



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL MEETING
THURSDAY, AUGUST 20, 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/tZcscuCrrzIoH9z9ljrG6XSBG0DycYo_qKgV

AGENDA

1. Call to Order and Introductions
2. Public Comment
3. Approval of Performance Council Meeting Minutes
 - A. June 18, 2026
4. Information – WIOA Common Measures Update
5. Information – Adult Balanced Scorecard Report
6. Information – Youth Balanced Scorecard Update
7. Information – Consumer Report Card Update

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



SFWIB PERFORMANCE COUNCIL

DATE: 8/20/2026

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: 8/20/2026

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 June 18, 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: 8/20/2026

AGENDA ITEM: 3A

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: June 18, 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 on June 18, 2026, at approximately 8:36 a.m.

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

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair (Zoom) Clayton, Lovey Garza, Eddie Mantilla, Rene' (Zoom) Rod, Denis (Dr.) Rolle, Andrei	None SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED None	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, and no public comment was presented.

No further questions or concerns were presented. Item closed.

3. Approval – SFWIB Performance Council Meeting Minutes – February 19, 2026 and April 16, 2026

Chairwoman Canales presented the February 19, 2026 and April 16, 2026 SFWIB Performance Council meeting minutes for consideration. Because a quorum was not present at the prior meetings, both sets of minutes were presented together for approval, and members were given a moment to review the minutes previously distributed by email.

Motion: Mr. Clayton moved to approve the February 19, 2026 and April 16, 2026 SFWIB Performance Council meeting minutes; Mr. Rolle seconded the motion; **the motion carried unanimously.**

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 May 31, 2026.

For Quarter 1, the Council is meeting or exceeding all performance measures except the Adult Entered Employment Rate and the Wagner-Peyser Entered Employment Rate; several career centers need to engage additional individuals, and youth education and employment measures remain in progress. Staff noted that Quarter 1 is an opportune time for follow-up to ensure the measures are met in Quarter 2.

For Quarter 2, the Council is meeting or exceeding all measures except the Adult Entered Employment Rate, with four locations needing to engage additional individuals. For Quarter 3, the Council is meeting or exceeding all measures except Dislocated Worker credential attainment, with four dislocated workers and six youth participants to be engaged. For Quarter 4, the Council is meeting or exceeding all measures except the Dislocated Worker Entered Employment Rate, credential attainment, and Wagner-Peyser; Mr. Washington noted that this quarter reflects the last group of participants affected by recent immigration changes and that the numbers are expected to improve as those individuals exit.

No further questions or concerns were presented. Item closed.

5. Information – Workforce Services Balanced Scorecard and Job Placements

Chairwoman Canales introduced the item; Mr. Washington presented the Workforce Services Balanced Scorecard for the career centers through May 31, 2026. Three of the seven career center locations have met or exceeded the 65% performance standard. Year-to-date job placements total 6,096, a 3.18% increase over the prior year, and the Hialeah

Minutes Prepared by: Ebony Morgan
SFWIB Performance Council Meeting
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Status: DRAFT

Approval date: TBD

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Downtown American Job Center is the only center to reach its placement goal to date. Staff continue to hold performance improvement meetings across all funding streams and indicated that related recommendations would be presented later in the meeting.

Chairwoman Canales noted that, although three centers are meeting the standard, two additional centers are closer than before, reflecting continued progress.

No further questions or concerns were presented. Item closed.

6. Information – WIOA Indicators of Performance Third Quarter Update

Chairwoman Canales introduced the item; Mr. Washington presented the Quarter 3 indicators of performance officially reported to the federal government. The Council met or exceeded all performance measures for the quarter.

For the Adult program, median earnings remained above the negotiated measure of \$8,075, employment in the quarter after exit was 82.9%, credential attainment was 82.1%, and measurable skill gains were 89%. For the Dislocated Worker program, median earnings were \$11,066, employment in the fourth quarter after exit was 87.8%, and measurable skill gains were 92.2%. For the Youth program, median earnings were \$5,964 and credential attainment was 66%, with additional reported median earnings of \$7,721 and employment in the quarter after exit of 65.5%.

Staff noted that the state renegotiated certain performance indicators over the past two program years; while those changes did not adversely affect CSSF, which continued to meet or exceed its metrics, some other boards experienced significant reductions. In response to a member's question, staff clarified that the reductions relate specifically to these performance metrics, with some regions declining by approximately 10% on certain measures.

No further questions or concerns were presented. Item closed.

7. Information – Youth Services Balanced Scorecard Update

Chairwoman Canales introduced the item; Mr. Perrin presented the Youth Services Balanced Scorecard. For the In-School program, enrollment was 52 against a standard of 50, measurable skill gains were 86 against a standard of 90, the fourth-quarter education and employment rate was 75 against a standard of 90, and credential attainment was 27 against a standard of 90. For the Out-of-School program, enrollment was 495 against a standard of 390, measurable skill gains were 77 against a standard of 90, the second-quarter education and employment rate was 82 against a standard of 90, the fourth-quarter rate was

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Status: DRAFT

Approval date: TBD

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73 against a standard of 90, and credential attainment was 34%. He noted that credential figures are expected to improve as end-of-school-year credentials are entered into the system.

Mr. Perrin reported that the youth team continues to hold performance improvement meetings and one-on-one technical assistance with providers to ensure timely documentation, and that results continue to improve over the prior year.

No further questions or concerns were presented. Item closed.

8. Information – Consumer Report Card Update

Chairwoman Canales introduced the item; Mr. Perrin presented the Consumer Report Card for classroom training. Of 158 individuals placed in classroom training programs, 147 successfully completed their training and 46 obtained unsubsidized employment at an average wage of \$19.35 per hour, with 27 of the 46 employed in a field directly related to their training. The economic benefit per placement was calculated at \$28,973, the return on investment was \$10.85 for every dollar invested in training, and the contribution back into the South Florida region totaled approximately \$1,851,480.

Members commended staff and leadership on the strong return on investment.

No further questions or concerns were presented. Item closed.

9. Approval – Workforce Services Contractor Renewals

Chairwoman Canales introduced the item; Mr. Washington presented staff's recommendation for the PY 2026-2027 Workforce Services contractor renewals. Based on consistent performance, staff recommended full contract renewals for three locations: Hialeah Downtown, Little Havana, and West Dade. Staff also recommended conditional short-term (six-month) renewals for four locations, Carol City, North Miami Beach, Northside, and Perrine, subject to a Quarter 1 evaluation (July 1 through November 30, 2026) measuring progress toward program-year goals, including job placements, increased earnings, common measures, and CAP and SNAP co-enrollment. A competitive RFP process would run simultaneously to avoid any disruption in services, and any center not on track would proceed through procurement.

During discussion, members expressed support for the approach and interest in visiting the underperforming centers; staff confirmed that the centers are public spaces open to members and that staff have provided extensive guidance and support. Chairwoman Canales confirmed that the proposed RFP would be provided to the Council by email.

Motion: Mr. Rolle moved to approve the PY 2026-2027 Workforce Services Contractor Renewals as presented, including the three full renewals and the four conditional renewals; Mr. Garza and Mr. Mantilla (via chat) seconded the motion; **the motion carried unanimously.**

No further questions or concerns were presented. Item closed.

10. Approval – Youth Services Contract Renewals

Chairwoman Canales introduced the item; Mr. Washington presented staff's recommendation for the PY 2026-2027 Youth Services contractor renewals. The three current youth providers are Adults Mankind Organization (In-School and Out-of-School), Community Coalition (Out-of-School), and Youth Co-Op (In-School and Out-of-School). Based on performance, staff recommended renewal of all three providers.

Motion: Mr. Clayton moved to approve the PY 2026-2027 Youth Services Contract Renewals as presented; Mr. Rolle and Mr. Mantilla (via chat) seconded the motion; **the motion carried unanimously.**

No further questions or concerns were presented. Item closed.

11. Approval – Program Year 2026-2027 American Job Center Schedule of Operations

Chairwoman Canales introduced the item; Mr. Perrin presented the PY 2026-2027 American Job Center Schedule of Operations. Pursuant to the Florida Department of Commerce Grantee/Subgrantee Agreement, the Board is required to adopt an official schedule of operations, including daily hours for all One-Stop Career Centers and an aligned holiday closure calendar. The proposed schedule sets hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, across the centers, with two exceptions: the downtown Miami Library center operates from 9:30 a.m. to 6:00 p.m., and the Homestead Center, located on the Miami Dade College campus, adopts the college's closure days. The holiday calendar runs from Friday, July 3 (Independence Day) through the following year's observance on Monday, July 5, with weekend holidays observed on the adjacent Friday or Monday.

Motion: Mr. Garza moved to approve the PY 2026-2027 American Job Center Schedule of Operations as presented; Mr. Rolle seconded the motion; **the motion carried unanimously.**

No further questions or concerns were presented. Item closed.

There being no further business, on a motion duly made, the meeting adjourned at approximately 9:08 a.m.



SFWIB PERFORMANCE COUNCIL

DATE: 8/20/2026

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WIOA INDICATORS OF PERFORMANCE UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

South Florida Workforce Investment Board (SFWIB) staff created a Common Measures Tool (CMT) that monitors the negotiated Workforce Innovation and Opportunity Act (WIOA) performance indicators established by the Department of Florida Commerce in real time. The tool provides American Job Center (AJC) staff with the ability to see which cases have exited the system with or without employment using information generated from various employment data sources including the New Hire Report, the Work Number, and the Wage Credit Report. The tool will also allow AJC staff to ensure all follow ups required by federal law have been conducted as the tool identifies cases with incomplete employment data per quarter.

As of July 31, 2026, SFWIB staff has provided an overview of the SFWIB's performance per quarter:

- Quarter 1 (Q1): SFWIB is meeting or exceeding all performance measures with the exception of the following:
 - Adults Entered Employment Rate
 - Little Havana AJC needs to engage at least 2 individuals
 - North Miami Beach needs to engage at least 4 individuals
 - Northside needs to engage at least 10 individuals
 - Dislocated Worker Entered Employment Rate
 - Carol City AJC needs to engage at least 1 individual
 - Northside AJC needs to engage at least 3 individuals
 - Wagner Peyser Entered Employment Rate
 - Carol City AJC must engage at least 20 individuals
 - Little Havana must engage at least 7 individuals
 - North Miami Beach AJC must engage at least 31 individuals
 - Northside AJC must engage at least 50 individuals
 - Perrine AJC must engage at least 24 individuals

- Youth Education and Employment Rate
 - Adults Mankind must engage at least 3 individuals
 - Youth Co-Op must engage at least 6 individuals
- Quarter 2 (Q2): SFWIB is meeting or exceeding all performance measures with the exception of the following measures:
 - Adults Entered Employment Rate
 - North Miami Beach AJC must engage 3 individuals
 - Northside AJC must engage at least 13 individuals
 - Dislocated Worker Entered Employment Rate
 - Little Havana AJC must engage at least 1 individual
 - Northside AJC must engage at least 3 individuals
 - Wagner Peyser Entered Employment Rate
 - Carol City AJC must engage at least 40 individuals
 - Little Havana AJC must engage at least 25 individuals
 - North Miami Beach AJC must engage at least 35 individuals
 - Northside AJC must engage at least 65 individuals
 - Perrine AJC must engage at least 35 individuals
 - Youth
 - Education and Employment Rate
 - Adults Mankind must engage at least 8 individuals
 - Community Coalition must engage at least 7 individuals
 - Credential Attainment
 - Adults Mankind must engage at least 6 individuals
 - Community Coalition must engage at least 4 individuals
- Quarter 3 (Q3): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Wagner-Peyser Entered Employment Rate
 - Carol City AJC needs to engage at least 132 individuals
 - North Miami Beach AJC needs to engage at least 44 individuals
 - Northside AJC needs to engage at least 44 individuals
 - Perrine AJC needs to engage at least 44 individuals
- Quarter 4 (Q4): SFWIB is meeting or exceeding all performance measures with the exception of the following measure:
 - Dislocated Worker Credential Attainment
 - Carol City AJC must engage at least 2 individuals
 - West Dade must engage at least 2 individuals
 - Youth
 - Education and Employment Rate
 - Carol City AJC needs to engage at least 69 individuals
 - Credential Attainment
 - Adults Mankind needs to engage at least 1 individual
 - Community Coalition needs to engage at least 5 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									
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Number of Employed Participants not Exited:

169

Total Number of Cases:

1.133

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	61.11%	92.45%	64.21%	97.14%	68.54%	103.69%	80.12%	121.21%	66.10%	119.00%
Median Earnings	\$9,360.00	137.38%	\$8,673.60	127.30%	\$8,840.00	129.75%	\$9,230.00	135.47%	\$6,813.00	137.38%
Credential Attainment	86.67%	171.28%	91.07%	179.98%	78.72%	155.58%	85.94%	169.84%	50.60%	173.68%
Measurable Skills Gain	100.00%	401.61%	100.00%	401.61%	98.48%	395.52%	100.00%	401.61%	24.90%	399.56%
Dislocated Workers										
Entered Employment Rate	50.00%	64.43%	77.42%	99.77%	82.61%	106.45%	95.00%	122.42%	77.60%	107.90%
Median Earnings	\$15,964.00	164.27%	\$12,407.20	127.67%	\$10,171.20	104.66%	\$11,440.00	117.71%	\$9,718.00	164.27%
Credential Attainment	100.00%	116.41%	88.46%	102.98%	93.33%	108.65%	77.78%	90.54%	85.90%	102.77%
Measurable Skills Gain	100.00%	129.87%	100.00%	129.87%	100.00%	129.87%	94.44%	122.66%	77.00%	128.88%
Wagner-Peyser										
Entered Employment Rate	51.53%	83.52%	58.44%	94.71%	57.76%	93.61%	62.57%	101.40%	61.70%	93.73%
Median Earnings	\$8,840.00	145.80%	\$8,320.00	137.22%	\$8,320.00	137.22%	\$8,320.00	137.22%	\$6,063.00	145.80%
Youth										
Education and Employment Rate	58.06%	71.68%	69.77%	86.13%	81.08%	100.10%	82.46%	101.80%	81.00%	95.70%
Median Earnings	\$8,840.00	232.69%	\$7,930.00	208.73%	\$8,221.20	216.40%	\$8,840.00	232.69%	\$3,799.00	232.69%
Credential Attainment	89.29%	157.75%	50.72%	89.62%	71.19%	125.77%	54.00%	95.41%	56.60%	117.19%
Measurable Skills Gain	100.00%	135.14%	91.30%	123.38%	100.00%	135.14%	100.00%	135.14%	74.00%	125.35%

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of negotiated)



SFWIB PERFORMANCE COUNCIL

DATE: 8/20/2026

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 June 30, 2026 shows that two out of seven AJC locations met the required 65 percent performance measure standard.

Job Placements Summary: For PY 2025-26, LWDA 23 achieved a total of 6,515 job placements. This is a 2.34 percent increase for the same time period in PY 2024-2025 (6,366 placements). None of the AJCs achieved their final 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: Several AJCs received conditional contract renewals for PY 26-27 and have implemented their plans to meet the conditions identified in their contracts.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY				
Balanced Scorecard PY '25-'26 (July 1, 2025 through June 30, 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	7	18	38.9%
	Hialeah Downtown AJC	9	18	50.0%
	North Miami Beach AJC	7	18	38.9%
	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		9	18	51.6%

Report Date: 7/1/2025 To 6/30/2026

ND = No Data
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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 6/30/2026

LWDA 23

Performance			
	Outcome Measures	Standard	Region
1	Employment (Obtained Employment and Direct Job Placements)	12,432	6,928
2	Increase Earnings	50%	55.1%
3	Common Measures	100%	70.37%
	3a Adults	100%	71.43%
	3b Dislocated Workers	100%	87.5%
	3c Wagner-Peyser	100%	61.11%
4	Jobs Openings Filled Rate (Staff Entered)	65%	58.14%
5	Employers Provided Services (REACH Act)	16,249	15,856
6	CAP/WIOA Co-Enrollments	75%	5.43%
7	SNAP/WIOA Co-Enrollments	75%	2.27%
8	Work-Based Training Enrollments	297	403
Process Measures			
9	CAP All Family Participation Rate	50%	14.02%
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%	58.7%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.09%
13	WIOA Adult & Dislocated Worker EER	80%	78.6%
14	Short-Term Veterans EER	50%	ND
Additional Outcome			
15	15 Average Days to Employment	114	59
	15a DJP Average Days to Employment	60	33
	15b Obtained Average Days to Employment	167	99
16	Employment/Job Placement Average Wage	\$15.75	\$17.27
17	Cost Per Placement	\$1,890.05	\$471.31
18	Net Economic Benefit	\$30,870.00	\$35,444.57
19	Return on the Investment	\$16.33	\$75.25

ND = No Data

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Last Run Date: 7/13/2026 12:03:33 PM

CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 6/30/2026

Arbor E&T, LLC

Carol City Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,440	6,928	468
2	Increase Earnings	50%	55.1%	53.01%
3	Common Measures	100%	70.37%	83.33%
	3a Adults	100%	71.43%	100.0%
	3b Dislocated Workers	100%	87.5%	ND
	3c Wagner-Peyser	100%	61.11%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	58.14%	21.33%
5	Employers Provided Services (REACH Act)	1,699	15,856	1,118
6	CAP/WIOA Co-Enrollments	75%	5.43%	3.23%
7	SNAP/WIOA Co-Enrollments	75%	2.27%	1.1%
8	Work-Based Training Enrollments	30	403	60
	Process Measures			
9	CAP All Family Participation Rate	50%	14.02%	12.0%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	58.7%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.09%	39.94%
13	WIOA Adult & Dislocated Worker EER	80%	78.6%	62.5%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	59	93
	15a DJP Average Days to Employment	60	33	65
	15b Obtained Average Days to Employment	167	99	109
16	Employment/Job Placement Average Wage	\$15.75	\$17.27	\$16.51
17	Cost Per Placement	\$1,932.59	\$471.31	\$462.30
18	Net Economic Benefit	\$30,827.00	\$35,444.57	\$33,871.22
19	Return on the Investment	\$15.95	\$75.25	\$73.27

ND = No Data

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Last Run Date: 7/13/2026 12:03:33 PM

CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 6/30/2026

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,656	6,928	1,629
2	Increase Earnings	50%	55.1%	59.38%
3	Common Measures	100%	70.37%	66.67%
	3a Adults	100%	71.43%	50.0%
	3b Dislocated Workers	100%	87.5%	ND
	3c Wagner-Peyser	100%	61.11%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	58.14%	71.18%
5	Employers Provided Services (REACH Act)	1,817	15,856	1,869
6	CAP/WIOA Co-Enrollments	75%	5.43%	4.35%
7	SNAP/WIOA Co-Enrollments	75%	2.27%	0.85%
8	Work-Based Training Enrollments	38	403	37
	Process Measures			
9	CAP All Family Participation Rate	50%	14.02%	10.4%
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%	58.7%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.09%	59.3%
13	WIOA Adult & Dislocated Worker EER	80%	78.6%	60.61%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	59	33
	15a DJP Average Days to Employment	60	33	12
	15b Obtained Average Days to Employment	167	99	79
16	Employment/Job Placement Average Wage	\$15.75	\$17.27	\$18.80
17	Cost Per Placement	\$1,985.24	\$471.31	\$272.95
18	Net Economic Benefit	\$30,775.00	\$35,444.57	\$38,832.30
19	Return on the Investment	\$15.50	\$75.25	\$142.27

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 6/30/2026

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,800	6,928	503
2	Increase Earnings	50%	55.1%	42.11%
3	Common Measures	100%	70.37%	33.33%
	3a Adults	100%	71.43%	25.0%
	3b Dislocated Workers	100%	87.5%	ND
	3c Wagner-Peyser	100%	61.11%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	58.14%	22.68%
5	Employers Provided Services (REACH Act)	2,074	15,856	1,429
6	CAP/WIOA Co-Enrollments	75%	5.43%	3.13%
7	SNAP/WIOA Co-Enrollments	75%	2.27%	2.55%
8	Work-Based Training Enrollments	37	403	42
	Process Measures			
9	CAP All Family Participation Rate	50%	14.02%	3.33%
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%	58.7%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.09%	40.43%
13	WIOA Adult & Dislocated Worker EER	80%	78.6%	59.09%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	59	85
	15a DJP Average Days to Employment	60	33	56
	15b Obtained Average Days to Employment	167	99	92
16	Employment/Job Placement Average Wage	\$15.75	\$17.27	\$18.12
17	Cost Per Placement	\$1,937.88	\$471.31	\$550.02
18	Net Economic Benefit	\$30,822.00	\$35,444.57	\$37,134.79
19	Return on the Investment	\$15.91	\$75.25	\$67.51

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 6/30/2026

Arbor E&T, LLC

Northside Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,836	6,928	494
2	Increase Earnings	50%	55.1%	34.15%
3	Common Measures	100%	70.37%	60.0%
	3a Adults	100%	71.43%	50.0%
	3b Dislocated Workers	100%	87.5%	75.0%
	3c Wagner-Peyser	100%	61.11%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	58.14%	24.86%
5	Employers Provided Services (REACH Act)	2,624	15,856	2,555
6	CAP/WIOA Co-Enrollments	75%	5.43%	0.0%
7	SNAP/WIOA Co-Enrollments	75%	2.27%	0.13%
8	Work-Based Training Enrollments	42	403	36
	Process Measures			
9	CAP All Family Participation Rate	50%	14.02%	2.9%
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%	58.7%	73.45%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.09%	31.27%
13	WIOA Adult & Dislocated Worker EER	80%	78.6%	47.22%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	59	37
	15a DJP Average Days to Employment	60	33	9
	15b Obtained Average Days to Employment	167	99	97
16	Employment/Job Placement Average Wage	\$15.75	\$17.27	\$16.57
17	Cost Per Placement	\$1,913.25	\$471.31	\$470.31
18	Net Economic Benefit	\$30,847.00	\$35,444.57	\$34,000.70
19	Return on the Investment	\$16.12	\$75.25	\$72.29

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 6/30/2026

Youth Co-Op

Little Havana Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,560	6,928	896
2	Increase Earnings	50%	55.1%	64.71%
3	Common Measures	100%	70.37%	66.67%
	3a Adults	100%	71.43%	75.0%
	3b Dislocated Workers	100%	87.5%	ND
	3c Wagner-Peyser	100%	61.11%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	58.14%	68.04%
5	Employers Provided Services (REACH Act)	1,726	15,856	1,800
6	CAP/WIOA Co-Enrollments	75%	5.43%	4.17%
7	SNAP/WIOA Co-Enrollments	75%	2.27%	1.5%
8	Work-Based Training Enrollments	35	403	54
	Process Measures			
9	CAP All Family Participation Rate	50%	14.02%	26.09%
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%	58.7%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.09%	46.33%
13	WIOA Adult & Dislocated Worker EER	80%	78.6%	96.3%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	59	64
	15a DJP Average Days to Employment	60	33	34
	15b Obtained Average Days to Employment	167	99	109
16	Employment/Job Placement Average Wage	\$15.75	\$17.27	\$17.12
17	Cost Per Placement	\$1,979.66	\$471.31	\$678.84
18	Net Economic Benefit	\$30,780.00	\$35,444.57	\$34,940.33
19	Return on the Investment	\$15.55	\$75.25	\$51.47

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 6/30/2026

Youth Co-Op

Perrine Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	1,908	6,928	1,268
2	Increase Earnings	50%	55.1%	76.0%
3	Common Measures	100%	70.37%	83.33%
	3a Adults	100%	71.43%	100.0%
	3b Dislocated Workers	100%	87.5%	ND
	3c Wagner-Peyser	100%	61.11%	50.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	58.14%	70.48%
5	Employers Provided Services (REACH Act)	3,288	15,856	3,336
6	CAP/WIOA Co-Enrollments	75%	5.43%	8.0%
7	SNAP/WIOA Co-Enrollments	75%	2.27%	2.82%
8	Work-Based Training Enrollments	55	403	59
Process Measures				
9	CAP All Family Participation Rate	50%	14.02%	14.46%
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%	58.7%	64.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.09%	46.82%
13	WIOA Adult & Dislocated Worker EER	80%	78.6%	93.18%
14	Short-Term Veterans EER	50%	ND	ND
Additional Outcome				
15	Average Days to Employment	114	59	54
	15a DJP Average Days to Employment	60	33	26
	15b Obtained Average Days to Employment	167	99	105
16	Employment/Job Placement Average Wage	\$15.75	\$17.27	\$17.01
17	Cost Per Placement	\$1,921.08	\$471.31	\$598.59
18	Net Economic Benefit	\$30,839.00	\$35,444.57	\$34,779.93
19	Return on the Investment	\$16.05	\$75.25	\$58.10

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CSSF Balanced Scorecard Report

Report Date: 7/1/2025 To 6/30/2026

Youth Co-Op

West Dade Center

Performance				
	Outcome Measures	Standard	Region	Center
1	Employment (Obtained Employment and Direct Job Placements)	2,232	6,928	1,667
2	Increase Earnings	50%	55.1%	71.43%
3	Common Measures	100%	70.37%	100.0%
	3a Adults	100%	71.43%	100.0%
	3b Dislocated Workers	100%	87.5%	100.0%
	3c Wagner-Peyser	100%	61.11%	100.0%
4	Jobs Openings Filled Rate (Staff Entered)	65%	58.14%	78.46%
5	Employers Provided Services (REACH Act)	3,021	15,856	3,451
6	CAP/WIOA Co-Enrollments	75%	5.43%	41.67%
7	SNAP/WIOA Co-Enrollments	75%	2.27%	10.34%
8	Work-Based Training Enrollments	60	403	115
	Process Measures			
9	CAP All Family Participation Rate	50%	14.02%	35.16%
10	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11	Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	58.7%	0.0%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	48.09%	62.64%
13	WIOA Adult & Dislocated Worker EER	80%	78.6%	94.94%
14	Short-Term Veterans EER	50%	ND	ND
	Additional Outcome			
15	Average Days to Employment	114	59	44
	15a DJP Average Days to Employment	60	33	20
	15b Obtained Average Days to Employment	167	99	84
16	Employment/Job Placement Average Wage	\$15.75	\$17.27	\$17.20
17	Cost Per Placement	\$1,974.76	\$471.31	\$526.46
18	Net Economic Benefit	\$30,785.00	\$35,444.57	\$35,243.72
19	Return on the Investment	\$15.59	\$75.25	\$66.94

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SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 8/5/2026

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

The Youth Balanced Scorecard tracks the performance of contracted Youth Service Providers within Workforce Development Area (WDA) 23 for Program Year (PY) 2026–2027. The report provides a year-to-date (YTD) performance snapshot from July 1, 2026, through August 5, 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.

ISY Program Performance Data:

- Enrollment Performance: Standard – 88 | Actual – 143
- Measurable Skills Gains: Standard – 90% | Actual – 64%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – N/D
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – N/D
- Credential Attainment: Standard – 90% | Actual – 81 %

OSY Program Performance Data:

- Enrollment Performance: Standard – 409 | Actual – 453
- Measurable Skills Gains: Standard – 90% | Actual – 6%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – 70%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 83%
- Credential Attainment: Standard – 90% | Actual – 29%

The Youth Balanced Scorecard for July 1, 2026 through August 3, 2026 contains preliminary data only. Several measures are currently incomplete due to ongoing IT system enhancements and programming updates associated with the new program year. Additionally, many performance indicators require additional time for participant

activity, data collection, validation, and reporting. Future scorecard reports will provide a more complete representation of provider performance as data becomes available. The current report should therefore be viewed as an initial baseline snapshot rather than a complete assessment of provider performance.

CareerSource South Florida anticipates that additional data will populate the scorecard as system enhancements are completed and providers continue program enrollment, service delivery, and data entry activities throughout the program year.

Staff will continue to monitor performance and provide the Board with more comprehensive and accurate scorecard results in subsequent reporting periods.

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2026 thru 8/6/2026

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	88	143
New Enrollments	0	N/D
Work-Based Training (PWE)	3	N/D
Measurable Skills Gain	90 %	64 %
Credential Attainment	90 %	81 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	N/D
Education and Employment Rate - 2nd Qtr After Exit	90 %	N/D
Education and Employment Rate - 3rd Qtr After Exit	90 %	100 %
Education and Employment Rate - 4th Qtr After Exit	90 %	75 %

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	409	453
New Enrollments	290	30
Target Youth Populations	60	2
New Enrollments (Youth Offender)	15	N/D
New Enrollments (Homeless Runaway Foster Care)	15	N/D
New Enrollments (Pregnant or Parenting)	15	1
New Enrollments (Disability)	15	1
Direct Job Placements	190	N/D
Work-Based Training (OJT)	35	2
Work-Based Training (PWE)	80	11
Measurable Skills Gain	90 %	6 %
Credential Attainment	90 %	29 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	64 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	70 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	82 %
Education and Employment Rate - 4th Qtr After Exit	90 %	83 %



SFWIB PERFORMANCE COUNCIL

DATE: 8/20/2026

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: CONSUMER REPORT CARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

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

For Program Year 2026–2027 (July 1, 2026 – June 30, 2027), the CRC Tool tracks the following key performance metrics:

- Classroom Training Placements: 4 individuals were placed in classroom training programs.
- Training Completion and Employment Outcomes:
 - 4 participants successfully completed their training.
 - 1 participants obtained unsubsidized employment, earning an average wage of \$15.00 per hour.
- Occupation Relevance:
 - 1 of the 1 employed participants secured jobs directly related to their field of training.
- Economic Impact:
 - The net economic benefit per placement is calculated at \$24,922.00.
 - The return on investment for each dollar spent on training is \$3.97.
 - In total, the SFWIB contributed \$31,200.00 in wages to the South Florida regional economy through this placement.

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 2026–2027 program year.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2026 - 06/30/2027

Training Agent	Training Program	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Banefit		Net Economic Benefit Per Placement	Value Added per Placement
								Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Avgerage Wage	Average Economic Benefit		
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	\$ 15.00	\$ 31,200.00	\$ 24,922.00	\$ 3.97
Dade Institute of Technology	2511 - Cybersecurity Professional Test Prep	1	1	-	0.00 %	-	0.00 %	\$ 8,794.50	\$ 8,794.50	-	-	-	-	-
Hollywood Career Institute LLC	2421 - Home Health Aide	1	1	-	0.00 %	-	0.00 %	\$ 1,650.00	\$ 1,650.00	-	-	-	-	-
My IT Future Institute - Main Campus	2502 - Cyber Security IT Professional	1	1	-	0.00 %	-	0.00 %	\$ 5,826.00	\$ 5,826.00	-	-	-	-	-