



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, JUNE 18, 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)
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. April 16, 2026
 - B. February 19, 2026
4. Information – WIOA Common Measures Update
5. Information – Adult Balanced Scorecard Report
6. Information – WIOA Third Quarter Indicators of Performance Update
7. Information – Youth Balanced Scorecard Update
8. Information – Consumer Report Card Update
9. Recommendation as to Approval of Program Year 2026-2027 American Job Center Schedule of Operations

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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: 6/18/2026

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: 6/18/2026

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 April 16, 2026 and 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: 6/18/2026

AGENDA ITEM: 3A

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: April 16, 2026, 8:30AM

LOCATION: The Landing at MIA, 5 Star Conference Center (South Beach Room)

7415 Corporate Center Drive, Suite H

Miami, Florida 33126

- 1. CALL TO ORDER:** Chairwoman Canales called to order the regular meeting of the SFWIB Performance Council at 8:47 a.m. on April 16, 2026. The Chair noted that a quorum was not present. Although the Council could not take action or approve any items, we will proceed through the agenda to review and share information.

ROLL CALL: 6 members; 4 required; 3 present: No Quorum

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair Rod, Denis (Dr.) Rolle, Andrei	Clayton, Lovey Garza, Eddie SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED Mantilla, Rene	Washington, Jarvis Perrin, Yian

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 in the room or online.

No further questions or concerns were presented. Item closed.

3A. Approval – SFWIB Performance Council Meeting Minutes – February 19, 2026

Due to the absence of a quorum, the Council was unable to take action on the minutes from the Performance Council meeting on February 19, 2026. Subsequently, the item has been deferred to the next meeting for consideration.

No further questions or concerns were presented. Item closed.

4. Information – WIOA Common Measures Update

Chairwoman Canales introduced the item; Mr. Washington presented the local Common Measures Local Indicators of Performance through March 31, 2026.

For Quarter 1, the SFWIB met or exceeded all performance measures except the Adult Entered Employment Rate and Wagner-Peyser. Approximately 20 individuals across three career centers required engagement to meet the Adult Entered Employment Rate, and Carol City, North Miami Beach, Northside, and Perrine had follow-ups to complete for Wagner-Peyser. For Quarter 2, the SFWIB met or exceeded all measures except Dislocated Worker Credential Attainment and Youth Credential Attainment, with four dislocated workers and approximately six youth across two providers lacking credentials reported in the system.

For Quarter 3, the SFWIB met or exceeded all measures except the Dislocated Worker Entered Employment Rate and Credential Attainment, the Wagner-Peyser Entered Employment Rate, and the Youth Education and Employment measure. For Quarter 4, the SFWIB met or exceeded all measures except the Dislocated Worker Entered Employment Rate and the Wagner-Peyser Entered Employment Rate. Mr. Washington pointed out that the metrics currently include individuals with temporary or humanitarian status. He further mentioned that Florida Commerce is in the process of removing these individuals from performance calculations; however, they have not disclosed the method used for this adjustment. He also confirmed that the state is matching personal identifying information on the back end.

Chairwoman Canales remarked that, in her previous experience with a similar process, her team utilized the work authorization codes assigned to individuals—specifically, the C, J, or I codes, along with their expiration dates—to ascertain who should be included or excluded from consideration.

No further questions or concerns were presented. Item closed.

5. Information – Workforce Services Balanced Scorecard and Job Placements Update

Chairwoman Canales introduced the item; Mr. Washington presented the Balanced Scorecard for the career centers through March 31, 2026, and noted a correction to the agenda item: although the item states that only one of seven career centers met the performance standard, there are two, Little Havana and West Dade.

Mr. Washington reported 5,259 job placements year-to-date, a 5.7 percent increase over the same period in the prior year and noted that Hialeah Downtown is the only center to meet its placement goal. He outlined ongoing strategies, which include quarterly performance reports, corrective action plans, and new policies and procedures expected to be implemented in June. Additionally, he noted the continuation of Performance Improvement Team (PIT) meetings, two of which will take place on the same day as the board meeting—for both WIOA and SNAP. Lastly, he emphasized the continued use of the Common Measures Tool to track successfully obtained employment.

Mr. Washington noted that the two centers facing challenges have experienced a considerable loss of staff over the last two to three months. He emphasized that staff is urging management to expedite the hiring process for these positions to enhance overall performance. However, the recruitment process has proven to be quite difficult.

No further questions or concerns were presented. Item closed.

6. Information – WIOA Second Quarter Performance Update

Chairwoman Canales introduced the item; Mr. Washington presented the Quarter 2 Federal Indicators of Performance. CareerSource South Florida (LWDB 23) met or exceeded all measures for the Adult, Dislocated Worker, Youth, and Wagner-Peyser programs, based on comparative analysis over the last five years. He highlighted that measurable skill gains for adults were significantly above the negotiated goals, dislocated workers achieved strong median earnings, and Wagner-Peyser median earnings were among the highest in recent years. Lastly, Mr. Washington noted that any missed sub-measures were due to one to three individuals who were not included before the reporting period closed.

No further questions or concerns were presented. Item closed.

7. Information – REACH Act First Quarter Performance Update

Chairwoman Canales introduced the item; Mr. Washington presented the results of the Quarter 1 REACH Act Letter Grade Performance Report. CareerSource South Florida achieved the top ranking in the state for the third consecutive year, earning a score of 97.34,

which corresponds to an A+ rating. It is the only workforce board in Florida to achieve this distinction for the quarter. Mr. Washington explained that there has been a change in methodology; scoring now caps at 100, and the previous extra-credit measure for serving individuals on public assistance has been incorporated into the base score. This adjustment requires other boards to serve harder-to-reach populations that may have previously been underserved.

Mr. Washington shared some key metrics regarding program performance. The percentage of participants who experienced increased earnings was 48.88%, which is slightly below the 50% target. Additionally, there was a reduction in public assistance of approximately 54%, exceeding the 50% goal. Employment and training outcomes were at 100%, and both repeat business and business penetration surpassed their targets.

However, Mr. Washington expressed concern about the placement of participants in work-related training. He outlined plans to expand customized and incumbent-worker training to address this issue. He also mentioned that the results for Quarter 2 will be released soon.

No further questions or concerns were presented. Item closed.

8. Information – Youth Services Balanced Scorecard Update

Chairwoman Canales introduced the item; Mr. Washington presented the Youth Services Balanced Scorecard through March 31, 2026, covering in-school and out-of-school performance. The In-School Youth Program is exceeding its enrollment performance (160 against a standard of 158) and its measurable skill gains (92 percent), but is approximately 15 percentage points below standard on the Education and Employment Rate for the second quarter after exit (75 percent against 90 percent), and is at 33 percent on credential attainment, which staff expects to rise toward the end of the program year.

The Out-of-School Youth Program is at 390 total enrollments, below the standard of 535; measurable skill gains at 78 percent (below the 90 percent standard); Education and Employment Rate at 85 percent for the second quarter after exit and 89 percent for the fourth quarter after exit; and credential attainment at 31 percent (against a 90 percent standard).

Mr. Washington reported that youth programs staff met with providers earlier this week during their monthly meeting series to review performance and address issues from the recent audit. In response to the audit results, providers will be developing corrective action and performance improvement plans.

NOTE: Mr. Rolle joined the meeting and was noted for the record.

No further questions or concerns were presented. Item closed.

9. Information – Consumer Report Card Update

Chairwoman Canales introduced the item; Mr. Perrin presented the Consumer Report Card for Program Year 2025-2026 (July 1, 2025, through the current period).

An extended discussion followed regarding the gap between the 90 training completions and the 29 placements. Mr. Rolle raised a question about job placements for apprentices; Mr. Perrin explained that apprentices are tracked separately and do not factor into the Consumer Report Card, which focuses on shorter-term training.

Mr. Rolle shared two contract opportunities. The first involves a contractor looking for workers, but the pay rate is considered inadequate and may require a wage subsidy. The second opportunity is a water-meter replacement project in Miami-Dade County, which is expected to hire between 50 to 100 individuals over the next three to four years. Mr. Rolle offered to connect the contractor to CSSF; Mr. Washington agreed to coordinate the onboarding and eligibility screening processes.

Mr. Washington stated that there will be a meeting with training vendors, expected to take place around April 28 or 29. The purpose of this meeting is to reinforce the placement requirements outlined in vendor contracts. Vendors risk non-renewal if they do not meet the specified placement percentages.

He discussed several factors contributing to the gap between course completion and job placement. For instance, some completers, specifically around 15 to 19 participants from one program, did not pass their final certification tests. These individuals will receive additional coursework and test preparation, with some potentially being hired by the training provider.

Other factors include a geographic mismatch, as fiber-optic jobs are mainly located to the north of the region, necessitating clear communication about employment prospects upfront. Additionally, issues such as commuting and wage barriers, as well as attendance and conduct considerations, also play a significant role.

No further questions or concerns were presented. Item closed.

There being no further business, on a motion by Mr. Rolle, the meeting adjourned at 9:22am.



SFWIB PERFORMANCE COUNCIL MEETING

DATE: 6/18/2026

AGENDA ITEM: 3B

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: 6/18/2026

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 May 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
 - North Miami Beach AJC needs to engage at least 2 individuals
 - Northside needs to engage at least 8 individuals
 - Perrine needs to engage at least 4 individuals
 - Wagner Peyser Entered Employment Rate
 - Carol City AJC must engage at least 25 individuals
 - Little Havana must engage at least 41 individuals
 - North Miami Beach AJC must engage at least 44 individuals
 - Northside AJC must engage at least 56 individuals
 - Perrine AJC must engage at least 42 individuals
 - Youth Education and Employment Rate
 - Adult Mankind must engage at least 6 individuals
 - Community Coalition must engage at least 7 individuals

- Quarter 2 (Q2): SFWIB is meeting or exceeding all performance measures with the exception of the following measures:
 - Wagner Peyser Entered Employment Rate
 - Carol City AJC must engage at least 118 individuals
 - North Miami Beach AJC must engage at least 39 individuals
 - Northside AJC must engage at least 64 individuals
 - Perrine AJC must engage at least 39 individuals
- Quarter 3 (Q3): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Dislocated Worker Credential Attainment
 - Carol City needs to engage at least 2 individuals
 - West Dade needs to engage at least 2 individuals
 - Youth Credential Attainment
 - Adult Mankind needs to engage at least 1 individual
 - Community Coalition needs to engage at least 5 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 at least 1 individual
 - North Miami Beach must engage at least 1 individual
 - Credential Attainment
 - North Miami Beach must engage at least 1 individual
 - Perrine must engage at least 2 individuals
 - West Dade must engage at least 2 individuals
 - Wagner-Peyser Entered Employment Rate
 - Carol City AJC needs to engage at least 69 individuals
 - Little Havana AJC needs to engage at least 127 individuals
 - North Miami Beach AJC needs to engage at least 81 individuals
 - Northside AJC needs to engage at least 116 individuals
 - Perrine AJC needs to engage at least 86 individuals

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:								202		
Total Number of Cases:								1,336		
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	62.83%	95.05%	66.85%	101.14%	77.58%	117.36%	72.83%	110.19%	66.10%	120.26%
Median Earnings	\$8,580.00	125.93%	\$8,580.00	125.93%	\$9,092.20	133.45%	\$8,840.00	129.75%	\$6,813.00	137.38%
Credential Attainment	87.10%	172.13%	70.83%	139.99%	87.10%	172.13%	89.13%	176.15%	50.60%	170.56%
Measurable Skills Gain	97.83%	392.88%	98.48%	395.52%	100.00%	401.61%	100.00%	401.61%	24.90%	399.09%
Dislocated Workers										
Entered Employment Rate	84.21%	108.52%	82.61%	106.45%	95.00%	122.42%	72.73%	93.72%	77.60%	109.82%
Median Earnings	\$13,000.00	133.77%	\$9,890.40	101.77%	\$11,440.00	117.71%	\$13,000.00	133.77%	\$9,718.00	133.77%
Credential Attainment	88.89%	103.48%	93.33%	108.65%	77.78%	90.54%	81.25%	94.59%	85.90%	102.41%
Measurable Skills Gain	100.00%	129.87%	100.00%	129.87%	94.44%	122.66%	100.00%	129.87%	77.00%	128.82%
Wagner-Peyser										
Entered Employment Rate	54.83%	88.86%	58.75%	95.22%	62.61%	101.47%	52.18%	84.57%	61.70%	88.28%
Median Earnings	\$8,190.00	135.08%	\$8,320.00	137.22%	\$8,320.00	137.22%	\$7,800.00	128.64%	\$6,063.00	137.22%
Youth										
Education and Employment Rate	64.91%	80.14%	81.08%	100.10%	82.46%	101.80%	79.51%	98.17%	81.00%	95.94%
Median Earnings	\$8,320.00	219.00%	\$8,164.00	214.89%	\$8,840.00	232.69%	\$7,800.00	205.31%	\$3,799.00	232.69%
Credential Attainment	54.35%	96.02%	71.19%	125.77%	54.00%	95.41%	61.69%	108.99%	56.60%	117.06%
Measurable Skills Gain	91.30%	123.38%	100.00%	135.14%	100.00%	135.14%	92.96%	125.62%	74.00%	125.21%

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of negotiated)



SFWIB PERFORMANCE COUNCIL

DATE: 6/18/2026

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 May 31, 2026 shows that three 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 6,096 job placements. This is a 3.18 percent increase for the same time period in PY 2024-2025 (5,908 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 May 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	8	18	44.4%
	Hialeah Downtown AJC	12	18	66.7%
	North Miami Beach AJC	8	18	44.4%
	Northside Center AJC	7	18	38.9%
Youth Co-Op, Inc.	Little Havana AJC	11	18	61.1%
	Perrine AJC	12	18	66.7%
	West Dade AJC	12	18	66.7%
LWDA		10	18	55.6%

DJPOE Scorecard Report

Report Date: 7/1/2025 To 5/31/2026

Location	Maximum Standard		Minimum Standard		Total		Obtained			Direct Job Placement												Max Earned	Earned	% Earned	OE %	DJP %															
	#	%	#	%	1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Universal						WIOA Individualized																								
											1Qrt			>1Qrt			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														
Carol City Center	1,320	33.6%	1,122	39.6%	421	23	444	345	21	366	0	5	4	59	0	1	0	0	68	1	8	0	0	0	0	0	0	0	0	0	\$155,984	\$29,200	18.7%	82.43%	17.57%						
Hialeah Downtown Center	1,518	100.0%	1,287	117.9%	1,511	7	1,518	807	5	812	0	37	5	652	0	0	0	2	694	2	10	0	0	0	0	0	0	0	0	0	\$709,957	\$213,300	30.0%	53.49%	46.51%						
North Miami Beach Center	1,650	29.2%	1,408	33.1%	452	14	466	341	11	352	0	14	4	81	0	0	0	3	99	3	11	0	0	0	0	0	0	0	0	\$778,738	\$41,200	5.3%	75.54%	24.46%							
Northside Center	1,683	26.4%	1,430	31.1%	424	21	445	317	19	336	0	0	0	102	0	0	0	0	102	0	5	2	0	0	0	0	0	0	0	\$800,205	\$37,900	4.7%	75.51%	24.69%							
Little Havana Center	1,430	59.9%	1,221	70.2%	841	16	857	569	15	584	0	20	1	240	0	0	0	1	261	1	11	0	0	0	0	0	0	0	0	0	\$670,625	\$87,450	13.0%	68.14%	31.86%						
Perrine Center	1,749	46.5%	1,485	54.8%	797	17	814	595	17	612	0	50	1	147	0	0	0	0	198	0	4	0	0	0	0	0	0	0	0	\$827,291	\$56,150	6.8%	75.18%	24.82%							
West Dade Center	2,046	75.9%	1,738	89.3%	1,525	27	1,552	773	22	795	2	68	3	629	0	0	0	5	702	5	50	0	0	0	0	0	0	0	0	\$961,738	\$255,650	26.6%	51.22%	48.78%							
Total	11,396	53.5%	9,691	62.9%	5,971	125	6,096	3,747	110	3,857	2	194	18	1,910	0	1	0	11	2,124	12	99	2	0	0	0	0	0	0	1	1	0	0	0	0	0	0	\$4,904,538	\$720,850	14.7%	63.27%	36.73%
																			% of DJP	####	1.1%	9.0%	0.2%	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%				

CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 5/31/2026

Regional

Performance			
	Outcome Measures	Standard	Region
1	Employment (Obtained Employment and Direct Job Placements)	11,396	6,484
2	Increase Earnings	50%	56.19%
3	Common Measures	100%	83.33%
	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%	58.95%
5	Employers Provided Services (REACH Act)	14,899	14,915
6	CAP/WIOA Co-Enrollments	75%	7.17%
7	SNAP/WIOA Co-Enrollments	75%	1.84%
8	Work-Based Training Enrollments	275	393
Process Measures			
9	CAP All Family Participation Rate	50%	14.16%
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%	65.45%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.3%
13	WIOA Adult & Dislocated Worker EER	80%	77.73%
14	Short-Term Veterans EER	50%	ND
Additional Outcome			
15	15 Average Days to Employment	114	58
	15a DJP Average Days to Employment	60	33
	15b Obtained Average Days to Employment	167	98
16	Employment/Job Placement Average Wage	\$15.75	\$17.17
17	Cost Per Placement	\$1,890.05	\$480.63
18	Net Economic Benefit	\$30,870.00	\$35,235.26
19	Return on the Investment	\$16.33	\$73.41

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 5/31/2026

Arbor E&T, LLC

Carol City Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,320	6,484	444
2	Increase Earnings	50%	56.19%	52.78%
3	Common Measures	100%	83.33%	83.33%
	3a Adults	100%	100.0%	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%	58.95%	20.31%
5	Employers Provided Services (REACH Act)	1,558	14,915	1,093
6	CAP/WIOA Co-Enrollments	75%	7.17%	9.38%
7	SNAP/WIOA Co-Enrollments	75%	1.84%	0.48%
8	Work-Based Training Enrollments	28	393	60
Process Measures				
9	CAP All Family Participation Rate	50%	14.16%	11.86%
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%	65.45%	61.54%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.3%	40.2%
13	WIOA Adult & Dislocated Worker EER	80%	77.73%	62.5%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	58	93
	15a DJP Average Days to Employment	60	33	65
	15b Obtained Average Days to Employment	167	98	112
16	Employment/Job Placement Average Wage	\$15.75	\$17.17	\$16.37
17	Cost Per Placement	\$1,932.59	\$480.63	\$468.18
18	Net Economic Benefit	\$30,827.00	\$35,235.26	\$33,576.85
19	Return on the Investment	\$15.95	\$73.41	\$71.72

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 5/31/2026

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,518	6,484	1,518
2	Increase Earnings	50%	56.19%	55.56%
3	Common Measures	100%	83.33%	100.0%
	3a Adults	100%	100.0%	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%	58.95%	70.15%
5	Employers Provided Services (REACH Act)	1,666	14,915	1,715
6	CAP/WIOA Co-Enrollments	75%	7.17%	5.56%
7	SNAP/WIOA Co-Enrollments	75%	1.84%	1.09%
8	Work-Based Training Enrollments	35	393	35
Process Measures				
9	CAP All Family Participation Rate	50%	14.16%	11.11%
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%	65.45%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.3%	59.88%
13	WIOA Adult & Dislocated Worker EER	80%	77.73%	58.06%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	58	33
	15a DJP Average Days to Employment	60	33	12
	15b Obtained Average Days to Employment	167	98	78
16	Employment/Job Placement Average Wage	\$15.75	\$17.17	\$18.67
17	Cost Per Placement	\$1,985.24	\$480.63	\$270.81
18	Net Economic Benefit	\$30,775.00	\$35,235.26	\$38,566.74
19	Return on the Investment	\$15.50	\$73.41	\$142.41

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 5/31/2026

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,650	6,484	466
2	Increase Earnings	50%	56.19%	50.0%
3	Common Measures	100%	83.33%	50.0%
	3a Adults	100%	100.0%	25.0%
	3b Dislocated Workers	100%	100.0%	75.0%
	3c Wagner-Peyser	100%	50.0%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	58.95%	21.36%
5	Employers Provided Services (REACH Act)	1,902	14,915	1,239
6	CAP/WIOA Co-Enrollments	75%	7.17%	8.82%
7	SNAP/WIOA Co-Enrollments	75%	1.84%	2.35%
8	Work-Based Training Enrollments	34	393	42
Process Measures				
9	CAP All Family Participation Rate	50%	14.16%	3.13%
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%	65.45%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.3%	39.5%
13	WIOA Adult & Dislocated Worker EER	80%	77.73%	59.09%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	58	86
	15a DJP Average Days to Employment	60	33	56
	15b Obtained Average Days to Employment	167	98	97
16	Employment/Job Placement Average Wage	\$15.75	\$17.17	\$17.45
17	Cost Per Placement	\$1,937.88	\$480.63	\$557.20
18	Net Economic Benefit	\$30,822.00	\$35,235.26	\$35,747.12
19	Return on the Investment	\$15.91	\$73.41	\$64.16

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 5/31/2026

Arbor E&T, LLC

Northside Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,683	6,484	445
2	Increase Earnings	50%	56.19%	41.18%
3	Common Measures	100%	83.33%	58.33%
	3a Adults	100%	100.0%	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%	58.95%	21.5%
5	Employers Provided Services (REACH Act)	2,406	14,915	2,333
6	CAP/WIOA Co-Enrollments	75%	7.17%	0.0%
7	SNAP/WIOA Co-Enrollments	75%	1.84%	0.31%
8	Work-Based Training Enrollments	39	393	34
Process Measures				
9	CAP All Family Participation Rate	50%	14.16%	2.88%
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%	65.45%	81.02%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.3%	32.17%
13	WIOA Adult & Dislocated Worker EER	80%	77.73%	47.22%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	58	37
	15a DJP Average Days to Employment	60	33	10
	15b Obtained Average Days to Employment	167	98	89
16	Employment/Job Placement Average Wage	\$15.75	\$17.17	\$16.64
17	Cost Per Placement	\$1,913.25	\$480.63	\$494.77
18	Net Economic Benefit	\$30,847.00	\$35,235.26	\$34,118.72
19	Return on the Investment	\$16.12	\$73.41	\$68.96

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 5/31/2026

Youth Co-Op

Little Havana Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,430	6,484	857
2	Increase Earnings	50%	56.19%	61.54%
3	Common Measures	100%	83.33%	83.33%
	3a Adults	100%	100.0%	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%	58.95%	70.71%
5	Employers Provided Services (REACH Act)	1,583	14,915	1,770
6	CAP/WIOA Co-Enrollments	75%	7.17%	4.55%
7	SNAP/WIOA Co-Enrollments	75%	1.84%	3.35%
8	Work-Based Training Enrollments	33	393	52
Process Measures				
9	CAP All Family Participation Rate	50%	14.16%	26.7%
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%	65.45%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.3%	46.2%
13	WIOA Adult & Dislocated Worker EER	80%	77.73%	95.65%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	58	63
	15a DJP Average Days to Employment	60	33	35
	15b Obtained Average Days to Employment	167	98	111
16	Employment/Job Placement Average Wage	\$15.75	\$17.17	\$17.10
17	Cost Per Placement	\$1,979.66	\$480.63	\$661.23
18	Net Economic Benefit	\$30,780.00	\$35,235.26	\$34,903.44
19	Return on the Investment	\$15.55	\$73.41	\$52.79

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 5/31/2026

Youth Co-Op

Perrine Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,749	6,484	814
2	Increase Earnings	50%	56.19%	77.27%
3	Common Measures	100%	83.33%	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%	58.95%	75.81%
5	Employers Provided Services (REACH Act)	3,014	14,915	3,306
6	CAP/WIOA Co-Enrollments	75%	7.17%	13.33%
7	SNAP/WIOA Co-Enrollments	75%	1.84%	3.19%
8	Work-Based Training Enrollments	51	393	55
Process Measures				
9	CAP All Family Participation Rate	50%	14.16%	14.23%
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%	65.45%	48.48%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.3%	46.54%
13	WIOA Adult & Dislocated Worker EER	80%	77.73%	92.86%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	58	55
	15a DJP Average Days to Employment	60	33	27
	15b Obtained Average Days to Employment	167	98	101
16	Employment/Job Placement Average Wage	\$15.75	\$17.17	\$16.96
17	Cost Per Placement	\$1,921.08	\$480.63	\$614.50
18	Net Economic Benefit	\$30,839.00	\$35,235.26	\$34,653.56
19	Return on the Investment	\$16.05	\$73.41	\$56.39

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 5/31/2026

Youth Co-Op

West Dade Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	2,046	6,484	1,552
2	Increase Earnings	50%	56.19%	67.86%
3	Common Measures	100%	83.33%	100.0%
	3a Adults	100%	100.0%	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%	58.95%	82.08%
5	Employers Provided Services (REACH Act)	2,770	14,915	3,177
6	CAP/WIOA Co-Enrollments	75%	7.17%	37.5%
7	SNAP/WIOA Co-Enrollments	75%	1.84%	10.1%
8	Work-Based Training Enrollments	55	393	115
Process Measures				
9	CAP All Family Participation Rate	50%	14.16%	35.11%
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%	65.45%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.3%	63.39%
13	WIOA Adult & Dislocated Worker EER	80%	77.73%	94.81%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	58	41
	15a DJP Average Days to Employment	60	33	17
	15b Obtained Average Days to Employment	167	98	85
16	Employment/Job Placement Average Wage	\$15.75	\$17.17	\$17.14
17	Cost Per Placement	\$1,974.76	\$480.63	\$554.25
18	Net Economic Benefit	\$30,785.00	\$35,235.26	\$35,106.73
19	Return on the Investment	\$15.59	\$73.41	\$63.34

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SFWIB PERFORMANCE COUNCIL

DATE: 6/18/2026

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: WIOA INDICATORS OF PERFORMANCE THIRD QUARTER UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

FloridaCommerce has released the Program Year (PY) 2025–2026 Quarter 3 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**
 - Median Earnings 2nd Quarter: \$8,075 (118% of goal)
 - Employed 4th Quarter After Exit: 82.9% (125% of goal)
 - Credential Attainment: 82.1% (162% of goal)
 - Measurable Skill Gains: 89% (359% of goal)

- **Dislocated Worker Program**
 - Median Earnings 2nd Quarter: \$11,066 (108% of goal)
 - Employed 4th Quarter After Exit: 87.8% (118% of goal)
 - Measurable Skill Gains: 92.2% (120% of goal)

- **Youth Program**
 - Median Earnings 2nd Quarter: \$5,964 (157% of goal)
 - Credential Attainment: 67% (118% of goal)

- **Wagner-Peyser**

- Median Earnings 2nd Quarter: \$7,721 (127% of goal)
- Employed 4th Quarter After Exit: 65.5% (110% of goal)

Overall Performance CSSF continues to rank among the strongest-performing workforce boards in Florida, with Quarter 3 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: Workforce Innovation Opportunity Act and Wagner-Peyser

ATTACHMENT

LWDB 23

Measures	PY2021-2022 3rd Quarter Performance	PY2022-2023 3rd Quarter Performance	PY2023-2024 3rd Quarter Performance	PY2024-2025 3rd Quarter Performance	PY2025-2026 3rd Quarter Performance
Adults:					
Employed 2nd Qtr After Exit	47.20	60.70	86.40	84.2	74.1
Median Wage 2nd Quarter After Exit	\$5,935	\$7,052	\$8,758	\$8,491	\$8,075
Employed 4th Qtr After Exit	61.00	60.00	75.60	86	82.9
Credential Attainment Rate	16.70	55.90	85.00	86	82.1
Measurable Skill Gains	71.40	94.60	94.70	96.3	89.4
Dislocated Workers:					
Employed 2nd Qtr After Exit	60.00	69.00	86.00	83.6	82.6
Median Wage 2nd Quarter After Exit	\$2,146	\$9,419	\$10,817	\$12,073	\$11,066
Employed 4th Qtr After Exit	50.00	69.40	79.40	87	87.8
Credential Attainment Rate	100.00	77.10	83.70	94.4	86.8
Measurable Skill Gains	72.70	86.00	95.80	94.4	92.2
Youth:					
Employed 2nd Qtr After Exit	80.00	73.70	81.60	77.4	77.7
Median Wage 2nd Quarter After Exit	\$5,760	\$5,477	\$4,067	\$5,456	\$5,964
Employed 4th Qtr After Exit	71.40	70.90	77.00	75.3	78.7
Credential Attainment Rate	50.00	55.90	61.80	60.1	67
Measurable Skill Gains	33.00	76.70	83.30	83.2	75.2
Wagner Peyser:					
Employed 2nd Qtr After Exit	55.00	63.90	71.40	68.6	60.8
Median Wage 2nd Quarter After Exit	\$6,666	\$7,061	\$7,583	\$7,959	\$7,721
Employed 4th Qtr After Exit	56.20	61.40	69.80	68.5	65.5

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



SFWIB PERFORMANCE COUNCIL

DATE: 6/18/2026

AGENDA ITEM NUMBER: 7

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 May 28, 2026, 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 Youth and the Out-of-school program has 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. Our Providers have been working hard throughout the year and standard, outcomes have exceeded or are trending in a positive manner.

ISY Program Performance Data:

- Enrollment Performance: Standard – 50 | Actual – 52
- Measurable Skills Gains: Standard – 90% | Actual – 86%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – 100%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 75%
- Credential Attainment: Standard – 90% | Actual – 27%

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

Out-of-school program has enrollment, measurable skills gains, education and employment rates for 2nd and 4th quarters after exit and credential attainment performance standards.

OSY Program Performance Data:

- Enrollment Performance: Standard – 390 | Actual – 495
- Measurable Skills Gains: Standard – 90% | Actual – 77%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – 82%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 73%
- Credential Attainment: Standard – 90% | Actual – 34%

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 5/27/2026

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	158	197
New Enrollments	50	52
Work-Based Training (PWE)	52	19
Measurable Skills Gain	90 %	86 %
Credential Attainment	90 %	27 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	N/D
Education and Employment Rate - 2nd Qtr After Exit	90 %	100 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	75 %
Education and Employment Rate - 4th Qtr After Exit	90 %	90 %

ND = No Data

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CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 5/27/2026

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	390	495
New Enrollments	350	335
New Enrollments (General Population)	290	282
Target Youth Populations	60	53
New Enrollments (Youth Offender)	15	15
New Enrollments (Homeless Runaway Foster Care)	15	13
New Enrollments (Pregnant or Parenting)	15	13
New Enrollments (Disability)	15	18
Job Orders	189	269
Direct Job Placements	189	7
Work-Based Training (OJT)	46	8
Work-Based Training (PWE)	190	148
Measurable Skills Gain	90 %	77 %
Credential Attainment	90 %	34 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	63 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	82 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	83 %
Education and Employment Rate - 4th Qtr After Exit	90 %	73 %

ND = No Data

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CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 5/27/2026

AMO ISYP

Per Service Partner		
Measure	Standard	Center
Total Enrollments	54	107
New Enrollments	50	52
Work-Based Training (PWE)	26	19
Measurable Skills Gain	90 %	76 %
Credential Attainment	90 %	47 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	ND
Education and Employment Rate - 2nd Qtr After Exit	90 %	ND
Education and Employment Rate - 3rd Qtr After Exit	90 %	0 %
Education and Employment Rate - 4th Qtr After Exit	90 %	98 %

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CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 5/27/2026

Youth Coop ISYP

Per Service Partner		
Measure	Standard	Center
Total Enrollments	104	90
New Enrollments	0	ND
Work-Based Training (PWE)	26	ND
Measurable Skills Gain	90 %	97 %
Credential Attainment	90 %	4 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	ND
Education and Employment Rate - 2nd Qtr After Exit	90 %	100 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	100 %
Education and Employment Rate - 4th Qtr After Exit	90 %	84 %

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Report Date: 7/1/2025 thru 5/27/2026

AMO OSYP

Per Service Partner		
Measure	Standard	Center
Total Enrollments	135	174
New Enrollments	120	114
New Enrollments (General Population)	100	92
Target Youth Populations	20	22
New Enrollments (Youth Offender)	5	8
New Enrollments (Homeless Runaway Foster Care)	5	3
New Enrollments (Pregnant or Parenting)	5	4
New Enrollments (Disability)	5	10
Job Orders	65	76
Direct Job Placements	65	5
Work-Based Training (OJT)	10	2
Work-Based Training (PWE)	65	43
Measurable Skills Gain	90 %	58 %
Credential Attainment	90 %	27 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	53 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	95 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	89 %
Education and Employment Rate - 4th Qtr After Exit	90 %	78 %

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CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 5/27/2026

Community Coalition OSYP

Per Service Partner		
Measure	Standard	Center
Total Enrollments	112	130
New Enrollments	80	93
New Enrollments (General Population)	60	74
Target Youth Populations	20	19
New Enrollments (Youth Offender)	5	5
New Enrollments (Homeless Runaway Foster Care)	5	7
New Enrollments (Pregnant or Parenting)	5	4
New Enrollments (Disability)	5	6
Job Orders	50	56
Direct Job Placements	50	ND
Work-Based Training (OJT)	6	5
Work-Based Training (PWE)	50	47
Measurable Skills Gain	90 %	78 %
Credential Attainment	90 %	33 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	44 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	52 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	65 %
Education and Employment Rate - 4th Qtr After Exit	90 %	69 %

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CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2025 thru 5/27/2026

Youth Coop OSYP

Per Service Partner		
Measure	Standard	Center
Total Enrollments	143	191
New Enrollments	150	128
New Enrollments (General Population)	130	116
Target Youth Populations	20	12
New Enrollments (Youth Offender)	5	2
New Enrollments (Homeless Runaway Foster Care)	5	3
New Enrollments (Pregnant or Parenting)	5	5
New Enrollments (Disability)	5	2
Job Orders	74	137
Direct Job Placements	74	2
Work-Based Training (OJT)	30	1
Work-Based Training (PWE)	75	58
Measurable Skills Gain	90 %	92 %
Credential Attainment	90 %	43 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	94 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	100 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	100 %
Education and Employment Rate - 4th Qtr After Exit	90 %	73 %

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SFWIB PERFORMANCE COUNCIL

DATE: 6/18/2026

AGENDA ITEM NUMBER: 8

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: 158 individuals were placed in classroom training programs.
- Training Completion and Employment Outcomes:
 - 147 participants successfully completed their training.
 - 46 participants obtained unsubsidized employment, earning an average wage of \$19.35 per hour.
- Occupation Relevance:
 - 27 of the 46 employed participants secured jobs directly related to their field of training.
- Economic Impact:
 - The net economic benefit per placement is calculated at \$28,972.65.
 - The return on investment for each dollar spent on training is \$10.85.
 - In total, the SFWIB contributed \$1,851,408.00 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 Benefit		Net Economic Benefit Per Placement	Value Added per Placement
								Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
Academy, The (ALL)		106	100	34	29.06 %	26	60.99 %	\$ 8,186.97	\$ 984,512.13	\$ 287,446.12	\$ 28.26	\$ 58,778.57	\$ 17,714.84	\$ 1.18
Apex Training Center - 3971	2223 - HVAC Mechanic	7	7	-	0.00 %	-	0.00 %	\$ 4,733.32	\$ 33,133.26	-	-	-	-	-
Apex Training Center - 3971	2224 - Electrical Technician	1	1	-	0.00 %	-	0.00 %	\$ 4,847.12	\$ 4,847.12	-	-	-	-	-
CBT Technology Institute- Flagler Campus	2018 - Air Conditioning and Refrigeration Technician	1	1	-	0.00 %	-	0.00 %	\$ 1,628.55	\$ 1,628.55	-	-	-	-	-
Coding Clarified Academy	2653 - Professional Medical Coding Curriculum	2	1	-	0.00 %	-	0.00 %	\$ 2,155.15	\$ 2,155.15	-	-	-	-	-
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	2421 - Home Health Aide	6	6	2	33.33 %	-	0.00 %	\$ 1,512.50	\$ 9,075.00	\$ 4,537.50	\$ 16.45	\$ 34,205.60	\$ 29,668.10	\$ 6.54
Hollywood Career Institute LLC	2422 - Phlebotomy Technician	1	1	-	0.00 %	-	0.00 %	\$ 551.03	\$ 551.03	-	-	-	-	-
MDCP SCHOOLS (ALL)		19	17	7	24.24 %			\$ 2,404.69	\$ 39,561.95	\$ 11,342.26	\$ 20.55	\$ 42,740.53	\$ 39,904.97	\$ 21.34
Miami Dade College (Various Campuses)		10	8	2	100.00 %			\$ 2,644.72	\$ 4,384.83	\$ 3,333.30	\$ 15.50	\$ 32,240.00	\$ 30,573.35	\$ 20.92
My IT Future Institute - Main Campus	2502 - Cyber Security IT Professional	2	2	-	0.00 %	-	0.00 %	\$ 11,866.50	\$ 23,733.00	-	-	-	-	-
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	-	-	-	-	-
ALL SCHOOLS	ALL PROGRAMS	158	147	46	57%	27	80%	\$ 4,770.41	\$ 1,125,066.77	\$312,937.17	\$ 19.35	\$ 40,248.94	\$ 28,972.65	\$10.85



SFWIB PERFORMANCE COUNCIL

DATE: 6/18/2026

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: PROGRAM YEAR 2026-2027 AMERICAN JOB CENTER SCHEDULE OF OPERATIONS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to recommend to the Board the approval of the following American Job Centers (AJCs) and Affiliated Colleges CareerSource centers Schedule of Operations for program year 2026-2027, as set forth below.

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

Pursuant to the Department of Florida Commerce Grantee/Subgrantee Agreement, the South Florida Workforce Investment Board (SFWIB) is required to adopt an official schedule of operations for the upcoming state fiscal year. This schedule must include the daily hours of operation for all One-Stop Career Centers, as well as a holiday closure calendar that aligns with either the federal, state, or appropriate county holiday schedule. For CareerSource centers co-located with colleges or universities, the holiday schedule of the affiliated educational institution may be adopted.

SFWIB staff recommends that the Council approve the following standard schedule for all CareerSource South Florida centers operated by One-Stop Providers (including Carol City, Hialeah Downtown, Little Havana, Northside/Floral Heights, North Miami Beach, Perrine, Homestead, and West Dade):

- Daily Hours of Operation: 8:00 a.m. to 5:00 p.m., Monday through Friday
- Holiday Schedule: As outlined in the attached memorandum

The proposed schedule ensures consistency in service delivery across the region and aligns with state policy requirement.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

American Job Center Calendar 2026 – 2027

DATE HOLIDAYS/RECESS PERIOD

Friday, July 3, 2026	Observance of Independence Day
Monday, September 7, 2026	Observance of Labor Day
Monday, October 12, 2026	Observance of Columbus Day
Wednesday, November 11, 2026	Observance of Veterans Day
Thursday-Friday, November 26-27, 2026	Observance of Thanksgiving Holiday
Friday, December 25, 2026	Observance of Christmas Holiday
Friday, January 1, 2027	Observance of New Year's Day Holiday
Monday, January 18, 2027	Observance of Martin Luther King, Jr. Birthday
Monday, February 15, 2027	Observance of Presidents' Day
Friday, May 14, 2027	National Law Enforcement Appreciation Day
Monday, May 31, 2027	Observance of Memorial Day
Friday, June 18, 2027	Observance of Juneteenth Holiday
Monday, July 5, 2027	Observance of Independence Day