



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, APRIL 18, 2024
8:30 AM**

The Landing at MIA
5 Star Conference Center (South Beach Room)
7415 Corporate Center Drive, Suite H,
Miami, Florida 33126

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

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. February 15, 2024
 - B. December 21, 2023
3. Information – WIOA Performance Update
4. Information – Adult Balanced Scorecard Report
5. Information – Youth Balanced Scorecard Update
6. 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."



Mr. Perrin opened the meeting and announced that Mr. Mantilla would preside over today's session in the absence of Chairwoman Canales.

3. Information – REACH Act: 1st Quarter Update

Mr. Perrin provided an update on CSSF's performance in alignment with the REACH Act. CSSF scored a performance rating of 98.27 for the first quarter of PY 2023-24, which is equivalent to an A+. He further presented performance data and explained how the ratings are calculated.

There was further discussion on current apprenticeship programs approved by the board.

Item closed.

4. Information – WIOA Performance Update

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

No further questions or concerns were presented. Item closed.

5. Information – Adult Balanced Scorecard Report

Mr. Mantilla 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. Two of the nine American Job Centers have achieved required 65% performance measure standard; one of the AJCs (Downtown Hialeah) have exceeded the minimum job placement standard.

No further questions or concerns were presented. Item closed.

6. Information – Youth Balanced Scorecard Update

Mr. Mantilla 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 December 31, 2023.



No further questions or concerns were presented. Item closed.

7. Information – Consumer Report Card Update

Mr. Mantilla introduced the item; Mr. Perrin further presented the Consumer Report Card, which provides real-time performance data for training providers, helping potential students make informed decisions. The report is for PY 2023-2024, dated July 1, 2023 through January 31, 2024.

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 9:21am.

DRAFT

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: 4/18/2024

AGENDA ITEM NUMBER: 3

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 March 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 with the exception of Youth Education and Employment Rate. Youth Provider staff need to engage at a minimum of 18 individuals to ensure the SFWIB meets the negotiated performance measure.
- Quarter 2 (Q2) – SFWIB is meeting or exceeding all negotiated performance measures.
- Quarter 3 (Q3) - SFWIB is exceeding all performance measures with the exception of the Youth Education and Employment Rate and Youth Credential Attainment measures. Youth Provider staff need to engage at a minimum 39 individuals regarding the Youth Education and Employment Rate and a minimum of 17 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:									368	
Total Number of Cases:									1,612	
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	97.01%	150.41%	92.21%	142.96%	92.94%	144.09%	98.63%	152.91%	64.50%	145.07%
Median Earnings	\$8,840.00	175.60%	\$8,840.00	175.60%	\$9,963.20	197.91%	\$10,488.40	208.35%	\$5,034.00	208.35%
Credential Attainment	70.37%	139.07%	81.25%	160.57%	85.00%	167.98%	92.86%	183.51%	50.60%	123.61%
Measurable Skills Gain	100.00%	401.61%	97.44%	391.31%	98.36%	395.02%	100.00%	401.61%	24.90%	397.09%
Dislocated Workers										
Entered Employment Rate	100.00%	125.47%	83.33%	104.56%	94.12%	118.09%	100.00%	125.47%	79.70%	116.18%
Median Earnings	\$16,122.60	197.58%	\$11,752.00	144.01%	\$14,079.00	172.53%	\$11,570.00	141.78%	\$8,160.00	197.58%
Credential Attainment	85.71%	107.82%	88.89%	111.81%	93.33%	117.40%	100.00%	125.79%	79.50%	119.17%
Measurable Skills Gain	100.00%	250.00%	100.00%	250.00%	100.00%	250.00%	100.00%	250.00%	40.00%	250.00%
Wagner-Peyser										
Entered Employment Rate	72.35%	117.26%	68.00%	110.20%	61.70%	100.01%	63.90%	103.57%	61.70%	107.21%
Median Earnings	\$7,800.00	150.78%	\$7,800.00	150.78%	\$7,800.00	150.78%	\$7,800.00	150.78%	\$5,173.00	150.78%
Youth										
Education and Employment Rate	47.54%	62.72%	82.50%	108.84%	65.11%	85.90%	80.43%	106.11%	75.80%	88.01%
Median Earnings	\$7,800.00	211.26%	\$7,540.00	204.22%	\$7,800.00	211.26%	\$7,800.00	211.26%	\$3,692.00	211.26%
Credential Attainment	78.72%	134.57%	91.43%	156.29%	52.55%	89.84%	66.67%	113.96%	58.50%	111.65%
Measurable Skills Gain	93.62%	186.12%	100.00%	198.81%	90.51%	179.94%	88.89%	176.72%	50.30%	177.61%
Not Met (less than 90% of negotiated)										
Met (90-100% of negotiated)										
Exceeded (greater than 100% of negotiated)										



SFWIB PERFORMANCE COUNCIL

DATE: 4/18/2024

AGENDA ITEM NUMBER: 4

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 March 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 6,735 job placements, which is 70.2 percent of the minimum standard and 59.7 percent of the maximum standard.

Two 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 129.9 percent and the Little Havana AJC location has exceeded the minimum standard by 110.2 percent, respectively.

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 March 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	15	24	62.5%
	Hialeah Downtown AJC	19	24	79.2%
	North Miami Beach AJC	13	23	56.5%
	Northside Center AJC	13	24	54.2%
The College of the Florida Keys	Florida Keys AJC's	7	14	50.0%
Miami Dade College	MDC Works	1	14	7.1%
Youth Co-Op, Inc.	Little Havana AJC	16	24	66.7%
	Perrine AJC	15	24	62.5%
	West Dade AJC	12	23	52.2%
LWDA		12	24	51.4%



SFWIB PERFORMANCE COUNCIL

DATE: 4/18/2024

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCE SCORECARD

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 provides comprehensive data on the performance of youth service providers who have been awarded contracts to deliver youth services in Workforce Development Area (WDA) 23 for the 2023-2024 program year. The report measures new enrollments, measurable skills gains, employment rates second quarter after exit, youth education and employment rates fourth quarter after exit and credential attainment. The reporting period is July 1, 2023, to March 31, 2024.

In-School Youth Program

The In-School Youth (ISY) Program has exceeded its enrollment, measurable skills and credential attainment standards. In contrast, the current Youth Balance Scorecard indicates that the program fails to meet the ISY Education and Employment Rates- second and fourth quarter after exit. However, because we have established regional objectives that exceed those established by the Florida Department of Commerce, the program is in fact exceeding the state required outcomes as cited in the Common Measures Tool Summary Report (Performance Council Agenda Item 3: Attachment).

Out-of-School Youth Program

It is anticipated that the enrollment, measurable skills gain, and credential attainment objectives for the PY '23-24 Out of School Youth (OSY) Program will be achieved by June 30, 2024.

OSY education and employment rates for both the second and fourth quarter after exit remain below expectation; however, CSSF staff have been engaging in discussions with youth providers regarding strategies to enhance performance. To accomplish performance improvement by the end of the program year, providers are expected to submit Corrective Action Plans outlining changes required to ensure progress.

ISY PERFORMANCE:

- Enrollment Performance: Regional Standard/159; Actual Performance/**323**
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/**94%**
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/**41%**
- 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/**543**
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/**81%**
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/**39%**
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/**32%**
- Credential Attainment: Regional Standard/90%; Actual Performance/**78%**

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2023 thru 3/31/2024

Regional for ISY Providers		
Measure	Standard	Region
Total Enrollments	152	N/D
New Enrollments	81	132
PWE Enrollments	76	57
Measurable Skills Gain	90 %	92 %
Credential Attainment	90 %	100 %
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90 %	0 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	41 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	33 %
Education and Employment Rate - 4th Qtr After Exit	90 %	24 %

Report Date: 7/1/2023 thru 3/31/2024

Regional for OSY Providers		
Measure	Standard	Region
Total Enrollments	747	546
New Enrollments	349	N/D
New Enrollments (General Population)	273	350
New Enrollments (Youth Offender)	19	N/D
New Enrollments (Homeless Runaway Foster Care)	19	6
New Enrollments (Pregnant or Parenting)	19	N/D
New Enrollments (Disability)	19	5
PWE Enrollments	366	142
Measurable Skills Gain	90 %	81 %
Credential Attainment	90 %	79 %
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)	375	N/D
Education and Employment Rate - 1st Qtr After Exit	90 %	43 %
Education and Employment Rate - 2nd Qtr After Exit	90 %	38 %
Education and Employment Rate - 3rd Qtr After Exit	90 %	32 %
Education and Employment Rate - 4th Qtr After Exit	90 %	21 %



SFWIB PERFORMANCE COUNCIL

DATE: 4/18/2024

AGENDA ITEM NUMBER: 6

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 March 31, 2024, indicates the follows:

- The SFWIB generated \$2,032,908.35 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$5.59.
- Eighty-eight percent of training services participants completed classroom training.
- Of those completing training, 43 percent have obtained employment with an average wage of \$19.67.
- Fifty-four percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$36,961.97.

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		48	44	36	73.80 %	34	79.37 %	\$ 8,227.91	\$ 397,837.72	\$ 9,257.09	\$ 23.36	\$ 48,583.30	\$ 39,326.21	\$ 3.63
Academy, The (#3409) - Fort Lauderdale Campus		3	2	2	100.00 %	2	100.00 %	\$ 8,035.86	\$ 16,071.71	\$ 16,071.71	\$ 50.25	\$ 104,520.00	\$ 96,484.15	\$ 14.50
Apex Training Center - 3972		8	8	4	66.67 %	2	44.44 %	\$ 4,092.17	\$ 33,612.50	\$ 7,276.50	\$ 11.89	\$ 24,740.44	\$ 22,314.94	\$ 6.20
Dade Institute of Technology	1767 - Microsoft Certified IT Professional MCITP/MCTS Test Prep	6	5	4	80.00 %	3	75.00 %	\$ 5,755.57	\$ 28,777.83	\$ 7,194.46	\$ 15.56	\$ 32,370.00	\$ 25,175.54	\$ 3.50
MDCP SCHOOLS (ALL)		4	3	-	0.00 %	-	0.00 %	\$ 1,143.26	\$ 1,679.60	-	-	-		
TechLaunch Academy - Miami #2439		48	41	9	18.13 %	2	25.00 %	\$ 9,895.83	\$ 401,250.00	\$ 135,250.00	\$ 16.98	\$ 35,321.52	\$ 1,509.02	\$ 0.15
		117	103	55	53.97 %	43	53.97 %	\$ 6,191.77	\$ 613,229.36	\$ 175,049.76	\$ 19.67	\$ 40,922.54	\$ 36,961.97	\$ 5.69