



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL**

**THURSDAY, AUGUST 21, 2025
8:30 AM**

ONLINE ZOOM MEETING ONLY

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. June 26, 2025
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: 8/21/2025

AGENDA ITEM NUMBER: 2

AGENDA ITEM SUBJECT: PUBLIC COMMENT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

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

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB PERFORMANCE COUNCIL

DATE: 8/21/2025

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: PERFORMANCE COUNCIL MEETING MINUTES

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to approve minutes from the June 26, 2025 Performance Council meeting, as set forth below.

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

2. Public Comment

Public comments should be two minutes or less.

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

Item closed.

3A: Approval – SFWIB Performance Council Meeting Minutes – April 17, 2025

Mr. Mantilla called for the minutes from the April 17, 2025 SFWIB Performance Council meeting to be considered, allowing members an opportunity to review before entertaining a motion.

Motion by Dr. Denis Rod to approve the April 17, 2025 SFWIB Performance Council Meeting minutes. Mr. Andrei Rolle seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

4. Information – WIOA Performance Update

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

Mr. Washington reported that SFWIB is meeting or exceeding all performance measures; however, in Q1, the Wagner-Peyser Entered Employment Rate was not met. Additionally, several AJCs and Youth Providers performed below the negotiated measures across all four quarters. He reviewed the data for each quarter and noted the number of engagements needed to meet the established goals.

After analyzing the data, Mr. Washington outlined several strategies that staff will implement to improve performance and ensure compliance with all 18 WIOA Indicators of Performance. These strategies include enforcing follow-up guidelines to ensure that every case is adequately documented in the Employ Miami-Dade system, implementing Work Number verification in the CMT to assist with outstanding employment information that has not yet been reported, and continuing to discuss the CMT during Performance Improvement Team (PIT) meetings and Monthly Focus Group Meetings.



Mr. Washington reported that he and Mr. Beasley presented the Common Measures Tools at the Geographic Solutions Conference yesterday. The audience consisted of individuals from all 50 states, and the feedback they received was overwhelmingly positive.

No further questions or concerns were presented. Item closed.

5. Information – Adult Balanced Scorecard Report

Mr. Mantilla introduced the item; Mr. Washington further presented the Balanced Scorecard for Program Year (PY) 2024-25, through May 31, 2025. The scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource Centers/American Job Center (AJC) Service Providers.

To date, two out of the seven American Job Centers have achieved required 65% performance measure standard; Little Havana has exceeded the minimum YTD job placement standard by 119.7% /maximum standard by 102.2%

No further questions or concerns were presented. Item closed.

6. Information – Youth Balanced Scorecard Update

Mr. Mantilla introduced the item; Mr. Washington reviewed the ISY/OSY program performance for PY 2024-2025, which is the period of July 1, 2024 through June 13, 2025 (YTD). He discussed the Youth Service Youth Program scorecard, reviewing performance for both in-school and out of school youth programs and discussing any ongoing performance improvement efforts currently underway.

Mr. Washington reported that there will be a shift more toward out of school youth next program year as such, the focus will be more on outcome measures, placements, and training outcomes.

No further questions or concerns were presented. Item closed.

7. Information – Consumer Report Card Update

Mr. Mantilla introduced the item; Mr. Washington 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 May 31, 2025.

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

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

8. Approval – American Job Center Schedule

Mr. Mantilla introduced the item; Mr. Washington reviewed the American Job Centers (AJC) operations calendar for Program Year 2025-2026 outlining daily hours of operation and the holiday schedule.

Motion by Mr. Andrei Rolle to approve the PY 2025-2026 American Job Centers Operations schedule. Mr. Edward Garza seconded the motion; **item is passed without dissent.**

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

9. Approval – Revisions to Workforce Services Balanced Scorecard

Mr. Mantilla introduced the item; Mr. Washington advised that the Balanced Scorecard has been updated to emphasize outcomes versus process measures and to ensure that it is more in alignment with the Reimagining Education and Career Help (REACH) Act. He reviewed the areas recommended for removal and discussed proposed additions and revisions.

Motion by Dr. Rod to approve the revised Workforce Services Balanced Scorecard. Mr. Edward Garza seconded the motion; **item is passed without dissent.**

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

Being as there were no further questions or concerns, the meeting adjourned at 9:03am.



SFWIB PERFORMANCE COUNCIL

DATE: 8/21/2025

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

- Quarter 1 (Q1): Although SFWIB is meeting or exceeding all performance measures with the exception of the following measures:
 - Adults Entered Employment Rate - AJCs need to engage at least 16 individuals to meet the measure
 - Dislocated Workers
 - Entered Employment Rate - AJCs need to engage at least 2 individuals
 - Credential Attainment
 - Perrine/Homestead AJC needs to engage at 2 individuals to meet the goal
 - West Dade AJC needs to engage at 1 individual to meet the goal
 - Youth
 - Education and Employment Rate - Youth providers need to engage at least 6 individuals to meet the goal
 - Credential Attainment - Youth providers must engage at least 4 individuals to meet the goal
- Quarter 2 (Q2): SFWIB is meeting or exceeding all performance measures.

- Quarter 3 (Q3): SFWIB is meeting or exceeding all performance measures.
- Quarter 4 (Q4): SFWIB is meeting or exceeding all performance measures.

SFWIB has submitted an inquiry to the Department of Florida Commerce (FL Commerce) in regards to the the Department of Homeland Security's recent termination of parole and work authorization for individuals under the CHNV (Cuban, Haitian, Nicaraguan, and Venezuelan) parole program. Given the significant number of WIOA participants affected, particularly in Region 23, the resulting terminations may lead to hundreds of negative exits across WIOA Adult, Dislocated Worker, and Wagner-Peyser programs, which could have a substantial adverse impact on both local and statewide performance outcomes. To date, SFWIB has not received any further instruction on how these individuals will affect the performance numbers.

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:								48		
Total Number of Cases:								475		
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	48.31%	73.09%	67.06%	101.46%	85.71%	129.67%	92.31%	139.65%	66.10%	123.21%
Median Earnings	\$8,320.00	122.11%	\$8,840.00	129.75%	\$8,840.00	129.75%	\$9,360.00	137.38%	\$6,813.00	145.01%
Credential Attainment	83.87%	165.75%	80.00%	158.10%	93.65%	185.08%	88.10%	174.10%	50.60%	171.32%
Measurable Skills Gain	100.00%	401.61%	99.04%	397.76%	98.90%	397.19%	100.00%	401.61%	24.90%	399.21%
Dislocated Workers										
Entered Employment Rate	62.50%	80.54%	82.46%	106.26%	82.93%	106.86%	94.12%	121.29%	77.60%	111.29%
Median Earnings	\$11,440.00	117.71%	\$11,762.40	121.03%	\$10,691.20	110.01%	\$11,572.60	119.08%	\$9,718.00	124.03%
Credential Attainment	83.33%	97.01%	86.05%	100.17%	85.29%	99.29%	85.71%	99.78%	85.90%	103.48%
Measurable Skills Gain	100.00%	129.87%	97.78%	126.98%	100.00%	129.87%	100.00%	129.87%	77.00%	129.17%
Wagner-Peyser										
Entered Employment Rate	55.88%	90.57%	55.68%	90.24%	61.65%	99.92%	68.71%	111.37%	61.70%	99.35%
Median Earnings	\$8,320.00	137.22%	\$8,060.00	132.93%	\$7,930.00	130.79%	\$7,800.00	128.64%	\$6,063.00	137.22%
Youth										
Education and Employment Rate	64.86%	80.08%	80.19%	99.00%	84.78%	104.67%	75.51%	93.22%	81.00%	102.07%
Median Earnings	\$7,800.00	205.31%	\$7,800.00	205.31%	\$7,800.00	205.31%	\$7,800.00	205.31%	\$3,799.00	205.31%
Credential Attainment	45.45%	80.31%	76.25%	134.72%	61.54%	108.73%	68.42%	120.89%	56.60%	119.64%
Measurable Skills Gain	96.97%	131.04%	93.75%	126.69%	92.31%	124.74%	97.37%	131.58%	74.00%	124.45%

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



SFWIB PERFORMANCE COUNCIL

DATE: 8/21/2025

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 June, 2025 shows that two out of seven AJC locations met the required 65 percent performance measure standard.

Job Placements Summary: For PY 2024-25, LWDA 23 achieved a total of 6,366 job placements, equating to 60.2 percent of the minimum standard and 51.2 percent of the maximum standard. The Little Havana AJC was the only AJC to achieve their placement goals.

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

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

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

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY				
Balanced Scorecard PY '24-'25 (July 1, 2024 through June 30, 2025) *				
A Service Provider must meet or exceed 65% of the Balanced Scorecard Performance Measures				
Service Providers	American Job Center (AJC) Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
Arbor E & T, LLC	Carol City AJC	15	25	60.0%
	Hialeah Downtown AJC	18	25	72.0%
	North Miami Beach AJC	12	25	48.0%
	Northside Center AJC	13	25	52.0%
Youth Co-Op, Inc.	Little Havana AJC	21	25	84.0%
	Perrine AJC	16	25	64.0%
	West Dade AJC	15	25	60.0%
LWDA		16	25	62.9%

DJPOE Scorecard Report

Report Date: 7/1/2024 To 6/30/2025

Location	Maximum Standard		Minimum Standard		Direct Job Placement Universal																Direct Job Placement by Type WOA Individualized																Max Earned	Earned	% Earned	OE %	DJP %																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
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CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 6/30/2025

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	87.41%
2	Training Related Placements	75%	80.81%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	97.15%
5	Training Enrollments Rate	421	435
6	CAP All Family Participation Rate	50%	8.68%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	67.61%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	42.79%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%
10	Short-Term Veterans EER	50%	36.84%
11	Employers Served (Employer Penetration Rate)	30,000	31,792
12	Employer Serviced with Level 1 Services	19,500	25,953
13	Number of Job Orders	5,850	2,249
14	Jobs Openings Filled Rate	65%	22.3%
15	Referral Job Skills Match Average	80%	94.83%
	Outcome Measures		
16	Employment (Obtained Employment and Direct Job Placements)	12,432	6,579
17	Employed 1st Qtr After Exit	80%	70%
18	Employed 2nd Qtr After Exit	80%	78%
19	Employed 3rd Qtr After Exit	80%	77%
20	Employed 4th Qtr After Exit	80%	75%
21	Average Days to Employment	145	51
	21a DJP Average Days to Employment	60	39
	21b Obtained Average Days to Employment	167	70
22	Employment/Job Placement Average Wage	\$15.64	\$15.68
23	Cost Per Placement	\$2,108.45	\$678.78
24	Net Economic Benefit	\$30,423.00	\$31,943.06
25	Return on the Investment	\$14.43	\$47.11

ND = No Data

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Last Run Date: 7/11/2025 7:48:14 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 6/30/2025

Arbor E&T, LLC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.41%	75.0%
2	Training Related Placements	75%	80.81%	72.73%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.15%	90.14%
5	Training Enrollments Rate	42	435	53
6	CAP All Family Participation Rate	50%	8.68%	4.22%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	67.61%	63.95%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	42.79%	31.45%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	30.77%
11	Employers Served (Employer Penetration Rate)	3,111	31,792	3,462
12	Employer Serviced with Level 1 Services	2,022	25,953	3,255
13	Number of Job Orders	607	2,249	199
14	Jobs Openings Filled Rate	65%	22.3%	11.7%
15	Referral Job Skills Match Average	80%	94.83%	97.04%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,440	6,579	475
17	Employed 1st Qtr After Exit	80%	70%	88%
18	Employed 2nd Qtr After Exit	80%	78%	72%
19	Employed 3rd Qtr After Exit	80%	77%	69%
20	Employed 4th Qtr After Exit	80%	75%	67%
21	Average Days to Employment	145	51	80
	21a DJP Average Days to Employment	60	39	60
	21b Obtained Average Days to Employment	167	70	126
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$17.09
23	Cost Per Placement	\$2,140.65	\$678.78	\$761.32
24	Net Economic Benefit	\$30,391.00	\$31,943.06	\$34,790.88
25	Return on the Investment	\$14.20	\$47.11	\$45.70

ND = No Data

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Last Run Date: 7/11/2025 7:48:14 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 6/30/2025

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.41%	100.0%
2	Training Related Placements	75%	80.81%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.15%	99.78%
5	Training Enrollments Rate	53	435	45
6	CAP All Family Participation Rate	50%	8.68%	11.54%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	67.61%	66.87%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	42.79%	57.32%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	33.33%
11	Employers Served (Employer Penetration Rate)	3,397	31,792	3,988
12	Employer Serviced with Level 1 Services	2,208	25,953	3,355
13	Number of Job Orders	662	2,249	211
14	Jobs Openings Filled Rate	65%	22.3%	29.64%
15	Referral Job Skills Match Average	80%	94.83%	98.89%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,656	6,579	1,097
17	Employed 1st Qtr After Exit	80%	70%	83%
18	Employed 2nd Qtr After Exit	80%	78%	98%
19	Employed 3rd Qtr After Exit	80%	77%	100%
20	Employed 4th Qtr After Exit	80%	75%	93%
21	Average Days to Employment	145	51	32
	21a DJP Average Days to Employment	60	39	19
	21b Obtained Average Days to Employment	167	70	33
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$16.13
23	Cost Per Placement	\$2,204.47	\$678.78	\$615.86
24	Net Economic Benefit	\$30,327.00	\$31,943.06	\$32,933.08
25	Return on the Investment	\$13.76	\$47.11	\$53.47

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CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 6/30/2025

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.41%	87.04%
2	Training Related Placements	75%	80.81%	50.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.15%	96.78%
5	Training Enrollments Rate	52	435	48
6	CAP All Family Participation Rate	50%	8.68%	0.48%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	67.61%	66.91%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	42.79%	27.62%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	40.74%
11	Employers Served (Employer Penetration Rate)	3,812	31,792	4,396
12	Employer Serviced with Level 1 Services	2,478	25,953	3,775
13	Number of Job Orders	743	2,249	194
14	Jobs Openings Filled Rate	65%	22.3%	9.79%
15	Referral Job Skills Match Average	80%	94.83%	98.23%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,800	6,579	425
17	Employed 1st Qtr After Exit	80%	70%	49%
18	Employed 2nd Qtr After Exit	80%	78%	59%
19	Employed 3rd Qtr After Exit	80%	77%	55%
20	Employed 4th Qtr After Exit	80%	75%	58%
21	Average Days to Employment	145	51	76
	21a DJP Average Days to Employment	60	39	67
	21b Obtained Average Days to Employment	167	70	61
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$16.80
23	Cost Per Placement	\$2,148.93	\$678.78	\$888.78
24	Net Economic Benefit	\$30,382.00	\$31,943.06	\$34,058.13
25	Return on the Investment	\$14.14	\$47.11	\$38.32

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CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 6/30/2025

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.41%	71.43%
2	Training Related Placements	75%	80.81%	88.89%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.15%	95.58%
5	Training Enrollments Rate	60	435	43
6	CAP All Family Participation Rate	50%	8.68%	0.37%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	67.61%	62.36%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	42.79%	21.57%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	5.56%
11	Employers Served (Employer Penetration Rate)	4,790	31,792	5,156
12	Employer Serviced with Level 1 Services	3,113	25,953	3,763
13	Number of Job Orders	934	2,249	146
14	Jobs Openings Filled Rate	65%	22.3%	8.26%
15	Referral Job Skills Match Average	80%	94.83%	95.79%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,836	6,579	416
17	Employed 1st Qtr After Exit	80%	70%	67%
18	Employed 2nd Qtr After Exit	80%	78%	72%
19	Employed 3rd Qtr After Exit	80%	77%	73%
20	Employed 4th Qtr After Exit	80%	75%	79%
21	Average Days to Employment	145	51	24
	21a DJP Average Days to Employment	60	39	14
	21b Obtained Average Days to Employment	167	70	95
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$18.06
23	Cost Per Placement	\$2,117.11	\$678.78	\$1,187.65
24	Net Economic Benefit	\$30,414.00	\$31,943.06	\$36,370.70
25	Return on the Investment	\$14.37	\$47.11	\$30.62

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CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 6/30/2025

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.41%	94.59%
2	Training Related Placements	75%	80.81%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.15%	99.46%
5	Training Enrollments Rate	50	435	60
6	CAP All Family Participation Rate	50%	8.68%	28.2%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	67.61%	76.79%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	42.79%	58.97%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	71.43%
11	Employers Served (Employer Penetration Rate)	3,223	31,792	3,339
12	Employer Serviced with Level 1 Services	2,095	25,953	2,851
13	Number of Job Orders	629	2,249	524
14	Jobs Openings Filled Rate	65%	22.3%	14.81%
15	Referral Job Skills Match Average	80%	94.83%	96.17%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,560	6,579	1,560
17	Employed 1st Qtr After Exit	80%	70%	91%
18	Employed 2nd Qtr After Exit	80%	78%	91%
19	Employed 3rd Qtr After Exit	80%	77%	86%
20	Employed 4th Qtr After Exit	80%	75%	88%
21	Average Days to Employment	145	51	57
	21a DJP Average Days to Employment	60	39	48
	21b Obtained Average Days to Employment	167	70	77
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$15.81
23	Cost Per Placement	\$2,197.46	\$678.78	\$479.62
24	Net Economic Benefit	\$30,334.00	\$31,943.06	\$32,404.55
25	Return on the Investment	\$13.80	\$47.11	\$67.56

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CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 6/30/2025

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.41%	97.14%
2	Training Related Placements	75%	80.81%	84.21%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.15%	98.37%
5	Training Enrollments Rate	78	435	85
6	CAP All Family Participation Rate	50%	8.68%	7.59%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	67.61%	66.03%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	42.79%	42.96%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	35.9%
11	Employers Served (Employer Penetration Rate)	6,012	31,792	6,256
12	Employer Serviced with Level 1 Services	3,908	25,953	4,362
13	Number of Job Orders	1,172	2,249	352
14	Jobs Openings Filled Rate	65%	22.3%	37.29%
15	Referral Job Skills Match Average	80%	94.83%	95.5%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	1,908	6,579	1,203
17	Employed 1st Qtr After Exit	80%	70%	61%
18	Employed 2nd Qtr After Exit	80%	78%	88%
19	Employed 3rd Qtr After Exit	80%	77%	91%
20	Employed 4th Qtr After Exit	80%	75%	87%
21	Average Days to Employment	145	51	48
	21a DJP Average Days to Employment	60	39	42
	21b Obtained Average Days to Employment	167	70	127
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$13.86
23	Cost Per Placement	\$2,127.35	\$678.78	\$614.94
24	Net Economic Benefit	\$30,404.00	\$31,943.06	\$28,216.15
25	Return on the Investment	\$14.29	\$47.11	\$45.88

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CSSF Balanced Scorecard Report

Report Date: 7/1/2024 To 6/30/2025

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.41%	86.9%
2	Training Related Placements	75%	80.81%	84.21%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	97.15%	97.96%
5	Training Enrollments Rate	86	435	101
6	CAP All Family Participation Rate	50%	8.68%	19.73%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	67.61%	76.27%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	42.79%	52.37%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	36.84%	72.22%
11	Employers Served (Employer Penetration Rate)	5,655	31,792	5,128
12	Employer Serviced with Level 1 Services	3,676	25,953	4,559
13	Number of Job Orders	1,103	2,249	607
14	Jobs Openings Filled Rate	65%	22.3%	50.15%
15	Referral Job Skills Match Average	80%	94.83%	99.04%
	Outcome Measures			
16	Employment (Obtained Employment and Direct Job Placements)	2,232	6,579	1,190
17	Employed 1st Qtr After Exit	80%	70%	75%
18	Employed 2nd Qtr After Exit	80%	78%	79%
19	Employed 3rd Qtr After Exit	80%	77%	79%
20	Employed 4th Qtr After Exit	80%	75%	71%
21	Average Days to Employment	145	51	39
	21a DJP Average Days to Employment	60	39	28
	21b Obtained Average Days to Employment	167	70	64
22	Employment/Job Placement Average Wage	\$15.64	\$15.68	\$16.72
23	Cost Per Placement	\$2,192.08	\$678.78	\$844.06
24	Net Economic Benefit	\$30,339.00	\$31,943.06	\$33,926.26
25	Return on the Investment	\$13.84	\$47.11	\$40.19

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SFWIB PERFORMANCE COUNCIL

DATE: 8/21/2025

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

The Youth Balanced Scorecard tracks the performance of contracted Youth Service Providers within Workforce Development Area (WDA) 23 for Program Year (PY) 2025–2026. The report provides a year-to-date (YTD) performance snapshot from July 1, 2025, through August 4, 2025, and includes key indicators such as New Enrollments, Measurable Skills Gains, Youth Education and Employment Rates (2nd and 4th Quarters After Exit), and Credential Attainment.

In-School Youth (ISY) Program Performance:

In-School Youth Program and the Out-of-school program has enrollment, measurable skills gains, education and employment rates for 2nd and 4th quarters after exit and credential attainment performance standards. In addition, the Out-of-School Youth Program has Job Orders, Direct Job Placements and Work Based Learning performance standards.

ISY Program Performance Data:

- Enrollment Performance: Standard – 50 | Actual – 0
- Measurable Skills Gains: Standard – 90% | Actual – 37%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – 80%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 76%
- Credential Attainment: Standard – 90% | Actual – 0%

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

Out-of-school program has enrollment, measurable skills gains, education and employment rates for 2nd and 4th quarters after exit and credential attainment performance standards. In addition, the OSY Program has performance standards for Job Orders, Direct Job Placements and Work Based Learning.

OSY Program Performance Data:

- Enrollment Performance: Standard – 740 | Actual – 520
- Measurable Skills Gains: Standard – 90% | Actual – 16%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – 80%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 76%
- Credential Attainment: Standard – 90% | Actual – 100%

The SFWIB staff has revised the Youth Balance Scorecard (BSC) to align with the Workforce Innovation and Opportunity Act (WIOA) Youth negotiated primary performance indicators for Program Year (PY) 2025-2026 to enhance the oversight and management of the performance indicators.

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 8/4/2025

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	104	140
New Enrollments	50	0
Work-Based Training (PWE)	52	0
Measurable Skills Gain	90 %	37 %
Credential Attainment	90 %	N/D
Outcome Measures		
Education and Employment Rate - 1st Qtr. After Exit	90 %	87%
Education and Employment Rate - 2nd Qtr. After Exit	90 %	80%
Education and Employment Rate - 3rd Qtr. After Exit	90 %	85%
Education and Employment Rate - 4th Qtr. After Exit	90 %	76%

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 8/4/2025

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	740	520
New Enrollments	350	16
New Enrollments (General Population)	290	16
New Enrollments (Youth Offender)	15	0
New Enrollments (Homeless Runaway Foster Care)	15	0
New Enrollments (Pregnant or Parenting)	15	0
New Enrollments (Disability)	15	0
Job Orders	189	18
Direct Job Placements	189	0
Work-Based Training (OJT)	46	0
Work-Based Training (PWE)	190	0
Measurable Skills Gain	90 %	16 %
Credential Attainment	90 %	100 %
Outcome Measures		
Education and Employment Rate - 1st Qtr. After Exit	90 %	67 %
Education and Employment Rate - 2nd Qtr. After Exit	90 %	80 %
Education and Employment Rate - 3rd Qtr. After Exit	90 %	85 %
Education and Employment Rate - 4th Qtr. After Exit	90 %	76 %



SFWIB PERFORMANCE COUNCIL

DATE: 8/21/2025

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: CONSUMER REPORT CARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

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

For Program Year 2024–2025 (July 1, 2025 – June 30, 2026), the CRC Tool tracks the following key performance metrics:

- Classroom Training Placements: 7 individuals were placed in classroom training programs.
- Training Completion and Employment Outcomes:
 - 7 participants successfully completed their training.
 - 2 participants obtained unsubsidized employment, earning an average wage of \$37.00 per hour.
- Occupation Relevance:
 - 2 of the 7 employed participants secured jobs directly related to their field of training.
- Economic Impact:
 - The net economic benefit per placement is calculated at \$62,287.88.
 - The return on investment for each dollar spent on training is \$4.39.
 - In total, the SFWIB contributed \$153,920 in wages to the South Florida regional economy through these placements.

The attached Consumer Report Card summary table provides a detailed breakdown of ITA program performance and economic impact, offering valuable insights into the effectiveness of our training investments and vendor outcomes during the 2025–2026 program year.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2025 - 06/30/2026

Training Agent	Training Program	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Banefit		Net Economic Benefit Per Placement	Value Added per Placement
								Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Avgerage Wage	Average Economic Benefit		
Academy, The (#3051) - Miami Campus	1922 - Cloud and Security Network Administrator	1	1	-	0.00 %	-	0.00 %	\$ 10,725.00	\$ 10,725.00	-	-	-	-	-
Academy, The (#3051) - Miami Campus	2025 - Cyber Security Professional	3	3	1	33.33 %	1	100.00 %	\$ 7,328.75	\$ 21,986.25	\$ 21,986.25	\$ 58.00	\$ 120,640.00	\$ 98,653.75	\$ 4.49
Academy, The (#3051) - Miami Campus	2426 - Business Analyst	1	1	-	0.00 %	-	0.00 %	\$ 9,894.50	\$ 9,894.50	-	-	-	-	-
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	\$ 16.00	\$ 33,280.00	\$ 27,002.00	\$ 4.30
MDCP SCHOOLS (ALL)	2404 - Professional Culinary Arts and Hospitality	1	1	-	0.00 %	-	0.00 %	\$ 3,263.26	\$ 3,263.26	-	-	-	-	-
Total		7	7	2	26.67 %	2	40.00 %	\$ 7,497.90	\$ 52,147.01	\$ 28,264.25	\$ 37.00	\$ 76,960.00	\$ 62,827.88	\$ 4.39