SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, OCTOBER 29, 2026
8:30 AM

Miami-Dade College - North Campus

Bldg. A - Science Complex (Room A103)

11380 NW 27th Avenue

Miami, FL 33167

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

AGENDA

1. Call to Order and Introductions
2. Public Comment
3. Approval of Performance Council Meeting Minutes
   A. August 20, 2026
4. Information – WIOA Common Measures Update
5. Information – WIOA Indicators of Performance Fourth Quarter Update
6. Information – Adult Balanced Scorecard Report
7. Information – Youth Balanced Scorecard Update
8. Information – Consumer Report Card Update
9. Information – Reach Act Program Year 25-26: Third Quarter Update
   A. Information - Reach Act Program Year 25-26: Final Grade
10. Approval – Recommendation as to Approval of the AJC Contract Renewal Updates

South Florida Workforce Investment Board dba CareerSource South Florida is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

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

SFWIB PERFORMANCE COUNCIL

DATE: 10/29/2026

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: 10/29/2026

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 August 20, 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: 10/29/2026

AGENDA ITEM: 3A

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: August 20, 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 August 20, 2026, at approximately 8:46 a.m.

   ROLL CALL: 6 members; 4 required; 5 present: Quorum

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair Clayton, Lovey Garza, Eddie (Zoom) Mantilla, Rene' Rolle, Andrei (Zoom)	Rod, Denis (Dr.) **SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED** None	Perrin, Yian Washington, Jarvis

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 – June 18, 2026

Chairwoman Canales presented the June 18, 2026 SFWIB Performance Council meeting minutes for consideration, noting that the minutes had been distributed to members by email and were included in the meeting packet. No additions, changes, or updates were offered.

Motion: Mr. Mantilla moved to approve the June 18, 2026 SFWIB Performance Council meeting minutes; Mr. Garza 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) as of July 31, 2026, with a quarter-by-quarter breakdown.

For Quarter 1, the Council is meeting or exceeding all performance measures except the Adult Entered Employment Rate, with 16 individuals to be engaged across three career centers; the Dislocated Worker Entered Employment Rate, with 4 individuals to be engaged; the Wagner-Peyser Entered Employment Rate; and the Youth Education and Employment Rate, with 9 individuals to be engaged across two youth service providers.

For Quarter 2, the Council is meeting or exceeding all measures except the Adult Entered Employment Rate, with 16 individuals to be engaged across two career centers; the Dislocated Worker Entered Employment Rate, with 4 individuals across two career centers; the Wagner-Peyser Entered Employment Rate; and the Youth Education and Employment Rate and Credential Attainment. For Quarter 3, the Council is meeting or exceeding all measures except the Wagner-Peyser Entered Employment Rate. For Quarter 4, the Council is meeting or exceeding all measures except Dislocated Worker Credential Attainment and the Youth Education and Employment Rate and Credential Attainment.

Mr. Washington advised that recent changes to Temporary Protected Status (TPS) have affected participants from the Haitian community, many of whom remain in the current report, and that staff are working with the State to have those individuals removed from the performance calculations; he noted that Mr. Beasley would address the matter further at the full Board meeting. He further reported that the State is negotiating local performance measures with all workforce boards, that several regions have experienced pushback on their negotiated numbers, and that staff remain concerned about whether some of the upcoming indicators will be achievable.

Mr. Clayton joined the meeting during this item. In response to a question from Chairwoman Canales regarding any other trends affecting the centers' ability to meet their goals, staff advised that, apart from the TPS impact, no other significant issues have been identified, and that the Work Number has been built into the Common Measures report to capture as many employed participants as possible.

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 Workforce Services Balanced Scorecard for Program Year 2025-2026 (July 1, 2025 through June 30, 2026). Two of the seven career center locations met the 65% performance standard. Job placements totaled 6,515, a 2.34% increase over the prior program year; none of the career centers achieved their final placement goals, with the Hialeah Downtown center coming closest.

Mr. Washington noted that, as discussed at the prior meeting, several career centers are operating under performance improvement plans and are working toward the metrics they must achieve by November 30, 2026, and that procurement for centers potentially subject to rebid is expected to be released soon. Staff continue to hold performance improvement team meetings across funding streams, and the Business Services team recently attended a training at CareerSource Broward and brought back tools and practices to support the career centers.

No further questions or concerns were presented. Item closed.

6. Information – Youth Services Balanced Scorecard Update

Chairwoman Canales introduced the item; Mr. Perrin presented the preliminary Youth Services Balanced Scorecard for Program Year 2026-2027. For the In-School program, enrollment was 143 against a standard of 88, measurable skill gains were 64% against a standard of 90%, credential attainment was 81% against a standard of 90%, and no data is yet available for the second- and fourth-quarter education and employment rates. For the Out-of-School program, enrollment was 453 against a standard of 409, measurable skill gains were 6%, the second-quarter education and employment rate was 70%, the fourth-quarter rate was 83%, and credential attainment was 29%, each against a standard of 90%. He noted that these figures are expected to increase as results are entered into the system toward the end of the program year.

Mr. Perrin reported that the State's integration of the Employ Florida system with the One-Stop Service Tracking (OSST) system has affected back-end data tables, which is why certain scorecard data is not yet available in the agenda packet. In response to a question from Chairwoman Canales, staff confirmed that the lower out-of-school measurable skill gains and credential attainment rates reflect participants who remain active in the program, and that a measurable skill gain must be reported each program year before the participant exits.

No further questions or concerns were presented. Item closed.

7. Information – Consumer Report Card Update

Chairwoman Canales introduced the item; Mr. Perrin presented the Consumer Report Card for Program Year 2026-2027 to date. Four individuals were placed in classroom training programs and four successfully completed their training. One participant obtained unsubsidized employment at a wage of $15.00 per hour in a position directly related to the participant's field of training. The net economic benefit per placement was calculated at $24,922, the return on investment was $3.97 for every dollar spent on training, and the contribution to the South Florida regional economy totaled $31,200 in wages. Staff noted that, while the numbers are small at this early point in the program year, they reflect continued progress.

During discussion, a member observed that in-school youth enrollment (143 against a standard of 88) now exceeds its target, reflecting a recovery from the enrollment concerns raised at earlier meetings. Staff confirmed that providers have been given enrollment goals tied to their performance and are working to meet them.

No further questions or concerns were presented. Item closed.

There being no further business, on a motion by Mr. Mantilla, seconded by Mr. Clayton, the meeting adjourned at approximately 9:03 a.m.

SFWIB PERFORMANCE COUNCIL

DATE: 10/29/2026

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 September 30, 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 4 individuals
    - North Miami Beach needs to engage at least 11 individuals
    - Northside needs to engage at least 11 individuals
  - Dislocated Worker Entered Employment Rate
    - Carol City AJC needs to engage at least 2 individuals
    - North Miami Beach AJC needs to engage at least 2 individuals
    - Northside AJC needs to engage at least 2 individuals
  - Wagner Peyser Entered Employment Rate
    - Carol City AJC must engage at least 53 individuals
    - North Miami Beach AJC must engage at least 31 individuals
    - Northside AJC must engage at least 50 individuals
  - Youth Education and Employment Rate

        - Adults Mankind must engage at least 17 individuals
        - Community Coalition must engage at least 6 individuals
        - Youth Co-Op must engage at least 13 individuals
- Quarter 2 (Q2): SFWIB is meeting or exceeding all performance measures with the exception of the following measures:
    - 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 32 individuals
        - North Miami Beach AJC must engage at least 24 individuals
        - Northside AJC must engage at least 55 individuals
        - Perrine AJC must engage at least 25 individuals
    - Youth
        - Education and Employment Rate
            - 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 71 individuals
        - Perrine AJC needs to engage at least 40 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
            - Adult Mankind needs to engage at least 1 individual
            - Communitty Coalition needs to engage at least 3 individuals
        - Credential Attainment
            - Adults Mankind needs to engage at least 1 individual
            - Community Coalition needs to engage at least 5 individuals

SFWIB submitted a letter on July 15, 2026 to the Florida Department of Commerce (Florida Commerce) and CareerSource Florida requesting immediate statewide action to address the workforce performance reporting impact of participants who have lost federal work authorization due to Temporary Protected Status (TPS) terminations, CHNV parole revocations, and related federal immigration policy changes. The letter explains that the U.S. Department of Labor has already confirmed the existence of a federal performance-measurement mechanism, specifically PIRL Data Element 923 ("Other Reasons for Exit"), which allows participants who are later determined ineligible to receive services to be excluded from performance calculations. However, CareerSource South Florida is seeking confirmation that Florida can operationalize this provision through Employ Florida. SFWIB has submitted pariticpant cases to Florida Commerce and CareerSource Florida to assist with making changes within Employ Florida.

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:	**111**
Total Number of Cases:	**881**

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	62.76%	94.94%	67.37%	101.92%	71.35%	107.94%	81.93%	123.95%	66.10%	119.11%
Median Earnings	$9,620.00	141.20%	$8,691.80	127.57%	$8,840.00	129.75%	$9,211.80	135.20%	$6,813.00	141.20%
Credential Attainment	84.51%	167.01%	92.73%	183.26%	77.08%	152.34%	85.94%	169.84%	50.60%	173.62%
Measurable Skills Gain	100.00%	401.61%	100.00%	401.61%	98.48%	395.52%	100.00%	401.61%	24.90%	399.65%
Dislocated Workers										
Entered Employment Rate	61.90%	79.77%	77.42%	99.77%	91.30%	117.66%	100.00%	128.87%	77.60%	108.31%
Median Earnings	$14,560.00	149.82%	$12,407.20	127.67%	$10,348.00	106.48%	$10,808.20	111.21%	$9,718.00	149.82%
Credential Attainment	94.44%	109.95%	88.46%	102.98%	100.00%	116.41%	77.78%	90.54%	85.90%	103.33%
Measurable Skills Gain	100.00%	129.87%	100.00%	129.87%	100.00%	129.87%	94.44%	122.66%	77.00%	128.92%
Wagner-Peyser										
Entered Employment Rate	57.35%	92.95%	61.14%	99.09%	57.78%	93.64%	62.73%	101.67%	61.70%	96.94%
Median Earnings	$8,840.00	145.80%	$8,346.00	137.65%	$8,320.00	137.22%	$8,320.00	137.22%	$6,063.00	145.80%
Youth										
Education and Employment Rate	66.87%	82.56%	81.40%	100.49%	85.14%	105.11%	80.70%	99.63%	81.00%	95.67%
Median Earnings	$8,320.00	219.00%	$7,930.00	208.73%	$8,476.00	223.11%	$8,970.00	236.11%	$3,799.00	236.11%
Credential Attainment	74.65%	131.89%	50.72%	89.62%	71.19%	125.77%	54.00%	95.41%	56.60%	117.69%
Measurable Skills Gain	90.85%	122.76%	91.30%	123.38%	100.00%	135.14%	100.00%	135.14%	74.00%	125.01%

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

SFWIB PERFORMANCE COUNCIL

DATE: 10/29/2026

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: WIOA INDICATORS OF PERFORMANCE FOURTH QUARTER UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

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 After Exit: $8,024 (117.77% of goal)
  - Employed 4th Qtr After Exit: 81.2% (122.84% of goal
  - Credential Attainment Rate: 85.4% (168.77% of goal)
  - Measurable Skill Gains: 96.9% (389.16% of goal)

- Dislocated Worker Program
  - Median Earnings 2nd Quarter After Exit: $11,185 (109.56 % of goal)
  - Employed 4th Qtr After Exit: 82.6% (111.47% of goal)
  - Measurable Skill Gains: 98.2% (127.53% of goal)

- Youth Program
  - Median Earnings 2nd Quarter After Exit: $5,859 (154.22 % of goal)
  - Credential Attainment Rate: 65.8% (116.25% of goal)
  - Measurable Skill Gains: 80.1% (108.24% of goal)

- Wagner-Peyser
    - Median Earnings 2nd Quarter After Exit: $7,697 (126.94% of goal)
    - Employed 4th Qtr After Exit: 63.5% (106.90% of goal)

Overall Performance CSSF continues to rank among the strongest-performing workforce boards in Florida, with Quarter 4 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 and Opportunity Act and Wagner-Peyser

ATTACHMENT

Quarter 4

Measures	PY2021-2022 4th Quarter Performance	PY2022-2023 4th Quarter Performance	PY2023-2024 4th Quarter Performance	PY2024-2025 4th Quarter Performance	PY2025-2026 4th Quarter Performance
Adults:					
Employed 2nd Qtr After Exit	59.90	77.10	89.50	83.8	71.2
Median Wage 2nd Quarter After Exit	$7,022	$7,695	$9,210	$8,439	$8,024
Employed 4th Qtr After Exit	51.00	60.30	77.60	85.6	81.2
Credential Attainment Rate	50.00	56.40	88.60	82.3	85.4
Measurable Skill Gains	94.10	94.30	99.10	99.3	96.9
Dislocated Workers:					
Employed 2nd Qtr After Exit	68.60	76.70	89.10	87.5	80.1
Median Wage 2nd Quarter After Exit	$9,416	$9,729	$10,718	$13,781	$11,185
Employed 4th Qtr After Exit	80.00	69.60	79.50	86.4	82.6
Credential Attainment Rate	100.00	76.70	96.60	92.7	84.3
Measurable Skill Gains	89.90	89.70	97.60	99.1	98.2
Youth:					
Employed 2nd Qtr After Exit	73.20	90.20	75.70	78.8	76.5
Median Wage 2nd Quarter After Exit	$5,532	$3,982	$4,732	$5,535	$5,859
Employed 4th Qtr After Exit	100.00	71.10	78.10	75.3	76.7
Credential Attainment Rate	50.00	56.30	59.80	61	65.8
Measurable Skill Gains	67.30	88.20	90.80	88.4	80.1
Wagner Peyser:					
Employed 2nd Qtr After Exit	59.50	67.80	71.30	67.8	59.4
Median Wage 2nd Quarter After Exit	$6,927	$7,222	$7,667	$8,024	$7,697
Employed 4th Qtr After Exit	58.00	61.60	69.90	68.7	63.5

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

SFWIB PERFORMANCE COUNCIL

DATE: 10/29/2026

AGENDA ITEM NUMBER: 6

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

Job Placements Summary: For PY 2026-27, LWDA 23 achieved a total of 2,250 job placements. This is a 2.81 percent decrease for the same time period in PY 2025-2026 (2,315 placements). Little Havana and West Dade AJCs achieved their current placement goals.

To address performance goals, the South Florida Workforce Investment Board (SFWIB) staff has implemented several key strategies:

- Corrective Action Plans: AJC service providers submitted detailed corrective action plans detailing improvement plans for each performance measure deficiency, assigned staff responsibilties, 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.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY

Balanced Scorecard PY '25-'26 (July 1, 2026 through September 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	8	17	47.1%
	Hialeah Downtown AJC	10	17	58.8%
	North Miami Beach AJC	8	17	47.1%
	Northside Center AJC	8	17	47.1%
Youth Co-Op, Inc.	Little Havana AJC	12	17	70.6%
	Perrine AJC	11	17	64.7%
	West Dade AJC	12	17	70.6%
	LWDA	10	17	58.0%

DJPOE Scorecard Report

Report Date: 7/1/2026 To 9/30/2026

Location	Maximum Standard		Minimum Standard		Total			Obtained			Direct Job Placement								Direct Job Placement by Type																Max Earned	Earned	% Earned	OE %	DJP %
											Universal								Total Universal		WIOA Individualized																			
											1Qrt				>1Qrt						Adult/DW		Job Seekers		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP						
	#	%	#	%	1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	Season	Temp	Part	Full	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt					
Carol City Center	360	23.6%	306	27.8%	83	2	85	71	1	72	0	3	0	6	0	0	0	1	9	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	$42,541	$5,750	13.5%	84.71%	15.29%
Hialeah Downtown Center	414	99.8%	351	117.7%	411	2	413	157	1	158	0	17	21	212	0	0	0	1	250	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	$193,624	$73,900	38.2%	38.26%	61.74%
North Miami Beach Center	450	34.4%	384	40.4%	150	5	155	83	2	85	0	1	2	62	0	0	0	3	65	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	$212,383	$21,850	10.3%	54.84%	45.16%
Northside Center	459	29.2%	390	34.4%	132	2	134	115	2	117	0	1	0	16	0	0	0	0	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	$218,237	$4,950	2.3%	87.31%	12.69%
Little Havana Center	390	101.0%	333	118.3%	387	7	394	137	4	141	0	28	2	218	0	0	0	3	248	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	$182,897	$72,700	39.7%	35.79%	64.21%
Perrine Center	477	93.1%	405	109.6%	438	6	444	249	1	250	52	46	0	87	0	1	0	3	185	4	4	1	0	0	0	0	0	0	0	0	0	0	0	0	$225,624	$52,750	23.4%	56.31%	43.69%
West Dade Center	558	112.0%	474	131.9%	617	8	625	337	8	345	0	81	3	188	0	0	0	0	272	0	7	0	0	0	0	0	1	0	0	0	0	0	0	0	$262,292	$78,200	29.8%	55.20%	44.80%
Total	3,108	72.4%	2,643	85.1%	2,218	32	2,250	1,149	19	1,168	52	177	28	789	0	1	0	11	1,046	12	22	1	0	0	0	0	1	0	0	0	0	0	0	0	$1,337,598	$310,100	23.2%	51.91%	48.09%
																		% of DJP	95.1%	1.1%	2.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%					

ND = No Data

Copyright © 2014 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date : 10/6/2026 8:01:54 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2026 To 9/30/2026

Regional

Performance			
	Outcome Measures	**Standard**	**Region**
1	Employment (Obtained Employment and Direct Job Placements)	3,108	2,314
2	Increase Earnings	50%	ND
3	Common Measures	83%	83.33%
	3a Adults	100%	89.29%
	3b Dislocated Workers	100%	82.14%
	3c Wagner-Peyser	50%	78.57%
4	Jobs Openings Filled Rate (Staff Entered)	65%	65.19%
5	Employers Provided Services (REACH Act)	4,065	4,432
6	CAP/WIOA Co-Enrollments	75%	17.05%
7	SNAP/WIOA Co-Enrollments	75%	6.18%
8	Work-Based Training Enrollments	77	123
	Process Measures		
9	CAP All Family Participation Rate	50%	10.36%
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%	83.87%
12	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.82%
13	WIOA Adult & Dislocated Worker EER	80%	100.0%
14	Short-Term Veterans EER	50%	ND
	Additional Outcome		
15	15 Average Days to Employment	114	27
	15a DJP Average Days to Employment	60	23
	15b Obtained Average Days to Employment	167	42
16	Employment/Job Placement Average Wage	$15.75	$18.63
17	Cost Per Placement	$1,890.05	$481.46
18	Net Economic Benefit	$30,870.00	$38,275.64
19	Return on the Investment	$16.33	$79.58

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 10/6/2026 8:01:54 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2026 To 9/30/2026

Arbor E&T, LLC

Carol City Center

Performance			
Outcome Measures	**Standard**	**Region**	**Center**
1 Employment (Obtained Employment and Direct Job Placements)	360	2,314	85
2 Increase Earnings	50%	0.0%	ND
3 Common Measures	83%	83.33%	66.7%
3a Adults	100%	89.29%	75.0%
3b Dislocated Workers	100%	82.14%	75.0%
3c Wagner-Peyser	50%	78.57%	50.0%
4 Jobs Openings Filled Rate (Staff Entered)	65%	65.19%	57.14%
5 Employers Provided Services (REACH Act)	425	4,432	120
6 CAP/WIOA Co-Enrollments	75%	17.05%	7.69%
7 SNAP/WIOA Co-Enrollments	75%	6.18%	2.02%
8 Work-Based Training Enrollments	8	123	14
Process Measures			
9 CAP All Family Participation Rate	50%	10.36%	0.0%
10 Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11 Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	83.87%	0.0%
12 Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.82%	75.0%
13 WIOA Adult & Dislocated Worker EER	80%	100.0%	100.0%
14 Short-Term Veterans EER	50%	ND	ND
Additional Outcome			
15 Average Days to Employment	114	27	33
15a DJP Average Days to Employment	60	23	31
15b Obtained Average Days to Employment	167	42	13
16 Employment/Job Placement Average Wage	$15.75	$18.63	$17.92
17 Cost Per Placement	$1,932.59	$481.46	$2,077.52
18 Net Economic Benefit	$30,827.00	$38,275.64	$35,194.41
19 Return on the Investment	$15.95	$79.58	$16.94

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 10/6/2026 8:01:54 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2026 To 9/30/2026

Arbor E&T, LLC

Hialeah Downtown Center

Performance			
Outcome Measures	**Standard**	**Region**	**Center**
1 Employment (Obtained Employment and Direct Job Placements)	414	2,314	413
2 Increase Earnings	50%	0.0%	ND
3 Common Measures	83%	83.33%	91.67%
3a Adults	100%	89.29%	100.0%
3b Dislocated Workers	100%	82.14%	75.0%
3c Wagner-Peyser	50%	78.57%	100.0%
4 Jobs Openings Filled Rate (Staff Entered)	65%	65.19%	86.57%
5 Employers Provided Services (REACH Act)	455	4,432	467
6 CAP/WIOA Co-Enrollments	75%	17.05%	0.0%
7 SNAP/WIOA Co-Enrollments	75%	6.18%	1.05%
8 Work-Based Training Enrollments	10	123	16
Process Measures			
9 CAP All Family Participation Rate	50%	10.36%	0.0%
10 Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11 Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	83.87%	ND
12 Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.82%	52.94%
13 WIOA Adult & Dislocated Worker EER	80%	100.0%	100.0%
14 Short-Term Veterans EER	50%	ND	ND
Additional Outcome			
15 Average Days to Employment	114	27	15
15a DJP Average Days to Employment	60	23	12
15b Obtained Average Days to Employment	167	42	22
16 Employment/Job Placement Average Wage	$15.75	$18.63	$19.61
17 Cost Per Placement	$1,683.00	$481.46	$360.49
18 Net Economic Benefit	$30,775.00	$38,275.64	$40,418.11
19 Return on the Investment	$15.50	$79.58	$112.12

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 10/6/2026 8:01:54 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2026 To 9/30/2026

Arbor E&T, LLC

North Miami Beach Center

Performance			
Outcome Measures	**Standard**	**Region**	**Center**
1 Employment (Obtained Employment and Direct Job Placements)	450	2,314	155
2 Increase Earnings	50%	0.0%	ND
3 Common Measures	83%	83.33%	58.3%
3a Adults	100%	89.29%	75.0%
3b Dislocated Workers	100%	82.14%	50.0%
3c Wagner-Peyser	50%	78.57%	50.0%
4 Jobs Openings Filled Rate (Staff Entered)	65%	65.19%	58.67%
5 Employers Provided Services (REACH Act)	519	4,432	630
6 CAP/WIOA Co-Enrollments	75%	17.05%	21.74%
7 SNAP/WIOA Co-Enrollments	75%	6.18%	2.82%
8 Work-Based Training Enrollments	10	123	26
Process Measures			
9 CAP All Family Participation Rate	50%	10.36%	9.09%
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%	83.87%	ND
12 Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.82%	50.0%
13 WIOA Adult & Dislocated Worker EER	80%	100.0%	ND
14 Short-Term Veterans EER	50%	ND	ND
Additional Outcome			
15 Average Days to Employment	114	27	15
15a DJP Average Days to Employment	60	23	12
15b Obtained Average Days to Employment	167	42	19
16 Employment/Job Placement Average Wage	$15.75	$18.63	$26.55
17 Cost Per Placement	$1,937.88	$481.46	$770.16
18 Net Economic Benefit	$30,822.00	$38,275.64	$54,461.95
19 Return on the Investment	$15.91	$79.58	$70.72

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 10/6/2026 8:01:54 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2026 To 9/30/2026

Arbor E&T, LLC

Northside Center

Performance			
Outcome Measures	**Standard**	**Region**	**Center**
1 Employment (Obtained Employment and Direct Job Placements)	459	2,314	134
2 Increase Earnings	50%	0.0%	ND
3 Common Measures	83%	83.33%	66.7%
3a Adults	100%	89.29%	75.0%
3b Dislocated Workers	100%	82.14%	75.0%
3c Wagner-Peyser	50%	78.57%	50.0%
4 Jobs Openings Filled Rate (Staff Entered)	65%	65.19%	1.67%
5 Employers Provided Services (REACH Act)	656	4,432	677
6 CAP/WIOA Co-Enrollments	75%	17.05%	0.0%
7 SNAP/WIOA Co-Enrollments	75%	6.18%	0.57%
8 Work-Based Training Enrollments	11	123	6
Process Measures			
9 CAP All Family Participation Rate	50%	10.36%	0.0%
10 Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	100.0%	100.0%
11 Supplemental Nutrition Assistance Program Employment and Training Entered Employment Rate (SNAP E&T) EER	45%	83.87%	85.71%
12 Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.82%	23.08%
13 WIOA Adult & Dislocated Worker EER	80%	100.0%	ND
14 Short-Term Veterans EER	50%	ND	ND
Additional Outcome			
15 Average Days to Employment	114	27	30
15a DJP Average Days to Employment	60	23	11
15b Obtained Average Days to Employment	167	42	57
16 Employment/Job Placement Average Wage	$15.75	$18.63	$18.44
17 Cost Per Placement	$1,913.25	$481.46	$452.04
18 Net Economic Benefit	$30,847.00	$38,275.64	$37,911.69
19 Return on the Investment	$16.12	$79.58	$83.87

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 10/6/2026 8:01:54 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2026 To 9/30/2026

Youth Co-Op

Little Havana Center

Performance			
Outcome Measures	**Standard**	**Region**	**Center**
1 Employment (Obtained Employment and Direct Job Placements)	390	2,314	394
2 Increase Earnings	50%	0.0%	ND
3 Common Measures	83%	83.33%	100.0%
3a Adults	100%	89.29%	100.0%
3b Dislocated Workers	100%	82.14%	100.0%
3c Wagner-Peyser	50%	78.57%	100.0%
4 Jobs Openings Filled Rate (Staff Entered)	65%	65.19%	81.1%
5 Employers Provided Services (REACH Act)	432	4,432	627
6 CAP/WIOA Co-Enrollments	75%	17.05%	25.0%
7 SNAP/WIOA Co-Enrollments	75%	6.18%	2.99%
8 Work-Based Training Enrollments	9	123	13
Process Measures			
9 CAP All Family Participation Rate	50%	10.36%	33.33%
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%	83.87%	ND
12 Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.82%	37.5%
13 WIOA Adult & Dislocated Worker EER	80%	100.0%	100.0%
14 Short-Term Veterans EER	50%	ND	ND
Additional Outcome			
15 Average Days to Employment	114	27	20
15a DJP Average Days to Employment	60	23	17
15b Obtained Average Days to Employment	167	42	60
16 Employment/Job Placement Average Wage	$15.75	$18.63	$17.49
17 Cost Per Placement	$1,979.66	$481.46	$347.63
18 Net Economic Benefit	$30,780.00	$38,275.64	$36,025.74
19 Return on the Investment	$15.55	$79.58	$103.63

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 10/6/2026 8:01:54 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2026 To 9/30/2026

Youth Co-Op

Perrine Center

Performance			
Outcome Measures	**Standard**	**Region**	**Center**
1 Employment (Obtained Employment and Direct Job Placements)	477	2,314	444
2 Increase Earnings	50%	0.0%	ND
3 Common Measures	83%	83.33%	100.0%
3a Adults	100%	89.29%	100.0%
3b Dislocated Workers	100%	82.14%	100.0%
3c Wagner-Peyser	50%	78.57%	100.0%
4 Jobs Openings Filled Rate (Staff Entered)	65%	65.19%	70.78%
5 Employers Provided Services (REACH Act)	822	4,432	951
6 CAP/WIOA Co-Enrollments	75%	17.05%	88.89%
7 SNAP/WIOA Co-Enrollments	75%	6.18%	25.51%
8 Work-Based Training Enrollments	14	123	20
Process Measures			
9 CAP All Family Participation Rate	50%	10.36%	14.71%
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%	83.87%	0.0%
12 Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.82%	40.0%
13 WIOA Adult & Dislocated Worker EER	80%	100.0%	ND
14 Short-Term Veterans EER	50%	ND	ND
Additional Outcome			
15 Average Days to Employment	114	27	15
15a DJP Average Days to Employment	60	23	13
15b Obtained Average Days to Employment	167	42	33
16 Employment/Job Placement Average Wage	$15.75	$18.63	$19.01
17 Cost Per Placement	$1,921.08	$481.46	$367.16
18 Net Economic Benefit	$30,839.00	$38,275.64	$39,166.36
19 Return on the Investment	$16.05	$79.58	$106.67

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 10/6/2026 8:01:54 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2026 To 9/30/2026

Youth Co-Op

West Dade Center

Performance			
Outcome Measures	**Standard**	**Region**	**Center**
1 Employment (Obtained Employment and Direct Job Placements)	558	2,314	625
2 Increase Earnings	50%	0.0%	ND
3 Common Measures	83%	83.33%	100.0%
3a Adults	100%	89.29%	100.0%
3b Dislocated Workers	100%	82.14%	100.0%
3c Wagner-Peyser	50%	78.57%	100.0%
4 Jobs Openings Filled Rate (Staff Entered)	65%	65.19%	91.03%
5 Employers Provided Services (REACH Act)	756	4,432	857
6 CAP/WIOA Co-Enrollments	75%	17.05%	18.75%
7 SNAP/WIOA Co-Enrollments	75%	6.18%	14.36%
8 Work-Based Training Enrollments	15	123	28
Process Measures			
9 CAP All Family Participation Rate	50%	10.36%	33.33%
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%	83.87%	0.0%
12 Wagner Peyser (WP) Entered Employment Rate (EER)	65%	41.82%	25.0%
13 WIOA Adult & Dislocated Worker EER	80%	100.0%	100.0%
14 Short-Term Veterans EER	50%	ND	ND
Additional Outcome			
15 Average Days to Employment	114	27	25
15a DJP Average Days to Employment	60	23	22
15b Obtained Average Days to Employment	167	42	38
16 Employment/Job Placement Average Wage	$15.75	$18.63	$17.35
17 Cost Per Placement	$1,974.76	$481.46	$472.55
18 Net Economic Benefit	$30,785.00	$38,275.64	$35,619.40
19 Return on the Investment	$15.59	$79.58	$75.38

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

Last Run Date: 10/6/2026 8:01:54 AM

SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 10/29/2026

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) 2026–2027. The report provides a year-to-date (YTD) performance snapshot from July 1, 2026, through September 30, 2026, and includes key indicators such as New Enrollments, Measurable Skills Gains, Youth Education and Employment Rates (2nd and 4th Quarters After Exit), Credential Attainment and Direct Job Placement.

In-School Youth (ISY) Program Performance:
Performance data is now emerging for both the In-School Youth and Out-of-School Youth programs across several key indicators, including enrollment, Measurable Skills Gains, Credential Attainment, and education and employment outcomes. Although the program year is still developing and sufficient time has not yet elapsed for all measures to be fully realized, current trends indicate positive momentum and strong potential for achieving performance standards.

ISY Program Performance Data:

- Enrollment Performance: Standard – 88 | Actual –99
- Measurable Skills Gains: Standard – 90% | Actual – 98%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual – N/D
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 75%
- Credential Attainment: Standard – 90% | Actual – 73%

Out-of-School Youth (OSY) Program Performance:
The Out-of-School Youth Program continues to build strong employer partnerships, creating meaningful career pathways through Job Orders, Direct Job Placements, and Work-Based Learning opportunities that support successful employment outcomes for participants.

OSY Program Performance Data:

- Enrollment Performance: Standard – 409 | Actual –462
- Measurable Skills Gains: Standard – 90% | Actual – 12%
- Education & Employment Rate (2nd Quarter): Standard – 90% | Actual –816%
- Education & Employment Rate (4th Quarter): Standard – 90% | Actual – 81%
- Credential Attainment: Standard – 90% | Actual – 23%
- Direct Job Placement: Standard-190/Actual-42

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) 2026-2027 to enhance the oversight and management of the performance indicators.

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2026 thru 10/1/2026

Regional for ISY Providers		
Measure	**Standard**	**Region**
Total Enrollments	88	99
New Enrollments	0	N/D
Work-Based Training (PWE)	3	N/D
Measurable Skills Gain	90 %	98 %
Credential Attainment	90 %	73 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	64 %
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 %

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2026 thru 10/1/2026

Regional for OSY Providers		
Measure	**Standard**	**Region**
Total Enrollments	409	462
New Enrollments	290	127
Target Youth Populations	60	19
New Enrollments (Youth Offender)	15	7
New Enrollments (Homeless Runaway Foster Care)	15	3
New Enrollments (Pregnant or Parenting)	15	5
New Enrollments (Disability)	15	8
Direct Job Placements	190	42
Work-Based Training (OJT)	35	4
Work-Based Training (PWE)	80	29
Measurable Skills Gain	90 %	12 %
Credential Attainment	90 %	23 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	69 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	81 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	86 %
Education and Employment Rate - 4th Qtr After Exit	90 %	81 %

SFWIB PERFORMANCE COUNCIL

DATE: 10/29/2026

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 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 Benefit		Net Economic Benefit Per Placement	Value Added per Placement
								Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Avgerage Wage	Average Economic Benefit		
Academy, The (#3051) - Miami Campus	1922 - Cloud and Security Network Administrator	3	3	-	0.00 %	-	0.00 %	$ 10,725.00	$ 32,175.00	-	-	-	-	-
Academy, The (#3051) - Miami Campus	2023 - Information Technology Professional	5	5	-	0.00 %	-	0.00 %	$ 10,725.00	$ 53,625.00	-	-	-	-	-
Academy, The (#3051) - Miami Campus	2026 - Project Manager Professional (Security+, Project+, and PMP)	1	1	-	0.00 %	-	0.00 %	$ 8,794.50	$ 8,794.50	-	-	-	-	-
Academy, The (#3051) - Miami Campus	2427 - Full Stack Web Developer Test Prep	1	1	-	0.00 %	-	0.00 %	$ 9,375.00	$ 9,375.00	-	-	-	-	-
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	4	4	-	0.00 %	-	0.00 %	$ 8,794.50	$ 35,178.00	-	-	-	-	-
Hollywood Career Institute LLC	2421 - Home Health Aide	1	1	-	0.00 %	-	0.00 %	$ 1,650.00	$ 1,650.00	-	-	-	-	-
MDCP SCHOOLS (ALL)	2696 - Commercial Vehicle Driving (Class A)	1	1	1	100.00 %	1	100.00 %	$ 1,882.00	$ 1,882.00	$ 1,882.00	$ 18.33	$ 38,126.40	$ 36,244.40	$ 19.26
Metropolitan Trucking and Technical Institute	2655 - CDL 80 Hours Straight Truck Driver	1	1	-	0.00 %	-	0.00 %	$ 3,105.36	$ 3,105.36	-	-	-	-	-
Metropolitan Trucking and Technical Institute	2660 - CDL 160 Hours Industry Standard Tractor Trailer Driver	2	2	-	0.00 %	-	0.00 %	$ 3,105.36	$ 6,210.72	-	-	-	-	-
Miami Dade College	2722 - Fiber Optics Installer/Technician (Non-Credit)	1	1	1	100.00 %	-	0.00 %	$ 4,480.00	$ 4,480.00	$ 4,480.00	$ 21.49	$ 44,699.20	$ 40,219.20	$ 8.98
Miami Dade College (Various Campuses)	2707 - EKG Technician Certification (Non-Credt)	1	1	-	0.00 %	-	0.00 %	$ 659.50	$ 659.50	-	-	-	-	-
My IT Future Institute - Main Campus	2502 - Cyber Security IT Professional	2	2	-	0.00 %	-	0.00 %	$ 12,475.00	$ 24,950.00	-	-	-	-	-
		24	**24**	**3**	**23.08 %**	**2**	**100%**	**$ 6,311.48**	**$ 188,363.08**	**$ 12,640.00**	**$ 18.27**	**$ 38,008.53**	**$ 33,795.20**	**$ 10.74**

CareerSource South Florida is an equal opportunity employer / program. Auxiliary aids & services are available upon request to individuals with disabilities.

Printed on:

SFWIB PERFORMANCE COUNCIL

DATE: 10/29/2026

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: REACH ACT PROGRAM YEAR 25-26 QUARTER 3 UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

Florida's 2021 Reimagining Education and Career Help (REACH) Act is a comprehensive blueprint for enhancing access, alignment and accountability across the state's workforce development system. The law calls for the Governor's REACH Office to develop criteria for assigning a letter grade to each local workforce development board and for CareerSource Florida to assign and make the letter grades public annually. The letter grade system provides a standard, statewide assessment that allows local workforce development boards to identify areas in which they excel and areas that can be strengthened to improve outcomes for all Floridians.

South Florida Workforce Investment Board (SFWIB) has received a 90.40 rating for Program Year 2025-2026 Quarter 3, equating to an A- letter grade. Out of the eight letter grade metrics, SFWIB met 100 percent of the target for Metric 2 - Reduction in Public Assistance, Metric 3 - Employment and Training Outcomes, Metric 7 - Completion-to-Funding Ratio. Additionally, CSSF met the Extra Credit Metric - Serving Individuals on Public Assistance. SFWIB finished as one of the four Local Workforce Development Boards (LWDBs) with at least an A- Letter Grade.

SFWIB staff will continue to monitor and implement strategies to ensure we meet letter grade methodology. Additionally, staff revised several local tools to improve the service delivery of the AJCs to align with the negotiated Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Wagner-Peyser programs primary performance indicators for PY 2024-2025. In particular, the consistent use of the Common Measures tool will help American Job Center (AJC) staff maintain Metric 3 - Employment and Training Outcomes, which are better known as the WIOA Indicators of Performance. SFWIB has created a business services training plan to help address the continued decrease in both Measure 5 - Continued Repeat Business and Measure 6 - Year-Over-Year Business Penetration. The plan provides a comprehensive overview of WIOA authority, CareerSource Florida policy, Employ Florida service coding, rapid response, work-based learning, and registered apprenticeships.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

PY 2025, Quarter 3 Performance Update

Local Workforce Development Board	PY 2025 Quarter 1 (%)	PY 2025 Quarter 2 (%)	PY 2025 Quarter 3 (%)	Letter Grade
CareerSource Broward	92.91	93.32	92.55	A-
CareerSource Suncoast	91.22	90.59	92.50	A-
CareerSource Southwest Florida	93.15	91.91	91.09	A-
CareerSource South Florida	97.34	93.25	90.40	A-
CareerSource Research Coast	86.30	84.36	87.50	B+
CareerSource Tampa Bay	87.43	87.09	87.46	B+
CareerSource Citrus Levy Marion	84.00	84.25	87.24	B+
CareerSource Northeast Florida	88.86	87.02	87.22	B+
CareerSource Brevard Flagler Volusia	84.34	83.83	86.24	B
CareerSource Central Florida	85.49	85.59	84.80	B
CareerSource Okaloosa Walton	85.20	84.02	84.37	B
CareerSource North Florida	78.28	78.16	84.00	B
CareerSource Heartland	85.27	82.53	83.64	B
CareerSource Pasco Hernando	82.11	82.52	83.52	B
CareerSource Palm Beach County	80.46	79.94	82.85	B-
CareerSource Chipola	82.86	83.34	82.10	B-
CareerSource Polk	78.38	79.60	77.90	C+
CareerSource Escarosa	73.34	73.46	76.88	C
CareerSource Capital Region	79.68	79.13	76.55	C
CareerSource North Central Florida	84.77	82.92	76.06	C
CareerSource Gulf Coast	74.83	73.96	74.83	C

Letter Grades Scale:
A+: ≥ 97
A : 93 to < 97
A-: 90 to < 93
B+: 87 to < 90
B : 83 to < 87
B-: 80 to < 83
C+: 77 to < 80
C : 73 to < 77
C-: 70 to < 73
D : 60 to < 70
F : < 60

PY 2025, Quarter 3 Performance Update

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	7,108	15,981	44.48	-	50	88.96	**22.24**
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	8,234	14,926	55.17	-	50	100	**25**
3. Employment and Training Outcomes	Employment and Training Services	0.2	18	18	100	-	100	100	**20**
4. Participants in Work-Related Training	Training Services	0.1	3,802	16,533	23	-	25	92	**9.2**
5. Continued Repeat Business	Business Services	0.05	9,551	34,430	27.74	-	35	79.26	**3.963**
6. Year-Over-Year Business Penetration 1	Business Services	0.05	-	-	-	-12.31	100	0	**0**
PY 2024-2025 Business Penetration		-	23,643	80,222	29.47	-	-	-	-
PY 2025-2026 Business Penetration		-	14,086	82,074	17.16	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.05	16.06	12.24	100	-	100	100	**5**
Exiters: Local Board (N) / Statewide (D)		-	10,854	67,600	16.06	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	$16,303,922	$133,208,411	12.24	-	-	-	-
8. Serving Individuals on Public Assistance 2	Employment and Training Services, Self-Sufficiency	0.05	10,426	18,466	56.46	-	-	-	**5**
								TOTAL	**90.40**

[1] Percentage of Target Met for the Business Penetration metric is based on year-over-year percentage point difference as follows:

- ≥ 4 = 100%

- 2 to < 4 = 90%
- 0 to < 2 = 80%
- -2 to < 0 = 70%
- -4 to < -2 = 60%
- -6 to < -4 = 40%
- -8 to < -6 = 20%
- < -8 = 0%

[2] Weighted Performance for Serving Individuals on Public Assistance is based on the rate as follows:

- ≥ 55% = 5 points
- 51% to < 55% = 4 points
- 49% to < 51% = 3 points
- 47% to < 49% = 2 points
- 45% to < 47% = 1 point

PY 2025, Quarter 3 Performance Update

Metric	Metric Category	Weight	Quarter 1 Weighted Performance (%)	Quarter 2 Weighted Performance (%)	Quarter 3 Weighted Performance (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	**24.44**	**23.695**	**22.24**
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	**25**	**25**	**25**
3. Employment and Training Outcomes	Employment and Training Services	0.2	**20**	**20**	**20**
4. Participants in Work-Related Training	Training Services	0.1	**8.396**	**8.072**	**9.2**
5. Continued Repeat Business	Business Services	0.05	**5**	**4.483**	**3.963**
6. Year-Over-Year Business Penetration 1	Business Services	0.05	**4.5**	**2**	**0**
PY 2024-2025 Business Penetration		-	-	-	-
PY 2025-2026 Business Penetration		-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.05	**5**	**5**	**5**
Exiters: Local Board (N) / Statewide (D)		-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	-	-	-
8. Serving Individuals on Public Assistance 2	Employment and Training Services, Self-Sufficiency	0.05	**5**	**5**	**5**
		Totals	**97.34**	**93.25**	**90.40**

SFWIB PERFORMANCE COUNCIL

DATE: 10/29/2025

AGENDA ITEM NUMBER: 9A

AGENDA ITEM SUBJECT: REACH ACT PROGRAM YEAR 25-26 FINAL LETTER GRADE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

Florida's 2021 Reimagining Education and Career Help (REACH) Act is a comprehensive blueprint for enhancing access, alignment and accountability across the state's workforce development system. The law calls for the Governor's REACH Office to develop criteria for assigning a letter grade to each local workforce development board and for CareerSource Florida to assign and make the letter grades public annually. The letter grade system provides a standard, statewide assessment that allows local workforce development boards to identify areas in which they excel and areas that can be strengthened to improve outcomes for all Floridians.

South Florida Workforce Investment Board (SFWIB) has received an 89.62 rating as the final letter grade for Program Year (PY) 2025-2026, equating to an B+ letter grade. Out of the eight letter grade metrics, SFWIB met 100 percent of the target for four metrics: Metric 2 - Reduction in Public Assistance, Metric 3 - Employment and Training Outcomes, Metric 7 - Completion-to-Funding Ratio, and the Extra Credit Metric - Serving Individuals on Public Assistance. SFWIB finished as the sixth Local Workforce Development Board (LWDB) out of 21 LWDBs.

The highlights of all four quarters of PY 2025-2026 shows the following trends:

- Participants with Increased Earnings: Weighted performance declined each quarter, from 24.44% to 21.58%, a 2.86-point decrease. This consistent downward trend indicates that participant earnings outcomes weakened over the program year.

- Participants in Work-Related Training: After declining slightly in Quarter 2, performance improved to 9.33% at year-end, exceeding the Quarter 1 score of 8.40%. This was the only metric that finished above its initial quarterly level.

- Continued Repeat Business: Weighted performance declined from the maximum 5.00% in Quarter 1 to 3.71% at year-end, a 1.29-point decrease. The trend suggests reduced repeat engagement among employers as the year progressed.

- Year-Over-Year Business Penetration: This metric experienced the most significant deterioration, falling from 4.50% in Quarter 1 to zero by Quarter 3, where it remained at year-end. This measure was the largest contributor to the overall reduction in the annual score.

SFWIB staff will be implementing several strategies to address several of the metrics:

- Implementation of a local REACH Letter Grade Tool - This tool shall provide a real-time look at the letter grade across all 8 metrics serve as an internal early-warning and performance-management system. The tool would also establish consistent internal expectations and show which operational areas require intervention.
- Business Services Tool - The tool shall provide ongoing visibility into employer engagement, identify businesses requiring initial or repeat services, measure progress toward State-established targets, and quantify the remaining employer-service gap needed to achieve each performance measure. This approach would enable staff to move from retrospective performance reporting to proactive employer engagement and corrective action.
- Onboarding of additional Business Service Coordinators - SFWIB shall onboard three additional Business Service Coordinators to expand employer outreach, strengthen relationships with previously served businesses, increase delivery of qualifying business services, and develop new employer relationships.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Program Year 2025-2026 Final Letter Grade

Metric	Metric Category	Weight	Quarter 1	Quarter 2	Quarter 3	Final
			Weighted Performance (%)	Weighted Performance (%)	Weighted Performance (%)	Weighted Performance (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	**24.44**	**23.695**	**22.24**	**21.58**
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	**25**	**25**	**25**	**25**
3. Employment and Training Outcomes	Employment and Training Services	0.2	**20**	**20**	**20**	**20**
4. Participants in Work-Related Training	Training Services	0.1	**8.396**	**8.072**	**9.2**	**9.328**
5. Continued Repeat Business	Business Services	0.05	**5**	**4.483**	**3.963**	**3.707**
6. Year-Over-Year Business Penetration 1	Business Services	0.05	**4.5**	**2**	**0**	**0**
PY 2024-2025 Business Penetration		-	-	-	-	-
PY 2025-2026 Business Penetration		-	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.05	**5**	**5**	**5**	**5**
Exiters: Local Board (N) / Statewide (D)		-	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	-	-	-	-
8. Serving Individuals on Public Assistance 2	Employment and Training Services, Self-Sufficiency	0.05	**5**	**5**	**5**	**5**
		Totals	**97.34**	**93.25**	**90.40**	**89.62**

SFWIB PERFORMANCE COUNCIL

DATE: 10/29/2026

AGENDA ITEM NUMBER: 10

AGENDA ITEM SUBJECT: CONDITIONAL AMERICAN JOB CENTER PERFORMANCE REVIEW AND RENEWAL UPDATE

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to recommend to the Board to approve the option to extend Workforce Services contractors for the remainder Program Year 2026-2027

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

On June 18, 2026, South Florida Workforce Investment Board (SFWIB) approved a conditional, short-term renewal of contracts for the four underperforming American Job Centers (AJCs) covering the five months of PY 26-27 (July 1 – November 30, 2026):

Workforce Services Contractors	**Locations**
Arbor E&T, LLC	Carol City center
Arbor E&T, LLC	North Miami Beach center
Arbor E&T, LLC	Northside center
Youth Co-Op	Perrine center

The four centers were evaluated using the following standards:

- Job Placements: At least 90% of negotiated Employment Rate Second Quarter and Fourth Quarter targets.
- Increased Earnings: At least 40.5% of exiters must demonstrate an earnings gain. This represents 90% of Florida's 45% state target.

- Common Measures: At least 90% of all negotiated targets, with no individual indicator below 50%.
- CAP Co-enrollment: At least 90% of the locally negotiated target, supported by documented follow-through.
- SNAP Co-enrollment: At least 90% of the locally negotiated target, with complete OSST documentation.

Measure		**Carol City**	**North Miami Beach**	**Northside**	**Perrine**
Job Placements		85 (23.6%)	155 (34.4%)	134 (29.2%)	444 (93.1%)
Increased Earnings					
Common Measures	Adults	75.0%	75.0%	75.0%	100.0%
	Dislocated Workers	75.0%	50.0%	75.0%	100.0%
	Wagner-Peyser	50.0%	50.0%	50.0%	100.0%
CAP co-enrollment		5%	11%	0%	67.74%
SNAP co-enrollment		2%	2%	0%	50.35%

Note: No Increased Earnings data has been reported as of September 30, 2026

Performance Results

- Carol City
  - Carol City reported 85 job placements, representing 23.6% of its negotiated target, and therefore did not meet the 90% Job Placement standard.
  - For Common Measures, the center achieved 75% for Adults, 75% for Dislocated Workers, and 50% for Wagner-Peyser. Although no indicator fell below 50%, the center did not achieve the required overall 90% performance level.
  - CAP co-enrollment was 5%, and SNAP co-enrollment was 2%. Both results were substantially below the 90% standards.
- North Miami Beach
  - North Miami Beach reported 155 job placements, representing 34.4% of its negotiated target, and did not meet the Job Placement standard.
  - Common Measures performance was 75% for Adults, 50% for Dislocated Workers, and 50% for Wagner-Peyser. While no measure was reported below the 50% minimum, the center did not reach the required overall 90% threshold.
  - CAP co-enrollment was 11%, and SNAP co-enrollment was 2%. Neither measure met the applicable 90% standard.

- Northside
    - Northside reported 134 job placements, representing 29.2% of its negotiated target, and did not meet the Job Placement standard.

    - Common Measures performance was 75% for Adults, 75% for Dislocated Workers, and 50% for Wagner-Peyser. The center did not achieve the required overall 90% performance level.

    - Northside reported 0% for both CAP and SNAP co-enrollment, resulting in nonachievement of both co-enrollment standards.
- Perrine
    - Perrine reported 444 job placements, representing 93.1% of its negotiated target. Perrine was the only center among the four to meet the 90% Job Placement standard.

    - Perrine achieved 100% for the Adult, Dislocated Worker, and Wagner-Peyser Common Measures and therefore met the stated Common Measures standard.

    - CAP co-enrollment was 67.74%, and SNAP co-enrollment was approximately 50.35%. Although these results were higher than those of the other three centers, both remained below the required 90% standards.

Based on the results of the performance review and the information presented, SFWIB staff recommends extending the contract for the Perrine American Job Center (AJC), operated by Youth Co-Op, Inc., through the remainder of Program Year (PY) 2026-2027, ending June 30, 2027.

Following the same review, SFWIB staff does not recommend extending the contracts for the Carol City, North Miami Beach, and Northside American Job Centers (AJCs), operated by Equus Workforce Solutions, beyond their current term.

Accordingly, SFWIB staff recommends the following items:

- Proceed with the Request for Proposal (RFP) process to competitively procure service providers for the Carol City, North Miami Beach, and Northside American Job Center (AJC) locations for the remainder of Program Year (PY) 2026-2027 and any subsequent contract period as determined by the Board.
- Extend the conditional renewal contracts for the Carol City, North Miami Beach, and Northside AJC locations through December 31, 2026, to allow sufficient time to conduct and complete the RFP process.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT