



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, OCTOBER 16, 2025
8:30 AM**

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

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

AGENDA

1. Call to Order and Introductions
2. Public Comment
3. Approval of Performance Council Meeting Minutes
 - A. August 21, 2025
 - B. 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
8. Information – REACH ACT Program Year 24-25 Third Quarter Update
9. Information – WIOA Indicators of Performance Fourth Quarter Update

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"Members of the public shall be given a reasonable opportunity to be heard on a specific agenda item, but must register with the agenda clerk prior to being heard."



SFWIB PERFORMANCE COUNCIL

DATE: 10/16/2025

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: 10/16/2025

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: PERFORMANCE COUNCIL COMMITTEE MEETING MINUTES

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council Committee to approve minutes from June 26, 2025 and August 21, 2025 Performance Council Meetings, 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.

Ms. Canales 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 – June 26, 2025

No vote – absence of quorum needed.

4. Information – WIOA Performance Update

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

The council reviewed performance updates across various programs, including job placements and training initiatives, with discussions centered on staffing needs and challenges in meeting employment and credentialing measures.

Mr. Washington reported that in Q1, the Adults Entered Employment Rate, Dislocated Workers, the Youth Education and Employment Rate, and Credential Attainment were not met. He reviewed the data for Q1 and noted the number of engagements needed to meet the established goals. Alternatively, SFWIB meets or exceeds all performance measures in all remaining quarters of the year.

Following the performance review, Mr. Washington discussed the recent decision by the Department of Homeland Security to terminate work authorizations and parole for individuals from Cuba, Haiti, Nicaragua, and Venezuela. CSSF staff has reached out to the Department of Florida Commerce and CareerSource Florida to discuss the conservation of our performance numbers, as we have had to pull a significant number of students from training opportunities and on-the-job training due to this change. If nothing is done to resolve the issue, CSSF may face a substantial decline

in performance numbers due to negative exits. Although the State has been contacted, no instructions have been provided to date. The last update received was that the Department of Labor is exploring the best course of action to empower the State to resolve the issue.

Ms. Canales elaborated a bit more on the termination of work authorizations for Cubans, Haitians, Nicaraguans, and Venezuelans, how it has impacted the healthcare sector, and emphasized the need for guidance from the Department of Labor.

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 for Program Year (PY) 2024-25, through June 30, 2025. The scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource Centers/American Job Center (AJC) Service Providers.

There was continued discussion around strategies implemented to improve performance numbers, including targeted initiatives and partnerships with companies like Collins Aerospace for apprenticeship programs.

No further questions or concerns were presented. Item closed.

6. Information – Youth Balanced Scorecard Update

Chairwoman Canales introduced the item; Mr. Perrin reviewed the ISY/OSY program performance for PY 2024-2025, which is the period of July 1, 2024 through August 4, 2025 (YTD). He reviewed two key updates: the Youth Services balance scorecard, which showed improved metrics for out-of-school youth.

Chairwoman Canales & Mr. Mantilla (via chat) noted significant progress in tracking and supporting out-of-school youth, particularly in employment outcomes, and approved the adjournment to join the full board meeting.

No further questions or concerns were presented. Item closed.

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 2025-2026, dated July 1, 2025 through June 30, 2026.

Mr. Perrin presented an overview of the performance metrics related to classroom training placements, training completion rates, and employment outcomes. He highlighted the number of placements that correspond with the training provided, referred to as Occupation Relevance, as well as the overall economic impact on the region.

The Council recognized that higher wages are associated with IT professions, particularly in cybersecurity and certified information technology roles.

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

Being as there were no further questions or concerns, the meeting adjourned at 8:57am.



SFWIB PERFORMANCE COUNCIL MEETING

DATE: 10/16/2025

AGENDA ITEM: 3B

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: June 26, 2025, 8:30AM

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

Zoom: https://us02web.zoom.us/meeting/register/tZcscuCrrzloH9z91jrG6XSBG0DycYo_qKgV

- CALL TO ORDER:** Mr. Mantilla, in lieu of the absence of Chairwoman Canales, called to order the regular meeting of the SFWIB Performance Council at 8:43AM on June 26, 2025.

ROLL CALL: 6 members; 4 required; 4 present: Quorum

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

Agenda items are displayed in the order they were discussed.

Minutes Prepared by: Ebony Morgan
SFWIB Performance Council Meeting
June 26, 2025, 8:30am
Status: DRAFT
Approval date: TBD
Page 1 of 5

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.

DRAFT



SFWIB PERFORMANCE COUNCIL

DATE: 10/16/2025

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 September 30, 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:
 - Wagner-Peyser Entered Employment Rate - AJCs need to engage at least 361 individuals to meet the measure
 - Youth Education and Employment Rate - Youth Providers need to engage at least 91 individuals
- Quarter 2 (Q2): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Wagner-Peyser Entered Employment Rate - AJCs need to engage at least 1,027 individuals to meet the measure
- Quarter 3 (Q3): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Wagner-Peyser Entered Employment Rate - AJCs need to engage at least 630 individuals to meet the measure

- Quarter 4 (Q4): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Wagner-Peyser Entered Employment Rate - AJCs need to engage at least 305 individuals to meet the measure

SFWIB has submitted an inquiry to the Department of Florida Commerce (FL Commerce) in regards to 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

Common Measures Not Exited:								44		
Total Number of Cases:								379		
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	64.29%	97.26%	70.17%	106.15%	85.71%	129.67%	92.31%	139.65%	66.10%	122.50%
Median Earnings	\$8,580.00	125.93%	\$9,087.00	133.37%	\$8,840.00	129.75%	\$9,490.00	139.29%	\$6,813.00	145.01%
Credential Attainment	82.76%	163.55%	80.47%	159.04%	98.33%	194.33%	90.24%	178.35%	50.60%	172.92%
Measurable Skills Gain	100.00%	401.61%	99.04%	397.76%	98.90%	397.19%	100.00%	401.61%	24.90%	399.41%
Dislocated Workers										
Entered Employment Rate	70.00%	90.21%	75.44%	97.21%	82.93%	106.86%	100.00%	128.87%	77.60%	109.08%
Median Earnings	\$12,740.00	131.09%	\$11,762.40	121.03%	\$10,691.20	110.01%	\$11,247.60	115.73%	\$9,718.00	131.09%
Credential Attainment	85.71%	99.78%	86.05%	100.17%	85.29%	99.29%	85.71%	99.78%	85.90%	103.41%
Measurable Skills Gain	100.00%	129.87%	97.78%	126.98%	100.00%	129.87%	100.00%	129.87%	77.00%	129.20%
Wagner-Peyser										
Entered Employment Rate	51.79%	83.93%	44.69%	72.43%	44.32%	71.84%	52.54%	85.15%	61.70%	77.37%
Median Earnings	\$7,800.00	128.64%	\$7,995.00	131.86%	\$7,800.00	128.64%	\$7,800.00	128.64%	\$6,063.00	131.86%
Youth										
Education and Employment Rate	52.92%	65.34%	84.91%	104.82%	84.78%	104.67%	77.55%	95.74%	81.00%	90.44%
Median Earnings	\$7,800.00	205.31%	\$8,190.00	215.58%	\$7,800.00	205.31%	\$7,800.00	205.31%	\$3,799.00	215.58%
Credential Attainment	64.40%	113.78%	76.25%	134.72%	61.54%	108.73%	68.42%	120.89%	56.60%	119.30%
Measurable Skills Gain	93.85%	126.83%	93.75%	126.69%	92.31%	124.74%	97.37%	131.58%	74.00%	124.79%
Not Met (less than 90% of negotiated)										
Met (90-100% of negotiated)										
Exceeded (greater than 100% of negotiated)										



SFWIB PERFORMANCE COUNCIL

DATE: 10/16/2025

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) 2025-26, covering July 1, 2025 to September 30, 2025 shows that two out of seven AJC locations met the required 65 percent performance measure standard.

Job Placements Summary: For PY 2025-26, LWDA 23 achieved a total of 2,315 job placements, equating to 87.6 percent of the minimum standard and 74.5 percent of the maximum standard. The Hialeah Downtown, Little Havana and West Dade locations were the only AJCs 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 2025-26 performance standards.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 9/30/2025

Regional

Performance			
	Outcome Measures	Standard	Region
1	Employment (Obtained Employment and Direct Job Placements)	3,108	2315
2	Increase Earnings	50%	ND
3	Common Measures	100%	90.0%
	3a Adults	100%	100.0%
	3b Dislocated Workers	100%	100.0%
	3c Wagner-Peyser	100%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	98.91%
5	Employers Provided Services (REACH Act)	4,065	4,564
6	CAP/WIOA Co-Enrollments	75%	15.24%
7	SNAP/WIOA Co-Enrollments	75%	7.27%
8	Work-Based Training Enrollments	77	122
Process Measures			
9	CAP All Family Participation Rate	50%	13.26%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	26.09%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.75%
13	WIOA Adult & Dislocated Worker EER	80%	100.0%
14	Short-Term Veterans EER	50%	ND
Additional Outcome			
15	15 Average Days to Employment	114	39
	15a DJP Average Days to Employment	60	36
	15b Obtained Average Days to Employment	167	44
16	Employment/Job Placement Average Wage	\$15.75	\$16.51
17	Cost Per Placement	\$1,890.05	\$238.80
18	Net Economic Benefit	\$30,870.00	\$34,108.42
19	Return on the Investment	\$16.33	\$143.31

ND = No Data

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Last Run Date: 10/1/2025 7:54:12 AM

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY				
Balanced Scorecard PY '25-'26 (July 1, 2025 through September 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	9	17	52.9%
	Hialeah Downtown AJC	12	17	70.6%
	North Miami Beach AJC	8	16	50.0%
	Northside Center AJC	10	16	62.5%
Youth Co-Op, Inc.	Little Havana AJC	10	17	58.8%
	Perrine AJC	10	17	58.8%
	West Dade AJC	12	17	70.6%
LWDA		10	25	40.6%

DJPOE Scorecard Report

Report Date: 7/1/2025 To 9/30/2025

Location	Maximum Standard		Minimum Standard		Direct Job Placement																Direct Job Placement by Type																Max Earned	Earned	% Earned	OE %	DJP %
	#	%	#	%	Total				Obtained				Universal								Total		WIOA Individualized																		
					1Qrt	>1Qrt	Total	1Qrt	>1Qrt	Total	1Qrt				>1Qrt				Universal		Adult/DW		Job Seekers		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP								
											Season	Temp	Part	Full	Season	Temp	Part	Full	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt					
Carol City Center	360	47.2%	306	55.6%	165	5	170	133	5	138	0	1	4	22	0	0	0	0	114	0	6	0	0	0	0	0	0	0	0	0	0	0	0	\$42,541	\$12,850	30.2%	81.18%	18.82%			
Hialeah Downtown Center	414	125.1%	351	147.6%	517	1	518	397	1	398	0	6	5	103	0	0	0	0	114	0	6	0	0	0	0	0	0	0	0	0	0	0	0	\$193,624	\$39,150	20.2%	76.83%	23.17%			
North Miami Beach Center	450	32.7%	384	38.3%	143	4	147	107	3	110	0	2	2	29	0	0	0	0	33	1	2	0	0	0	0	1	0	0	0	0	0	0	0	\$122,383	\$13,200	6.2%	74.83%	25.17%			
Northside Center	459	30.3%	390	35.6%	128	11	139	98	9	107	0	0	0	28	0	0	0	0	28	0	2	2	0	0	0	0	0	0	0	0	0	0	0	\$218,237	\$12,400	5.7%	76.98%	23.02%			
Little Havana Center	390	89.0%	333	104.2%	340	7	347	250	7	257	0	13	0	75	0	0	0	0	88	0	2	0	0	0	0	0	0	0	0	0	0	0	0	\$182,897	\$26,650	14.6%	74.06%	25.94%			
Perrine Center	477	74.2%	405	87.4%	347	7	354	265	7	272	0	25	1	54	0	0	0	0	80	0	2	0	0	0	0	0	0	0	0	0	0	0	0	\$225,624	\$22,300	9.9%	76.84%	23.16%			
West Dade Center	558	103.6%	475	121.9%	566	12	578	309	9	318	0	37	3	206	0	0	0	0	3	246	3	11	0	0	0	0	0	0	0	0	0	0	0	\$262,292	\$80,750	30.7%	55.02%	44.98%			
Total	3,108	74.5%	2,643	87.6%	2,206	47	2,315	1,559	41	1,600	0	84	15	517	0	0	0	0	4	616	4	30	2	0	0	0	0	1	0	0	0	0	0	\$1,337,598	\$207,050	15.5%	71.02%	28.98%			
% of DJP	####	1.0%	7.5%	0.5%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%						

CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 9/30/2025

Arbor E&T, LLC

Carol City Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	360	2,315	169
2	Increase Earnings	50%	ND	50.0%
3	Common Measures	100%	90.0%	75.0%
	3a Adults	100%	100.0%	100.0%
	3b Dislocated Workers	100%	100.0%	75.0%
	3c Wagner-Peyser	100%	50.0%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	98.91%	32.14%
5	Employers Provided Services (REACH Act)	425	4,564	525
6	CAP/WIOA Co-Enrollments	75%	15.24%	20.0%
7	SNAP/WIOA Co-Enrollments	75%	7.27%	2.75%
8	Work-Based Training Enrollments	8	122	13
	Process Measures			
9	CAP All Family Participation Rate	50%	13.26%	8.14%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	26.09%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.75%	38.65%
13	WIOA Adult & Dislocated Worker EER	80%	100.0%	ND
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	39	36
	15a DJP Average Days to Employment	60	36	25
	15b Obtained Average Days to Employment	167	44	69
16	Employment/Job Placement Average Wage	\$15.75	\$16.51	\$16.18
17	Cost Per Placement	\$1,932.59	\$238.80	\$232.49
18	Net Economic Benefit	\$30,827.00	\$34,108.42	\$33,413.80
19	Return on the Investment	\$15.95	\$143.31	\$143.72

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 9/30/2025

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	414	2,315	517
2	Increase Earnings	50%	ND	ND
3	Common Measures	100%	90.0%	92.0%
	3a Adults	100%	100.0%	75.0%
	3b Dislocated Workers	100%	100.0%	100.0%
	3c Wagner-Peyser	100%	50.0%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	98.91%	18.75%
5	Employers Provided Services (REACH Act)	455	4,564	582
6	CAP/WIOA Co-Enrollments	75%	15.24%	13.33%
7	SNAP/WIOA Co-Enrollments	75%	7.27%	4.88%
8	Work-Based Training Enrollments	10	122	11
	Process Measures			
9	CAP All Family Participation Rate	50%	13.26%	27.12%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	26.09%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.75%	67.27%
13	WIOA Adult & Dislocated Worker EER	80%	100.0%	100.0%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	39	39
	15a DJP Average Days to Employment	60	36	27
	15b Obtained Average Days to Employment	167	44	43
16	Employment/Job Placement Average Wage	\$15.75	\$16.51	\$17.20
17	Cost Per Placement	\$1,985.24	\$238.80	\$173.26
18	Net Economic Benefit	\$30,775.00	\$34,108.42	\$35,601.29
19	Return on the Investment	\$15.50	\$143.31	\$205.48

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 9/30/2025

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	450	2,315	146
2	Increase Earnings	50%	ND	ND
3	Common Measures	100%	90.0%	25.0%
	3a Adults	100%	100.0%	75.0%
	3b Dislocated Workers	100%	100.0%	0.0%
	3c Wagner-Peyser	100%	50.0%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	98.91%	68.75%
5	Employers Provided Services (REACH Act)	519	4,564	309
6	CAP/WIOA Co-Enrollments	75%	15.24%	14.29%
7	SNAP/WIOA Co-Enrollments	75%	7.27%	0.97%
8	Work-Based Training Enrollments	10	122	11
	Process Measures			
9	CAP All Family Participation Rate	50%	13.26%	0.0%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	26.09%	44.44%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.75%	29.21%
13	WIOA Adult & Dislocated Worker EER	80%	100.0%	ND
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	39	61
	15a DJP Average Days to Employment	60	36	58
	15b Obtained Average Days to Employment	167	44	20
16	Employment/Job Placement Average Wage	\$15.75	\$16.51	\$15.79
17	Cost Per Placement	\$1,937.88	\$238.80	\$954.35
18	Net Economic Benefit	\$30,822.00	\$34,108.42	\$31,890.31
19	Return on the Investment	\$15.91	\$143.31	\$33.42

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 9/30/2025

Arbor E&T, LLC

Northside Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	459	2,315	139
2	Increase Earnings	50%	ND	ND
3	Common Measures	100%	90.0%	50.0%
	3a Adults	100%	100.0%	100.0%
	3b Dislocated Workers	100%	100.0%	ND
	3c Wagner-Peyser	100%	50.0%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	98.91%	71.43%
5	Employers Provided Services (REACH Act)	656	4,564	851
6	CAP/WIOA Co-Enrollments	75%	15.24%	6.19%
7	SNAP/WIOA Co-Enrollments	75%	7.27%	1.93%
8	Work-Based Training Enrollments	11	122	11
	Process Measures			
9	CAP All Family Participation Rate	50%	13.26%	4.35%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	26.09%	62.5%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.75%	25.58%
13	WIOA Adult & Dislocated Worker EER	80%	100.0%	ND
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	39	11
	15a DJP Average Days to Employment	60	36	5
	15b Obtained Average Days to Employment	167	44	43
16	Employment/Job Placement Average Wage	\$15.75	\$16.51	\$16.72
17	Cost Per Placement	\$1,913.25	\$238.80	\$124.84
18	Net Economic Benefit	\$30,847.00	\$34,108.42	\$34,650.06
19	Return on the Investment	\$16.12	\$143.31	\$277.55

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 9/30/2025

Youth Co-Op

Little Havana Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	390	2,315	346
2	Increase Earnings	50%	ND	ND
3	Common Measures	100%	90.0%	75.0%
	3a Adults	100%	100.0%	75.0%
	3b Dislocated Workers	100%	100.0%	100.0%
	3c Wagner-Peyser	100%	50.0%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	98.91%	328.57%
5	Employers Provided Services (REACH Act)	432	4,564	593
6	CAP/WIOA Co-Enrollments	75%	15.24%	10.0%
7	SNAP/WIOA Co-Enrollments	75%	7.27%	8.77%
8	Work-Based Training Enrollments	9	122	9
	Process Measures			
9	CAP All Family Participation Rate	50%	13.26%	40.43%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	26.09%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.75%	34.91%
13	WIOA Adult & Dislocated Worker EER	80%	100.0%	100.0%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	39	51
	15a DJP Average Days to Employment	60	36	43
	15b Obtained Average Days to Employment	167	44	79
16	Employment/Job Placement Average Wage	\$15.75	\$16.51	\$16.60
17	Cost Per Placement	\$1,979.66	\$238.80	\$162.74
18	Net Economic Benefit	\$30,780.00	\$34,108.42	\$34,360.06
19	Return on the Investment	\$15.55	\$143.31	\$211.14

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 9/30/2025

Youth Co-Op

Perrine Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	477	2,315	353
2	Increase Earnings	50%	ND	ND
3	Common Measures	100%	90.0%	66.6%
	3a Adults	100%	100.0%	75.0%
	3b Dislocated Workers	100%	100.0%	75.0%
	3c Wagner-Peyser	100%	50.0%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	98.91%	135.0%
5	Employers Provided Services (REACH Act)	822	4,564	839
6	CAP/WIOA Co-Enrollments	75%	15.24%	25.0%
7	SNAP/WIOA Co-Enrollments	75%	7.27%	18.7%
8	Work-Based Training Enrollments	14	122	15
	Process Measures			
9	CAP All Family Participation Rate	50%	13.26%	7.81%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	26.09%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.75%	41.11%
13	WIOA Adult & Dislocated Worker EER	80%	100.0%	100.0%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	39	19
	15a DJP Average Days to Employment	60	36	18
	15b Obtained Average Days to Employment	167	44	7
16	Employment/Job Placement Average Wage	\$15.75	\$16.51	\$16.00
17	Cost Per Placement	\$1,921.08	\$238.80	\$163.42
18	Net Economic Benefit	\$30,839.00	\$34,108.42	\$33,120.54
19	Return on the Investment	\$16.05	\$143.31	\$202.68

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 9/30/2025

Youth Co-Op

West Dade Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	558	2,315	578
2	Increase Earnings	50%	ND	ND
3	Common Measures	100%	90.0%	92.0%
	3a Adults	100%	100.0%	100.0%
	3b Dislocated Workers	100%	100.0%	75.0%
	3c Wagner-Peyser	100%	50.0%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	98.91%	221.57%
5	Employers Provided Services (REACH Act)	756	4,564	817
6	CAP/WIOA Co-Enrollments	75%	15.24%	36.67%
7	SNAP/WIOA Co-Enrollments	75%	7.27%	10.83%
8	Work-Based Training Enrollments	15	122	52
	Process Measures			
9	CAP All Family Participation Rate	50%	13.26%	30.16%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	26.09%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.75%	53.49%
13	WIOA Adult & Dislocated Worker EER	80%	100.0%	100.0%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	39	21
	15a DJP Average Days to Employment	60	36	19
	15b Obtained Average Days to Employment	167	44	34
16	Employment/Job Placement Average Wage	\$15.75	\$16.51	\$16.82
17	Cost Per Placement	\$1,974.76	\$238.80	\$243.86
18	Net Economic Benefit	\$30,785.00	\$34,108.42	\$34,741.12
19	Return on the Investment	\$15.59	\$143.31	\$142.46

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SFWIB PERFORMANCE COUNCIL

DATE: 10/16/2025

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 October 3, 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:

The In-School and Out-of-School Youth programs have begun to receive data on enrollment, measurable skills gains, education and employment rates for 2nd and 4th quarters after exit as well as the credential attainment performance standards. While it is too early in the program year to reach the standard, outcomes are trending in a positive manner. 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 – 59%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – 55%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 0%
- Credential Attainment: Standard – 90% | Actual – N/D

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

The Out-of-School Youth 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 – 30%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – 85%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 87%
- 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 10/3/2025

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	390	38
New Enrollments	350	2
New Enrollments (General Population)	290	2
Target Youth Populations	60	N/D
New Enrollments (Youth Offender)	15	N/D
New Enrollments (Homeless Runaway Foster Care)	15	N/D
New Enrollments (Pregnant or Parenting)	15	N/D
New Enrollments (Disability)	15	N/D
Job Orders	189	103
Direct Job Placements	189	7
Work-Based Training (OJT)	46	N/D
Work-Based Training (PWE)	190	2
Measurable Skills Gain	90 %	30 %
Credential Attainment	90 %	100 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	100 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	85 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	86 %
Education and Employment Rate - 4th Qtr After Exit	90 %	87 %

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 10/3/2025

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	158	N/D
New Enrollments	50	N/D
Work-Based Training (PWE)	52	N/D
Measurable Skills Gain	90 %	59 %
Credential Attainment	90 %	N/D
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	N/D
Education and Employment Rate - 2nd Qtr After Exit	90 %	55 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	N/D
Education and Employment Rate - 4th Qtr After Exit	90 %	N/D



SFWIB PERFORMANCE COUNCIL

DATE: 10/16/2025

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

- Classroom Training Placements: 30 individuals were placed in classroom training programs.
- Training Completion and Employment Outcomes:
 - 30 participants successfully completed their training.
 - 9 participants obtained unsubsidized employment, earning an average wage of \$21.62 per hour.
- Occupation Relevance:
 - 8 of the 9 employed participants secured jobs directly related to their field of training.
- Economic Impact:
 - The net economic benefit per placement is calculated at \$31,377.60.
 - The return on investment for each dollar spent on training is \$3.51.
 - In total, the SFWIB contributed \$404,726.40 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 All Campuses	All Programs	20	20	8	28.74 %	7	52.38 %	\$8,545.17	\$ 183,689.25	\$ 83,547.75	\$ 27.23	\$ 56,640.13	\$ 35,753.20	\$ 2.73
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
Hollywood Career Institute LLC	Health Programs	2	2					\$ 688.02	\$ 1,376.03					
MDCP SCHOOLS (ALL)	All Programs	4	4					\$ 3,251.90	\$ 13,007.61					
Miami Dade College	2343 - Chef's Apprentice	1	1	-	0.00 %	-	0.00 %	\$ 7,594.55	\$ 7,594.55	-	-	-	-	-
My IT Future Institute - Main Campus	2503 - Master Certificate in Cyber Security and Information Assurance Management	1	1	-	0.00 %	-	0.00 %	\$ 5,461.76	\$ 5,461.76	-	-	-	-	-
The Code Academy - Miami Campus	1959 - Application Architect	1	1	-	0.00 %	-	0.00 %	\$ 4,872.50	\$ 4,872.50	-	-	-	-	-
		30	30	9	64.37%	8	76.19%	\$5,241.70	\$222,279.70	\$89,825.75	\$21.62	\$44,960.07	\$31,377.60	\$3.51



SFWIB PERFORMANCE COUNCIL

DATE: 10/16/2025

AGENDA ITEM NUMBER: 8

AGENDA ITEM SUBJECT: REACH ACT PROGRAM YEAR 24-25 QUARTER 3 UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

Florida's 2021 Reimagining Education and Career Help (REACH) Act established a standardized, statewide letter-grade system to assess local workforce development boards on access, alignment, and accountability. Grades are set annually by CareerSource Florida using criteria from the Governor's REACH Office, enabling boards to benchmark strengths and target performance gaps.

Q3 Result

SFWIB earned a 103.92 composite score (A+) for Program Year 2024–2025, Quarter 3, ranking as the only Local Workforce Development Board (LWDB) statewide to achieve an A+ this quarter.

Metric Performance (Highlights)

SFWIB met 100% of target on the following graded metrics:

- Metric 2 – Reduction in Public Assistance
- Metric 3 – Employment and Training Outcomes
- Metric 5 – Continued Repeat Business
- Metric 6 – Year-Over-Year Business Penetration
- Metric 7 – Completion-to-Funding Ratio

In addition, SFWIB achieved the extra credit metric: Serving Individuals on Public Assistance.

Continuous Improvement & Operational Focus

To sustain and extend this performance, staff are executing the following actions aligned with negotiated WIOA Adult, Dislocated Worker, and Wagner-Peyser indicators:

1. Common Measures Tool – Consistent Use (Metric 3): Reinforce uniform application across AJCs to drive placement, retention, credential attainment, and median earnings outcomes.
2. EconoVue – Targeted Business Intelligence (Metrics 5 & 6): Expand utilization for prospecting, sector penetration, and account management to strengthen repeat business and broaden employer reach year-over-year.
3. Performance Governance: Ongoing monitoring at the executive and AJC-manager levels, with monthly variance reviews and corrective action plans where indicators fall short of trajectory.

Next Steps

- Maintain current interventions that are yielding above-target outcomes.
- Identify remaining metric(s) below 100% and implement targeted strategies to lift performance to goal.
- Report back to the Executive Committee next quarter with trend lines, variance analyses, and any recommended resource shifts to protect the A+ standing.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CareerSource South Florida

Program Year 2024-2025, Quarter 3

PY 2024-2025 Quarter 3(Q3) Performance Update				
Local Workforce Development Board	Quarter 1 (%)	Quarter 2 (%)	Quarter 3 (%)	Current Score
<u>CareerSource South Florida</u>	102.6	104.15	103.92	A+
<u>CareerSource Broward</u>	95.49	95.96	96.83	A
<u>CareerSource Southwest Florida</u>	95.66	94.96	95.79	A
<u>CareerSource Central Florida</u>	99.12	95.86	95.32	A
<u>CareerSource Tampa Bay</u>	92.81	93.54	93.67	A
<u>CareerSource Suncoast</u>	86.95	89.89	93.52	A
<u>CareerSource Research Coast</u>	87.18	89.15	93.18	A
<u>CareerSource Northeast Florida</u>	91.54	93.89	92.45	A-
<u>CareerSource Chipola</u>	90.21	87.66	92.1	A-
<u>CareerSource Capital Region</u>	86.94	87.06	89.69	B+
<u>CareerSource Pasco Hernando</u>	86.57	87.1	89.66	B+
<u>CareerSource Brevard Flagler Volusia</u>	88.66	89.14	89.16	B+
<u>CareerSource North Central Florida</u>	85.51	88.02	88.25	B+
<u>CareerSource Heartland</u>	86.27	89.36	88.16	B+
<u>CareerSource Escarosa</u>	88.46	87.16	87.65	B+
<u>CareerSource Okaloosa Walton</u>	85.46	87.35	87.23	B+
<u>CareerSource Citrus Levy Marion</u>	86.3	84.39	85.79	B
<u>CareerSource Palm Beach County</u>	85.55	85.09	85.12	B
<u>CareerSource North Florida</u>	86.63	86.97	84.57	B
<u>CareerSource Gulf Coast</u>	83.62	83.29	83.64	B
<u>CareerSource Polk</u>	81.85	81.67	81.53	B-

CareerSource South Florida Program Year 2024-2025, Quarter 3

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met ¹ (%)	Weighted Performance ² (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	6,137	12,364	49.64	-	50.00	99.28	24.8200
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	4,803	9,176	52.34	-	50.00	100.00	25.0000
3. Employment and Training Outcomes	Employment and Training Services	0.20	18	18	100.00	-	100.00	100.00	20.0000
4. Participants in Work-Related Training	Training Services	0.10	5,084	22,352	22.75	-	25.00	91.00	9.1000
5. Continued Repeat Business	Business Services	0.05	14,990	27,461	54.59	-	35.00	100.00	5.0000
6. Year-Over-Year Business Penetration	Business Services	0.05	-	-	-	7.20	100.00	100.00	5.0000
PY 2021-2022 Business Penetration		-	17,463	78,424	22.27	-	-	-	-
PY 2022-2023 Business Penetration		-	23,643	80,222	29.47	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.10	16.43	13.03	100.00	-	100.00	100.00	10.0000
Exiters: Local Board (N) / Statewide (D)		-	12,000	73,024	16.43	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$18,703,387	\$143,584,399	13.03	-	-	-	-
Extra Credit: Serving Individuals on Public Assistance	Employment and Training Services, Self-Sufficiency	Up to 0.05 points	15,723.50	25,413	61.87	-	-	-	5.00
								ANNUAL SCORE	103.92



SFWIB PERFORMANCE COUNCIL

DATE: 10/16/2025

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: WIOA INDICATORS OF PERFORMANCE FOURTH QUARTER UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

On September 24, 2025, the Florida Department of Commerce released the Program Year (PY) 24-25 Quarter 4 Performance Indicators for the Workforce Innovation and Opportunity Act. Overall, CareerSource South Florida continues to meet or exceed all 18 performance measures, demonstrating our ongoing commitment to serving our community effectively.

The attached image contains a detailed comparison of the Workforce Innovation and Opportunity Act (WIOA) common measures for different program years (PY) across various performance metrics. An analysis comparing the PY 2024-2025 outcomes to the previous PY 2023-2024 is as follows:

Adults

1. Employment 2nd Quarter After Exit
 - Trend: Performance declined from 89.5% in PY2023–2024 to 83.8% in PY2024–2025.
 - Analysis: This drop suggests a weakening in short-term employment outcomes, possibly due to labor market shifts or participant barriers.
2. Median Earnings
 - Trend: The median wage decreased from \$9,210 to \$8,439,
 - Analysis: This indicates a reduction in wage quality among employed participants. This could reflect placement in lower-paying sectors or reduced access to high-wage opportunities.
3. Employment 4th Quarter After Exit
 - Trend: Longer-term employment also saw a decline, from 88.2% to 85.6%.
 - Analysis: While still strong, the downward trend may warrant closer examination of job retention strategies.

4. Credential Attainment Rate
 - Trend: A significant drop occurred—from 96.7% to 82.3%.
 - Analysis: This decline could signal challenges in credential access, completion, or alignment with participant needs.
5. Measurable Skill Gains
 - Trend: In contrast to other measures, skill gains rose sharply from 91.8% to 99.3%.
 - Analysis: Data suggests strong engagement in training and educational activities. This may reflect improved instructional delivery or participant motivation.

Dislocated Workers

1. Employment 2nd Quarter After Exit
 - Trend: Performance dipped slightly from 89.1% to 87.5%.
 - Analysis: Employment remained high but showed a modest decline in early employment outcomes.
2. Median Earnings
 - Trend: A standout improvement: wages surged from \$10,817 to \$13,781.
 - Analysis: This suggests successful placement in higher-paying roles, possibly due to targeted sector strategies or stronger employer partnerships.
3. Employment 4th Quarter After Exit
 - Trend: Employment retention dropped from 94.3% to 86.4%.
 - Analysis: While still above federal thresholds, this decline may reflect volatility in job stability or industry-specific challenges.
4. Credential Attainment Rate
 - Trend: Credential attainment fell slightly from 95.9% to 92.7%.
 - Analysis: This measure still exceeded expectations but indicates a need to monitor completion trends.
5. Measurable Skill Gains
 - Trend: Skill gains jumped from 89.2% to 99.1%.
 - Analysis: This indicates reinforcing the effectiveness of training programs and participant engagement.

Youth

1. Employment 2nd Quarter After Exit
 - Trend: Youth employment improved from 75.8% to 78.8%.
 - Analysis: Indication of a positive shift that may reflect better job readiness or employer engagement.
2. Median Earnings
 - Trend: Wages increased from \$4,939 to \$5,535
 - Analysis: Increase shows progress in connecting youth to higher-paying opportunities.
3. Employed 4th Quarter After Exit
 - Trend: Retention declined from 78.6% to 75.3%.
 - Analysis: Data suggests that while initial placements improved, sustaining employment remains a challenge.

4. Credential Attainment Rate
 - Trend: A sharp drop from 82.7% to 61.0%.
 - Analysis: Data raises concerns about program completion and credential access. This may require targeted interventions or support services.
5. Measurable Skill Gains
 - Trend: Skill gains rose from 79.8% to 88.4%.
 - Analysis: The data indicates strong performance in educational progress and training engagement.

Wagner-Peyser

1. Employment 2nd Quarter After Exit
 - Trend: Employment outcomes declined from 71.3% to 67.8%.
 - Analysis: Data shows a multi-year trend of underperformance in short-term job placement.
2. Median Earnings
 - Trend: Wages rose modestly from \$7,717 to \$8,024.
 - Analysis: The data suggests incremental improvement in job quality despite lower placement rates.
3. Employment 4th Quarter After Exit
 - Trend: Retention remained relatively stable, with a slight dip from 69.9% to 68.7%.
 - Analysis: This measure continues to suggest reduced effectiveness or external economic pressures.

FUNDING: N/A

PERFORMANCE: Workforce Innovation Opportunity Act and Wagner-Peyser

ATTACHMENT

Quarter 4

Measures	PY2023-2024 4th Quarter Performance	PY2023- 2024 % of Performance Goal Met For Q4	PY2023- 2024 Performance Goals	PY2024-2025 4th Quarter Performance	PY2024- 2025 % of Performance Goal Met For Q4	PY2024-2025 Performance Goals
Adults:						
Employed 2nd Qtr After Exit	89.50	138.76	64.50	83.8	129.92	64.5
Median Wage 2nd Quarter After Exit	\$9,210	182.96	\$5,034	\$8,439	123.87	\$6,813
Employed 4th Qtr After Exit	77.60	117.40	66.10	85.6	129.50	66.1
Credential Attainment Rate	88.60	175.10	50.60	82.3	162.65	50.6
Measurable Skill Gains	99.10	397.99	24.90	99.3	398.80	24.9
Dislocated Workers:						
Employed 2nd Qtr After Exit	89.10	111.79	79.70	87.5	112.76	77.6
Median Wage 2nd Quarter After Exit	\$10,718	131.35	\$8,160	\$13,781	141.81	\$9,718
Employed 4th Qtr After Exit	79.50	97.07	81.90	86.4	116.60	74.1
Credential Attainment Rate	96.60	121.51	79.50	92.7	107.92	85.9
Measurable Skill Gains	97.60	244.00	40.00	99.1	128.70	77
Youth:						
Employed 2nd Qtr After Exit	75.70	99.87	75.80	78.8	97.28	81
Median Wage 2nd Quarter After Exit	\$4,732	128.17	\$3,692	\$5,535	145.70	\$3,799
Employed 4th Qtr After Exit	78.10	105.68	73.90	75.3	97.16	77.5
Credential Attainment Rate	59.80	102.22	58.50	61	107.77	56.6
Measurable Skill Gains	90.80	180.52	50.30	88.4	119.46	74
Wagner Peyser:						
Employed 2nd Qtr After Exit	71.30	115.56	61.70	67.8	109.89	61.7
Median Wage 2nd Quarter After Exit	\$7,667	148.21	\$5,173	\$8,024	132.34	\$6,063
Employed 4th Qtr After Exit	69.90	117.68	59.40	68.7	115.66	59.4

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