



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, APRIL 16, 2026
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. February 19, 2026
4. Information – WIOA Common Measures Update
5. Information – Adult Balanced Scorecard Report
6. Information – WIOA Second Quarter Performance Update
7. Information – REACH ACT First Quarter Performance Update
8. Information – Youth Balanced Scorecard Update
9. 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: 4/16/2026

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: 4/16/2026

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 the February 19, 2026 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: 4/16/2026

AGENDA ITEM: 3A

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: February 19, 2026, 8:30AM

LOCATION: ARPEC School/UA Local 725 Pipefitters
13201 N.W. 45th Avenue (Room 2)
Opa-Locka, FL 33054

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

- 1. CALL TO ORDER:** Chairwoman Canales called to order the regular meeting of the SFWIB Performance Council at 8:33 AM on February 19, 2026.

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

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

Agenda items are displayed in the order they were discussed.



2. Public Comment

Public comments should be two minutes or less.

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

No further questions or concerns were presented. Item closed.

3A: Approval – SFWIB Performance Council Meeting Minutes – December 18, 2025

Chairwoman Canales called for the minutes from the December 18, 2025, SFWIB Performance Council meeting to be considered, allowing members an opportunity to review before entertaining a motion.

Motion by Mr. Garza to approve December 18, 2025, SFWIB Performance Council Meeting minutes. Mr. Rolle seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

4. Information – WIOA Performance Update

Chairwoman Canales introduced the item; Mr. Washington further presented comprehensive performance data across four quarters, highlighting areas meeting and missing regional standards. He advised the council that overall performance remains on track to meet or exceed targets for the program year.

Mr. Washington advised that Florida Commerce has developed coding methods to exclude humanitarian status individuals from performance calculations; however, we have not been given details as to how that is being completed.

No further questions or concerns were presented. Item closed.

5. Information – Adult Balanced Scorecard Report

Chairwoman Canales introduced the item; Mr. Washington reviewed adult placement performance across career centers, showing improvement over previous year but identifying areas needing attention.

Currently, only Hialeah Downtown career center is meeting placement goals, with Westland and Little Havana close to target performance measures. There is increased communication between staff and providers, with an Employ Florida Technical Assistance Training planned for end of February or early March. Mr. Washington advised that the primary focus is on ensuring all staff have foundational knowledge of Wagner-Peyser before building additional skills.

No further questions or concerns were presented. Item closed.

6. Information – Youth Balanced Scorecard Update

Chairwoman Canales introduced the item; Mr. Perrin presented the Youth Services Balance Scorecard reviewing in-school and out-of-school youth performance data and identifying gaps and corrective actions.

In-school youth met measurable skill gains performance but are not meeting education and employment rate for second quarter after exit. Performance letters will be distributed to youth providers, and they will have ten days from receipt to respond with a corrective action plan.

Mr. Perrin advised that quality assurance meetings are held once per month with providers to discuss best practices and review performance. Mr. Washington further advised that CSSF staff have provided training to ensure correct data entry in the system.

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 February 4, 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.

Mr. Washington advised that there is a meeting scheduled to discuss increasing number of placements relevant to training obtained.

There was an ongoing discussion about the data being tracked on the Consumer Report Card. Mr. Washington clarified the differences between the Consumer Report Card and the Common Measures Report. He noted that the two reports track different aspects of training: one focuses on short-term work experience and on-the-job training that can lead to permanent positions, while the other emphasizes direct permanent employment and specific training programs, as well as the participation of those enrolled.

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

Being as there were no further questions or concerns, the meeting adjourned at 9:02am.



SFWIB PERFORMANCE COUNCIL

DATE: 4/16/2026

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WIOA COMMON MEASURES 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 March 31, 2026, 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:
 - Adults Entered Employment Rate
 - Carol City AJC needs to engage at least 10 individuals
 - North Miami Beach AJC needs to engage at least 4 individuals
 - Northside needs to engage at least 6 individuals
 - Wagner Peyser
 - Carol City AJC must engage at least 127 individuals
 - North Miami Beach AJC must engage at least 41 individuals
 - Northside AJC must engage at least 69 individuals
 - Perrine AJC must engage at least 55 individuals
- Quarter 2 (Q2): SFWIB is meeting or exceeding all performance measures with the exception of the following measures:
 - Dislocated Worker Credential Attainment
 - Carol City AJC must engage at least 2 individuals

- West Dade AJC must engage at least 2 individuals
 - Youth
 - Credential Attainment
 - Adults Mankind needs to engage at least 1 individual
 - Community Coalition needs to engage at least 5 individuals
- Quarter 3 (Q3): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Dislocated Worker
 - Entered Employment Rate –
 - North Miami Beach must engage at least 2 individuals
 - Perrine AJC must engage at least 2 individuals
 - West Dade AJC must engage at least 2 individuals
 - Credential Attainment –
 - Carol City needs to engage at least 1 individual
 - Hialeah Downtown needs to engage at least 1 individual
 - Wagner-Peyser Entered Employment Rate
 - Carol City AJC needs to engage at least 68 individuals
 - Little Havana AJC needs to engage at least 127 individuals
 - North Miami Beach AJC needs to engage at least 82 individuals
 - Northside AJC needs to engage at least 115 individuals
 - Perrine AJC needs to engage at least 86 individuals
 - Youth Education and Employment –
 - Community Coalition needs to engage at least 8 individuals
 - Youth Co-Op needs to engage at least 14 individuals
- Quarter 4 (Q4): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Dislocated Worker Entered Employment Rate
 - Little Havana must engage 1 individual
 - North Miami Beach must engage 1 individual
 - Wagner-Peyser Entered Employment Rate
 - Carol City AJC needs to engage at least 25 individuals
 - Hialeah Downtown AJC needs to engage at least 71 individuals
 - Little Havana AJC needs to engage at least 117 individuals
 - North Miami Beach AJC needs to engage at least 117 individuals
 - Northside AJC needs to engage at least 87 individuals
 - Perrine/Homestead AJC needs to engage at least 760 individuals
 - West Dade AJC needs to engage at least 110 individuals

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

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

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

FUNDING: N/A

PERFORMANCE: Workforce Innovation Opportunity Act and Wagner Peyser

ATTACHMENT

Common Measures Tool Summary

Number of Employed Participants not Exited:								222		
Total Number of Cases:								1,457		
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	62.13%	93.99%	76.36%	115.53%	70.47%	106.61%	74.22%	112.29%	66.10%	121.99%
Median Earnings	\$8,751.60	128.45%	\$8,866.00	130.13%	\$8,840.00	129.75%	\$9,360.00	137.38%	\$6,813.00	140.55%
Credential Attainment	76.19%	150.57%	85.48%	168.94%	92.13%	182.08%	81.07%	160.21%	50.60%	171.95%
Measurable Skills Gain	96.67%	388.22%	100.00%	401.61%	100.00%	401.61%	99.04%	397.76%	24.90%	398.96%
Dislocated Workers										
Entered Employment Rate	78.26%	100.85%	90.00%	115.98%	68.18%	87.86%	77.19%	99.48%	77.60%	108.61%
Median Earnings	\$9,885.20	101.72%	\$12,745.20	131.15%	\$13,000.00	133.77%	\$11,726.00	120.66%	\$9,718.00	133.77%
Credential Attainment	93.33%	108.65%	77.78%	90.54%	81.25%	94.59%	86.05%	100.17%	85.90%	102.32%
Measurable Skills Gain	100.00%	129.87%	94.44%	122.66%	100.00%	129.87%	97.78%	126.98%	77.00%	128.74%
Wagner-Peyser										
Entered Employment Rate	56.31%	91.27%	63.89%	103.55%	52.31%	84.77%	40.28%	65.28%	61.70%	82.13%
Median Earnings	\$8,320.00	137.22%	\$8,320.00	137.22%	\$7,800.00	128.64%	\$7,800.00	128.64%	\$6,063.00	137.22%
Youth										
Education and Employment Rate	85.48%	105.54%	84.21%	103.96%	76.82%	94.84%	88.68%	109.48%	81.00%	96.02%
Median Earnings	\$8,320.00	219.00%	\$8,580.00	225.84%	\$7,800.00	205.31%	\$8,320.00	219.00%	\$3,799.00	225.84%
Credential Attainment	82.98%	146.61%	54.00%	95.41%	61.41%	108.50%	76.25%	134.72%	56.60%	118.07%
Measurable Skills Gain	100.00%	135.14%	100.00%	135.14%	92.96%	125.62%	93.75%	126.69%	74.00%	125.19%

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



SFWIB PERFORMANCE COUNCIL

DATE: 4/16/2026

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 March 31, 2026 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 5,259 job placements. This is a 5.7 percent increase for the same time period in PY 2024-2025 (4,972 placements). 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 March 31, 2026) *

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	6	18	33.3%
	Hialeah Downtown AJC	11	18	61.1%
	North Miami Beach AJC	6	18	33.3%
	Northside Center AJC	9	18	50.0%
Youth Co-Op, Inc.	Little Havana AJC	12	18	66.7%
	Perrine AJC	11	18	61.1%
	West Dade AJC	12	18	66.7%
LWDA		10	18	53.2%

CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 3/31/2026

Regional

Performance			
	Outcome Measures	Standard	Region
1	Employment (Obtained Employment and Direct Job Placements)	9,324	5,611
2	Increase Earnings	50%	56.41%
3	Common Measures	100%	75.0%
	3a Adults	100%	75.0%
	3b Dislocated Workers	100%	100.0%
	3c Wagner-Peyser	100%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	46.0%
5	Employers Provided Services (REACH Act)	12,189	12,708
6	CAP/WIOA Co-Enrollments	75%	13.18%
7	SNAP/WIOA Co-Enrollments	75%	3.2%
8	Work-Based Training Enrollments	226	330
Process Measures			
9	CAP All Family Participation Rate	50%	13.47%
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%	53.89%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.46%
13	WIOA Adult & Dislocated Worker EER	80%	76.09%
14	Short-Term Veterans EER	50%	ND
Additional Outcome			
15	15 Average Days to Employment	114	54
	15a DJP Average Days to Employment	60	33
	15b Obtained Average Days to Employment	167	91
16	Employment/Job Placement Average Wage	\$15.75	\$17.03
17	Cost Per Placement	\$1,890.05	\$434.77
18	Net Economic Benefit	\$30,870.00	\$34,982.78
19	Return on the Investment	\$16.33	\$80.61

ND = No Data

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DJPOE Scorecard Report

Report Date: 7/1/2025 To 3/31/2026

Location	Maximum Standard		Minimum Standard		Direct Job Placement																Direct Job Placement by Type																Max Earned	Earned	% Earned	OE %	DJP %												
	#	%	#	%	Total						Universal						Total				WIOA Individualized																																
					1Qrt			>1Qrt			1Qrt			>1Qrt			1Qrt		>1Qrt		1Qrt		>1Qrt		1Qrt		>1Qrt		1Qrt		>1Qrt																						
					Season	Temp	Part	Full	Season	Temp	Part	Full	Season	Temp	Part	Full	Season	Temp	Part	Full	Season	Temp	Part	Full	Season	Temp	Part	Full	Season	Temp	Part	Full																					
Carol City Center	1,080	35.4%	918	41.6%	362	20	382	292	18	310	0	5	4	53	0	1	0	0	62	1	8	0	0	0	0	0	0	0	0	0	0	0	0	0	\$127,623	\$27,400	21.5%	81.15%	18.85%														
Hialeah Downtown Center	1,242	107.5%	1,053	126.8%	1,328	7	1,335	732	5	737	0	24	5	557	0	0	0	2	586	2	10	0	0	0	0	0	0	0	0	0	0	0	0	0	\$580,874	\$182,850	31.5%	55.21%	44.79%														
North Miami Beach Center	1,350	27.7%	1,152	32.5%	364	10	374	287	9	296	0	5	3	59	0	0	0	1	67	1	9	0	0	0	0	0	0	0	0	0	0	0	0	\$637,149	\$30,500	4.8%	79.14%	20.86%															
Northside Center	1,377	26.5%	1,170	31.2%	345	20	365	256	18	274	0	0	0	84	0	0	0	0	84	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	\$654,713	\$32,500	5.0%	75.07%	24.93%														
Little Havana Center	1,170	65.0%	999	76.1%	747	13	760	510	12	522	0	18	1	210	0	0	0	1	229	1	8	0	0	0	0	0	0	0	0	0	0	0	0	\$548,693	\$74,850	13.6%	68.68%	31.32%															
Perrine Center	1,431	49.1%	1,215	57.9%	688	15	703	510	15	525	0	48	1	126	0	0	0	0	175	0	3	0	0	0	0	0	0	0	0	0	0	0	0	\$676,874	\$48,450	7.2%	74.68%	25.32%															
West Dade Center	1,674	80.0%	1,422	94.2%	1,318	22	1,340	676	18	694	2	65	3	528	0	0	0	4	598	4	44	0	0	0	0	0	0	0	0	0	0	0	0	\$786,876	\$218,100	27.7%	51.79%	48.21%															
Total	9,324	56.4%	7,929	66.3%	5,152	107	5,259	3,263	95	3,358	2	165	17	1617	0	1	0	8	1,801	9	87	2	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	\$4,012,802	\$614,650	15.3%	63.85%	36.15%											
																			% of DJP	225.1%	1.1%	10.9%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	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 3/31/2026

Arbor E&T, LLC

Carol City Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,080	5,611	382
2	Increase Earnings	50%	56.41%	48.84%
3	Common Measures	100%	75.0%	66.67%
	3a Adults	100%	75.0%	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%	46.0%	19.09%
5	Employers Provided Services (REACH Act)	1,275	12,708	1,059
6	CAP/WIOA Co-Enrollments	75%	13.18%	14.29%
7	SNAP/WIOA Co-Enrollments	75%	3.2%	2.13%
8	Work-Based Training Enrollments	23	330	48
Process Measures				
9	CAP All Family Participation Rate	50%	13.47%	11.64%
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%	53.89%	14.29%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.46%	38.36%
13	WIOA Adult & Dislocated Worker EER	80%	76.09%	62.5%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	54	95
	15a DJP Average Days to Employment	60	33	72
	15b Obtained Average Days to Employment	167	91	105
16	Employment/Job Placement Average Wage	\$15.75	\$17.03	\$16.30
17	Cost Per Placement	\$1,932.59	\$434.77	\$389.17
18	Net Economic Benefit	\$30,827.00	\$34,982.78	\$33,508.38
19	Return on the Investment	\$15.95	\$80.61	\$86.10

ND = No Data

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Last Run Date: 4/1/2026 8:33:18 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 3/31/2026

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,242	5,611	1,335
2	Increase Earnings	50%	56.41%	55.56%
3	Common Measures	100%	75.0%	100.0%
	3a Adults	100%	75.0%	100.0%
	3b Dislocated Workers	100%	100.0%	100.0%
	3c Wagner-Peyser	100%	50.0%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	46.0%	68.98%
5	Employers Provided Services (REACH Act)	1,363	12,708	1,461
6	CAP/WIOA Co-Enrollments	75%	13.18%	8.33%
7	SNAP/WIOA Co-Enrollments	75%	3.2%	0.83%
8	Work-Based Training Enrollments	29	330	27
Process Measures				
9	CAP All Family Participation Rate	50%	13.47%	10.86%
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%	53.89%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.46%	59.93%
13	WIOA Adult & Dislocated Worker EER	80%	76.09%	55.17%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	54	30
	15a DJP Average Days to Employment	60	33	12
	15b Obtained Average Days to Employment	167	91	68
16	Employment/Job Placement Average Wage	\$15.75	\$17.03	\$18.56
17	Cost Per Placement	\$1,985.24	\$434.77	\$254.07
18	Net Economic Benefit	\$30,775.00	\$34,982.78	\$38,347.40
19	Return on the Investment	\$15.50	\$80.61	\$150.93

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 3/31/2026

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,350	5,611	374
2	Increase Earnings	50%	56.41%	27.27%
3	Common Measures	100%	75.0%	50.0%
	3a Adults	100%	75.0%	50.0%
	3b Dislocated Workers	100%	100.0%	50.0%
	3c Wagner-Peyser	100%	50.0%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	46.0%	18.27%
5	Employers Provided Services (REACH Act)	1,556	12,708	1,019
6	CAP/WIOA Co-Enrollments	75%	13.18%	8.0%
7	SNAP/WIOA Co-Enrollments	75%	3.2%	2.19%
8	Work-Based Training Enrollments	28	330	28
Process Measures				
9	CAP All Family Participation Rate	50%	13.47%	1.75%
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%	53.89%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.46%	39.22%
13	WIOA Adult & Dislocated Worker EER	80%	76.09%	59.09%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	54	102
	15a DJP Average Days to Employment	60	33	70
	15b Obtained Average Days to Employment	167	91	98
16	Employment/Job Placement Average Wage	\$15.75	\$17.03	\$16.35
17	Cost Per Placement	\$1,937.88	\$434.77	\$621.77
18	Net Economic Benefit	\$30,822.00	\$34,982.78	\$33,386.86
19	Return on the Investment	\$15.91	\$80.61	\$53.70

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 3/31/2026

Arbor E&T, LLC

Northside Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,377	5,611	365
2	Increase Earnings	50%	56.41%	50.0%
3	Common Measures	100%	75.0%	58.3%
	3a Adults	100%	75.0%	75.0%
	3b Dislocated Workers	100%	100.0%	50.0%
	3c Wagner-Peyser	100%	50.0%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	46.0%	17.16%
5	Employers Provided Services (REACH Act)	1,968	12,708	2,045
6	CAP/WIOA Co-Enrollments	75%	13.18%	4.69%
7	SNAP/WIOA Co-Enrollments	75%	3.2%	0.73%
8	Work-Based Training Enrollments	32	330	30
Process Measures				
9	CAP All Family Participation Rate	50%	13.47%	3.14%
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%	53.89%	83.95%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.46%	33.78%
13	WIOA Adult & Dislocated Worker EER	80%	76.09%	45.71%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	54	36
	15a DJP Average Days to Employment	60	33	12
	15b Obtained Average Days to Employment	167	91	78
16	Employment/Job Placement Average Wage	\$15.75	\$17.03	\$16.79
17	Cost Per Placement	\$1,913.25	\$434.77	\$473.11
18	Net Economic Benefit	\$30,847.00	\$34,982.78	\$34,458.83
19	Return on the Investment	\$16.12	\$80.61	\$72.83

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 3/31/2026

Youth Co-Op

Little Havana Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,170	5,611	760
2	Increase Earnings	50%	56.41%	66.67%
3	Common Measures	100%	75.0%	100.0%
	3a Adults	100%	75.0%	100.0%
	3b Dislocated Workers	100%	100.0%	ND
	3c Wagner-Peyser	100%	50.0%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	46.0%	65.35%
5	Employers Provided Services (REACH Act)	1,295	12,708	1,648
6	CAP/WIOA Co-Enrollments	75%	13.18%	5.56%
7	SNAP/WIOA Co-Enrollments	75%	3.2%	2.79%
8	Work-Based Training Enrollments	27	330	46
Process Measures				
9	CAP All Family Participation Rate	50%	13.47%	26.88%
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%	53.89%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.46%	46.27%
13	WIOA Adult & Dislocated Worker EER	80%	76.09%	95.24%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	54	62
	15a DJP Average Days to Employment	60	33	36
	15b Obtained Average Days to Employment	167	91	120
16	Employment/Job Placement Average Wage	\$15.75	\$17.03	\$16.99
17	Cost Per Placement	\$1,979.66	\$434.77	\$497.86
18	Net Economic Benefit	\$30,780.00	\$34,982.78	\$34,843.63
19	Return on the Investment	\$15.55	\$80.61	\$69.99

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 3/31/2026

Youth Co-Op

Perrine Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,431	5,611	703
2	Increase Earnings	50%	56.41%	82.35%
3	Common Measures	100%	75.0%	83.3%
	3a Adults	100%	75.0%	100.0%
	3b Dislocated Workers	100%	100.0%	100.0%
	3c Wagner-Peyser	100%	50.0%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	46.0%	40.29%
5	Employers Provided Services (REACH Act)	2,466	12,708	2,868
6	CAP/WIOA Co-Enrollments	75%	13.18%	23.33%
7	SNAP/WIOA Co-Enrollments	75%	3.2%	10.16%
8	Work-Based Training Enrollments	42	330	49
Process Measures				
9	CAP All Family Participation Rate	50%	13.47%	12.08%
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%	53.89%	58.06%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.46%	47.38%
13	WIOA Adult & Dislocated Worker EER	80%	76.09%	92.68%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	54	49
	15a DJP Average Days to Employment	60	33	29
	15b Obtained Average Days to Employment	167	91	94
16	Employment/Job Placement Average Wage	\$15.75	\$17.03	\$16.82
17	Cost Per Placement	\$1,921.08	\$434.77	\$556.55
18	Net Economic Benefit	\$30,839.00	\$34,982.78	\$34,431.96
19	Return on the Investment	\$16.05	\$80.61	\$61.87

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 3/31/2026

Youth Co-Op

West Dade Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,674	5,611	1,340
2	Increase Earnings	50%	56.41%	69.57%
3	Common Measures	100%	75.0%	100.0%
	3a Adults	100%	75.0%	100.0%
	3b Dislocated Workers	100%	100.0%	100.0%
	3c Wagner-Peyser	100%	50.0%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	46.0%	77.97%
5	Employers Provided Services (REACH Act)	2,266	12,708	2,381
6	CAP/WIOA Co-Enrollments	75%	13.18%	37.5%
7	SNAP/WIOA Co-Enrollments	75%	3.2%	4.24%
8	Work-Based Training Enrollments	45	330	102
Process Measures				
9	CAP All Family Participation Rate	50%	13.47%	34.84%
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%	53.89%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.46%	63.37%
13	WIOA Adult & Dislocated Worker EER	80%	76.09%	93.94%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	54	38
	15a DJP Average Days to Employment	60	33	18
	15b Obtained Average Days to Employment	167	91	83
16	Employment/Job Placement Average Wage	\$15.75	\$17.03	\$17.04
17	Cost Per Placement	\$1,974.76	\$434.77	\$516.61
18	Net Economic Benefit	\$30,785.00	\$34,982.78	\$34,936.58
19	Return on the Investment	\$15.59	\$80.61	\$67.63

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SFWIB PERFORMANCE COUNCIL

DATE: 4/16/2026

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: WIOA 2ND QUARTER WIOA PERFORMANCE UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N / A

STRATEGIC GOAL: **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

STRATEGIC PROJECT: **Expand career exploration pathway programs**

BACKGROUND:

FloridaCommerce has released the Program Year (PY) 2025–2026 Quarter 2 Indicators of Performance for all Local Workforce Development Boards (LWDBs). CareerSource South Florida (LWDB 23) has once again demonstrated strong performance across all federally negotiated Workforce Innovation and Opportunity Act (WIOA) measures.

Summary of Results CSSF met or exceeded all 18 WIOA performance indicators for Adults, Dislocated Workers, Youth, and Wagner-Peyser programs. These results reflect continued improvement and sustained high performance across multiple program years.

Key highlights include:

- **Adult Program**
 - Employed 2nd Quarter After Exit: 83.3% (129% of goal)
 - Median Earnings 2nd Quarter: \$8,408 (123% of goal)
 - Credential Attainment: 80.5% (159% of goal)
 - Measurable Skill Gains: 91% (365% of goal)

- **Dislocated Worker Program**
 - Employed 2nd Quarter After Exit: 87.2% (112% of goal)
 - Median Earnings 2nd Quarter: \$11,759 (115% of goal)
 - Credential Attainment: 89.1% (103% of goal)

- **Youth Program**
 - Median Earnings 2nd Quarter: \$5,793 (152% of goal)
 - Credential Attainment: 70.5% (124% of goal)

- Wagner-Peyser
 - Employed 2nd Quarter After Exit: 64% (103% of goal)
 - Median Earnings 2nd Quarter: \$7,923 (130% of goal)

Overall Performance CSSF continues to rank among the strongest-performing workforce boards in Florida, with Quarter 2 results showing consistent gains compared to prior program years (PY 2021–2022 through PY 2024–2025). These outcomes reflect the effectiveness of CSSF’s service delivery model, employer engagement strategies, and training investments.

FUNDING: N / A

PERFORMANCE: N / A

ATTACHMENT

WIOA 2nd Quarter

Measures	PY2021-2022 2nd Quarter Performance	PY2022-2023 2nd Quarter Performance	PY2023-2024 2nd Quarter Performance	PY2024-2025 2nd Quarter Performance	PY2025-2026 2nd Quarter Performance
Adults:					
Employed 2nd Qtr After Exit	49.00	56.30	82.40	89.3	83.3
Median Wage 2nd Quarter After Exit	\$5,860	\$6,981	\$8,920	\$8,638	\$8,408
Employed 4th Qtr After Exit	53.30	55.10	73.10	86.8	80.8
Credential Attainment Rate	21.60	55.60	84.70	88.2	80.5
Measurable Skill Gains	71.60	91.70	93.90	96.7	91
Dislocated Workers:					
Employed 2nd Qtr After Exit	60.00	66.50	82.10	88.1	87.2
Median Wage 2nd Quarter After Exit	\$2,146	\$9,178	\$10,787	\$12,073	\$11,759
Employed 4th Qtr After Exit	66.70	66.50	77.90	91.3	84.7
Credential Attainment Rate	100.00	76.80	84.00	94.3	89.1
Measurable Skill Gains	67.40	87.70	100.00	95.9	92.6
Youth:					
Employed 2nd Qtr After Exit	83.30	69.80	81.30	78.3	77.5
Median Wage 2nd Quarter After Exit	\$5,312	\$5,468	\$4,075	\$5,241	\$5,793
Employed 4th Qtr After Exit	73.30	65.60	80.30	72.6	80.1
Credential Attainment Rate	28.60	55.10	62.10	55.6	70.5
Measurable Skill Gains	38.90	81.60	84.10	82.7	71.4
Wagner Peyser:					
Employed 2nd Qtr After Exit	55.90	56.90	71.20	71.1	64
Median Wage 2nd Quarter After Exit	\$5,754	\$6,948.00	\$7,567	\$7,840	\$7,923
Employed 4th Qtr After Exit	54.90	57.10	67.90	69	66.5

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



SFWIB EXECUTIVE COMMITTEE

DATE: 4/16/2026

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: REACH ACT - FIRST QUARTER PERFORMANCE UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N / A

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

STRATEGIC PROJECT: **Improve employment outcomes**

BACKGROUND:

FloridaCommerce has released the Program Year (PY) 2025–2026 Quarter 1 REACH Act Letter Grade performance results for all Local Workforce Development Boards (LWDBs). CareerSource South Florida (CSSF – LWDB 23) continues to demonstrate exceptional performance and remains the top ranked workforce board in the State of Florida.

Summary of Results CSSF earned a Quarter 1 score of 97.34, resulting in an A+ rating—the only workforce board in Florida to achieve this distinction for PY 25–26 Q1.

This continues CSSF’s multi year trend of high performance, following scores of 97.02 (PY 22), 101.7 (PY 23), and 103.27 (PY 24).

Statewide Comparison CSSF ranks #1 out of all 24 LWDBs, outperforming:

- CareerSource Southwest Florida – 93.15 (A)
- CareerSource Broward – 92.91 (A)
- CareerSource Suncoast – 91.22 (A)
- CareerSource Northeast Florida – 88.86 (B+)
- CareerSource Tampa Bay – 87.43 (B+)
- Remaining boards scoring between B and C range

CSSF is the only board to achieve an A+ rating this quarter.

CSSF Quarter 1 Performance Drivers CSSF's 97.34 score reflects strong outcomes across all REACH Act metrics, including:

- Participants with Increased Earnings: 48.88% (97.76% of target)
- Reduction in Public Assistance: 54.65% (100% of target)
- Employment & Training Outcomes: 100% (met target)
- Participants in Work Related Training: 20.99% (83.96% of target)
- Continued Repeat Business: 43.34% (100% of target)
- Year Over Year Business Penetration: 26.4% (exceeded target)
- Completion to Funding Ratio: 100% (met target)
- Serving Individuals on Public Assistance: 59.69%

These results demonstrate CSSF's continued leadership in workforce performance, business engagement, and service delivery effectiveness.

FUNDING: N / A

PERFORMANCE: N / A

ATTACHMENT

Local Workforce Development Board	PY 2022 Annual Score (%)	PY 2023 Annual Score (%)	PY 2024 Annual Score (%)	PY 2025 Quarter 1 (%)	Current Score
CareerSource South Florida	97.02	101.7	103.27	97.34	A+
CareerSource Southwest Florida	98.61	96.4	96.4	93.15	A
CareerSource Broward	96.85	94.31	97.32	92.91	A-
CareerSource Suncoast	92.5	91.02	94.43	91.22	A-
CareerSource Northeast Florida	103.36	91.26	93.03	88.86	B+
CareerSource Tampa Bay	N/A	N/A	93.33	87.43	B+
CareerSource Research Coast	90.58	86.96	95.37	86.3	B
CareerSource Central Florida	99.97	98.67	93.56	85.49	B
CareerSource Heartland	99.56	89.39	91.64	85.27	B
CareerSource Okaloosa Walton	89.18	91.78	93.38	85.2	B
CareerSource North Central Florida	N/A	N/A	87.38	84.77	B
CareerSource Brevard Flagler Volusia	N/A	N/A	90.91	84.34	B
CareerSource Citrus Levy Marion	93.92	86.16	86.11	84	B
CareerSource Chipola	98.51	89.92	90.49	82.86	B-
CareerSource Pasco Hernando	92.66	85.62	88.45	82.11	B-
CareerSource Palm Beach County	95.16	85.68	86.52	80.46	B-
CareerSource Capital Region	89.51	87.93	85.63	79.68	C+
CareerSource Polk	95.4	79.93	83.44	78.38	C+
CareerSource North Florida	91.76	88.2	89.03	78.28	C+
CareerSource Gulf Coast	93.14	86.84	81.36	74.83	C
CareerSource Escarosa	94.76	86.78	85.38	73.34	C

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	6,383	13,058	48.88	-	50	97.76	24.44
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	7,426	13,589	54.65	-	50	100	25
3. Employment and Training Outcomes	Employment and Training Services	0.2	18	18	100	-	100	100	20
4. Participants in Work-Related Training	Training Services	0.1	4,462	21,255	20.99	-	25	83.96	8.396
5. Continued Repeat Business	Business Services	0.05	13,301	30,687	43.34	-	35	100	5
6. Year-Over-Year Business Penetration 1	Business Services	0.05	-	-	-	2.09	100	90	4.5
PY 2024-2025 Business Penetration		-	19,317	79,446	24.31	-	-	-	-
PY 2025-2026 Business Penetration		-	21,459	81,294	26.4	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.05	20.4	12.3	100	-	100	100	5
Exiters: Local Board (N) / Statewide (D)		-	14,976	73,421	20.4	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$16,020,803	\$130,277,371	12.3	-	-	-	-
8. Serving Individuals on Public Assistance 2	Employment and Training Services, Self-Sufficiency	0.05	14,068	23,569	59.69	-	-	-	5
TOTAL									97.34



SFWIB PERFORMANCE COUNCIL

DATE: 4/16/2026

AGENDA ITEM NUMBER: 8

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) 2025-2026. 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 March 3, 2026 (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 for 2nd 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 remaining 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 160
- Measurable Skills Gains: Regional Standard 90%; Actual Performance 92%

- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard 90%; Actual Performance 75%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard 90%; Actual Performance N/D
- Credential Attainment: Regional Standard 90%; Actual Performance 33%

OSY PERFORMANCE:

- Enrollment Performance: Regional Standard 535; Actual Performance 390
- Measurable Skills Gains: Regional Standard 90%; Actual Performance 78%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance 85%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard 90%; Actual Performance 89%
- Credential Attainment: Regional Standard/90%; Actual Performance 31%

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 4/3/2026

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	158	160
New Enrollments	50	15
Work-Based Training (PWE)	52	19
Measurable Skills Gain	90 %	92 %
Credential Attainment	90 %	33 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	100 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	75 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	88 %
Education and Employment Rate - 4th Qtr After Exit	90 %	N/D

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 4/3/2026

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	390	535
New Enrollments	350	341
New Enrollments (General Population)	290	287
Target Youth Populations	60	54
New Enrollments (Youth Offender)	15	16
New Enrollments (Homeless Runaway Foster Care)	15	12
New Enrollments (Pregnant or Parenting)	15	13
New Enrollments (Disability)	15	19
Job Orders	189	246
Direct Job Placements	189	7
Work-Based Training (OJT)	46	10
Work-Based Training (PWE)	190	127
Measurable Skills Gain	90 %	78 %
Credential Attainment	90 %	31 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	87 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	85 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	71 %
Education and Employment Rate - 4th Qtr After Exit	90 %	89 %



SFWIB PERFORMANCE COUNCIL

DATE: 4/16/2026

AGENDA ITEM NUMBER: 9

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:** 97 individuals were placed in classroom training programs.
- **Training Completion and Employment Outcomes:**
 - 90 participants successfully completed their training.
 - 29 participants obtained unsubsidized employment, earning an average wage of \$19.37 per hour.
- **Occupation Relevance:**
 - 24 of the 29 employed participants secured jobs directly related to their field of training.
- **Economic Impact:**
 - The net economic benefit per placement is calculated at \$16,910.26.
 - The return on investment for each dollar spent on training is \$10.34.
 - In total, the SFWIB contributed \$1,168,398.40 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	Average Wage	Average Economic Benefit		
The Academy, All Campuses		73	69	26	31.54 %	21	61.73 %	\$ 8,113.25	\$ 670,492.41	\$ 216,959.83	\$ 21.34	\$ 44,384.89	\$ 20,278.24	\$ 1.29
Apex Training Centers		8	8	-				\$ 4,790.22	\$ 37,980.38					
Hollywood Career Institute/Dade Institute/Coding Clarified		7	6	3	37.50 %	1	100.00 %	\$ 2,612.28	\$ 13,429.03	\$ 9,578.00	\$ 16.22	\$ 16,871.40	\$ 14,476.90	\$ 6.83
MDCP SCHOOLS (ALL)		17	16	7	26.67 %	2	66.67 %	\$ 2,503.08	\$ 38,858.80	\$ 11,205.72	\$ 20.55	\$ 17,096.21	\$ 15,975.64	\$ 22.91
Miami Dade College (Various Campuses)		5	3	-				\$ 3,221.56	\$ 12,879.10					
My IT Future Institute - Main Campus		3	3					\$ 17,328.26	\$ 29,194.76					
The Code Academy - Miami Campus	1959 - Application Architect	1	1	-	0.00 %	-	0.00 %	\$ 9,745.00	\$ 9,745.00	-	-	-	-	-
ALL SCHOOLS	ALL PROGRAMS	97	90	29	31.90 %	24	76.13 %	\$ 6,428.11	\$ 812,579.47	\$ 237,743.55	\$ 19.37	\$ 26,117.50	\$ 16,910.26	\$ 10.34