6	267	168	6	174	0	11	1	78	0	0	0	0	90	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	\$193,624	\$28,500	14.7%	65.17%	34.63%		
North Miami Beach Center	450	20.2%	384	23.7%	77	14	91	67	12	79	0	0	0	10	0	0	0	1	10	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	\$212,363	\$4,500	2.1%	86.81%	13.19%		
Northside Center	459	26.4%	390	31.0%	100	21	121	61	18	79	0	0	0	36	0	0	0	2	36	2	3	0	0	0	0	0	1	0	0	0	0	0	0	\$218,237	\$15,800	7.2%	65.29%	34.71%			
Little Havana Center	390	114.1%	333	133.6%	436	9	445	286	4	290	0	53	7	83	0	3	0	1	143	4	7	1	0	0	0	0	0	0	0	0	0	0	0	\$182,897	\$42,850	23.4%	65.17%	34.83%			
Perinne Center	477	58.9%	405	69.4%	253	28	281	127	21	148	44	34	0	46	0	4	0	3	124	7	2	0	0	0	0	0	0	0	0	0	0	0	\$225,624	\$31,950	14.2%	52.67%	47.33%				
West Dade Center	558	44.1%	474	51.9%	238	8	246	105	6	111	0	7	0	114	0	0	0	2	121	2	12	0	0	0	0	0	0	0	0	0	0	0	\$262,292	\$48,850	18.6%	45.12%	54.88%				
<b>Total</b>	<b>3,108</b>	<b>51.1%</b>	<b>2,643</b>	<b>60.0%</b>	<b>1,495</b>	<b>92</b>	<b>1,587</b>	<b>897</b>	<b>72</b>	<b>969</b>	<b>44</b>	<b>107</b>	<b>9</b>	<b>408</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>10</b>	<b>568</b>	<b>17</b>	<b>29</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</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>\$1,337,698</b>	<b>\$189,100</b>	<b>14.1%</b>	<b>61.06%</b>	<b>38.94%</b>
																				<b>% of DJP</b>		<b>56.8%</b>	<b>1.7%</b>	<b>2.9%</b>	<b>0.1%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.1%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.2%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>			

# CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 9/30/2024

## Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	100.0%
2	Training Related Placements	75%	84.62%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	90.92%
5	Training Enrollments Rate	108	160
6	CAP All Family Participation Rate	50%	0.98%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	52.16%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.43%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%
10	Short-Term Veterans EER	50%	48.0%
11	Employers Served (Employer Penetration Rate)	7,502	8,031
12	Employer Serviced with Level 1 Services	4,877	6,295
13	Jobs Openings Filled Rate	65%	12.92%
14	Referral Job Skills Match Average	80%	90.71%
Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	3,108	1,627
16	Employed 1st Qtr After Exit	80%	82%
17	Employed 2nd Qtr After Exit	80%	68%
18	Employed 3rd Qtr After Exit	80%	73%
19	Employed 4th Qtr After Exit	80%	69%
20	Average Days to Employment	145	69
	20a DJP Average Days to Employment	60	32
	20b Obtained Average Days to Employment	167	95
21	Employment/Job Placement Average Wage	\$15.64	\$15.32
22	Cost Per Placement	\$2,108.45	\$753.06
23	Net Economic Benefit	\$30,423.00	\$31,105.11
24	Return on the Investment	\$14.43	\$41.31

ND = No Data

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Last Run Date: 10/2/2024 8:11:35 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 9/30/2024

Arbor E&T, LLC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	84.62%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	90.92%	81.33%
5	Training Enrollments Rate	11	160	14
6	CAP All Family Participation Rate	50%	0.98%	0.52%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	52.16%	15.07%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.43%	24.39%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	48.0%	33.33%
11	Employers Served (Employer Penetration Rate)	778	8,031	829
12	Employer Serviced with Level 1 Services	506	6,295	748
13	Jobs Openings Filled Rate	65%	12.92%	3.67%
14	Referral Job Skills Match Average	80%	90.71%	96.54%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	360	1,627	136
16	Employed 1st Qtr After Exit	80%	82%	86%
17	Employed 2nd Qtr After Exit	80%	68%	55%
18	Employed 3rd Qtr After Exit	80%	73%	50%
19	Employed 4th Qtr After Exit	80%	69%	69%
	20 Average Days to Employment	145	69	90
	20a DJP Average Days to Employment	60	32	48
	20b Obtained Average Days to Employment	167	95	115
21	Employment/Job Placement Average Wage	\$15.64	\$15.32	\$16.27
22	Cost Per Placement	\$2,140.65	\$753.06	\$698.40
23	Net Economic Benefit	\$30,391.00	\$31,105.11	\$33,146.95
24	Return on the Investment	\$14.20	\$41.31	\$47.46

ND = No Data

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Last Run Date: 10/2/2024 8:11:35 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 9/30/2024

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	84.62%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	90.92%	100.0%
5	Training Enrollments Rate	14	160	17
6	CAP All Family Participation Rate	50%	0.98%	10.13%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	52.16%	44.44%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.43%	59.49%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	48.0%	0.0%
11	Employers Served (Employer Penetration Rate)	850	8,031	895
12	Employer Serviced with Level 1 Services	552	6,295	710
13	Jobs Openings Filled Rate	65%	12.92%	11.57%
14	Referral Job Skills Match Average	80%	90.71%	95.91%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	414	1,627	267
16	Employed 1st Qtr After Exit	80%	82%	100%
17	Employed 2nd Qtr After Exit	80%	68%	100%
18	Employed 3rd Qtr After Exit	80%	73%	100%
19	Employed 4th Qtr After Exit	80%	69%	71%
	20 Average Days to Employment	145	69	62
	20a DJP Average Days to Employment	60	32	10
	20b Obtained Average Days to Employment	167	95	71
21	Employment/Job Placement Average Wage	\$15.64	\$15.32	\$15.13
22	Cost Per Placement	\$2,204.47	\$753.06	\$570.78
23	Net Economic Benefit	\$30,327.00	\$31,105.11	\$30,896.50
24	Return on the Investment	\$13.76	\$41.31	\$54.13

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 9/30/2024

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	84.62%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	90.92%	98.4%
5	Training Enrollments Rate	13	160	17
6	CAP All Family Participation Rate	50%	0.98%	0.67%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	52.16%	20.9%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.43%	17.84%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	48.0%	66.67%
11	Employers Served (Employer Penetration Rate)	953	8,031	1,023
12	Employer Serviced with Level 1 Services	620	6,295	923
13	Jobs Openings Filled Rate	65%	12.92%	14.29%
14	Referral Job Skills Match Average	80%	90.71%	96.18%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	450	1,627	91
16	Employed 1st Qtr After Exit	80%	82%	50%
17	Employed 2nd Qtr After Exit	80%	68%	50%
18	Employed 3rd Qtr After Exit	80%	73%	73%
19	Employed 4th Qtr After Exit	80%	69%	67%
	20 Average Days to Employment	145	69	114
	20a DJP Average Days to Employment	60	32	63
	20b Obtained Average Days to Employment	167	95	123
21	Employment/Job Placement Average Wage	\$15.64	\$15.32	\$16.89
22	Cost Per Placement	\$2,148.93	\$753.06	\$1,477.49
23	Net Economic Benefit	\$30,382.00	\$31,105.11	\$33,663.28
24	Return on the Investment	\$14.14	\$41.31	\$22.78

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 9/30/2024

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	ND
2	Training Related Placements	75%	84.62%	ND
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	90.92%	83.93%
5	Training Enrollments Rate	15	160	14
6	CAP All Family Participation Rate	50%	0.98%	0.0%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	52.16%	8.54%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.43%	51.85%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	48.0%	0.0%
11	Employers Served (Employer Penetration Rate)	1,198	8,031	1,216
12	Employer Serviced with Level 1 Services	779	6,295	832
13	Jobs Openings Filled Rate	65%	12.92%	5.85%
14	Referral Job Skills Match Average	80%	90.71%	95.33%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	459	1,627	121
16	Employed 1st Qtr After Exit	80%	82%	92%
17	Employed 2nd Qtr After Exit	80%	68%	86%
18	Employed 3rd Qtr After Exit	80%	73%	50%
19	Employed 4th Qtr After Exit	80%	69%	100%
	20 Average Days to Employment	145	69	91
	20a DJP Average Days to Employment	60	32	12
	20b Obtained Average Days to Employment	167	95	145
21	Employment/Job Placement Average Wage	\$15.64	\$15.32	\$18.41
22	Cost Per Placement	\$2,117.11	\$753.06	\$1,458.02
23	Net Economic Benefit	\$30,414.00	\$31,105.11	\$36,844.76
24	Return on the Investment	\$14.37	\$41.31	\$25.27

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 9/30/2024

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	84.62%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	90.92%	97.4%
5	Training Enrollments Rate	13	160	28
6	CAP All Family Participation Rate	50%	0.98%	30.91%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	52.16%	67.92%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.43%	73.16%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	48.0%	100.0%
11	Employers Served (Employer Penetration Rate)	806	8,031	896
12	Employer Serviced with Level 1 Services	524	6,295	647
13	Jobs Openings Filled Rate	65%	12.92%	11.86%
14	Referral Job Skills Match Average	80%	90.71%	93.98%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	390	1,627	445
16	Employed 1st Qtr After Exit	80%	82%	96%
17	Employed 2nd Qtr After Exit	80%	68%	89%
18	Employed 3rd Qtr After Exit	80%	73%	76%
19	Employed 4th Qtr After Exit	80%	69%	92%
	20 Average Days to Employment	145	69	59
	20a DJP Average Days to Employment	60	32	49
	20b Obtained Average Days to Employment	167	95	60
21	Employment/Job Placement Average Wage	\$15.64	\$15.32	\$15.37
22	Cost Per Placement	\$2,197.46	\$753.06	\$435.32
23	Net Economic Benefit	\$30,334.00	\$31,105.11	\$31,527.00
24	Return on the Investment	\$13.80	\$41.31	\$72.42

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 9/30/2024

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	84.62%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	90.92%	92.59%
5	Training Enrollments Rate	20	160	33
6	CAP All Family Participation Rate	50%	0.98%	6.94%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	52.16%	20.24%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.43%	68.8%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	48.0%	57.14%
11	Employers Served (Employer Penetration Rate)	1,503	8,031	1,613
12	Employer Serviced with Level 1 Services	977	6,295	1,354
13	Jobs Openings Filled Rate	65%	12.92%	28.92%
14	Referral Job Skills Match Average	80%	90.71%	92.66%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	477	1,627	281
16	Employed 1st Qtr After Exit	80%	82%	89%
17	Employed 2nd Qtr After Exit	80%	68%	84%
18	Employed 3rd Qtr After Exit	80%	73%	83%
19	Employed 4th Qtr After Exit	80%	69%	83%
	20 Average Days to Employment	145	69	102
	20a DJP Average Days to Employment	60	32	25
	20b Obtained Average Days to Employment	167	95	153
21	Employment/Job Placement Average Wage	\$15.64	\$15.32	\$14.17
22	Cost Per Placement	\$2,127.35	\$753.06	\$739.66
23	Net Economic Benefit	\$30,404.00	\$31,105.11	\$28,743.92
24	Return on the Investment	\$14.29	\$41.31	\$38.86

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 9/30/2024

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	84.62%	71.43%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	90.92%	91.62%
5	Training Enrollments Rate	22	160	37
6	CAP All Family Participation Rate	50%	0.98%	14.86%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	52.16%	62.35%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.43%	70.68%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	48.0%	50.0%
11	Employers Served (Employer Penetration Rate)	1,414	8,031	1,485
12	Employer Serviced with Level 1 Services	919	6,295	1,068
13	Jobs Openings Filled Rate	65%	12.92%	37.69%
14	Referral Job Skills Match Average	80%	90.71%	95.32%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	558	1,627	246
16	Employed 1st Qtr After Exit	80%	82%	81%
17	Employed 2nd Qtr After Exit	80%	68%	69%
18	Employed 3rd Qtr After Exit	80%	73%	60%
19	Employed 4th Qtr After Exit	80%	69%	35%
20	Average Days to Employment	145	69	37
20a	DJP Average Days to Employment	60	32	20
20b	Obtained Average Days to Employment	167	95	66
21	Employment/Job Placement Average Wage	\$15.64	\$15.32	\$15.87
22	Cost Per Placement	\$2,192.08	\$753.06	\$1,043.51
23	Net Economic Benefit	\$30,339.00	\$31,105.11	\$31,971.50
24	Return on the Investment	\$13.84	\$41.31	\$30.64

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## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/17/2024

**AGENDA ITEM NUMBER:** 6

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

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

**RECOMMENDATION:** N/A

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

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

### **BACKGROUND:**

The Youth Balanced Scorecard (YBSC) measures the performance of contracted Youth Service providers in Workforce Development Area (WDA) 23 for Program Year (PY) 2024-2025. The YBSC provides detailed information on key performance indicators, including Enrollment Requirements, Measurable Skills Gains, Youth Education and Employment Rate-2nd Quarter After Exit, Youth Education and Employment Rate-4th Quarter After Exit, and Credential Attainment. This report covers the period from July 1, 2024, to September 30, 2024.

The current update reflects the progress of both the In-School Youth (ISY) Program and the Out-of-School Youth (OSY) Program for the first quarter of PY 2024-25.

### **IN-SCHOOL YOUTH (ISY) PROGRAM HIGHLIGHTS:**

- **Enrollment Performance:**
  - Regional Standard: 149 participants
  - Actual Performance: 202 participants
  
- **Measurable Skills Gains:**
  - Regional Standard: 90%
  - Actual Performance: 48%
  - Note: Due to the late start of the school year, measurable skills gain performance will be updated in the second quarter upon release of report cards.
  
- **Youth Education and Employment Rate-2nd Quarter After Exit:**
  - Regional Standard: 90%
  - Actual Performance: 70%

- Youth Education and Employment Rate-4th Quarter After Exit:
  - Regional Standard: 90%
  - Actual Performance: 89%
- Credential Attainment:
  - Regional Standard: 90%
  - Actual Performance: 99%
- New PWE Enrollment: 8

**OUT-OF-SCHOOL YOUTH (OSY) PROGRAM HIGHLIGHTS:**

- Enrollment Performance:
  - Regional Standard: 733 participants
  - Actual Performance: 468 participants
- Measurable Skills Gains:
  - Regional Standard: 90%
  - Actual Performance: 98%
- Youth Education and Employment Rate-2nd Quarter After Exit:
  - Regional Standard: 90%
  - Actual Performance: 70%
- Youth Education and Employment Rate-4th Quarter After Exit:
  - Regional Standard: 90%
  - Actual Performance: 89%
- Credential Attainment:
  - Regional Standard: 90%
  - Actual Performance: 100%
- New PWE Enrollments: 81
- Obtained Employment: 65

The Youth Balanced Scorecard (YBSC) has been revised and updated to align with the Workforce Innovation and Opportunity Act (WIOA) Youth negotiated primary performance indicators for PY 2024-2025. These updates aim to enhance the oversight and management of the performance indicators, ensuring that the programs meet their targets effectively.

**FUNDING:** N/A

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

*ATTACHMENT*

# CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2024 thru 9/30/2024

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	149	202
New Enrollments	126	1
PWE Enrollments	11	8
Measurable Skills Gain	90%	48%
Credential Attainment	90%	99%
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90%	59%
Education and Employment Rate - 2nd Qtr After Exit	90%	70%
Education and Employment Rate - 3rd Qtr After Exit	90%	73.85
Education and Employment Rate - 4th Qtr After Exit	90%	89%

# CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2024 thru 9/30/2024

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	733	468
New Enrollments	310	143
New Enrollments (General Population)	242	143
New Enrollments (Youth Offender)	17	5
New Enrollments (Homeless Runaway Foster Care)	17	4
New Enrollments (Pregnant or Parenting)	17	10
New Enrollments (Disability)	17	4
PWE Enrollments	183	81
Measurable Skills Gain	90%	98%
Credential Attainment	90%	100%
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)	361	65
Education and Employment Rate - 1st Qtr After Exit	90%	59%
Education and Employment Rate - 2nd Qtr After Exit	90%	70%
Education and Employment Rate - 3rd Qtr After Exit	90%	73.85
Education and Employment Rate - 4th Qtr After Exit	90%	89%





## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/17/2024

**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) has established a policy to monitor the performance of its approved Training Vendors through the Individual Training Account (ITA) system. To support this initiative, the staff developed and implemented the Consumer Report Card (CRC) Tool. This online tool updates ITA performance data daily, serving as an "ITA Consumer Report Card." It enables both participants and Career Advisors to track the success of individual programs and evaluate the economic benefits per placement.

The CRC Tool reports the following performance metrics for the period from July 1, 2024, to June 30, 2025:

- Classroom Training Placements: 17 individuals have been placed into classroom training.
- Training Completion and Employment:
  - All 17 participants completed their training.
  - 13 participants have been placed in unsubsidized employment, with an average wage of \$11.58 per hour.
- Occupation Relevance:
  - 11 out of the 13 employed participants were placed in occupations related to their training.
- Economic Impact:
  - The net economic benefit per placement is \$30,960.56.
  - For every dollar invested in training, there was a return of \$6.42.
  - The SFWIB contributed \$313,123.20 in wages to the South Florida regional economy.

The attached CRC table provides a detailed summary of the performance metrics for the program year 2024-2025, highlighting the effectiveness and economic impact of the ITA system and the training programs offered by the approved Training Vendors.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Consumer Report Card

**07/01/2024 - 06/30/2025**

Training Agent	Training Program	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic 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 - All Campuses	2024 - IT, 2024 Architect Pro. 2025 Cyber Sec, 2031 Bus. Analyst	13	13	11	77.14 %	10	76.67 %	\$ 8,263.79	\$ 119,361.25	\$ 34,208.38	\$ 22.90	\$ 47,630.61	\$ 40,788.94	\$ 5.80
Apex Training Center - 3971	2223 - HVAC Mechanic	1	1	-	0.00 %	-	0.00 %	\$ 5,000.00	\$ 5,000.00	-	-	-	-	-
Dade Institute of Technology	1767 - Microsoft Certified IT Professional MCITP/MCTS Test Prep	1	1	1	100.00 %	1	100.00 %	\$ 6,278.00	\$ 6,278.00	\$ 6,278.00	\$ 17.00	\$ 35,360.00	\$ 29,082.00	\$ 4.63
Hollywood Career Institute LLC	2421 - Home Health Aide	1	1	1	100.00 %	-	0.00 %	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 18.00	\$ 37,440.00	\$ 35,790.00	\$ 21.69
The CDL Schools LLC - Miami Campus	1824 - Professional Tractor-Trailer Driver Program	1	1	-	0.00 %	-	0.00 %	\$ 2,058.32	\$ 2,058.32	-	-	-	-	-
		<b>17</b>	<b>17</b>	<b>13</b>	<b>55.43 %</b>	<b>11</b>	<b>35.33 %</b>	<b>\$ 4,650.02</b>	<b>\$ 134,347.57</b>	<b>\$ 42,136.38</b>	<b>\$ 11.58</b>	<b>\$ 24,086.12</b>	<b>\$ 30,960.56</b>	<b>\$ 6.42</b>