



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, FEBRUARY 22, 2024
8:30 AM**

ARPEC School/UA Local 725 Pipefitters
13201 NW 45th Avenue (Room 2)
Opa Locka, FL 33054

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. Approval of Performance Council Meeting Minutes
 - A. December 21, 2023
3. Information – REACH Act 1st Quarter Update
4. Information – WIOA Performance Update
5. Information – Adult Balanced Scorecard Report
6. Information – Youth Balanced Scorecard Update
7. Information – Consumer Report Card Update

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

Performance Council Attendance Roster
 PY 2022 - 2024

Quorum Standard: 5

#	Member First Name	Member Last Name	08/18/2022	10/20/2022	12/15/2022	02/16/2023	04/20/2023	06/15/2023	08/17/2023	10/19/2023	12/21/2023	Total Absences	Total Present
1	Dequasia	Canales	P	E	P	P	A	P	P	P	E	1	6
2	Joe	Chi	P	A	P	A	A	A	E	E	P	4	3
3	Lovey	Clayton	P	A	P	P	A	A	A	E	P	4	4
4	Bill	Diggs	A	A	A	A	A	A	A	A	A	9	0
5	Maria	Garza*	A	A	A							3	0
6	Edward "Eddie"	Garza***						P	P	E	P	0	3
7	Albert "Al"	Huston, Jr.*	A	A	A							3	0
8	Rene'	Manilla**				P	P	P	P	P	E	0	5
9	Maria	Regueiro*	P	A	E							1	1
10	Andrei	Rolle***						P	P	P	P	0	4
11	Denis	Rod	P	P	P	P	P	P	P	P	P	0	9
Total Present (P)			5	1	4	4	2	5	5	4	5		
Total Absences (A)			3	6	3	2	4	3	2	1	1		
Total Excused			0	1	1	0	0	0	1	3	2		

* Member removed from the Board - December 15, 2022 SFWIB Meeting
 ** Assigned to Performance Council January 2023
 *** Assigned to Performance Council May 2023



2A. Approval - Performance Council Meeting Minutes – August 17, 2023 and October 19, 2023

Members of the Performance Council were given a few moments to review the minutes and advise of any issues or concerns.

Motion by Mr. Chi to approve the Performance Council Meeting minutes from August 17, 2023 and October 19, 2023.

Mr. Clayton seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

3. Information – Federal Indicators of Performance

Mr. Perrin reported CSSF either met or exceeded 17 of 18 performance measures; the only metric not met in the first quarter was the dislocated worker 4th quarter after exit. In addition to reviewing current performance measures, Mr. Perrin examined a comparative report that detailed the performance levels from 2022 to 2023.

The Council discussed challenges faced due to the Covid pandemic and efforts to improve performance, such as the establishment of performance improvement teams and the provision of technical assistance and training.

No further questions or concerns were presented. Item closed.

4. Information – WIOA Performance Update

Mr. Rolle introduced the item; Mr. Perrin further presented the WIOA indicators of performance for Adult, Dislocated Worker, Youth and Wagner-Peyser Programs.

In addition, Mr. Perrin reminded the group of the ongoing use of the Common Measures Report for monitoring and ensuring compliance with established goals throughout the established period. The report is updated in real-time on a daily basis.

No further questions or concerns were presented. Item closed.

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

Mr. Rolle introduced the item; Mr. Perrin further presented.



The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource Centers/American Job Center (AJC) Service Providers. The report for Program Year (PY) 2023-24, is from July 1, 2023 through November 30, 2023. Three of the nine American Job Centers have achieved required 65% performance measure standard; two AJCs (Downtown Hialeah and Little Havana) have exceeded the minimum job placement standard.

There was additional dialog regarding the availability of services and the Miami Dade College location, which is projected to open sometime within the following year.

No further questions or concerns were presented. Item closed.

6. Information – Youth Balanced Scorecard Update

Mr. Rolle introduced the item; Mr. Perrin further presented the ISY/OSY program performances for PY 2023-2024, which is the period of July 1, 2023 through November 30, 2023.

No further questions or concerns were presented. Item closed.

7. Information – Consumer Report Card Update

Mr. Rolle introduced the item; Mr. Perrin further presented the Consumer Report Card, which will provide real-time performance data for training providers, helping potential students make informed decisions.

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

Being as there were no further questions or concerns, the meeting adjourned at 9:28am.



SFWIB PERFORMANCE COUNCIL

DATE: 2/15/2024

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: REACH ACT PROGRAM YEAR 23-24 1st QUARTER 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 98.27 rating for Program Year 2023-2024 1st Quarter (Q1), equating to an A+ letter grade. Out of the eight letter grade metrics, SFWIB met 100 percent of the target for

- Metric 1 - Participants with Increased Earnings,
- Metric 2 - Reduction in Public Assistance,
- Metric 6 - Year-Over-Year Business Penetration.

Additionally, CSSF met the Extra Credit Metric - Serving Individuals on Public Assistance. SFWIB finished with the highest letter grade out of the 24 Local Workforce Development Boards (LWDBs).

Further, to ensure the SFWIB continues to excel and maintains its current standing or better, staff have revised several local tools to improve the service delivery of the American Job Centers (AJC) to align with the negotiated Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Wagner-Peyser programs primary performance indicators for PY 2023-2024. Specifically, the increased use of the Common Measures Tool will help AJC staff maintain Metric 3 - Employment and Training Outcomes, which are more commonly known as the WIOA Indicators of Performance. Additionally, AJC staff will increase EconoVue usage to ensure the SFWIB's

continued improvement on Measure 5 - Continued Repeat Business and Measure 6 - Year-Over-Year Business Penetration.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Local Board Performance



CareerSource South Florida | Program Year 2023-2024

Letter grades are assigned to local workforce development boards on an annual basis once the program year has ended and all program year data is finalized. The information displayed on this page is preliminary until all program data is complete and deemed final for the program year.

CareerSource Florida, in collaboration with the REACH Office and the Florida Department of Commerce, updates this website on a quarterly basis as the data is made available.

Metrics Data

The table below shows the preliminary data on a rolling four-quarter basis. Visit the [Methodology](#) page of this website for more information on each metric including numerator and denominator definitions. Visit the [Resources](#) page to view or download methodology desk reference documents, a metric cohort timeline spreadsheet and lists of the Employ Florida service codes included in the metrics.

Data as of: 9/30/2023

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met ¹ (%)	Weighted Performance ² (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	3,620	6,909	52.40	-	50.00	100.00	25.00
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	15,742	26,363	59.71	-	50.00	100.00	25.00
3. Employment and Training Outcomes	Employment and Training Services	0.20	17	18	94.44	-	100.00	94.44	18.89
4. Participants in Work-Related Training	Training Services	0.10	3,823	19,442	19.66	-	25.00	78.64	7.86

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met ¹ (%)	Weighted Performance ² (%)
5. Continued Repeat Business	Business Services	0.05	10,096	30,361	33.25	-	35.00	95.00	4.75
6. Year-Over-Year Business Penetration	Business Services	0.05	-	-	-	6.59	100.00	100.00	5.00
PY 2022-2023 Business Penetration		-	10,044	76,004	13.22	-	-	-	-
PY 2023-2024 Business Penetration		-	15,562	78,543	19.81	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.10	10.82	13.93	77.67	-	100.00	77.67	7.77
Exiters: Local Board (N) / Statewide (D)		-	8,969	82,880	10.82	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$19,272,986	\$138,314,587	13.93	-	-	-	-
Extra Credit: Serving Individuals on Public Assistance	Employment and Training Services, Self-Sufficiency	Up to 0.05 points	11,796	21,592	54.63	-	-	-	4.00
								TOTAL	98.27

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

- $\geq 4 = 100\%$
- $2 \text{ to } < 4 = 90\%$
- $0 \text{ to } < 2 = 80\%$
- $-2 \text{ to } < 0 = 70\%$
- $-4 \text{ to } < -2 = 60\%$
- $-6 \text{ to } < -4 = 40\%$
- $-8 \text{ to } < -6 = 20\%$
- $< -8 = 0\%$

² Weighted Performance for the Extra Credit Metric are extra credit points awarded based on the rate as follows:

- $\geq 55\% = 5 \text{ points}$
- $51\% \text{ to } < 55\% = 4 \text{ points}$
- $49\% \text{ to } < 51\% = 3 \text{ points}$
- $47\% \text{ to } < 49\% = 2 \text{ points}$
- $45\% \text{ to } < 47\% = 1 \text{ point}$

Performance

Annual Letter Grades

The [Reimagining Education and Career Help \(REACH\) Act](#) calls for each local workforce development board in Florida to be assigned a letter grade annually based on performance criteria developed by the Governor's REACH Office. The CareerSource Florida Board of Directors assigns and makes public a letter grade for each local workforce development board. Letter grades are assigned annually by Oct. 15, following the close of the program year.

PY 2023-2024, Quarter 1 Performance Update

Letter grades are assigned to local workforce development boards annually by Oct. 15, following the close of the program year. Below is the quarter 1 performance update by local workforce development board for program year 2023-2024. Visit the [Resources](#) page of this website to view or download the 2022-2023 Letter Grades report, which includes program year methodology and Employ Florida codes included in the metrics.

Local Workforce Development Board	Annual Score (%)	Letter Grade
01 - CareerSource Escarosa	86.97	B
02 - CareerSource Okaloosa Walton	89.06	B+
03 - CareerSource Chipola	95.88	A
04 - CareerSource Gulf Coast	87.58	B+
05 - CareerSource Capital Region	85.97	B
06 - CareerSource North Florida	85.37	B
07 - CareerSource Florida Crown	82.40	B-
08 - CareerSource Northeast Florida	97.29	A+
09 - CareerSource North Central Florida	77.66	C+
10 - CareerSource Citrus Levy Marion	88.40	B+
11 - CareerSource Flagler Volusia	94.93	A
12 - CareerSource Central Florida	95.74	A
13 - CareerSource Brevard	86.60	B
14 - CareerSource Pinellas	90.50	A-
15 - CareerSource Tampa Bay	92.68	A-
16 - CareerSource Pasco Hernando	87.52	B+
17 - CareerSource Polk	87.42	B+
18 - CareerSource Suncoast	86.89	B
19 - CareerSource Heartland	94.72	A
20 - CareerSource Research Coast	87.83	B+
21 - CareerSource Palm Beach County	89.66	B+
22 - CareerSource Broward	98.07	A+

23 - CareerSource South Florida	98.27	A+
24 - CareerSource Southwest Florida	95.25	A

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



SFWIB PERFORMANCE COUNCIL

DATE: 2/15/2024

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 January 31, 2024, SFWIB staff has provided an overview of the SFWIB's performance per quarter:

- Quarter 1 (Q1) – SFWIB is meeting or exceeding all performance measures.
- Quarter 2 (Q2) – SFWIB is meeting or exceeding all measures with the exception of the Youth Education and Employment Rate measure as it is below the negotiated performance standard. AJC staff need to engage at a minimum 2 individuals regarding the Youth Education and Employment Rate to ensure the SFWIB meets the negotiated performance measure.
- Quarter 3 (Q3) - SFWIB is exceeding all performance measures with the exception of the Youth Education and Employment Rate and Youth Credential Attainment measures. AJC staff need to engage at a minimum 16 individuals regarding the Youth Education and Employment Rate and a minimum of 20 individuals regarding the Youth Credential Attainment measure to ensure the SFWIB meets the negotiated performance measures.
- Quarter 4 (Q4) – SFWIB is meeting or exceeding all performance measures.

Based on the information derived from the CMT, AJC staff has begun following up with individuals in Q2 and Q3 performance areas to ensure data is entered properly in order that the SFWIB meets or exceeds the established performance standards. SFWIB staff has identified several strategies to improve performance to ensure all 18 WIOA Indicators of Performance are met, beginning with the implementation of strict follow-up guidelines to ensure each case is properly documented in the Employ Miami-Dade and Employ Monroe systems. 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:									357	
Total Number of Cases:									1,506	
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	94.20%	146.05%	87.88%	136.25%	95.28%	147.73%	100.00%	155.04%	64.50%	142.62%
Median Earnings	\$8,840.00	175.60%	\$8,840.00	175.60%	\$10,400.00	206.59%	\$8,528.00	169.40%	\$5,034.00	206.59%
Credential Attainment	58.97%	116.55%	51.16%	101.11%	65.79%	130.02%	100.00%	197.63%	50.60%	129.19%
Measurable Skills Gain	107.69%	432.50%	100.00%	401.61%	101.32%	406.89%	100.00%	401.61%	24.90%	408.56%
Dislocated Workers										
Entered Employment Rate	90.00%	112.92%	84.21%	105.66%	100.00%	125.47%	100.00%	125.47%	79.70%	115.43%
Median Earnings	\$13,780.00	168.87%	\$11,856.00	145.29%	\$13,520.00	165.68%	\$7,800.00	95.58%	\$8,160.00	168.87%
Credential Attainment	100.00%	125.79%	92.31%	116.11%	93.33%	117.40%	100.00%	125.79%	79.50%	121.04%
Measurable Skills Gain	100.00%	250.00%	100.00%	250.00%	100.00%	250.00%	100.00%	250.00%	40.00%	254.72%
Wagner-Peyser										
Entered Employment Rate	66.78%	108.23%	65.05%	105.44%	59.97%	97.20%	71.32%	115.59%	61.70%	105.56%
Median Earnings	\$7,800.00	150.78%	\$7,779.20	150.38%	\$7,800.00	150.78%	\$6,760.00	130.67%	\$5,173.00	150.78%
Youth										
Education and Employment Rate	70.59%	93.12%	67.65%	89.24%	54.46%	71.85%	83.64%	110.34%	75.80%	87.21%
Median Earnings	\$7,280.00	197.18%	\$7,800.00	211.26%	\$7,800.00	211.26%	\$7,709.00	208.80%	\$3,692.00	211.26%
Credential Attainment	88.33%	151.00%	63.35%	108.28%	23.53%	40.22%	83.78%	143.22%	58.50%	110.61%
Measurable Skills Gain	105.00%	208.75%	102.79%	204.35%	91.18%	181.27%	113.51%	225.67%	50.30%	197.86%

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of negotiated)



SFWIB PERFORMANCE COUNCIL

DATE: 2/15/2024

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 the Local Workforce Development Area (LWDA) 23 CareerSource center/American Job Centers (AJC) service providers. The report for Program Year (PY) 2023-24, is from July 1, 2023 through January 31, 2024. The BSC performance summary indicates two of the nine AJC locations achieved the required 65 percent performance measures standard.

The Job Placements Year-to-Date (YTD) summary report for PY 2023-24 shows LWDA 23 has a total of 4,595 job placements, which is 61.6 percent of the minimum standard and 52.3 percent of the maximum standard.

One of the nine AJC locations achieved the minimum YTD job placements standard for PY 2023-24. The Hialeah Downtown AJC location has exceeded the minimum standard by 112.0 percent.

South Florida Workforce Investment Board (SFWIB) staff implemented several strategies to ensure performance goals are met. The AJC service providers will continue implementing their corrective action plans to increase and achieve the PY 2023-24 performance standards. SFWIB staff will also continue to implement new policies and procedures to help increase the number of individuals served. Focus groups were established across all programs to target specific areas that will enhance the LWDA 23 service delivery and meet federal, state, and local performance measures. The focus group meetings will take place during the second week of each month. SFWIB staff will also use the Common Measures Tool to help show projections on the BSC report for Employment 1st, 2nd, 3rd, and 4th Quarter After Exit.

Additionally, the AJC service providers will continue implementing their corrective action plans to increase and achieve the PY 2023-24 performance standards.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY
Balanced Scorecard PY '23-'24 (July 1, 2023 through January 31, 2024) *

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	14	24	58.3%
	Hialeah Downtown AJC	18	24	75.0%
	North Miami Beach AJC	13	23	56.5%
	Northside Center AJC	14	24	58.3%
The College of the Florida Keys	Florida Keys AJC's	7	14	50.0%
Miami Dade College	MDC Works	5	10	50.0%
Youth Co-Op, Inc.	Little Havana AJC	13	23	56.5%
	Perrine AJC	17	23	73.9%
	West Dade AJC	11	23	47.8%
LWDA		12	24	51.9%

DJPOE Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

Location	Maximum Standard		Minimum Standard		Direct Job Placement																Direct Job Placement by Type										Max Earned	Earned	% Earned	OE %	DJP %																			
	#	%	#	%	Total			Obtained			Universal				>1Qrt				Total		WIOA Individualized																																	
					1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	Season	Temp	Part	Full	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																										
Carol City Center	840	41.2%	714	48.5%	254	92	346	160	82	242	0	28	2	51	0	2	0	8	81	10	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$99,262	\$35,800	36.1%	69.94%	30.06%													
Hialeah Downtown Center	966	94.9%	819	112.0%	739	178	917	615	173	788	0	3	2	115	0	1	0	4	120	5	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$451,791	\$40,500	9.0%	85.93%	14.07%												
North Miami Beach Center	1,050	34.9%	896	40.8%	197	169	366	151	164	315	0	2	0	37	0	0	0	3	39	3	7	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$495,560	\$21,500	4.3%	86.07%	13.93%													
Northside Center	1,071	29.4%	910	34.6%	179	136	315	123	134	257	0	2	2	52	0	0	0	2	56	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$509,221	\$16,600	3.3%	81.59%	18.41%													
Florida Keys Center	553	6.5%	469	7.7%	24	12	36	19	12	31	0	0	1	4	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$385,620	\$3,350	0.9%	86.11%	13.89%													
Homestead Center	973	24.8%	826	29.2%	201	40	241	28	38	66	173	0	0	0	2	0	0	0	173	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$462,539	\$48,850	10.6%	27.39%	72.61%													
Little Havana Center	910	81.9%	777	95.9%	570	175	745	403	161	564	0	21	6	125	0	3	1	10	152	14	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$426,761	\$60,250	14.1%	75.70%	24.30%													
Perrine Center	1,113	74.0%	945	87.2%	604	220	824	304	200	504	166	45	6	72	3	5	1	11	289	20	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$526,458	\$90,350	17.2%	61.17%	38.83%													
West Dade Center	1,302	61.8%	1,106	72.8%	676	129	805	392	118	510	0	5	7	250	0	1	0	9	262	10	19	1	0	0	1	0	0	0	0	2	0	0	0	0	0	0	\$612,015	\$105,350	17.2%	63.35%	36.65%													
Total	8,778	52.3%	7,462	61.6%	3,444	1,151	4,595	2,195	1,082	3,277	339	106	26	706	5	12	2	47	1,177	66	69	3	0	0	1	0	0	0	0	2	0	0	0	0	0	0	\$3,969,227	\$422,550	10.6%	71.32%	28.68%													
																				% of DJP	25.0%	1.4%	1.5%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

LWDA 23

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	85.88%
2	Training Related Placements	75%	63.33%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	96.45%
5	Training Enrollments Rate	469	275
6	CAP All Family Participation Rate	50%	0.98%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%
10	Short-Term Veterans EER	50%	49.37%
11	Employers Served (Employer Penetration Rate)	10,213	11,129
12	Employer Serviced with Level 1 Services	6,573	8,563
13	Jobs Openings Filled Rate	65%	3.8%
14	Referral Job Skills Match Average	80%	91.9%
Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	8,778	4,634
16	Employed 1st Qtr After Exit	95%	82%
17	Employed 2nd Qtr After Exit	95%	92%
18	Employed 3rd Qtr After Exit	95%	87%
19	Employed 4th Qtr After Exit	95%	76%
20	Average Days to Employment	145	107
	20a DJP Average Days to Employment	60	37
	20b Obtained Average Days to Employment	167	125
21	Employment/Job Placement Average Wage	\$14.58	\$15.09
22	Cost Per Placement	\$1,847.18	\$477.87
23	Net Economic Benefit	\$28,749.00	\$30,913.48
24	Return on the Investment	\$15.42	\$64.27

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CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

Arbor E&T, LLC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	85.88%	40.0%
2	Training Related Placements	75%	63.33%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.45%	97.99%
5	Training Enrollments Rate	49	275	28
6	CAP All Family Participation Rate	50%	0.98%	0.22%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%	12.42%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%	79.05%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	49.37%	40.0%
11	Employers Served (Employer Penetration Rate)	1,001	11,129	1,095
12	Employer Serviced with Level 1 Services	651	8,563	893
13	Jobs Openings Filled Rate	65%	3.8%	6.89%
14	Referral Job Skills Match Average	80%	91.9%	95.88%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	840	4,634	346
16	Employed 1st Qtr After Exit	95%	82%	93%
17	Employed 2nd Qtr After Exit	95%	92%	100%
18	Employed 3rd Qtr After Exit	95%	87%	89%
19	Employed 4th Qtr After Exit	95%	76%	63%
20	Average Days to Employment	145	107	106
	20a DJP Average Days to Employment	60	37	36
	20b Obtained Average Days to Employment	167	125	126
21	Employment/Job Placement Average Wage	\$14.58	\$15.09	\$16.11
22	Cost Per Placement	\$2,315.62	\$477.87	\$455.82
23	Net Economic Benefit	\$28,011.10	\$30,913.48	\$33,043.62
24	Return on the Investment	\$12.10	\$64.27	\$72.49

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CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	85.88%	100.0%
2	Training Related Placements	75%	63.33%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.45%	99.35%
5	Training Enrollments Rate	63	275	16
6	CAP All Family Participation Rate	50%	0.98%	4.15%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%	14.15%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%	74.79%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	49.37%	66.67%
11	Employers Served (Employer Penetration Rate)	1,106	11,129	1,185
12	Employer Serviced with Level 1 Services	651	8,563	882
13	Jobs Openings Filled Rate	65%	3.8%	4.51%
14	Referral Job Skills Match Average	80%	91.9%	98.77%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	966	4,634	917
16	Employed 1st Qtr After Exit	95%	82%	100%
17	Employed 2nd Qtr After Exit	95%	92%	96%
18	Employed 3rd Qtr After Exit	95%	87%	92%
19	Employed 4th Qtr After Exit	95%	76%	100%
20	Average Days to Employment	145	107	94
	20a DJP Average Days to Employment	60	37	18
	20b Obtained Average Days to Employment	167	125	95
21	Employment/Job Placement Average Wage	\$14.58	\$15.09	\$16.72
22	Cost Per Placement	\$2,297.68	\$477.87	\$186.12
23	Net Economic Benefit	\$28,029.00	\$30,913.48	\$34,583.58
24	Return on the Investment	\$12.20	\$64.27	\$185.82

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CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	85.88%	88.0%
2	Training Related Placements	75%	63.33%	61.54%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.45%	94.85%
5	Training Enrollments Rate	63	275	31
6	CAP All Family Participation Rate	50%	0.98%	1.18%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%	8.95%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%	73.28%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	49.37%	71.43%
11	Employers Served (Employer Penetration Rate)	1,232	11,129	1,289
12	Employer Serviced with Level 1 Services	805	8,563	1,118
13	Jobs Openings Filled Rate	65%	3.8%	6.66%
14	Referral Job Skills Match Average	80%	91.9%	95.61%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,050	4,634	366
16	Employed 1st Qtr After Exit	95%	82%	64%
17	Employed 2nd Qtr After Exit	95%	92%	95%
18	Employed 3rd Qtr After Exit	95%	87%	75%
19	Employed 4th Qtr After Exit	95%	76%	68%
20	Average Days to Employment	145	107	174
	20a DJP Average Days to Employment	60	37	113
	20b Obtained Average Days to Employment	167	125	176
21	Employment/Job Placement Average Wage	\$14.58	\$15.09	\$16.67
22	Cost Per Placement	\$2,292.52	\$477.87	\$666.22
23	Net Economic Benefit	\$28,034.00	\$30,913.48	\$34,005.09
24	Return on the Investment	\$12.23	\$64.27	\$51.04

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CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	85.88%	66.67%
2	Training Related Placements	75%	63.33%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.45%	99.5%
5	Training Enrollments Rate	56	275	10
6	CAP All Family Participation Rate	50%	0.98%	2.82%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%	14.05%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%	73.1%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	49.37%	66.67%
11	Employers Served (Employer Penetration Rate)	1,526	11,129	2,069
12	Employer Serviced with Level 1 Services	994	8,563	1,755
13	Jobs Openings Filled Rate	65%	3.8%	3.56%
14	Referral Job Skills Match Average	80%	91.9%	99.56%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,071	4,634	315
16	Employed 1st Qtr After Exit	95%	82%	85%
17	Employed 2nd Qtr After Exit	95%	92%	88%
18	Employed 3rd Qtr After Exit	95%	87%	94%
19	Employed 4th Qtr After Exit	95%	76%	100%
20	Average Days to Employment	145	107	148
	20a DJP Average Days to Employment	60	37	20
	20b Obtained Average Days to Employment	167	125	173
21	Employment/Job Placement Average Wage	\$14.58	\$15.09	\$16.93
22	Cost Per Placement	\$2,678.48	\$477.87	\$461.44
23	Net Economic Benefit	\$27,647.92	\$30,913.48	\$34,744.02
24	Return on the Investment	\$10.32	\$64.27	\$75.30

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CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

College of Florida Keys

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	85.88%	ND
2	Training Related Placements	75%	63.33%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	96.45%	ND
5	Training Enrollments Rate	28	275	ND
6	CAP All Family Participation Rate	50%	0.98%	2.13%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%	17.86%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%	72.97%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	49.37%	100.0%
11	Employers Served (Employer Penetration Rate)	539	11,129	76
12	Employer Serviced with Level 1 Services	350	8,563	6
13	Jobs Openings Filled Rate	65%	3.8%	0.62%
14	Referral Job Skills Match Average	80%	91.9%	96.3%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	553	4,634	36
16	Employed 1st Qtr After Exit	95%	82%	ND
17	Employed 2nd Qtr After Exit	95%	92%	ND
18	Employed 3rd Qtr After Exit	95%	87%	ND
19	Employed 4th Qtr After Exit	95%	76%	ND
20	Average Days to Employment	145	107	69
	20a DJP Average Days to Employment	60	37	30
	20b Obtained Average Days to Employment	167	125	96
21	Employment/Job Placement Average Wage	\$14.58	\$15.09	\$18.45
22	Cost Per Placement	\$2,315.62	\$477.87	\$115.28
23	Net Economic Benefit	\$28,011.10	\$30,913.48	\$38,257.19
24	Return on the Investment	\$12.10	\$64.27	\$331.87

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CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

Miami Dade College

Miami Dade College

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	85.88%	ND
2	Training Related Placements	75%	63.33%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	96.45%	0.0%
5	Training Enrollments Rate	45	275	ND
6	CAP All Family Participation Rate	50%	0.98%	ND
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%	ND
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%	25.21%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	49.37%	0.0%
11	Employers Served (Employer Penetration Rate)	406	11,129	14
12	Employer Serviced with Level 1 Services	264	8,563	9
13	Jobs Openings Filled Rate	65%	3.8%	0.0%
14	Referral Job Skills Match Average	80%	91.9%	36.76%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	548	4,634	39
16	Employed 1st Qtr After Exit	95%	82%	ND
17	Employed 2nd Qtr After Exit	95%	92%	ND
18	Employed 3rd Qtr After Exit	95%	87%	ND
19	Employed 4th Qtr After Exit	95%	76%	ND
20	Average Days to Employment	145	107	97
	20a DJP Average Days to Employment	60	ND	ND
	20b Obtained Average Days to Employment	167	125	95
21	Employment/Job Placement Average Wage	\$14.58	ND	ND
22	Cost Per Placement	\$2,324.69	\$477.87	ND
23	Net Economic Benefit	\$27,992.00	ND	ND
24	Return on the Investment	11.99	ND	ND

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CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	85.88%	80.0%
2	Training Related Placements	75%	63.33%	0.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.45%	98.18%
5	Training Enrollments Rate	63	275	50
6	CAP All Family Participation Rate	50%	0.98%	21.08%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%	30.21%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%	66.96%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	49.37%	80.0%
11	Employers Served (Employer Penetration Rate)	1,050	11,129	1,258
12	Employer Serviced with Level 1 Services	679	8,563	731
13	Jobs Openings Filled Rate	65%	3.8%	0.55%
14	Referral Job Skills Match Average	80%	91.9%	95.08%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	910	4,634	745
16	Employed 1st Qtr After Exit	95%	82%	93%
17	Employed 2nd Qtr After Exit	95%	92%	85%
18	Employed 3rd Qtr After Exit	95%	87%	89%
19	Employed 4th Qtr After Exit	95%	76%	ND
20	Average Days to Employment	145	107	98
	20a DJP Average Days to Employment	60	37	27
	20b Obtained Average Days to Employment	167	125	113
21	Employment/Job Placement Average Wage	\$14.58	\$15.09	\$14.55
22	Cost Per Placement	\$2,303.15	\$477.87	\$451.83
23	Net Economic Benefit	\$28,023.00	\$30,913.48	\$29,802.39
24	Return on the Investment	\$12.17	\$64.27	\$65.96

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CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	85.88%	94.74%
2	Training Related Placements	75%	63.33%	60.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.45%	97.68%
5	Training Enrollments Rate	63	275	67
6	CAP All Family Participation Rate	50%	0.98%	8.1%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%	21.54%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%	72.29%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Short-Term Veterans EER	50%	49.37%	57.14%
11	Employers Served (Employer Penetration Rate)	1,918	11,129	2,017
12	Employer Serviced with Level 1 Services	1,246	8,563	1,400
13	Jobs Openings Filled Rate	65%	3.8%	24.54%
14	Referral Job Skills Match Average	80%	91.9%	93.78%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,113	4,634	824
16	Employed 1st Qtr After Exit	95%	82%	86%
17	Employed 2nd Qtr After Exit	95%	92%	97%
18	Employed 3rd Qtr After Exit	95%	87%	100%
19	Employed 4th Qtr After Exit	95%	76%	100%
20	Average Days to Employment	145	107	118
	20a DJP Average Days to Employment	60	37	34
	20b Obtained Average Days to Employment	167	125	162
21	Employment/Job Placement Average Wage	\$14.58	\$15.09	\$13.91
22	Cost Per Placement	\$3,160.87	\$477.87	\$567.02
23	Net Economic Benefit	\$27,165.53	\$30,913.48	\$28,355.59
24	Return on the Investment	\$8.59	\$64.27	\$50.01

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CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 1/31/2024

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	85.88%	87.5%
2	Training Related Placements	75%	63.33%	50.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	96.45%	96.41%
5	Training Enrollments Rate	84	275	73
6	CAP All Family Participation Rate	50%	0.98%	13.53%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%	38.44%	32.28%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.68%	48.55%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Short-Term Veterans EER	50%	49.37%	40.0%
11	Employers Served (Employer Penetration Rate)	1,841	11,129	1,988
12	Employer Serviced with Level 1 Services	1,197	8,563	1,756
13	Jobs Openings Filled Rate	65%	3.8%	17.8%
14	Referral Job Skills Match Average	80%	91.9%	94.44%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,302	4,634	805
16	Employed 1st Qtr After Exit	95%	82%	65%
17	Employed 2nd Qtr After Exit	95%	92%	89%
18	Employed 3rd Qtr After Exit	95%	87%	85%
19	Employed 4th Qtr After Exit	95%	76%	78%
20	Average Days to Employment	145	107	83
	20a DJP Average Days to Employment	60	37	32
	20b Obtained Average Days to Employment	167	125	100
21	Employment/Job Placement Average Wage	\$14.58	\$15.09	\$16.06
22	Cost Per Placement	\$2,727.74	\$477.87	\$791.22
23	Net Economic Benefit	\$27,598.66	\$30,913.48	\$32,613.99
24	Return on the Investment	\$10.12	\$64.27	\$41.22

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SFWIB PERFORMANCE COUNCIL

DATE: 2/15/2024

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

The Youth Balance Scorecard measures the performance of contracted Workforce Development Area (WDA) 23 Youth Service providers. The Youth Balanced Scorecard provides detailed information regarding the program performance for Program Year (PY) 2023-2024. The report measures New Enrollments, Measurable Skills Gains, Youth Education and Employment Rate-2nd Quarter After Exit, Youth Education and Employment Rate-4th Quarter After Exit and Credential Attainment. The time period for the Youth Balance Scorecard Report is from July 1, 2023 thru December 31, 2023.

The In-School Youth Program has exceeded its enrollment, measurable skills and credential attainment standards. Although the In-School Youth Program is currently not meeting our local Youth Education and Employment Rate-2nd and 4th Quarter After Exit outcome, it is exceeding the state required outcomes as documented by the Florida Commerce indicators of performance.

The Out-of-School Youth Program PY'23-24 enrollment performance goal, measurable skills gain and credential attainment goals are on track to be met by the end of the third quarter which is March 31, 2024. Also, the Out-of-School Youth Programs' Youth Education and Employment Rate-2nd Quarter After Exit and the Youth Education and Employment Rate-4th Quarter After Exit will be addressed through individual corrective actions plans that will be submitted to CSSF Youth Program for oversight.

ISY PERFORMANCE:

- Enrollment Performance: Regional Standard/159; Actual Performance/277
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/98%

- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/34%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/22%
- Credential Attainment: Regional Standard/90%; Actual Performance/100%

OSY PERFORMANCE:

- Enrollment Performance: Regional Standard/772; Actual Performance/505
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/73%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/43%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/19%
- Credential Attainment: Regional Standard/90%; Actual Performance/83%

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2023 thru 12/31/2023

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	152	277
New Enrollments	81	86
PWE Enrollments	76	41
Measurable Skills Gain	90%	98%
Credential Attainment	90%	100%
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90%	35%
Education and Employment Rate - 2nd Qtr After Exit	90%	34%
Education and Employment Rate - 3rd Qtr After Exit	90%	33%
Education and Employment Rate - 4th Qtr After Exit	90%	22%

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2023 thru 12/31/2023

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	747	505
New Enrollments	349	256
New Enrollments (General Population)	273	220
New Enrollments (Youth Offender)	19	17
New Enrollments (Homeless Runaway Foster Care)	19	6
New Enrollments (Pregnant or Parenting)	19	10
New Enrollments (Disability)	19	3
PWE Enrollments	366	113
Measurable Skills Gain	90%	73%
Credential Attainment	90%	83%
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)	375	156
Education and Employment Rate - 1st Qtr After Exit	90%	51%
Education and Employment Rate - 2nd Qtr After Exit	90%	43%
Education and Employment Rate - 3rd Qtr After Exit	90%	32%
Education and Employment Rate - 4th Qtr After Exit	90%	19%



SFWIB PERFORMANCE COUNCIL

DATE: 2/15/2024

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) Individual Training Account (ITA) Policy requires the monitoring of the performance of SFWIB approved Training Vendors. Accordingly, staff developed and implemented the Consumer Report Card (CRC) Tool. The tool is an online report that updates ITA performance on a daily basis. The goal of the tool is to function as an “ITA Consumer Report Card”, enabling the consumer (participant) and Career Advisor the ability to monitor the success of individual programs and evaluate the economic benefit per placement by program.

The CRC performance for program year 2023-2024, dated July 1, 2023 through January 31, 2024, indicates the follows:

- The SFWIB generated \$755,801.48 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$1.26.
- Ninety-one percent of training services participants completed classroom training.
- Of those completing training, 38 percent have obtained employment with an average wage of \$23.30.
- Sixty-seven percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$26,992.91.

The attached CRC table is a summary for program year 2023-2024.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2023 - 06/30/2024

Training Agent	Training Program	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Benefit		Net Economic Benefit Per Placement	Value Added per Placement
								Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
Academy, The (#3051) - Miami Campus		18	17	15	88.24 %	13	86.67 %	\$9,315.68	\$ 158,366.56	\$ 10,557.77	\$ 24.93	\$ 51,857.29	\$ 41,299.52	\$ 3.91
Academy, The (#3409) - Fort Lauderdale Campus Campus		1												
Apex Training Center - 3971		6	6	4	66.67 %	2	50.00 %	\$3,935.42	\$ 23,612.50	\$ 5,903.13	\$ 11.89	\$ 24,740.44	\$ 18,837.32	\$ 3.19
Dade Institute of Technology		4	3	2	66.67 %	2	100.00 %	\$ 5,493.95	\$ 16,481.85	\$ 8,240.93	\$ 15.00	\$ 31,200.00	\$ 22,959.08	\$ 2.79
MDCP SCHOOLS (ALL)		6	5	-	0.00 %	-	#DIV/0!	\$295.92	\$ 1,479.60		-	-		
TechLaunch Academy - Miami #2438		48	41	9	21.95 %	2	22.22 %	\$9,786.59	\$ 401,250.00	\$ 44,583.33	\$ 16.98	\$ 35,321.52	(\$ 9,261.81)	(\$ 0.21)
		79	72	28	38.89 %	19	67.86 %	\$8,349.87	\$601,190.51	\$21,471.09	\$ 23.30	\$ 48,464.00	\$ 26,992.91	\$ 1.26