



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, DECEMBER 18, 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. October 16, 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: 12/18/2025

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: 12/18/2025

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: PERFORMANCE COUNCIL MEETING MINUTES

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the SFWIB Performance Council to approve minutes from the October 16, 2025 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



SFWIB PERFORMANCE COUNCIL MEETING

DATE: 12/18/2025

AGENDA ITEM: 3B

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: October 16, 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

- 1. CALL TO ORDER:** Vice Chairman Mantilla called to order the regular meeting of the SFWIB Performance Council at 8:40AM on October 16, 2025.

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

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Mantilla, Rene' Clayton, Lovey Garza, Eddie (Zoom) Rod, Denis	SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED Canales, Dequasia, Chair Rolle, Andrei	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
October 16, 2025, 8:30am
Status: DRAFT
Approval date: TBD
Page 1 of 5



2. Public Comment

Public comments should be two minutes or less.

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

No further questions or concerns were presented. Item closed.

4. Information – WIOA Performance Update

Vice Chairman Mantilla introduced the item; Mr. Washington further presented the Common Measures Tool (CMT) Summary Report to review performance metrics per quarter as of September 30, 2025, followed by the actions required to meet the established measures.

Mr. Washington reviewed the performance measures for quarters 1 through 4, highlighting that SFWIB meet or exceeded all performance measures except the Wagner-Peyser Entered Employment Rate. In addition, he reviewed the number of engagements needed to meet the established goal. Alternatively, SFWIB meets or exceeds all performance measures in all remaining quarters of the year.

Following the performance review, Mr. Washington reminded the Council about the recent decision by the Department of Homeland Security to terminate work authorizations and parole for individuals from Cuba, Haiti, Nicaragua, and Venezuela. Now we are starting to see how those changes are impacting the performance numbers. We have not received an update from the US Department of Labor to date as they are still exploring the best course of action to empower the state.

No further questions or concerns were presented. Item closed.

5. Information – Adult Balanced Scorecard Report

Vice Chairman Mantilla introduced the item; Mr. Washington further presented the Balanced Scorecard for Program Year (PY) 2025-26, through September 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 a revision of the Balanced Scorecard, Corrective Action Plans, new policies and procedures, month PITT Meetings, focus groups in targeted areas for enhancing service delivery, and the Common Measures Tool.

No further questions or concerns were presented. Item closed.

6. Information – Youth Balanced Scorecard Update

Vice Chairman Mantilla introduced the item; Perrin reviewed the performance of the ISY/OSY program for the program year 2025-2026, covering the period from July 1, 2025, to October 3, 2025 (year-to-date). He reminded the council that, as promised, the primary focus is on out-of-school youth. As a result, we have lowered the enrollment standard for in-school youth to 50. Mr. Perrin then reviewed the performance measures and standards for out-of-school youth, as well as the performance results achieved to date.

Vice-Chairman asked if the Youth Balanced Scorecard had already been revised. Mr. Washington advised that it was completed and went over the measures that were added (i.e., job orders, placements, and OJTs/DJTs).

No further questions or concerns were presented. Item closed.

7. Information – Consumer Report Card Update

Vice Chairman Mantilla 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.



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

8. Information – REACH Act Program Year 24-25 Quarter Three Update

Vice Chairman Mantilla introduced the item; Mr. Washington presented the results for the 3rd-quarter leader grade of CareerSource South Florida, which achieved a composite score of 103.92, equivalent to an A+ for the Program Year 2024-2025. CareerSource South Florida (CSSF) is the only Local Workforce Development Board (LWDB) in the state to receive an A+ ranking this quarter.

Additionally, Mr. Washington highlighted the metrics for which the South Florida Workforce Investment Board (SFWIB) scored 100%. These metrics include the reduction in public assistance, employment and training outcomes, continued repeat business, year-over-year business penetration, and the completion to funding ratio.

[Dr. Denis Rod arrived at the meeting @9:03am. – Quorum achieved.]

Additionally, SFWIB received extra credit for assisting individuals on public assistance, but this benefit will be eliminated next year due to concerns that it disproportionately favored larger boards.

9. Information – WIOA Indicators of Performance Fourth Quarter Update

Vice Chairman Mantilla introduced the item; Mr. Washington further presented the Florida Department of Commerce Program Year (PY) 24-25 4th Quarter Performance Indicators for the Workforce Innovation and Opportunity Act. Overall, CareerSource South Florida continues to meet or exceed all 18 performance measures, noting some declines in employment and earnings metrics but maintaining strong overall performance, with CSSF emphasizing the importance of serving hard-to-reach populations and cross-utilizing various funding streams to maximize impact.

No further questions or concerns were presented. Item closed.



3A: Approval – SFWIB Performance Council Meeting Minutes – August 21, 2025

Vice Chairman Mantilla called for the minutes from the August 21, 2025 SFWIB Performance Council meeting to be considered, allowing members an opportunity to review before entertaining a motion.

Motion by Mr. Clayton to approve the August 21, 2025 SFWIB Performance Council Meeting minutes. Dr. Rod seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

3B: Approval – SFWIB Performance Council Meeting Minutes – June 26, 2025

Vice Chairman Mantilla called for the minutes from the June 26, 2025 SFWIB Performance Council meeting to be considered, allowing members an opportunity to review before entertaining a motion.

Motion by Mr. Clayton to approve the June 26, 2025 SFWIB Performance Council Meeting minutes. Dr. Rod seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

Being as there were no further questions or concerns, the meeting adjourned at 9:23am.



SFWIB PERFORMANCE COUNCIL

DATE: 12/18/2025

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 November 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 Youth Education and Employment Rate measures:
 - Adults Mankind (AMO) - Needs to engage at least 4 individuals
 - Community Coalition (CC) - Needs to engage at least 6 individuals
- Quarter 2 (Q2): SFWIB is meeting or exceeding all performance measures with the exception of the following measures:
 - Dislocated Worker Entered Employment Rate
 - North Miami Beach AJC - Needs to engage at least 2 individuals
 - Perrine AJC - Must engage at least 2 individuals
 - West Dade AJC - Must engage at least 2 individuals
 - Wagner-Peyser Entered Employment Rate
 - Carol City AJC - Needs to engage at least 57 individuals
 - Little Havana AJC - Must engage at least 125 individuals
 - North Miami Beach AJC - Needs to engage 77 individuals

- Northside AJC - Needs to engage 94 individuals
 - Perrine AJC - Must engage at least 86 individuals
- Quarter 3 (Q3): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Wagner-Peyser Entered Employment Rate
 - Carol City AJC – Needs to engage at least 25 individuals
 - Hialeah Downtown AJC – Needs to engage at least 70 individuals
 - Little Havana AJC – Needs to engage at least 117 individuals
 - North Miami Beach AJC – Needs to engage at least 116 individuals
 - Northside AJC – Needs to engage at least 87 individuals
 - Perrine/Homestead AJC – Needs to engage at least 761 individuals
 - West Dade AJC – Needs to engage at least 110 individuals
 - Quarter 4 (Q4): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Wagner-Peyser Entered Employment Rate
 - Carol City AJC – Needs to engage at least 107 individuals
 - North Miami Beach AJC – Needs to engage at least 73 individuals
 - Northside AJC – Needs to engage at least 444 individuals
 - Perrine AJC – Needs to engage at least 64 individuals

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

Common Measures Not Exited:								45		
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	63.06%	95.41%	68.50%	103.64%	72.08%	109.04%	87.50%	132.38%	66.10%	122.33%
Median Earnings	\$8,840.00	129.75%	\$8,580.00	125.93%	\$9,360.00	137.38%	\$8,840.00	129.75%	\$6,813.00	145.01%
Credential Attainment	85.71%	169.40%	91.11%	180.06%	80.59%	159.27%	95.16%	188.07%	50.60%	172.33%
Measurable Skills Gain	100.00%	401.61%	100.00%	401.61%	99.04%	397.76%	98.90%	397.19%	24.90%	399.56%
Dislocated Workers										
Entered Employment Rate	86.67%	111.68%	68.18%	87.86%	77.19%	99.48%	82.93%	106.86%	77.60%	108.89%
Median Earnings	\$12,750.40	131.20%	\$13,000.00	133.77%	\$11,284.00	116.11%	\$11,291.80	116.19%	\$9,718.00	133.77%
Credential Attainment	85.71%	99.78%	81.25%	94.59%	86.05%	100.17%	85.29%	99.29%	85.90%	102.72%
Measurable Skills Gain	100.00%	129.87%	100.00%	129.87%	97.78%	126.98%	100.00%	129.87%	77.00%	129.25%
Wagner-Peyser										
Entered Employment Rate	59.83%	96.97%	54.03%	87.57%	40.49%	65.62%	44.23%	71.69%	61.70%	77.18%
Median Earnings	\$8,320.00	137.22%	\$7,800.00	128.64%	\$7,800.00	128.64%	\$7,800.00	128.64%	\$6,063.00	137.22%
Youth										
Education and Employment Rate	65.12%	80.39%	65.77%	81.20%	85.85%	105.99%	86.96%	107.35%	81.00%	92.36%
Median Earnings	\$8,060.00	212.16%	\$7,800.00	205.31%	\$8,320.00	219.00%	\$7,800.00	205.31%	\$3,799.00	219.00%
Credential Attainment	61.54%	108.73%	61.41%	108.50%	76.25%	134.72%	61.54%	108.73%	56.60%	117.71%
Measurable Skills Gain	100.00%	135.14%	92.96%	125.62%	93.75%	126.69%	92.31%	124.74%	74.00%	124.83%
Not Met (less than 90% of negotiated)										
Met (90-100% of negotiated)										
Exceeded (greater than 100% of negotiated)										



SFWIB PERFORMANCE COUNCIL

DATE: 12/18/2025

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 November 30, 2025 shows that one 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 3,395 job placements, equating to 77.1 percent of the minimum standard and 65.5 percent of the maximum standard. The Hialeah Downtown 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 2025-26 performance standards.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY				
Balanced Scorecard PY '25-'26 (July 1, 2025 through November 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	10	18	55.6%
	North Miami Beach AJC	5	17	29.4%
	Northside Center AJC	8	17	47.1%
Youth Co-Op, Inc.	Little Havana AJC	12	18	66.7%
	Perrine AJC	10	18	55.6%
	West Dade AJC	11	17	64.7%
LWDA		9	18	51.6%

CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 11/30/2025

Regional

Performance			
	Outcome Measures	Standard	Region
1	Employment (Obtained Employment and Direct Job Placements)	5,180	3,553
2	Increase Earnings	50%	41.89%
3	Common Measures	100%	81.6%
	3a Adults	100%	89.3%
	3b Dislocated Workers	100%	84.0%
	3c Wagner-Peyser	100%	71.4%
4	Jobs Openings Filled Rate (Staff Entered)	65%	4.15%
5	Employers Provided Services (REACH Act)	6,774	7,282
6	CAP/WIOA Co-Enrollments	75%	15.63%
7	SNAP/WIOA Co-Enrollments	75%	5.22%
8	Work-Based Training Enrollments	126	207
Process Measures			
9	CAP All Family Participation Rate	50%	12.47%
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%	41.18%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	43.47%
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	44
	15a DJP Average Days to Employment	60	33
	15b Obtained Average Days to Employment	167	57
16	Employment/Job Placement Average Wage	\$15.75	\$16.70
17	Cost Per Placement	\$1,890.05	\$315.51
18	Net Economic Benefit	\$30,870.00	\$34,418.92
19	Return on the Investment	\$16.33	\$109.27

ND = No Data

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Last Run Date: 12/3/2025 8:01:25 AM

Report Date: 7/1/2025 To 11/30/2025

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 11/30/2025

Arbor E&T, LLC

Carol City Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	600	3,553	251
2	Increase Earnings	50%	41.89%	66.67%
3	Common Measures	100%	81.6%	75.0%
	3a Adults	100%	89.3%	100.0%
	3b Dislocated Workers	100%	84.0%	75.0%
	3c Wagner-Peyser	100%	71.4%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	4.15%	16.67%
5	Employers Provided Services (REACH Act)	708	7,282	805
6	CAP/WIOA Co-Enrollments	75%	15.63%	19.15%
7	SNAP/WIOA Co-Enrollments	75%	5.22%	2.45%
8	Work-Based Training Enrollments	13	207	23
	Process Measures			
9	CAP All Family Participation Rate	50%	12.47%	10.66%
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%	41.18%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	43.47%	40.95%
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	44	78
	15a DJP Average Days to Employment	60	33	66
	15b Obtained Average Days to Employment	167	57	84
16	Employment/Job Placement Average Wage	\$15.75	\$16.70	\$16.42
17	Cost Per Placement	\$1,932.59	\$315.51	\$301.76
18	Net Economic Benefit	\$30,827.00	\$34,418.92	\$33,846.43
19	Return on the Investment	\$15.95	\$109.27	\$112.16

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 11/30/2025

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	690	3,553	801
2	Increase Earnings	50%	41.89%	36.84%
3	Common Measures	100%	81.6%	91.7%
	3a Adults	100%	89.3%	75.0%
	3b Dislocated Workers	100%	84.0%	100.0%
	3c Wagner-Peyser	100%	71.4%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	4.15%	2.3%
5	Employers Provided Services (REACH Act)	758	7,282	844
6	CAP/WIOA Co-Enrollments	75%	15.63%	11.11%
7	SNAP/WIOA Co-Enrollments	75%	5.22%	3.0%
8	Work-Based Training Enrollments	16	207	17
	Process Measures			
9	CAP All Family Participation Rate	50%	12.47%	21.95%
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%	41.18%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	43.47%	58.71%
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	44	24
	15a DJP Average Days to Employment	60	33	12
	15b Obtained Average Days to Employment	167	57	33
16	Employment/Job Placement Average Wage	\$15.75	\$16.70	\$17.49
17	Cost Per Placement	\$1,985.24	\$315.51	\$206.93
18	Net Economic Benefit	\$30,775.00	\$34,418.92	\$36,172.69
19	Return on the Investment	\$15.50	\$109.27	\$174.81

ND = No Data

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Last Run Date: 12/3/2025 8:01:25 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 11/30/2025

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	750	3,553	235
2	Increase Earnings	50%	41.89%	28.57%
3	Common Measures	100%	81.6%	75.0%
	3a Adults	100%	89.3%	75.0%
	3b Dislocated Workers	100%	84.0%	50.0%
	3c Wagner-Peyser	100%	71.4%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	4.15%	17.47%
5	Employers Provided Services (REACH Act)	865	7,282	434
6	CAP/WIOA Co-Enrollments	75%	15.63%	12.24%
7	SNAP/WIOA Co-Enrollments	75%	5.22%	0.59%
8	Work-Based Training Enrollments	16	207	14
Process Measures				
9	CAP All Family Participation Rate	50%	12.47%	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%	41.18%	42.86%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	43.47%	31.98%
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	44	80
	15a DJP Average Days to Employment	60	33	69
	15b Obtained Average Days to Employment	167	57	49
16	Employment/Job Placement Average Wage	\$15.75	\$16.70	\$16.18
17	Cost Per Placement	\$1,937.88	\$315.51	\$690.54
18	Net Economic Benefit	\$30,822.00	\$34,418.92	\$32,960.95
19	Return on the Investment	\$15.91	\$109.27	\$47.73

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 11/30/2025

Arbor E&T, LLC

Northside Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	765	3,553	211
2	Increase Earnings	50%	41.89%	17.65%
3	Common Measures	100%	81.6%	58.3%
	3a Adults	100%	89.3%	75.0%
	3b Dislocated Workers	100%	84.0%	50.0%
	3c Wagner-Peyser	100%	71.4%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	4.15%	14.59%
5	Employers Provided Services (REACH Act)	1,094	7,282	1,232
6	CAP/WIOA Co-Enrollments	75%	15.63%	9.8%
7	SNAP/WIOA Co-Enrollments	75%	5.22%	1.48%
8	Work-Based Training Enrollments	18	207	16
Process Measures				
9	CAP All Family Participation Rate	50%	12.47%	4.17%
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%	41.18%	66.67%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	43.47%	28.32%
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	44	22
	15a DJP Average Days to Employment	60	33	7
	15b Obtained Average Days to Employment	167	57	67
16	Employment/Job Placement Average Wage	\$15.75	\$16.70	\$16.71
17	Cost Per Placement	\$1,913.25	\$315.51	\$285.24
18	Net Economic Benefit	\$30,847.00	\$34,418.92	\$34,462.20
19	Return on the Investment	\$16.12	\$109.27	\$120.82

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 11/30/2025

Youth Co-Op

Little Havana Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	650	3,553	530
2	Increase Earnings	50%	41.89%	57.14%
3	Common Measures	100%	81.6%	100.0%
	3a Adults	100%	89.3%	100.0%
	3b Dislocated Workers	100%	84.0%	100.0%
	3c Wagner-Peyser	100%	71.4%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	4.15%	11.54%
5	Employers Provided Services (REACH Act)	720	7,282	1,003
6	CAP/WIOA Co-Enrollments	75%	15.63%	9.68%
7	SNAP/WIOA Co-Enrollments	75%	5.22%	6.25%
8	Work-Based Training Enrollments	15	207	38
	Process Measures			
9	CAP All Family Participation Rate	50%	12.47%	35.29%
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%	41.18%	83.33%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	43.47%	38.91%
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	44	48
	15a DJP Average Days to Employment	60	33	33
	15b Obtained Average Days to Employment	167	57	92
16	Employment/Job Placement Average Wage	\$15.75	\$16.70	\$16.77
17	Cost Per Placement	\$1,979.66	\$315.51	\$216.98
18	Net Economic Benefit	\$30,780.00	\$34,418.92	\$34,663.58
19	Return on the Investment	\$15.55	\$109.27	\$159.76

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 11/30/2025

Youth Co-Op

Perrine Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	795	3,553	493
2	Increase Earnings	50%	41.89%	75.0%
3	Common Measures	100%	81.6%	83.3%
	3a Adults	100%	89.3%	100.0%
	3b Dislocated Workers	100%	84.0%	100.0%
	3c Wagner-Peyser	100%	71.4%	5,000.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	4.15%	1.12%
5	Employers Provided Services (REACH Act)	1,370	7,282	1,583
6	CAP/WIOA Co-Enrollments	75%	15.63%	20.0%
7	SNAP/WIOA Co-Enrollments	75%	5.22%	15.56%
8	Work-Based Training Enrollments	23	207	29
Process Measures				
9	CAP All Family Participation Rate	50%	12.47%	7.69%
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%	41.18%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	43.47%	41.14%
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	44	32
	15a DJP Average Days to Employment	60	33	24
	15b Obtained Average Days to Employment	167	57	57
16	Employment/Job Placement Average Wage	\$15.75	\$16.70	\$16.49
17	Cost Per Placement	\$1,921.08	\$315.51	\$271.99
18	Net Economic Benefit	\$30,839.00	\$34,418.92	\$34,034.70
19	Return on the Investment	\$16.05	\$109.27	\$125.13

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 11/30/2025

Youth Co-Op

West Dade Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	930	3,553	874
2	Increase Earnings	50%	41.89%	50.0%
3	Common Measures	100%	81.6%	91.6%
	3a Adults	100%	89.3%	100.0%
	3b Dislocated Workers	100%	84.0%	75.0%
	3c Wagner-Peyser	100%	71.4%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	4.15%	70.95%
5	Employers Provided Services (REACH Act)	1,259	7,282	1,322
6	CAP/WIOA Co-Enrollments	75%	15.63%	38.46%
7	SNAP/WIOA Co-Enrollments	75%	5.22%	10.94%
8	Work-Based Training Enrollments	25	207	70
	Process Measures			
9	CAP All Family Participation Rate	50%	12.47%	27.66%
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%	41.18%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	43.47%	55.58%
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	44	28
	15a DJP Average Days to Employment	60	33	21
	15b Obtained Average Days to Employment	167	57	54
16	Employment/Job Placement Average Wage	\$15.75	\$16.70	\$16.98
17	Cost Per Placement	\$1,974.76	\$315.51	\$426.26
18	Net Economic Benefit	\$30,785.00	\$34,418.92	\$34,902.13
19	Return on the Investment	\$15.59	\$109.27	\$81.88

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SFWIB PERFORMANCE COUNCIL

DATE: 12/18/2025

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

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

The In-School Youth Program have met the measurable skills gain performance goal. The In-School Youth Program is not currently meeting the local Education and Employment Rate 2nd and 4th Quarter After Exit outcome. Performance letters have been drafted and sent to the contracted youth service providers. They are required to develop corrective action plans to be submitted to CSSF youth programs within 10 days of the initial notification to address all outcome deficiencies. As a result of the Corrective Action Plans, CSSF staff will monitor and address any shortcomings and deficiencies while providing oversight and guidance to ensure substantial improvement is achieved for the program year.

While the Out-of-School Youth Program has done well in its new total enrollment performance, the measurable skills gains and credential attainment performance goals were not meet. CSSF youth programs will be continue to monitor improvement and deficiencies for the OSY Programs while providing oversight and guidance for the program year.

ISY PERFORMANCE:

- Enrollment Performance: Regional Standard 158; Actual Performance 146
- Measurable Skills Gains: Regional Standard 90%; Actual Performance 97%

- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard 90%; Actual Performance 74%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard 90%; Actual Performance N/D
- Credential Attainment: Regional Standard 90%; Actual Performance 37%

OSY PERFORMANCE:

- Enrollment Performance: Regional Standard 733; Actual Performance 584
- Measurable Skills Gains: Regional Standard 90%; Actual Performance 52%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance 63%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard 90%; Actual Performance/79%
- Credential Attainment: Regional Standard/90%; Actual Performance 28%

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 12/4/2025

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	158	146
New Enrollments	50	N/D
Work-Based Training (PWE)	52	13
Measurable Skills Gain	90 %	97 %
Credential Attainment	90 %	37 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	75 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	74 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	N/D
Education and Employment Rate - 4th Qtr After Exit	90 %	N/D

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 12/4/2025

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	390	<u>456</u>
New Enrollments	350	<u>184</u>
New Enrollments (General Population)	290	<u>156</u>
Target Youth Populations	60	<u>28</u>
New Enrollments (Youth Offender)	15	<u>7</u>
New Enrollments (Homeless Runaway Foster Care)	15	<u>6</u>
New Enrollments (Pregnant or Parenting)	15	<u>9</u>
New Enrollments (Disability)	15	<u>8</u>
Job Orders	189	<u>144</u>
Direct Job Placements	189	<u>7</u>
Work-Based Training (OJT)	46	<u>11</u>
Work-Based Training (PWE)	190	<u>59</u>
Measurable Skills Gain	90 %	<u>52 %</u>
Credential Attainment	90 %	<u>28 %</u>
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	<u>73 %</u>
Education and Employment Rate - 2nd Qtr After Exit	90 %	<u>63 %</u>
Education and Employment Rate - 3rd Qtr After Exit	90 %	<u>86 %</u>
Education and Employment Rate - 4th Qtr After Exit	90 %	<u>87 %</u>



SFWIB PERFORMANCE COUNCIL

DATE: 12/18/2025

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: 53 individuals were placed in classroom training programs.
- Training Completion and Employment Outcomes:
 - 51 participants successfully completed their training.
 - 16 participants obtained unsubsidized employment, earning an average wage of \$21.62 per hour.
- Occupation Relevance:
 - 10 of the 16 employed participants secured jobs directly related to their field of training.
- Economic Impact:
 - The net economic benefit per placement is calculated at \$28,756.18.
 - The return on investment for each dollar spent on training is \$9.13.
 - In total, the SFWIB contributed \$592,384 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, All Campuses	All Programs	33	32	11	42.82 %	9	85.00 %	\$9,795.95	\$ 315,373.79	\$ 123,984.63	\$ 16.42	\$ 34,156.42	\$ 18,658.34	\$ 0.97
Apex Training Center - 3971	2223 - HVAC Mechanic	3	3	-	0.00 %	-	0.00 %	\$ 5,097.43	\$ 15,292.28	-	-	-	-	-
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	All Programs	2	2					\$ 1,100.52	\$ 1,100.52					
MDCP SCHOOLS (ALL)	All Programs	10	10	4	83.33 %			\$ 2,955.10	\$ 30,915.10	\$ 9,111.39	\$ 20.98	\$ 43,645.33	\$ 40,608.21	\$ 22.12
Miami Dade College	2343 - Chef's Apprentice	1	1	-	0.00 %	-	0.00 %	\$ 7,594.55	\$ 7,594.55	-	-	-	-	-
Miami Dade College (Various Campuses)	2365 - Marketing	1	-	-	0.00 %	-	0.00 %	\$ 1,772.95	-	-	-	-	-	-
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 %	\$ 9,745.00	\$ 9,745.00	-	-	-	-	-
		53	51	16	28.27 %	10	26.43 %	\$ 5,533.47	\$ 391,760.99	\$ 176,401.27	\$ 17.80	\$ 37,027.25	\$ 28,756.18	\$ 9.13