



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL MEETING
THURSDAY, FEBRUARY 20, 2025
8:30 AM**

Miami Lakes Educational Center and Technical College
5780 NW 158th Street, Room 6115
Miami Lakes, FL 33014

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

AGENDA

1. Call to Order and Introductions
2. Public Comment
3. Approval of Performance Council Meeting Minutes
 - A. December 19, 2024
4. Information – WIOA Performance Update
5. Information – Adult Balanced Scorecard Report
6. Information – Youth Balanced Scorecard Update
7. Information – Consumer Report Card Update
8. Information – Service Code Monitoring Report
9. Information – Youth Providers Letters of Non-Compliance
10. Information – Career Center Letters of Non-Compliance
11. Information – Quarterly Performance 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: 2/20/2025

AGENDA ITEM NUMBER: 2

AGENDA ITEM SUBJECT: PUBLIC COMMENT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

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

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT

2. Public Comment

Public comments should be two minutes or less.

Chairwoman Canales opened the floor for comments from the public. No requests to speak were received by the Executive Office. Mr. Chi presented an overview of the very successful Holiday Baskets event at CAMACOL. No additional comments were presented. Item closed.

Mr. Perrin informed the group that mandatory refresher training for all members is scheduled to take place during the February board meeting. He encouraged everyone to attend. Those who cannot attend the scheduled session will be required to attend the makeup session, which will be scheduled within two weeks of the board meeting.

3A: Approval - Performance Council Meeting Minutes – October 17, 2024

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

Motion by Mr. Chi to approve the October 17, 2024 Performance Council Meeting minutes. Mr. Rolle seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

4. Information – WIOA Performance Update

Chairwoman Canales introduced the item; Mr. Washington further presented the Common Measures Tool (CMT) Summary Report to review current performance metrics per quarter as of November 30, 2024, followed by a statewide review of the official first quarter PY 2024-2025 Federal Performance Measures Report.

Mr. Washington noted that the Common Measures training and the regular PTT meetings are starting to show positive results, leading to an increase in placements. Consequently, there has been a consistent rise in the recording employment after exit, which has helped meet or exceed all performance measures in the fourth quarter.

In a year-over-year comparison of the federal performance measures, Mr. Washington highlighted that CSSF has either met or exceeded all metrics except youth employment, second quarter after exit.



No further questions or concerns were presented. Item closed.

5. Information – Adult Balanced Scorecard Report

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

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource Centers/American Job Center (AJC) Service Providers. The report for Program Year (PY) 2024-25, is from July 1, 2024 through November 30, 2024. Four of the seven American Job Centers have achieved required 65% performance measure standard; Little Havana has exceeded the minimum YTD job placement standard by 128% /maximum standard by 110%.

Mr. Washington advised that Balanced Scorecard training is ongoing for all staff, not just supervisors and Center Managers. It is essential that each individual clearly understands their role in the overall vision and the significant impact their work has on achieving the agency's overall goals.

Chairwoman Canales asked about the implementation of focus groups for training purposes. Mr. Washington explained that focus groups have been established for each funding stream to specifically target improvements in service delivery and to ensure that we continue to meet federal, state, and local performance measures. These focus groups will specifically engage staff members who handle the day-to-day operations within each funding stream and will take place in the second week of every month.

Mr. Mantilla asked about the challenges related to job placements and whether staff would be able to identify specific reasons for the changes. Mr. Washington explained that the main reason for the low number of placements is the current low unemployment rate. Although there are several job openings, employers are looking for candidates with specific skills and are therefore very selective in their hiring processes.

No further questions or concerns were presented. Item closed.

6. 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 November 30, 2024.



No further questions or concerns were presented. Item closed.

[Mr. Eddie Garza and Dr. Denis Rod both arrived to the meeting.]

7. Information – Consumer Report Card Update

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

Mr. Washington reviewed the enrollment numbers, skills gained, and employment rates. There was further discussion highlighting the economic impact of placements and the introduction of new, recently approved job titles.

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.



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2025

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WIOA INDICATORS OF PERFORMANCE UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

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

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

- Quarter 1 (Q1):
 - Dislocated Worker
 - Employment Rate - AJC staff needs to engage at least 1 individual to meet the measure
 - Credential Attainment - To meet the measure, AJC staff needs engage at least 2 individuals.
 - Wagner Peyser
 - Employment Rate - AJC staff needs to engage a minimum of 11 individuals to meet the measure.
 - Youth Education and Employment Rate - Youth Provider staff need to engage at least 1 individual.
- Quarter 2 (Q2):
 - Youth Education and Employment Rate - Youth Provider staff need to engage at least 2 individuals.
- 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. Both AJC and Youth Provider staff attended a refresher technical assistance session covering the CMT in early December.

FUNDING: N/A

PERFORMANCE: Workforce Innovation Opportunity Act and Wagner Peyser

ATTACHMENT

Common Measures Tool Summary

Number of Employed Participants not Exited:									130	
Total Number of Cases:									832	
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	76.62%	115.92%	84.62%	128.01%	92.17%	139.45%	85.71%	129.67%	66.10%	135.75%
Median Earnings	\$8,840.00	129.75%	\$9,490.00	139.29%	\$9,731.80	142.84%	\$9,360.00	137.38%	\$6,813.00	143.07%
Credential Attainment	96.30%	190.31%	90.24%	178.35%	92.50%	182.81%	101.75%	201.10%	50.60%	180.42%
Measurable Skills Gain	97.50%	391.57%	100.00%	401.61%	100.00%	401.61%	100.00%	401.61%	24.90%	399.36%
Dislocated Workers										
Entered Employment Rate	64.29%	82.84%	88.24%	113.71%	94.74%	122.08%	78.95%	101.74%	77.60%	111.68%
Median Earnings	\$13,748.80	141.47%	\$11,247.60	115.73%	\$10,459.80	107.63%	\$13,213.20	135.96%	\$9,718.00	141.47%
Credential Attainment	63.64%	74.08%	85.71%	99.78%	92.31%	107.46%	84.62%	98.50%	85.90%	103.48%
Measurable Skills Gain	100.00%	129.87%	100.00%	129.87%	100.00%	129.87%	100.00%	129.87%	77.00%	129.87%
Wagner-Peyser										
Entered Employment Rate	54.85%	88.90%	67.19%	108.89%	68.27%	110.64%	67.87%	110.00%	61.70%	109.54%
Median Earnings	\$8,060.00	132.93%	\$7,800.00	128.64%	\$7,800.00	128.64%	\$8,320.00	137.22%	\$6,063.00	137.22%
Youth										
Education and Employment Rate	70.59%	87.15%	69.39%	85.66%	73.99%	91.34%	84.29%	104.06%	81.00%	98.28%
Median Earnings	\$7,150.00	188.20%	\$7,800.00	205.31%	\$7,800.00	205.31%	\$7,800.00	205.31%	\$3,799.00	205.31%
Credential Attainment	64.29%	113.58%	68.42%	120.89%	71.38%	126.12%	70.69%	124.89%	56.60%	120.03%
Measurable Skills Gain	92.86%	125.48%	97.37%	131.58%	97.54%	131.81%	84.48%	114.17%	74.00%	124.09%

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of negotiated)



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2025

AGENDA ITEM NUMBER: 5

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

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

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

Job Placements Summary: For PY 2024-25, LWDA 23 achieved a total of 3,752 job placements, equating to 60.8 percent of the minimum standard and 51.7 percent of the maximum standard. The Little Havana AJC notably expectations, surpassing the minimum YTD job placements standard by 127.8 percent and the maximum standard by 109.1 percent.

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

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

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

Future Initiatives: AJC service providers will continue to implement their corrective action plans and strive to meet and exceed the 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 November 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	13	25	52.0%
	Hialeah Downtown AJC	19	25	76.0%
	North Miami Beach AJC	13	25	52.0%
	Northside Center AJC	14	25	56.0%
Youth Co-Op, Inc.	Little Havana AJC	21	25	84.0%
	Perrine AJC	17	25	68.0%
	West Dade AJC	18	25	72.0%
	LWDA	16	25	65.7%

CSSF Balanced Scorecard Report

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

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	94.34%
2	Training Related Placements	75%	77.27%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	95.92%
5	Training Enrollments Rate	249	318
6	CAP All Family Participation Rate	50%	8.7%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	23.72%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.26%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%
10	Short-Term Veterans EER	50%	47.14%
11	Employers Served (Employer Penetration Rate)	17,503	21,497
12	Employer Serviced with Level 1 Services	11,378	17,399
13	Number of Job Orders	3,416	956
14	Jobs Openings Filled Rate	65%	22.4%
15	Referral Job Skills Match Average	80%	93.5%
Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	7,252	3,884
17	Employed 1st Qtr After Exit	80%	79%
18	Employed 2nd Qtr After Exit	80%	74%
19	Employed 3rd Qtr After Exit	80%	75%
20	Employed 4th Qtr After Exit	80%	79%
21	Average Days to Employment	145	80
21a	DJP Average Days to Employment	60	35
21b	Obtained Average Days to Employment	167	108
22	Employment/Job Placement Average Wage	\$15.64	\$15.48
23	Cost Per Placement	\$2,108.45	\$645.42
24	Net Economic Benefit	\$30,423.00	\$31,552.57
25	Return on the Investment	\$14.43	\$48.92

ND = No Data

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CSSF Balanced Scorecard Report

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

Arbor E&T, LLC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.34%	71.43%
2	Training Related Placements	75%	77.27%	60.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.92%	89.03%
5	Training Enrollments Rate	25	318	33
6	CAP All Family Participation Rate	50%	8.7%	2.71%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	23.72%	16.94%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.26%	29.3%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	47.14%	36.36%
11	Employers Served (Employer Penetration Rate)	1,815	21,497	2,143
12	Employer Serviced with Level 1 Services	1,180	17,399	1,968
13	Number of Job Orders	355	956	86
14	Jobs Openings Filled Rate	65%	22.4%	14.33%
15	Referral Job Skills Match Average	80%	93.5%	96.73%
Outcome Measures				
16	Employment (Obtained Employment and Direct Job Placements)	840	3,884	287
17	Employed 1st Qtr After Exit	80%	79%	96%
18	Employed 2nd Qtr After Exit	80%	74%	69%
19	Employed 3rd Qtr After Exit	80%	75%	61%
20	Employed 4th Qtr After Exit	80%	79%	77%
21	Average Days to Employment	145	80	120
21a	DJP Average Days to Employment	60	35	44
21b	Obtained Average Days to Employment	167	108	154
22	Employment/Job Placement Average Wage	\$15.64	\$15.48	\$17.02
23	Cost Per Placement	\$2,140.65	\$645.42	\$770.40
24	Net Economic Benefit	\$30,391.00	\$31,552.57	\$34,641.19
25	Return on the Investment	\$14.20	\$48.92	\$44.97

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CSSF Balanced Scorecard Report

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

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.34%	100.0%
2	Training Related Placements	75%	77.27%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.92%	99.53%
5	Training Enrollments Rate	31	318	32
6	CAP All Family Participation Rate	50%	8.7%	10.59%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	23.72%	28.05%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.26%	62.38%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	47.14%	50.0%
11	Employers Served (Employer Penetration Rate)	1,982	21,497	2,589
12	Employer Serviced with Level 1 Services	1,288	17,399	2,108
13	Number of Job Orders	387	956	109
14	Jobs Openings Filled Rate	65%	22.4%	33.11%
15	Referral Job Skills Match Average	80%	93.5%	99.02%
Outcome Measures				
16	Employment (Obtained Employment and Direct Job Placements)	966	3,884	624
17	Employed 1st Qtr After Exit	80%	79%	100%
18	Employed 2nd Qtr After Exit	80%	74%	100%
19	Employed 3rd Qtr After Exit	80%	75%	100%
20	Employed 4th Qtr After Exit	80%	79%	88%
21	Average Days to Employment	145	80	63
	21a DJP Average Days to Employment	60	35	22
	21b Obtained Average Days to Employment	167	108	79
22	Employment/Job Placement Average Wage	\$15.64	\$15.48	\$15.87
23	Cost Per Placement	\$2,204.47	\$645.42	\$551.79
24	Net Economic Benefit	\$30,327.00	\$31,552.57	\$32,466.13
25	Return on the Investment	\$13.76	\$48.92	\$58.84

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CSSF Balanced Scorecard Report

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

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.34%	96.3%
2	Training Related Placements	75%	77.27%	71.43%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.92%	96.7%
5	Training Enrollments Rate	31	318	38
6	CAP All Family Participation Rate	50%	8.7%	0.22%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	23.72%	15.49%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.26%	26.32%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	47.14%	61.54%
11	Employers Served (Employer Penetration Rate)	2,224	21,497	2,689
12	Employer Serviced with Level 1 Services	1,446	17,399	2,100
13	Number of Job Orders	434	956	80
14	Jobs Openings Filled Rate	65%	22.4%	10.78%
15	Referral Job Skills Match Average	80%	93.5%	98.12%
Outcome Measures				
16	Employment (Obtained Employment and Direct Job Placements)	1,050	3,884	246
17	Employed 1st Qtr After Exit	80%	79%	37%
18	Employed 2nd Qtr After Exit	80%	74%	45%
19	Employed 3rd Qtr After Exit	80%	75%	52%
20	Employed 4th Qtr After Exit	80%	79%	70%
21	Average Days to Employment	145	80	92
21a	DJP Average Days to Employment	60	35	69
21b	Obtained Average Days to Employment	167	108	96
22	Employment/Job Placement Average Wage	\$15.64	\$15.48	\$16.42
23	Cost Per Placement	\$2,148.93	\$645.42	\$979.89
24	Net Economic Benefit	\$30,382.00	\$31,552.57	\$33,182.45
25	Return on the Investment	\$14.14	\$48.92	\$33.86

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CSSF Balanced Scorecard Report

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

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.34%	90.91%
2	Training Related Placements	75%	77.27%	25.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.92%	92.09%
5	Training Enrollments Rate	35	318	30
6	CAP All Family Participation Rate	50%	8.7%	0.17%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	23.72%	8.31%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.26%	21.72%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	47.14%	0.0%
11	Employers Served (Employer Penetration Rate)	2,795	21,497	3,145
12	Employer Serviced with Level 1 Services	1,816	17,399	2,288
13	Number of Job Orders	545	956	82
14	Jobs Openings Filled Rate	65%	22.4%	8.0%
15	Referral Job Skills Match Average	80%	93.5%	96.08%
Outcome Measures				
16	Employment (Obtained Employment and Direct Job Placements)	1,071	3,884	239
17	Employed 1st Qtr After Exit	80%	79%	88%
18	Employed 2nd Qtr After Exit	80%	74%	84%
19	Employed 3rd Qtr After Exit	80%	75%	77%
20	Employed 4th Qtr After Exit	80%	79%	87%
21	Average Days to Employment	145	80	136
21a	DJP Average Days to Employment	60	35	13
21b	Obtained Average Days to Employment	167	108	176
22	Employment/Job Placement Average Wage	\$15.64	\$15.48	\$18.19
23	Cost Per Placement	\$2,117.11	\$645.42	\$1,221.14
24	Net Economic Benefit	\$30,414.00	\$31,552.57	\$36,623.83
25	Return on the Investment	\$14.37	\$48.92	\$29.99

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CSSF Balanced Scorecard Report

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

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.34%	100.0%
2	Training Related Placements	75%	77.27%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.92%	98.81%
5	Training Enrollments Rate	30	318	47
6	CAP All Family Participation Rate	50%	8.7%	30.65%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	23.72%	48.9%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.26%	67.72%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	47.14%	50.0%
11	Employers Served (Employer Penetration Rate)	1,881	21,497	2,882
12	Employer Serviced with Level 1 Services	1,223	17,399	2,497
13	Number of Job Orders	367	956	230
14	Jobs Openings Filled Rate	65%	22.4%	14.41%
15	Referral Job Skills Match Average	80%	93.5%	96.65%
Outcome Measures				
16	Employment (Obtained Employment and Direct Job Placements)	910	3,884	993
17	Employed 1st Qtr After Exit	80%	79%	98%
18	Employed 2nd Qtr After Exit	80%	74%	94%
19	Employed 3rd Qtr After Exit	80%	75%	86%
20	Employed 4th Qtr After Exit	80%	79%	91%
21	Average Days to Employment	145	80	75
21a	DJP Average Days to Employment	60	35	62
21b	Obtained Average Days to Employment	167	108	77
22	Employment/Job Placement Average Wage	\$15.64	\$15.48	\$15.78
23	Cost Per Placement	\$2,197.46	\$645.42	\$401.05
24	Net Economic Benefit	\$30,334.00	\$31,552.57	\$32,419.06
25	Return on the Investment	\$13.80	\$48.92	\$80.84

ND = No Data

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Last Run Date: 2/3/2025 7:28:32 AM

CSSF Balanced Scorecard Report

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

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.34%	100.0%
2	Training Related Placements	75%	77.27%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.92%	97.02%
5	Training Enrollments Rate	46	318	66
6	CAP All Family Participation Rate	50%	8.7%	6.86%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	23.72%	16.17%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.26%	56.0%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	47.14%	56.52%
11	Employers Served (Employer Penetration Rate)	3,507	21,497	3,928
12	Employer Serviced with Level 1 Services	2,280	17,399	2,875
13	Number of Job Orders	684	956	119
14	Jobs Openings Filled Rate	65%	22.4%	37.8%
15	Referral Job Skills Match Average	80%	93.5%	92.55%
Outcome Measures				
16	Employment (Obtained Employment and Direct Job Placements)	1,113	3,884	866
17	Employed 1st Qtr After Exit	80%	79%	89%
18	Employed 2nd Qtr After Exit	80%	74%	85%
19	Employed 3rd Qtr After Exit	80%	75%	88%
20	Employed 4th Qtr After Exit	80%	79%	86%
21	Average Days to Employment	145	80	85
	21a DJP Average Days to Employment	60	35	14
	21b Obtained Average Days to Employment	167	108	159
22	Employment/Job Placement Average Wage	\$15.64	\$15.48	\$13.83
23	Cost Per Placement	\$2,127.35	\$645.42	\$658.42
24	Net Economic Benefit	\$30,404.00	\$31,552.57	\$28,114.85
25	Return on the Investment	\$14.29	\$48.92	\$42.70

ND = No Data

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CSSF Balanced Scorecard Report

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

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	94.34%	94.74%
2	Training Related Placements	75%	77.27%	78.57%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	95.92%	96.09%
5	Training Enrollments Rate	51	318	72
6	CAP All Family Participation Rate	50%	8.7%	19.92%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	23.72%	48.08%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.26%	67.34%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	47.14%	71.43%
11	Employers Served (Employer Penetration Rate)	3,299	21,497	4,078
12	Employer Serviced with Level 1 Services	2,145	17,399	3,547
13	Number of Job Orders	644	956	240
14	Jobs Openings Filled Rate	65%	22.4%	38.27%
15	Referral Job Skills Match Average	80%	93.5%	96.97%
Outcome Measures				
16	Employment (Obtained Employment and Direct Job Placements)	1,302	3,884	626
17	Employed 1st Qtr After Exit	80%	79%	81%
18	Employed 2nd Qtr After Exit	80%	74%	77%
19	Employed 3rd Qtr After Exit	80%	75%	76%
20	Employed 4th Qtr After Exit	80%	79%	71%
	21 Average Days to Employment	145	80	59
	21a DJP Average Days to Employment	60	35	26
	21b Obtained Average Days to Employment	167	108	85
22	Employment/Job Placement Average Wage	\$15.64	\$15.48	\$16.34
23	Cost Per Placement	\$2,192.08	\$645.42	\$789.07
24	Net Economic Benefit	\$30,339.00	\$31,552.57	\$33,188.98
25	Return on the Investment	\$13.84	\$48.92	\$42.06

ND = No Data

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SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2025

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

The Youth Balance Scorecard measures the performance of contracted Workforce Development Area (WDA) 23 Youth Service providers. The Youth Balanced Scorecard provides detailed information regarding the program performance for Program Year (PY) 2024-2025. The report measures New Enrollments, Measurable Skills Gains, Youth Education and Employment Rate-2nd Quarter After Exit, Youth Education and Employment Rate-4th Quarter After Exit and Credential Attainment. The time period for the Youth Balance Scorecard Report is from July 1, 2024 to February 6, 2025 (YTD).

The In-School Youth Program has exceeded its enrollment goals and measurable skills gain performance goal. Although the In-School Youth Program is not currently meeting our local Education and Employment Rate-2nd and 4th Quarter After Exit outcome and credential attainment goals, CSSF has addressed the lack of performance by all contracted providers.

The Out-of-School Youth Program has exceeded its new enrollment performance and measurable skills gain performance goal. On January 28, 2025 contracted youth service providers were required to develop action plans to be submitted to CSSF youth programs within 10 days of the initial notification to address all outcome deficiencies. Each youth service provider has submitted the required action plans and CSSF youth programs will be responsible for oversight.

It is the expectation that CSSF youth programs performance outcomes will trend upward in the third quarter in order to meet the required performance outcomes by the end of the program year.

ISY PERFORMANCE:

- Enrollment Performance: Regional Standard/149; Actual Performance/243

- Measurable Skills Gains: Regional Standard/90%; Actual Performance/97%
- 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/86%
- Credential Attainment: Regional Standard/90%; Actual Performance/68%

OSY PERFORMANCE:

- Enrollment Performance: Regional Standard/773; Actual Performance/585
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/97%
- 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/86%
- Credential Attainment: Regional Standard/90%; Actual Performance/71%

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2024 thru 2/6/2025

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	149	243
New Enrollments	126	49
PWE Enrollments	11	22
Measurable Skills Gain	90%	97%
Credential Attainment	90%	68%
Outcome Measures		
Education and Employment Rate - 1st Qtr. After Exit	90%	71%
Education and Employment Rate - 2nd Qtr. After Exit	90%	71%
Education and Employment Rate - 3rd Qtr. After Exit	90%	74%
Education and Employment Rate - 4th Qtr. After Exit	90%	86%

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2024 thru 2/6/2025

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	733	585
New Enrollments	310	312
New Enrollments (General Population)	242	311
New Enrollments (Youth Offender)	17	17
New Enrollments (Homeless Runaway Foster Care)	17	11
New Enrollments (Pregnant or Parenting)	17	13
New Enrollments (Disability)	17	8
PWE Enrollments	183	124
Measurable Skills Gain	90%	97%
Credential Attainment	90%	71%
Outcome Measures		
Employment (Obtained, Direct, & Post-Secondary)	361	N/D
Education and Employment Rate - 1st Qtr. After Exit	90%	71%
Education and Employment Rate - 2nd Qtr. After Exit	90%	71%
Education and Employment Rate - 3rd Qtr. After Exit	90%	74%
Education and Employment Rate - 4th Qtr. After Exit	90%	86%



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2025

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: CONSUMER REPORT CARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

The South Florida Workforce Investment Board (SFWIB) 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: 79 individuals have been placed into classroom training.
- Training Completion and Employment:
 - 74 participants completed their training.
 - 45 participants have been placed in unsubsidized employment, with an average wage of \$22.88 per hour.
- Occupation Relevance:
 - 35 out of the 45 employed participants were placed in occupations related to their training.
- Economic Impact:
 - The net economic benefit per placement is \$40,242.09.
 - For every dollar invested in training, there was a return of \$8.16.
 - The SFWIB contributed \$2,141,568 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 Banefit		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 Miami Campus	Total for 7 different programs	54	51	36	77.84 %	29	81.70 %	\$ 9,360.27	\$ 487,490.90	\$ 85,950.97	\$ 36.11	\$ 75,102.16	\$ 62,823.45	\$ 5.29
Academy, The Fort Lauderdale Campus	Total for 3 different programs	5	4	4	100.00 %	3	66.67 %	\$ 9,473.17	\$ 38,419.50	\$ 28,419.50	\$ 22.07	\$ 45,905.60	\$ 36,432.43	\$ 4.04
Apex Training Center - 3971	2223 - HVAC Mechanic	8	8	-	0.00 %	-	0.00 %	\$ 5,012.18	\$ 40,097.42	-	-	-	-	-
Dade Institute of Technology	1767 - Microsoft Certified IT Professional MCITP/MCTS Test Prep	3	3	3	100.00 %	3	100.00 %	\$ 5,970.85	\$ 17,912.54	\$ 5,970.85	\$ 18.33	\$ 38,133.33	\$ 32,162.49	\$ 5.39
Hollywood Career Institute LLC	2421 - Home Health Aide	2	2	2	100.00 %	-	0.00 %	\$ 1,650.00	\$ 3,300.00	\$ 1,650.00	\$ 15.00	\$ 31,200.00	\$ 29,550.00	\$ 17.91
MDCP SCHOOLS (ALL)	Total for 3 different programs	5	4	-	-	-	-	\$ 621.20	\$ 3,302.60	-	-	-	-	-
Miami Dade College (Various Campuses)	2358 - General Contractor License Exam Preparation	1	1	-	0.00 %	-	0.00 %	\$ 795.00	\$ 795.00	-	-	-	-	-
The CDL Schools LLC - Miami Campus	1824 - Professional Tractor-Trailer Driver Program	1	1	-	0.00 %	-	0.00 %	\$ 2,058.32	\$ 2,058.32	-	-	-	-	-
		79	74	45	47.23%	35	82.79%	\$ 4,367.62	\$ 593,376.28	\$ 121,991.31	\$ 22.88	\$ 47,585.27	\$ 40,242.09	\$ 8.16



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2025

AGENDA ITEM NUMBER: 8

AGENDA ITEM SUBJECT: SERVICE CODE MONITORING REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Provide technical assistance to service providers**

BACKGROUND:

South Florida Workforce Investment Board (SFWIB) staff has implemented a Service Code Monitoring Report designed to enhance oversight of all service codes associated with the soft exit process. This tracking system enables staff to conduct daily reviews of service codes and the corresponding documentation entered by American Job Center (AJC) staff. The report will help staff to identify patterns, trends, and potential inconsistencies or noncompliance issues, ensuring that participants are not inadvertently or improperly extended beyond their appropriate service period.

Furthermore, this enhanced monitoring process provides real-time insights into Wagner-Peyser Employment After Exit numbers, allowing for more accurate reporting and improved decision-making. By capturing and analyzing data on a continuous basis, SFWIB staff can swiftly address discrepancies, strengthen compliance, and refine service delivery strategies. This proactive approach reinforces the integrity of program outcomes and ensures that employment tracking remains precise, timely, and reflective of actual workforce engagement.

FUNDING: N/A

PERFORMANCE: Wagner-Peyser

NO ATTACHMENT



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2025

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: NOTIFICATION OF ISSUANCE OF PERFORMANCE LETTERS TO SERVICE PROVIDERS

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Provide technical assistance to service providers**

BACKGROUND:

On January 23, 2025, SFWIB issued notice of non-compliance letters to all of the Youth Service Providers to include Adult Mankind Organization, Inc., Community Coalition, Inc., Cuban American National Council, Inc., and Youth Co-Op, Inc. These letters were issued to address concerns regarding compliance, service delivery, and overall performance expectations outlined in their respective contracts. Each provider was given (10) calendar days from receipt of the letters to provide their corrective action plans (CAPs).

Youth providers submitted CAP's in which SFWIB staff deemed insufficient with respect to the requirements outlined in the initial performance letters. The SFWIB submitted a response to all youth providers in which their plans required further refinement to ensure effective implementation and measurable improvement. Each response needed to address the following items:

1. Performance Measure Deficiency & Improvement Plan

- Clearly identify the below specific performance measure(s) that require improvement
 - Measurable Skills Gain
 - DJP/Obtained Employment
 - Title I Youth Education and Employment Rate - 2nd Quarter After Exit
 - Title I Youth Education and Employment Rate - 4th Quarter After Exit
 - Credential Attainment
- Reference the CSSF performance report or tool that will be used to track progress (e.g., Incomplete Registration Report, Referral to Placement Tool, CAP Review Tool).
- Define the expected performance target and how the revised CAP will achieve compliance.

2. Assigned Staff Responsibilities

- List specific staff members (i.e., state or provider staff), by name, responsible for each corrective action.
- Define each individual's role in achieving the performance goal and ensuring accountability.

3. Staff Goals & Performance Timelines

- Establish measurable staff goals that directly contribute to improving performance.
- Provide clear timelines with interim milestones to track progress.

4. Operational Strategies & Co-Enrollment Plan

- Outline specific strategies to increase job orders, job placement, employer engagement, and participant retention.
- Detail an actionable plan to achieve the 75% co-enrollment goal, including outreach, partnerships, and staff training.

5. Monitoring, Reporting & Review Frequency

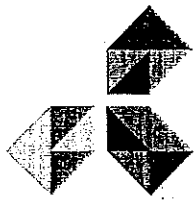
- Define how progress will be measured (weekly, biweekly, or monthly).
- Specify reporting frequency, format, and recipients of status updates.
- Measurable Skills Gain
- DJP/Obtained Employment
- Title I Youth Education and Employment Rate - 2nd Quarter After Exit
- Title I Youth Education and Employment Rate - 4th Quarter After Exit
- Credential Attainment

SFWIB staff will monitor information submitted in new CAPs to ensure compliance is met. SFWIB also notified service providers that failure to meet performance measures outlined in their contracts could impact their ability to secure future contracts.

FUNDING: N/A

PERFORMANCE: All Funding Streams

ATTACHMENT



January 23, 2025

Ms. Ana A. Someillan
Executive Director
Adults Mankind Organization, Inc. (AMOR)
11025 SW 84th Street, Building #11
Miami, Florida 33173

Dear Ms. Someillan:

This is to notify you that, as specified in Attachment 2 - Exhibit D, Payment Provisions Table of the In-School and Out-of-School Youth Programs contracts, Adults Mankind Organization, Inc. (AMOR) has not met its quarterly performance for the period of July 1, 2024 through December 31, 2024.

During the period of July 1, 2024 through December 31, 2024, Adults Mankind Organization, Inc. (AMOR) did not meet the required performance goals for the following:

AMOR ISY PROGRAM		
Measure	Standard	AMOR
New Enrollments	42	ND
Measurable Skills Gain	90%	93%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	48%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	19%
Median Earnings - 2nd Quarter After Exit	\$3,799	\$7,800
Credential Attainment	90%	N/A

AMOR OSY PROGRAM		
Measure	Standard	AMOR
New Enrollments	136	77
Job Orders	50	3
DJP/Obtained Employment	50	50
Measurable Skills Gain	90%	56%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	63%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	44%

info@careersourcesfl.com

7300 Corporate Center Drive, Suite 500
Miami, Florida 33126

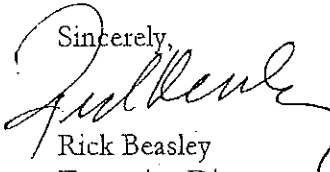
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Median Earnings - 2nd Quarter After Exit	\$3,799	\$7,800
Credential Attainment	90%	50%

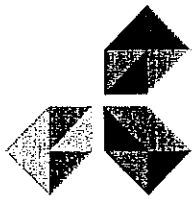
In an effort to address this deficiency and meet your required goals, an action plan is required to be submitted to the CSSF Youth Department within ten (10) days of receipt of this letter that will address an analysis of the deficiency and the action steps that will help meet your required performance goals.

Should you have any questions, please contact Ronal Mumford, Special Projects Administrator II at (305) 929-1530.

Sincerely,


Rick Beasley
Executive Director
South Florida Workforce Investment Board
d/b/a CareerSource South Florida

Pc: Renee Bennett, Assistant Director Finance, SFWIB/CSSF
Robert Parson, Assistant Director Programs, SFWIB/CSSF
Robert Smith, Special Projects Administrator II, SFWIB/CSSF
Central File, SFWIB/CSSF



January 23, 2025

Ms. Aleida Blanco
Executive Director
Community Coalition, Inc. (CCI)
240 East 1st Ave. Suite 203
Hialeah, Florida 33010

Dear Ms. Blanco:

This is to notify you that, as specified in contract Attachment 2 - Exhibit D, Payment Provisions Table of the Out-of-School Youth Program contract, Community Coalition, Inc. (CCI) has not met its quarterly performance for the period of July 1, 2024 through December 31, 2024.

During the period of July 1, 2024 through December 31, 2024, Community Coalition, Inc. (CCI) did not meet the required performance goals for the following:

COMMUNITY COALITION OSY PROGRAM		
Measure	Standard	CCI
New Enrollments	50	65
Measurable Skills Gain	90%	90%
Job Orders	30	1
DJP/Obtained Employment	30	1
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	46%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	29%
Median Earnings - 2nd Quarter After Exit	\$3,799	\$7,800
Credential Attainment	90%	57%

In an effort to address this deficiency and meet your required goals, an action plan is required to be submitted to the CSSF Youth Department within ten (10) days of receipt of this letter that will address an analysis of the deficiency and the action steps that will help meet your required performance goals.

info@careersourcesfl.com

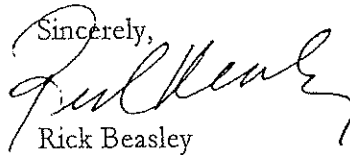
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Miami, Florida 33126

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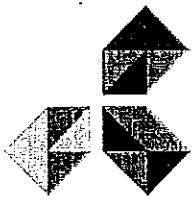
Ms. Aleida Blanco
Community Coalition, Inc. (CCI)
January 23, 2025
Page 2 of 2

Should you have any questions, please contact Ronald Mumford, Special Projects Administrator II at (305) 929-1530.

Sincerely,


Rick Beasley
Executive Director
South Florida Workforce Investment Board
d/b/a CareerSource South Florida

Pc: Renee Bennett, Assistant Director Finance, SFWIB/CSSF
Robert Parson, Assistant Director Programs, SFWIB/CSSF
Robert Smith, Special Projects Administrator II, SFWIB/CSSF
Central File, SFWIB/CSSF



January 23, 2025

Ms. Gabriela Musiet
President and CEO
Cuban American National Council, Inc. (CANC)
1223 SW. 4th St.
Miami, Florida 33135

Dear Ms. Musiet:

This is to notify you that, as specified in Attachment 2 - Exhibit D, Payment Provisions Table of the In-School and Out-of-School Youth Programs contracts, Cuban American National Council, Inc. (CANC) has not met its quarterly performance for the period of July 1, 2024 through December 31, 2024.

During the period of July 1, 2024 through December 31, 2024, Cuban American National Council, Inc. (CANC) did not meet the required performance goals for the following:

CANC ISY PROGRAM		
Measure	Standard	CANC
New Enrollments	13	12
Measurable Skills Gain	90%	80%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	78%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	0%
Median Earnings - 2nd Quarter After Exit	\$3,799	\$7,800
Credential Attainment	90%	0%

CANC OSY PROGRAM		
Measure	Standard	CANC
New Enrollments	50	32
Measurable Skills Gain	90%	59%
Job Orders	14	0
DJP/Obtained Employment	14	0
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	61%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	50%
Median Earnings - 2nd Quarter After Exit	\$3,799	\$7,800
Credential Attainment	90%	20%

info@careersourcesfl.com

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Miami, Florida 33126

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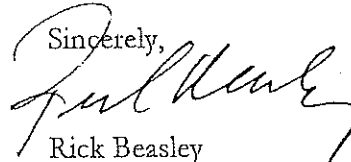


Ms. Gabriela Musiet
Cuban American National Council, Inc. (CANC)
January 23, 2025
Page 2 of 2

In an effort to address this deficiency and meet your required goals, an action plan is required to be submitted to the CSSF Youth Department within ten (10) days of receipt of this letter that will address an analysis of the deficiency and the action steps that will help meet your required performance goals.

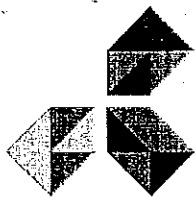
Should you have any questions, please contact Ronald Mumford, Special Projects Administrator II at (305) 929-1530.

Sincerely,



Rick Beasley
Executive Director
South Florida Workforce Investment Board
d/b/a CareerSource South Florida

Pc: Renee Bennett, Assistant Director Finance, SFWIB/CSSF
Robert Parson, Assistant Director Programs, SFWIB/CSSF
Robert Smith, Special Projects Administrator II, SFWIB/CSSF
Central File, SFWIB/CSSF



January 23, 2025

Mrs. Concepcion Perez-Borroto
President
Youth Co-Op, Inc. (YCOP)
5040 Northwest 7th Street, Suite 300
Miami, Florida 33126

Dear Ms. Perez-Borroto:

This is to notify you that, as specified in Attachment 2 - Exhibit D, Payment Provisions Table of the In-School and Out-of-School Youth Programs contracts, Youth Co-Op, Inc. (YCOP) has not met its quarterly performance for the period of July 1, 2024 through December 31, 2024.

During the period of July 1, 2024 through December 31, 2024, Youth Co-Op, Inc. (YCOP) did not meet the required performance goals for the following:

YCOP ISY PROGRAM		
Measure	Standard	YCO
New Enrollments	71	14
Measurable Skills Gain	90%	98%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	49%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	32%
Median Earnings - 2nd Quarter After Exit	\$3,799	\$7,800
Credential Attainment	90%	0%

YCOP OSY PROGRAM		
Measure	Standard	YCO
New Enrollments	74	74
Measurable Skills Gain	90%	91%
Job Orders	52	7
DJP/Obtained Employment	52	7
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	63%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	20%
Median Earnings - 2nd Quarter After Exit	\$3,799	\$7,800
Credential Attainment	90%	100%

info@careersourcesfl.com

7300 Corporate Center Drive, Suite 500
Miami, Florida 33126

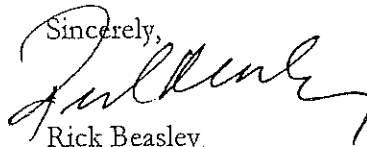
p: 305-594-7615 | f: 305-470-5629



Mrs. Concepcion Perez-Borroto
Youth Co-Op, Inc. (YCOP)
January 23, 2025
Page 2 of 2

In an effort to address this deficiency and meet your required goals, an action plan is required to be submitted to the CSSF Youth Department within ten (10) days of receipt of this letter that will address an analysis of the deficiency and the action steps that will help meet your required performance goals.

Should you have any questions, please contact Ronal Mumford, Special Projects Administrator II at (305) 929-1530.

Sincerely,


Rick Beasley
Executive Director
South Florida Workforce Investment Board
d/b/a CareerSource South Florida

Pc: Renee Bennett, Assistant Director Finance, SFWIB/CSSF
Robert Parson, Assistant Director Programs, SFWIB/CSSF
Robert Smith, Special Projects Administrator II, SFWIB/CSSF
Central File, SFWIB/CSSF



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2025

AGENDA ITEM NUMBER: 10

AGENDA ITEM SUBJECT: NOTIFICATION OF ISSUANCE OF PERFORMANCE LETTERS TO SERVICE PROVIDERS

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Provide technical assistance to service providers**

BACKGROUND:

On January 8, 2025, South Florida Workforce Investment Board (SFWIB) issued notice of non-compliance performance letters to American Job Center (AJC) Service Providers, Equus Works dba Arbor Employment & Training (Arbor E&T) and Youth Co-Op. These letters were issued to address concerns regarding compliance, service delivery, and overall performance expectations outlined in their respective contracts. Each provider was given twenty (20) calendar days from receipt of the letters to provide their corrective action plans (CAPs).

Equus Works and Youth Co-Op both submitted CAPs in which SFWIB staff deemed insufficient with respect to the requirements outlined in the initial letters. The CAPs did not address key issues such as the lack of job orders entered into the Employ Florida system and the low number of Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) recipients co-enrolled into the Workforce Innovation and Opportunity Act (WIOA) Program. The SFWIB submitted a response back to Equus Works and Youth Co-Op in which their plans required further refinement to ensure effective implementation and measurable improvement. Each response needed to address the following items:

1. Performance Measure Deficiency & Improvement Plan

- Clearly identify the specific performance measure(s) that require improvement.
- Reference the CSSF performance report or tool that will be used to track progress (e.g., Incomplete Registration Report, Referral to Placement Tool, CAP Review Tool).
- Define the expected performance target and how the revised CAP will achieve compliance.

2. Assigned Staff Responsibilities

- List specific staff members (i.e., state or provider staff), by name, responsible for each corrective action.
- Define each individual's role in achieving the performance goal and ensuring accountability.

3. Staff Goals & Performance Timelines

- Establish measurable staff goals that directly contribute to improving performance.
- Provide clear timelines with interim milestones to track progress.

4. Operational Strategies & Co-Enrollment Plan

- Outline specific strategies to increase job orders, job placement, employer engagement, and participant retention.
- Detail an actionable plan to achieve the 75% co-enrollment goal, including outreach, partnerships, and staff training.

5. Monitoring, Reporting & Review Frequency

- Define how progress will be measured (weekly, biweekly, or monthly).
- Specify reporting frequency, format, and recipients of status updates.

SFWIB staff will monitor information submitted in new CAPs to ensure compliance is met. SFWIB also notified service providers that failure to meet performance measures outlined in their contracts could impact their ability to secure future contracts.

FUNDING: N/A

PERFORMANCE: All Funding Streams

ATTACHMENT



January 7, 2025

Mr. Jack Sawyer
Chief Executive Officer
Arbor E&T, LLC dba Equus Workforce Solutions
9200 Helbyville Road, Suite 210
Louisville, KY 40222

RE: Notification of Non-Compliance

Dear: Mr. Sawyer,

This correspondence serves as notification that the CareerSource centers operated by Arbor E&T, LLC are out of compliance with the South Florida Workforce Investment Board (SFWIB) d/b/a CareerSource South Florida (CSSF) Balanced Scorecard performance requirements. The American Job Center (AJC) locations are Carol City, Hialeah Downtown, North Miami Beach, and Northside.

In accordance with Article I, Introductions and Conditions Precedent, Section E - Statement of Work/Program Design and Service Delivery; Article III, Program Management, Section A - Performance and Exhibit A, Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement for the following contracts numbers: WS-CC-PY'24-34-03, WS-CCSP-PY'24-01-03, WS-CCSP-PY'24-30-03, and WS-CCSP-PY'24-31-03 for the contract review period of July 1, 2024 through June 30, 2025:

Article I, Introductions and Conditions Precedent. Section E - Statement of Work/Program Design and Service Delivery

The Contractor agrees to render services in accordance with Exhibit A, Statement of Work and Exhibit AA, Program Design and Service Delivery, attached hereto and incorporated herein. The Contractor shall implement the Statement of Work set forth in Exhibit A and the Program Design and Service Delivery set forth in Exhibit AA, in a manner deemed satisfactory to the SFWIB, in its sole discretion. Any modification to the Statement of Work or the Program Design and Service Delivery shall not be effective until approved, in writing, by the SFWIB.

Article III, Program Management. Section A -Performance

Performance shall be defined as the Contractor having attained the goals and objectives set forth in this Contract, in accordance with Exhibit A, Statement of Work, Exhibit AA, Program Design and Service Delivery and Exhibit D, Payment Provisions attached hereto and incorporated by reference as if fully set forth herein.

info@careersourcesfl.com

7300 Corporate Center Drive, Suite 500
Miami, Florida 33126

p: 305-594-7615 | f: 305-470-5629

The Contractor shall be responsible for the recruitment, enrollment and placement of clients in a sufficient amount to assure that expenditure levels are met for the different funding streams.

Exhibit A, Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement

Listed below are the CareerSource center locations at Carol City, Hialeah Downtown, North Miami Beach, and Northside, and that are performing below the Workforce Development Area 23's performance standards.

Carol City AJC

Process Quality Measures	Standard	Center	Performance Variance
Training Related Placements	75%	60.0%	-15.00%
CAP All Family Participation Rate	50%	0.98%	-49.02%
Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	17.53%	-27.47%
Wagner Peyser (WP) Entered Employment Rate (EER)	65%	28.5%	-36.50%
Short-Term Veterans EER	50%	42.86%	-7.14%
Number of Job Orders	607	67	-540
Jobs Openings Filled Rate	65%	13.56%	-51.44%
Outcome Measures			
Employment (Obtained Employment and Direct Job Placements)	715	268	-447
Employed 2nd Qtr After Exit	80%	59%	-20.74%
Employed 3rd Qtr After Exit	80%	50%	-30.00%
Employed 4th Qtr After Exit	80%	63%	-16.84%

Hialeah Downtown AJC

Process Quality Measures	Standard	Center	Performance Variance
CAP All Family Participation Rate	50%	9.83%	-40.17%
Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	30.34%	-14.66%
Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.73%	-3.27%
Number of Job Orders	662	73	-589
Jobs Openings Filled Rate	65%	20.39%	-44.61%

Outcome Measures			
Employment (Obtained Employment and Direct Job Placements)	822	526	-296
Employment/Job Placement Average Wage	\$15.64	\$15.51	-\$0.13

North Miami Beach AJC

Process Quality Measures	Standard	Center	Performance Variance
Training Related Placements	75%	71.43%	-3.57%
CAP All Family Participation Rate	50%	0.32%	-49.68%
Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	16.04%	-28.96%
Wagner Peyser (WP) Entered Employment Rate (EER)	65%	25.51%	-39.49%
Number of Job Orders	743	70	-673
Jobs Openings Filled Rate	65%	9.32%	-55.68%
Outcome Measures			
Employment (Obtained Employment and Direct Job Placements)	894	219	-675
Employed 1st Qtr After Exit	80%	35%	-44.81%
Employed 2nd Qtr After Exit	80%	42%	-37.58%
Employed 3rd Qtr After Exit	80%	51%	-29.09%
Employed 4th Qtr After Exit	80%	67%	-13.33%
DJP Average Days to Employment	60	81	-21

Northside AJC

Process Quality Measures	Standard	Center	Performance Variance
Training Related Placements	75%	25.0%	-50.00%
Training Enrollments Rate	30	21	-9
CAP All Family Participation Rate	50%	0.0%	-50.00%
Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	8.3%	-36.70%
Wagner Peyser (WP) Entered Employment Rate (EER)	65%	30.77%	-34.23%
Short-Term Veterans EER	50%	0.0%	-50.00%
Number of Job Orders	934	76	-858
Jobs Openings Filled Rate	65%	9.02%	-55.98%

Mr. Jack Sawyer
Arbor E&T, LLC
January 7, 2025
Page 4 of 4

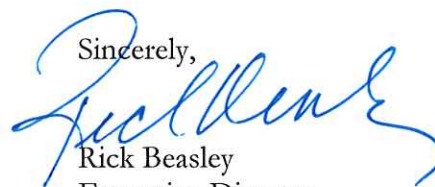
Outcome Measures			
Employment (Obtained Employment and Direct Job Placements)	912	216	-696
Employed 3rd Qtr After Exit	80%	77%	-3.08%
Obtained Average Days to Employment	167	176	-9

Additionally, none of the four AJC locations are meeting the 75% co-enrollment requirement for SNAP and TANF participants, respectively.

Effective immediately, Arbor E&T, LLC shall submit a strategic action plan, no later than twenty (20) calendar days after receipt of this letter, to the SFWIB. The plan shall include the proposed changes and steps that will be taken to meet the CSSF Balanced Scorecard performance requirements for each of the listed CareerSource center locations.

- Each action step or change to be sought shall include the following information:
 - What actions or changes will occur to ensure quality assurances?
 - Who will carry out these changes to ensure quality assurances?
 - What resources are needed to carry out these changes?
 - Staff training process that will be used to enhance staff's skills, knowledge and experience with the purpose of improving performance and reporting data correctly in the workforce management systems.
 - What supervision and support process in the form of coaching will be used to help staff reach region standards and outcomes?
 - Follow-up strategies that will be used to ensure contract compliance

Should you have any questions, please contact Robert Parson, SFWIB Assistant Director of Programs at (305) 929-1640.

Sincerely,


Rick Beasley
Executive Director
South Florida Workforce Investment Board
d/b/a CareerSource South Florida

January 7, 2025

Ms. Connie Perez-Borroto
President
Youth Co-Op, Inc.
7875 NW 12 Street, Suite 200
Doral, FL 33126

RE: Notification of Non-Compliance

Dear Ms. Perez-Borroto,

This correspondence serves as notification that the CareerSource centers operated by Youth Co-Op are out of compliance with the South Florida Workforce Investment Board (SFWIB) d/b/a CareerSource South Florida (CSSF) Balanced Scorecard performance requirements. The CareerSource center locations are Little Havana, Perrine, and West Dade.

In accordance with Article I, Introductions and Conditions Precedent, Section E - Statement of Work/Program Design and Service Delivery; Article III, Program Management, Section A - Performance and Exhibit A, Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement for the following contracts numbers: WS-CCSP-PY'24-08-03, WS-CCSP-PY'24-09-03, and WS-CCSP-PY'24-10-03 for the contract review period of July 1, 2024 through June 30, 2025:

Article I, Introductions and Conditions Precedent. Section E - Statement of Work/Program Design and Service Delivery

The Contractor agrees to render services in accordance with Exhibit A, Statement of Work and Exhibit AA, Program Design and Service Delivery, attached hereto and incorporated herein. The Contractor shall implement the Statement of Work set forth in Exhibit A and the Program Design and Service Delivery set forth in Exhibit AA, in a manner deemed satisfactory to the SFWIB, in its sole discretion. Any modification to the Statement of Work or the Program Design and Service Delivery shall not be effective until approved, in writing, by the SFWIB.

Article III, Program Management. Section A -Performance

Performance shall be defined as the Contractor having attained the goals and objectives set forth in this Contract, in accordance with Exhibit A, Statement of Work, Exhibit AA, Program Design and Service Delivery and Exhibit D, Payment Provisions attached hereto and incorporated by reference as if fully set forth herein.

info@careersourcesfl.com

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Miami, Florida 33126

p: 305-594-7615 | f: 305-470-5629

The Contractor shall be responsible for the recruitment, enrollment and placement of clients in a sufficient amount to assure that expenditure levels are met for the different funding streams.

Exhibit A, Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement

Listed below are the CareerSource center locations at Little Havana, Perrine, and West Dade that are performing below the Workforce Development Area 23's performance standards.

Little Havana AJC

Process Quality Measures	Standard	Center	Performance Variance
CAP All Family Participation Rate	50%	30.13%	-19.87%
Number of Job Orders	629	202	-427
Jobs Openings Filled Rate	65%	13.06%	-51.94%
Outcome Measures			
DJP Average Days to Employment	60	61	-1

Perrine AJC

Process Quality Measures	Standard	Center	Performance Variance
CAP All Family Participation Rate	50%	6.9%	-43.10%
Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	16.92%	-28.08%
Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.57%	-3.43%
Number of Job Orders	1,172	102	-1,070
Jobs Openings Filled Rate	65%	19.02%	-45.98%
Outcome Measures			
Employment (Obtained Employment and Direct Job Placements)	947	581	-366
Employment/Job Placement Average Wage	\$15.64	\$13.98	-\$1.66
Net Economic Benefit	\$30,404.00	\$28,438.06	-\$1,965.94

West Dade AJC

Process Quality Measures	Standard	Center	Performance Variance
CAP All Family Participation Rate	50%	17.13%	-32.87%
Number of Job Orders	1,103	189	-914
Jobs Openings Filled Rate	65%	34.84%	-30.16%
Outcome Measures			
Employment (Obtained Employment and Direct Job Placements)	1,108	519	-589
Employed 2nd Qtr After Exit	80%	72%	-7.91%
Employed 3rd Qtr After Exit	80%	71%	-9.23%
Employed 4th Qtr After Exit	80%	48%	-31.85%

Additionally, none of the three AJC locations are meeting the 75% co-enrollment requirement for SNAP and TANF participants, respectively.

Effective immediately, Youth Co-Op shall submit a strategic action plan, no later than twenty (20) calendar days after receipt of this letter, to the SFWIB. The plan shall include the proposed changes and steps that will be taken to meet the CSSF Balanced Scorecard performance requirements for each of the listed CareerSource center locations.

- Each action step or change to be sought shall include the following information:
 - What actions or changes will occur to ensure quality assurances?
 - Who will carry out these changes to ensure quality assurances?
 - What resources are needed to carry out these changes?
 - Staff training process that will be used to enhance staff's skills, knowledge and experience with the purpose of improving performance and reporting data correctly in the workforce management systems.
 - What supervision and support process in the form of coaching will be used to help staff reach region standards and outcomes?
 - Follow-up strategies that will be used to ensure contract compliance

Should you have any questions, please contact Robert Parson, SFWIB Assistant Director of Programs at (305) 929-1640.

Sincerely,


Rick Beasley
Executive Director
South Florida Workforce Investment Board
d/b/a CareerSource South Florida



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2025

AGENDA ITEM NUMBER: 11

AGENDA ITEM SUBJECT: QUARTERLY PERFORMANCE ANALYSIS

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

CSSF in partnership with contracted service providers throughout Miami-Dade County, provided high-quality, customized employment and training solutions to businesses and job seekers in support of economic development.

To ensure the community is kept apprised of Career Source South Florida's (CSSF) performance throughout the program year, we are sharing Quarter 1 and Quarter 2 performance metrics for Miami-Dade County.

Overall Performance Trends (Q1 vs. Q2)

- New Registrations dropped significantly by 26.6%, which could impact future placement numbers.
- Direct Placements remained stable (0.2% increase), showing consistent efforts in job placements.
- Obtained Employment increased by 3.4%, indicating slightly improved employment outcomes.
- Total Placements grew by 2.1%, showing modest overall progress.
- Average Wages improved by 1.3%, suggesting gradual economic benefits for placed individuals.

District-Level Analysis & Insights

Strong Performing Districts:

- District 2: Direct placements increased by 60.9%, and total placements rose by 27.3% despite fewer new registrations.
- District 6: Employment outcomes improved (8.9% increase in obtained employment, 9.8% in total placements) with a 2.6% wage growth.
- District 10: 52.5% jump in obtained employment led to a 24.5% increase in total placements, despite lower new registrations.

Underperforming Districts:

- District 7: Declines across all metrics, with new registrations down 32.2% and total placements dropping 20.8%. Wages, however, improved by 8.4%.
- District 8: While new registrations were stable, total placements fell by 23.9%, indicating a decline in employment success rates.
- District 13: A 15.5% drop in obtained employment and a 4.1% decline in total placements, though wages increased slightly.

Key Observations & Recommendations

1. Address the Decline in New Registrations (-26.6%)
 - a. Potential Causes: Reduced outreach, lower job seeker demand, or administrative barriers.
 - b. **RECOMMENDATION:** Increase targeted outreach, promote digital and in-person registration efforts, and review intake processes to remove bottlenecks.
2. Improve Performance in Underperforming Districts
 - a. Districts 7, 8, and 13 need enhanced employer engagement and job placement strategies.
 - b. **RECOMMENDATION:** Strengthen partnerships with employers, provide targeted job seeker training, and re-evaluate job matching strategies.
3. Enhance Direct Placements in Key Districts
 - a. Example: District 3 saw a 108.1% rise in direct placements, but obtained employment dropped by 16.3%—indicating potential mismatches.
 - b. **RECOMMENDATION:** Improve job-matching efforts, conduct follow-ups with employers, and ensure better job alignment with participant skills.
4. Leverage Wage Growth Trends
 - a. Most districts saw modest wage increases, with Districts 4 and 12 leading in growth.
 - b. **RECOMMENDATION:** Promote high-wage opportunities, encourage upskilling programs, and engage industries that offer sustainable wages.

5. Strengthen Employer Partnerships for Sustainable Growth
 - a. Collaborate with businesses to increase hiring commitments.
 - b. Expand industry-specific training programs aligned with high-demand sectors.

Conclusion

While Q2 showed improvement in employment outcomes and wages, the significant drop in new registrations and varying district-level performances require strategic intervention. By addressing outreach efforts, refining placement strategies, and strengthening employer engagement, future performance can be enhanced across all districts.

FUNDING: N/A

PERFORMANCE: Workforce Innovation Opportunity Act and Wagner Peyser

ATTACHMENT

District Number	Placements (Q1)					Placements (Q2)					Qrt. 1 Vs Qrt. 2 Analysis				
	New Registrations	Direct	Obtained Employment	Total	Average Wage	New Registrations	Direct	Obtained Employment	Total	Average Wage	New Registrations	Direct	Obtained Employment	Total	Average Wage
District: 1	649	81	79	160	\$ 14.75	419	40	87	127	\$ 15.37	-35.4%	-50.6%	10.1%	-20.6%	4.2%
District: 2	847	46	97	143	\$ 16.07	640	74	108	182	\$ 16.14	-24.5%	60.9%	11.3%	27.3%	0.5%
District: 3	690	37	80	117	\$ 16.03	443	77	67	144	\$ 14.37	-35.7%	108.1%	-16.3%	23.1%	-10.4%
District: 4	473	6	24	30	\$ 14.67	414	6	20	26	\$ 15.92	-12.4%	0.0%	-16.7%	-13.3%	8.5%
District: 5	720	43	109	152	\$ 16.55	493	53	103	156	\$ 16.09	-31.6%	23.3%	-5.5%	2.6%	-2.8%
District: 6	840	87	158	245	\$ 16.42	586	97	172	269	\$ 16.84	-30.2%	11.5%	8.9%	9.8%	2.6%
District: 7	239	20	33	53	\$ 14.63	162	13	29	42	\$ 15.86	-32.2%	-35.0%	-12.1%	-20.8%	8.4%
District: 8	691	77	61	138	\$ 14.54	696	48	57	105	\$ 14.65	0.7%	-37.7%	-6.6%	-23.9%	0.7%
District: 9	613	84	76	160	\$ 14.52	431	79	75	154	\$ 14.67	-29.7%	-6.0%	-1.3%	-3.8%	1.0%
District: 10	481	45	61	106	\$ 15.75	345	39	93	132	\$ 15.53	-28.2%	-13.3%	52.5%	24.5%	-1.3%
District: 11	407	26	52	78	\$ 16.36	283	20	61	81	\$ 16.10	-30.6%	-23.1%	17.3%	3.8%	-1.6%
District: 12	548	28	54	82	\$ 15.59	387	27	58	85	\$ 16.70	-29.4%	-3.6%	7.4%	3.7%	7.1%
District: 13	679	37	84	121	\$ 15.81	482	45	71	116	\$ 16.11	-29.1%	21.6%	-15.5%	-4.1%	1.9%
TOTALS	7,876	617	968	1,585	\$ 15.51	5,780	618	1,001	1,619	\$ 15.72	-26.6%	0.2%	3.4%	2.1%	1.3%

YTD Investments	\$16,795,329
Cost Per Placement	\$5,241.99
Average Economic Benefit	\$ 32,482.33
Net Economic Benefit	\$ 27,240.34
ROI	\$ 5.20
Economic Benefit to the Comm	\$ 87,278,055