



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
THURSDAY, JUNE 20, 2024  
8:30 AM**

**VIA ZOOM ONLY: REGISTRATION REQUIRED**

[https://us02web.zoom.us/meeting/register/tZcscuCrrzloH9z91jrG6XSBG0DycYo\\_qKgV](https://us02web.zoom.us/meeting/register/tZcscuCrrzloH9z91jrG6XSBG0DycYo_qKgV)

**AGENDA**

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
  - A. April 18, 2024
  - B. February 15, 2024
  - C. December 21, 2023
3. Information – Federal Performance Update
4. Information - WIOA Performance Update
5. Information – Adult Balanced Scorecard Report
6. Information – Youth Balanced Scorecard Update
7. Information – Consumer Report Card Update
8. Information – Youth Systems Building Academy Update
9. Recommendation as to Approval to Renew Workforce Services Providers
10. Recommendation as to Approval to Renew Youth Services Providers
11. Recommendation as to Approval of American Job Center Schedule

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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."



### 3. Information – WIOA Performance Update

Chairwoman Canales introduced the item; Mr. Perrin further presented an overview of the SFWIB's performance per quarter.

There was further discussion around additional strategies implemented to enhance performance and guarantee that all 18 WIOA Indicators of Performance are satisfied.

**\*\*\*Audio unintelligible for additional questions presented.\*\*\***

No further questions or concerns were presented. Item closed.

### 4. Information – Adult Balanced Scorecard Report

Chairwoman Canales 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 March 31, 2024. 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.

### 5. Information – Youth Balanced Scorecard Update

Chairwoman Canales 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 March 31, 2024.

**\*\*\*Audio unintelligible for ongoing discussion.\*\*\***

No further questions or concerns were presented. Item closed.



## 6. Information – Consumer Report Card Update

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





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: 1<sup>st</sup> 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:** 6/20/2024

**AGENDA ITEM NUMBER:** 3

**AGENDA ITEM SUBJECT:** WIOA INDICATORS OF PERFORMANCE THIRD QUARTER UPDATE

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

On May 5, 2022, the Florida Department of Commerce finalized state-level performance negotiations with the U.S. Department of Labor (USDOL) Employment and Training Administration for Workforce Innovation and Opportunity Act (WIOA) Titles I and III funded programs for program years (PY) 2022-2023 and 2023-2024. The negotiated primary performance indicators measure the effectiveness of the Adult, Dislocated Worker, Youth, and Wagner-Peyser programs. Performance accountability is assessed as Not Met (less than 90% of negotiated), Met (90-100% of negotiated), and Exceeded (greater than 100% of negotiated).

The South Florida Workforce Investment Board (SFWIB) received the PY 2023-2024 3rd Quarter (Q3) update on the federal performance indicators. The SFWIB is currently meeting or exceeding all 18 federal performance measures, making it one of four Local Workforce Development Boards (LWDBs) in Florida to achieve this. The other LWDBs meeting or exceeding all measures are Flagler Volusia, Pasco Hernando, and Broward.

Performance Overview Between PY 2022-2023 Q3 and PY 2023-2024 Q3:

- **Adult Programs:**
  - Employment 2nd and 4th Quarter After Exit measures improved significantly, with increases of 25.7% and 15.6% respectively, moving from meeting to exceeding the targets.
  - Credential Attainment Rate saw the largest increase, up by 29.1%.
- **Dislocated Workers:**
  - Employment 2nd Quarter After Exit improved from not meeting in PY 2022-2023 Q3 to exceeding the measure by 17% in PY 2023-2024 Q3.
  - Employment 4th Quarter After Exit moved from not meeting in PY 2022-2023 Q3 to meeting the measure in PY 2023-2024 Q3, missing the "exceeded" mark by just one individual.
  - Credential Attainment Rate improved from meeting to exceeding the measure.

- Youth Programs:
  - All measures were met or exceeded in PY 2022-2023 Q3, with all measures exceeded in PY 2023-2024 Q3. However, there was a decrease in Median Wages by \$1,410.
- Wagner-Peyser Programs:
  - All measures saw performance increases from the previous PY, with a notable increase in Median Earnings by \$522.

The SFWIB has implemented the Common Measures tool to track all exiters in the WIOA Adult, Dislocated Worker, Youth, and Wagner-Peyser programs. This tool enables staff at American Job Centers (AJCs) to quickly identify and engage individuals whose employment information may not be recorded. SFWIB staff will use the Common Measures tool to ensure that LWDB 23 remains on track to meet the negotiated performance metrics outlined by Florida Commerce.

**FUNDING:** N/A

**PERFORMANCE:** Workforce Innovation Opportunity Act and Wagner-Peyser

*ATTACHMENT*

LWDB 23

| Measures                           | PY2022-2023<br>3rd Quarter<br>Performance | PY2022-2023 %<br>of Performance<br>Goal Met For<br>Q3 | PY2022-2023<br>Performance<br>Goals | PY2023-2024 3rd<br>Quarter Performance | PY2023-2024 %<br>of Performance<br>Goal Met For<br>Q3 | PY2023-2024<br>Performance<br>Goals |
|------------------------------------|---|---|-------------------------------------|--|---|-------------------------------------|
| <b>Adults:</b>                     |   |   |                                     |  |   |                                     |
| Employed 2nd Qtr After Exit        | 60.70                                     | 94.11   | 64.50                               | 86.40                                  | 133.95  | 64.50                               |
| Median Wage 2nd Quarter After Exit | \$7,052                                   | 140.09  | \$5,034                             | \$8,758                                | 173.98  | \$5,034                             |
| Employed 4th Qtr After Exit        | 60.00                                     | 90.77   | 66.10                               | 75.60                                  | 114.37  | 66.10                               |
| Credential Attainment Rate         | 55.90                                     | 110.47  | 50.60                               | 85.00                                  | 167.98  | 50.60                               |
| Measurable Skill Gains             | 94.60                                     | 379.92  | 24.90                               | 94.70                                  | 380.32  | 24.90                               |
| <b>Dislocated Workers:</b>         |   |   |                                     |  |   |                                     |
| Employed 2nd Qtr After Exit        | 69.00                                     | 86.57   | 79.70                               | 86.00                                  | 107.90  | 79.70                               |
| Median Wage 2nd Quarter After Exit | \$9,419                                   | 115.43  | \$8,160                             | \$10,817                               | 132.56  | \$8,160                             |
| Employed 4th Qtr After Exit        | 69.40                                     | 84.74   | 81.90                               | 79.40                                  | 96.95   | 81.90                               |
| Credential Attainment Rate         | 77.10                                     | 96.98   | 79.50                               | 83.70                                  | 105.28  | 79.50                               |
| Measurable Skill Gains             | 86.00                                     | 215.00  | 40.00                               | 95.80                                  | 239.50  | 40.00                               |
| <b>Youth:</b>                      |   |   |                                     |  |   |                                     |
| Employed 2nd Qtr After Exit        | 73.70                                     | 97.23   | 75.80                               | 81.60                                  | 107.65  | 75.80                               |
| Median Wage 2nd Quarter After Exit | \$5,477                                   | 148.35  | \$3,692                             | \$4,067                                | 110.16  | \$3,692                             |
| Employed 4th Qtr After Exit        | 70.90                                     | 95.94   | 73.90                               | 77.00                                  | 104.19  | 73.90                               |
| Credential Attainment Rate         | 55.90                                     | 95.56   | 58.50                               | 61.80                                  | 105.64  | 58.50                               |
| Measurable Skill Gains             | 76.70                                     | 152.49  | 50.30                               | 83.30                                  | 165.61  | 50.30                               |
| <b>Wagner Peyser:</b>              |   |   |                                     |  |   |                                     |
| Employed 2nd Qtr After Exit        | 63.90                                     | 103.57  | 61.70                               | 71.40                                  | 115.72  | 61.70                               |
| Median Wage 2nd Quarter After Exit | \$7,061                                   | 136.50  | \$5,173                             | \$7,583                                | 146.58  | \$5,173                             |
| Employed 4th Qtr After Exit        | 61.40                                     | 103.37  | 59.40                               | 69.80                                  | 117.51  | 59.40                               |

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

| PY2023 Q3                          | Statewide | LWDB 01 | LWDB 02  | LWDB 03 | LWDB 04  | LWDB 05 | LWDB 06  | LWDB 07  | LWDB 08  | LWDB 09 | LWDB 10  | LWDB 11  | LWDB 12  | LWDB 13  | LWDB 14  | LWDB 15 | LWDB 16  | LWDB 17 | LWDB 18  | LWDB 19  | LWDB 20  | LWDB 21 | LWDB 22  | LWDB 23  | LWDB 24  |
|------------------------------------|-----------|---------|----------|---------|----------|---------|----------|----------|----------|---------|----------|----------|----------|----------|----------|---------|----------|---------|----------|----------|----------|---------|----------|----------|----------|
| <b>Adults:</b>                     |           |         |          |         |          |         |          |          |          |         |          |          |          |          |          |         |          |         |          |          |          |         |          |          |          |
| Employed 2nd Qtr After Exit        | 87.20     | 86.40   | 96.70    | 95.80   | 98.60    | 84.80   | 91.00    | 88.90    | 96.10    | 75.00   | 85.40    | 88.50    | 85.10    | 96.90    | 84.50    | 84.60   | 91.70    | 88.60   | 88.20    | 93.90    | 94.70    | 75.40   | 91.40    | 86.40    | 89.50    |
| Median Wage 2nd Quarter After Exit | 9893.00   | 9007.50 | 9841.00  | 8549.00 | 14473.00 | 6972.00 | 10620.00 | 13655.00 | 12674.00 | 7034.50 | 10342.50 | 9461.00  | 9317.00  | 10861.00 | 9360.00  | 8204.00 | 12209.50 | 8808.00 | 9477.00  | 10530.00 | 12301.00 | 9053.00 | 10645.00 | 8758.00  | 10400.00 |
| Employed 4th Qtr After Exit        | 85.10     | 82.00   | 95.20    | 96.40   | 100.00   | 76.20   | 90.60    | 100.00   | 95.70    | 81.60   | 85.40    | 88.10    | 83.30    | 94.80    | 89.20    | 79.70   | 89.10    | 82.10   | 87.30    | 97.30    | 90.70    | 76.50   | 89.50    | 75.60    | 85.60    |
| Credential Attainment Rate         | 74.90     | 58.20   | 85.00    | 81.00   | 97.10    | 61.90   | 90.80    | 75.00    | 86.00    | 51.50   | 78.10    | 81.60    | 71.60    | 88.00    | 72.70    | 63.80   | 94.60    | 76.00   | 73.40    | 91.40    | 94.40    | 58.30   | 80.70    | 85.00    | 80.20    |
| Measurable Skill Gains             | 74.90     | 64.30   | 66.70    | 59.50   | 50.50    | 64.80   | 44.40    | 36.60    | 76.00    | 72.10   | 72.20    | 76.90    | 80.80    | 75.50    | 70.10    | 83.60   | 77.40    | 66.40   | 67.50    | 88.70    | 80.30    | 92.30   | 73.50    | 94.70    | 67.00    |
| <b>Dislocated Workers:</b>         |           |         |          |         |          |         |          |          |          |         |          |          |          |          |          |         |          |         |          |          |          |         |          |          |          |
| Employed 2nd Qtr After Exit        | 87.00     | 90.90   | 100.00   | 0.00    | 100.00   | 0.00    | 0.00     | 100.00   | 94.10    | 100.00  | 0.00     | 80.00    | 85.30    | 100.00   | 88.10    | 87.90   | 88.70    | 72.70   | 73.30    | 0.00     | 100.00   | 82.80   | 90.20    | 86.00    | 85.10    |
| Median Wage 2nd Quarter After Exit | 10757.00  | 7234.50 | 16696.00 | 0.00    | 15124.00 | 0.00    | 0.00     | 2697.00  | 14033.00 | 8526.00 | 0.00     | 10104.00 | 10565.00 | 12787.00 | 13000.00 | 9230.00 | 10056.00 | 6668.50 | 11972.00 | 0.00     | 9399.00  | 8743.00 | 12402.00 | 10817.00 | 10125.00 |
| Employed 4th Qtr After Exit        | 83.10     | 65.00   | 100.00   | 100.00  | 100.00   | 100.00  | 100.00   | 0.00     | 86.40    | 78.60   | 66.70    | 80.00    | 85.80    | 96.70    | 83.70    | 78.50   | 87.60    | 81.20   | 83.30    | 100.00   | 92.90    | 78.10   | 86.70    | 79.40    | 79.20    |
| Credential Attainment Rate         | 72.30     | 63.20   | 100.00   | 100.00  | 100.00   | 100.00  | 0.00     | 100.00   | 90.90    | 66.70   | 100.00   | 68.20    | 54.20    | 89.50    | 64.00    | 58.40   | 92.90    | 78.00   | 61.90    | 100.00   | 85.70    | 74.10   | 88.40    | 83.70    | 87.00    |
| Measurable Skill Gains             | 76.30     | 11.10   | 57.10    | 100.00  | 0.00     | 100.00  | 33.30    | 66.70    | 70.50    | 84.60   | 66.70    | 69.60    | 85.70    | 88.90    | 71.40    | 79.40   | 74.00    | 48.40   | 75.00    | 100.00   | 75.00    | 81.80   | 67.50    | 95.80    | 79.00    |
| <b>Youth:</b>                      |           |         |          |         |          |         |          |          |          |         |          |          |          |          |          |         |          |         |          |          |          |         |          |          |          |
| Employed 2nd Qtr After Exit        | 81.30     | 84.30   | 75.00    | 91.70   | 96.00    | 78.70   | 74.40    | 72.70    | 84.10    | 100.00  | 75.00    | 88.30    | 76.10    | 86.30    | 82.80    | 81.70   | 86.10    | 75.70   | 76.20    | 87.50    | 82.50    | 81.60   | 90.30    | 81.60    | 76.90    |
| Median Wage 2nd Quarter After Exit | \$4,663   | 4617.00 | 6286.00  | 4993.50 | 5563.00  | 3905.00 | 3216.00  | 4400.00  | 4774.50  | 5906.00 | 3299.00  | 3828.50  | 5931.00  | 4021.00  | 5530.50  | 4435.00 | 4926.00  | 4131.50 | 4648.50  | 5650.00  | 4320.50  | 4369.00 | 3380.00  | 4067.00  | 5274.00  |
| Employed 4th Qtr After Exit        | 79.40     | 82.50   | 66.70    | 85.30   | 95.00    | 76.60   | 55.20    | 85.70    | 85.70    | 52.80   | 78.40    | 79.30    | 75.50    | 85.20    | 90.30    | 80.60   | 80.70    | 75.70   | 80.00    | 84.30    | 82.40    | 72.20   | 87.10    | 77.00    | 79.70    |
| Credential Attainment Rate         | 76.60     | 66.70   | 0.00     | 58.60   | 40.00    | 47.10   | 75.60    | 78.60    | 65.60    | 92.00   | 100.00   | 92.60    | 78.90    | 65.40    | 81.10    | 71.80   | 96.30    | 86.20   | 72.70    | 92.50    | 75.50    | 90.60   | 88.40    | 61.80    | 78.50    |
| Measurable Skill Gains             | 71.00     | 53.20   | 57.10    | 61.50   | 71.40    | 29.20   | 63.90    | 64.90    | 76.50    | 73.10   | 94.80    | 88.30    | 53.10    | 59.50    | 63.10    | 58.20   | 72.70    | 58.30   | 83.30    | 84.20    | 90.60    | 73.00   | 77.40    | 83.30    | 71.80    |
| <b>Wagner Peysers:</b>             |           |         |          |         |          |         |          |          |          |         |          |          |          |          |          |         |          |         |          |          |          |         |          |          |          |
| Employed 2nd Qtr After Exit        | 69.30     | 66.00   | 68.70    | 69.70   | 73.10    | 69.40   | 73.70    | 61.70    | 70.80    | 66.30   | 68.00    | 66.90    | 72.50    | 68.40    | 68.10    | 68.00   | 65.70    | 66.50   | 71.20    | 68.40    | 63.90    | 69.20   | 71.80    | 71.40    | 68.60    |
| Median Wage 2nd Quarter After Exit | \$7,445   | 7492.50 | 8055.00  | 6028.00 | 7096.00  | 6160.00 | 5952.00  | 6069.00  | 8140.00  | 6572.00 | 6591.50  | 7069.00  | 7460.00  | 6959.00  | 8663.00  | 7460.00 | 7538.00  | 7215.00 | 8070.00  | 6232.00  | 7239.00  | 8122.50 | 8802.00  | 7582.50  | 7330.00  |
| Employed 4th Qtr After Exit        | 68.40     | 67.10   | 68.00    | 70.70   | 67.00    | 69.40   | 71.40    | 62.30    | 70.70    | 64.40   | 70.20    | 67.00    | 72.60    | 64.90    | 68.50    | 68.50   | 63.70    | 66.40   | 69.20    | 68.40    | 61.90    | 68.90   | 69.90    | 69.80    | 65.40    |

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



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 6/20/2024

**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:**

The South Florida Workforce Investment Board (SFWIB) staff developed the Common Measures Tool (CMT) to monitor the Workforce Innovation and Opportunity Act (WIOA) performance indicators in real-time, as established by the Florida Department of Commerce. This tool provides American Job Center (AJC) staff with insights into cases that have exited the system, tracking employment status using various data sources, including the New Hire Report, the Work Number, and the Wage Credit Report. The CMT also ensures all federally required follow-ups are completed by identifying cases with incomplete employment data each quarter.

As of May 31, 2024, the SFWIB staff provided a quarterly performance overview:

- Quarter 1 (Q1):
  - SFWIB met or exceeded all performance measures except for Dislocated Workers Credential Attainment and Youth Education and Employment Rate.
  - To meet these measures, AJC staff need to engage at least 2 additional individuals, and Youth Provider staff need to engage at least 28 individuals.
  
- Quarter 2 (Q2):
  - SFWIB met or exceeded all performance measures except for Youth Education and Employment Rate.
  - Youth Provider staff need to engage at least 10 additional individuals to meet this measure.
  
- Quarter 3 (Q3):
  - SFWIB met or exceeded all performance measures.

- Quarter 4 (Q4):
  - SFWIB exceeded all performance measures except for Youth Education and Employment Rate and Youth Credential Attainment.
  - Youth Provider staff need to engage at least 21 individuals for the Youth Education and Employment Rate and 29 individuals for the Youth Credential Attainment measure to meet the negotiated performance measures.

Based on insights from the CMT, AJC staff have begun follow-ups in Q1, Q2, and Q4 performance areas to ensure accurate data entry, ensuring the SFWIB meets or exceeds established performance standards. To improve performance and meet all 18 WIOA Indicators of Performance, SFWIB staff have identified several strategies, including:

- Requiring AJC staff to provide monthly updates on the status of follow-up cases.
- Mandating participation in hands-on technical assistance provided by SFWIB staff for proper case documentation.
- Implementing the Work Number verification updates in the CMT to assist with documenting outstanding employment information.

Additionally, SFWIB staff have integrated an overview of the CMT into all Performance Improvement Team (PIT) meetings and incorporated common measures discussions into 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:  |                          |                                     |             |                                     |             |                                     |             | 284                                 |                           |                                   |                                       |                             |  |
| Total Number of Cases:   |                          |                                     |             |                                     |             |                                     |             | 1,477                               |                           |                                   |                                       |                             |  |
| 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 |                           |                                   |                                       |                             |  |
| <b>Adults</b>  |                          |                                     |             |                                     |             |                                     |             |                                     |                           |                                   |                                       |                             |  |
| Entered Employment Rate  | 86.46%                   | 134.04%                             | 98.81%      | 153.19%                             | 92.75%      | 143.80%                             | 93.00%      | 144.19%                             | 64.50%                    | 143.21%                           |                                       |                             |  |
| Median Earnings  | \$8,840.00               | 175.60%                             | \$8,840.00  | 175.60%                             | \$8,881.60  | 176.43%                             | \$10,400.00 | 206.59%                             | \$5,034.00                | 206.59%                           |                                       |                             |  |
| Credential Attainment  | 97.62%                   | 192.92%                             | 70.97%      | 140.25%                             | 77.78%      | 153.71%                             | 88.46%      | 174.83%                             | 50.60%                    | 174.43%                           |                                       |                             |  |
| Measurable Skills Gain   | 100.00%                  | 401.61%                             | 100.00%     | 401.61%                             | 97.83%      | 392.88%                             | 100.00%     | 401.61%                             | 24.90%                    | 399.12%                           |                                       |                             |  |
| <b>Dislocated Workers</b>  |                          |                                     |             |                                     |             |                                     |             |                                     |                           |                                   |                                       |                             |  |
| Entered Employment Rate  | 75.00%                   | 94.10%                              | 92.86%      | 116.51%                             | 88.24%      | 110.71%                             | 94.12%      | 118.09%                             | 79.70%                    | 113.20%                           |                                       |                             |  |
| Median Earnings  | \$12,053.60              | 147.71%                             | \$13,780.00 | 168.87%                             | \$13,000.00 | 159.31%                             | \$13,499.20 | 165.43%                             | \$8,160.00                | 168.87%                           |                                       |                             |  |
| Credential Attainment  | 66.67%                   | 83.86%                              | 85.71%      | 107.82%                             | 91.67%      | 115.30%                             | 92.31%      | 116.11%                             | 79.50%                    | 114.18%                           |                                       |                             |  |
| Measurable Skills Gain   | 100.00%                  | 250.00%                             | 100.00%     | 250.00%                             | 100.00%     | 250.00%                             | 100.00%     | 250.00%                             | 40.00%                    | 250.00%                           |                                       |                             |  |
| <b>Wagner-Peyser</b>   |                          |                                     |             |                                     |             |                                     |             |                                     |                           |                                   |                                       |                             |  |
| Entered Employment Rate  | 66.22%                   | 107.32%                             | 76.37%      | 123.77%                             | 74.35%      | 120.50%                             | 70.58%      | 114.40%                             | 61.70%                    | 115.90%                           |                                       |                             |  |
| Median Earnings  | \$7,800.00               | 150.78%                             | \$7,800.00  | 150.78%                             | \$7,800.00  | 150.78%                             | \$8,320.00  | 160.83%                             | \$5,173.00                | 160.83%                           |                                       |                             |  |
| <b>Youth</b>   |                          |                                     |             |                                     |             |                                     |             |                                     |                           |                                   |                                       |                             |  |
| Education and Employment Rate  | 41.56%                   | 54.83%                              | 54.17%      | 71.46%                              | 74.83%      | 98.73%                              | 60.99%      | 80.47%                              | 75.80%                    | 87.11%                            |                                       |                             |  |
| Median Earnings  | \$7,280.00               | 197.18%                             | \$8,132.80  | 220.28%                             | \$7,800.00  | 211.26%                             | \$7,800.00  | 211.26%                             | \$3,692.00                | 220.28%                           |                                       |                             |  |
| Credential Attainment  | 56.45%                   | 96.50%                              | 91.89%      | 157.08%                             | 72.14%      | 123.31%                             | 23.46%      | 40.10%                              | 58.50%                    | 111.55%                           |                                       |                             |  |
| Measurable Skills Gain   | 83.87%                   | 166.74%                             | 97.30%      | 193.43%                             | 95.04%      | 188.94%                             | 81.48%      | 161.99%                             | 50.30%                    | 176.62%                           |                                       |                             |  |
| <table border="1"> <tr> <td>Not Met (less than 90% of negotiated)</td> </tr> <tr> <td>Met (90-100% of negotiated)</td> </tr> <tr> <td>Exceeded (greater than 100% of negotiated)</td> </tr> </table> |                          |                                     |             |                                     |             |                                     |             |                                     |                           |                                   | Not Met (less than 90% of negotiated) | Met (90-100% of negotiated) | Exceeded (greater than 100% of negotiated) |
| Not Met (less than 90% of negotiated)  |                          |                                     |             |                                     |             |                                     |             |                                     |                           |                                   |                                       |                             |  |
| Met (90-100% of negotiated)  |                          |                                     |             |                                     |             |                                     |             |                                     |                           |                                   |                                       |                             |  |
| Exceeded (greater than 100% of negotiated)   |                          |                                     |             |                                     |             |                                     |             |                                     |                           |                                   |                                       |                             |  |



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 6/20/2024

**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 Local Workforce Development Area (LWDA) 23's CareerSource/American Job Centers (AJCs). The report for Program Year (PY) 2023-24 covers the period from July 1, 2023, through May 31, 2024. According to the BSC performance summary, six out of nine AJC locations met the required 65 percent performance measures standard.

The Job Placements Year-to-Date (YTD) summary report for PY 2023-24 shows LWDA 23 achieved a total of 8,697 job placements, representing 69.2 percent of the minimum standard and 58.8 percent of the maximum standard.

Two of the nine AJC locations met the minimum YTD job placements standard for PY 2023-24:

- Hialeah Downtown AJC: Exceeded the minimum standard by 144.2 percent and the maximum standard by 122.3 percent.
- Little Havana AJC: Exceeded the minimum standard by 116.5 percent.

The BSC measures for Employment After Exit (Measures 16-19) were adjusted from 95 percent to 80 percent to align with current federal performance requirements: 64.50 percent for Adults and 79.70 percent for Dislocated Workers. This adjustment ensures that both categories meet federal standards. AJC staff will use the Common Measures Tool (CMT) to ensure adequate follow-ups.

The South Florida Workforce Investment Board (SFWIB) staff implemented several strategies to meet performance goals:

- AJC service providers will continue to implement corrective action plans to meet PY 2023-24 performance standards.
- SFWIB staff will introduce new policies and procedures to increase the number of individuals served.
- Focus groups have been established across all programs to target specific areas for enhancing service delivery and meeting federal, state, and local performance measures. These focus group meetings will occur during the second week of each month.
- SFWIB staff will use the Common Measures Tool to project Employment 1st, 2nd, 3rd, and 4th Quarter After Exit outcomes on the BSC report.

Additionally, AJC service providers will persist in implementing their corrective action plans to meet and exceed 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 May 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                      | 17                                      | 24                        | 70.8%                                   |
|                                 | Hialeah Downtown AJC                | 20                                      | 24                        | 83.3%                                   |
|                                 | North Miami Beach AJC               | 15                                      | 23                        | 65.2%                                   |
|                                 | Northside Center AJC                | 18                                      | 24                        | 75.0%                                   |
| The College of the Florida Keys | Florida Keys AJC's                  | 6                                       | 14                        | 42.9%                                   |
| Miami Dade College              | MDC Works                           | 1                                       | 9                         | 11.1%                                   |
| Youth Co-Op, Inc.               | Little Havana AJC                   | 19                                      | 24                        | 79.2%                                   |
|                                 | Perrine AJC                         | 17                                      | 24                        | 70.8%                                   |
|                                 | West Dade AJC                       | 14                                      | 23                        | 60.9%                                   |
| LWDA                            |                                     | 14                                      | 24                        | 58.8%                                   |

## DJPOE Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

| Location                 | Maximum Standard |              | Minimum Standard |              | Total        |              | Direct Job Placement |              |              |              |            |            |           |             |          |           |          |           | Direct Job Placement by Type |              |                     |             |             |             |             |             |             |             |             |             | Max Earned  | Earned      | % Earned    | OE %        | DJP %       |              |             |                    |                 |             |               |               |        |
|--------------------------|------------------|--------------|------------------|--------------|--------------|--------------|----------------------|--------------|--------------|--------------|------------|------------|-----------|-------------|----------|-----------|----------|-----------|------------------------------|--------------|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|--------------------|-----------------|-------------|---------------|---------------|--------|
|                          | #                | %            | #                | %            | 1Qrt         | >1Qrt        | Universal            |              |              |              |            |            | >1Qrt     |             |          |           |          |           | Total                        |              | WIOA Individualized |             |             |             |             |             |             |             |             |             |             |             |             |             |             |              |             |                    |                 |             |               |               |        |
|                          |                  |              |                  |              | 1Qrt         | >1Qrt        | 1Qrt                 |              | Temp         |              | Part       |            | Full      |             | Season   |           | Temp     |           | Part                         |              | Full                |             | 1Qrt        | >1Qrt       | Adult/DW    |             | Job Seekers |             | Veterans    |             |             |             |             |             |             | Ex-Offenders |             | RA/Homeless        |                 | TANF/CAP    |               | SNAP          |        |
|                          |                  |              |                  |              |              |              | Season               | Temp         | Part         | Full         | Season     | Temp       | Part      | Full        | Season   | Temp      | Part     | Full      | 1Qrt                         | >1Qrt        | 1Qrt                | >1Qrt       | 1Qrt        | >1Qrt       | 1Qrt        | >1Qrt       | 1Qrt        | >1Qrt       | 1Qrt        | >1Qrt       |             |             |             |             |             | 1Qrt         | >1Qrt       | 1Qrt               | >1Qrt           | 1Qrt        | >1Qrt         |               |        |
| Carol City Center        | 1,320            | 46.0%        | 1,122            | 54.1%        | 471          | 136          | 607                  | 335          | 125          | 460          | 0          | 36         | 7         | 81          | 0        | 2         | 0        | 9         | 124                          | 11           | 12                  | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | 0           | 0                  | \$155,984       | \$1,500     | 1.0%          | 75.78%        | 24.22% |
| Hialeah Downtown Center  | 1,518            | 122.3%       | 1,287            | 144.2%       | 1,576        | 280          | 1,856                | 1,130        | 267          | 1,397        | 0          | 9          | 4         | 422         | 0        | 1         | 0        | 11        | 435                          | 12           | 11                  | 1           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | 0           | 0                  | \$709,957       | \$6,450     | 0.9%          | 75.27%        | 24.73% |
| North Miami Beach Center | 1,650            | 39.6%        | 1,408            | 46.4%        | 410          | 243          | 653                  | 313          | 230          | 543          | 0          | 6          | 2         | 76          | 0        | 1         | 0        | 9         | 84                           | 10           | 12                  | 3           | 0           | 0           | 0           | 0           | 0           | 1           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | 0           | \$778,738          | \$6,600         | 0.8%        | 83.15%        | 16.85%        |        |
| Northside Center         | 1,683            | 33.3%        | 1,430            | 39.2%        | 357          | 203          | 560                  | 250          | 201          | 451          | 0          | 11         | 2         | 90          | 0        | 0         | 0        | 1         | 103                          | 1            | 4                   | 1           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | 0           | \$800,205          | \$7,950         | 1.0%        | 80.54%        | 19.46%        |        |
| Florida Keys Center      | 869              | 7.5%         | 737              | 8.8%         | 43           | 22           | 65                   | 33           | 22           | 55           | 0          | 0          | 2         | 8           | 0        | 0         | 0        | 0         | 10                           | 0            | 0                   | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | \$605,974   | \$800              | 0.1%            | 84.62%      | 15.38%        |               |        |
| Miami Dade College       | 1,001            | 5.0%         | 847              | 5.9%         | 34           | 16           | 50                   | 34           | 16           | 50           | 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            | \$687,500   |                    | 0.0%            | 100.00%     | 0.00%         |               |        |
| Homestead Center         | 1,529            | 29.2%        | 1,298            | 34.4%        | 396          | 50           | 446                  | 69           | 49           | 118          | 326        | 0          | 0         | 1           | 1        | 0         | 0        | 0         | 327                          | 1            | 0                   | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | 0           | \$726,847          | \$300           | 0.0%        | 26.46%        | 73.54%        |        |
| Little Havana Center     | 1,430            | 99.4%        | 1,221            | 116.5%       | 1,176        | 246          | 1,422                | 833          | 224          | 1,057        | 0          | 36         | 9         | 271         | 0        | 7         | 1        | 14        | 316                          | 22           | 27                  | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | \$670,625   | \$12,350           | 1.8%            | 74.33%      | 25.67%        |               |        |
| Perrine Center           | 1,749            | 81.9%        | 1,485            | 96.5%        | 1,096        | 337          | 1,433                | 604          | 305          | 909          | 290        | 71         | 13        | 101         | 3        | 15        | 1        | 13        | 475                          | 32           | 17                  | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | \$827,291   | \$4,950            | 0.6%            | 63.43%      | 36.57%        |               |        |
| West Dade Center         | 2,046            | 78.4%        | 1,738            | 92.3%        | 1,399        | 206          | 1,605                | 848          | 186          | 1,034        | 0          | 22         | 9         | 486         | 0        | 1         | 0        | 16        | 517                          | 17           | 29                  | 3           | 0           | 0           | 0           | 0           | 0           | 0           | 3           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | \$961,738   | \$19,350           | 2.0%            | 64.42%      | 35.58%        |               |        |
| <b>Total</b>             | <b>14,795</b>    | <b>58.8%</b> | <b>12,573</b>    | <b>69.2%</b> | <b>6,958</b> | <b>1,739</b> | <b>8,697</b>         | <b>4,449</b> | <b>1,448</b> | <b>6,074</b> | <b>616</b> | <b>191</b> | <b>48</b> | <b>1536</b> | <b>4</b> | <b>27</b> | <b>2</b> | <b>73</b> | <b>2,391</b>                 | <b>106</b>   | <b>112</b>          | <b>8</b>    | <b>0</b>    | <b>0</b>    | <b>2</b>    | <b>0</b>    | <b>4</b>    | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0</b>     | <b>0</b>    | <b>\$6,924,859</b> | <b>\$60,250</b> | <b>0.9%</b> | <b>69.84%</b> | <b>30.16%</b> |        |
|                          |                  |              |                  |              |              |              |                      |              |              |              |            |            |           |             |          |           |          |           | <b>% of DJP</b>              | <b>32.8%</b> | <b>1.5%</b>         | <b>1.5%</b> | <b>0.1%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.1%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.0%</b>  | <b>0.0%</b> | <b>0.0%</b>        | <b>0.0%</b>     | <b>0.0%</b> | <b>0.0%</b>   | <b>0.0%</b>   |        |

# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

## Regional

| Performance      |  |             |             |
|------------------|--|-------------|-------------|
|                  | Process Quality Measures                                       | Standard    | Region      |
| 1                | Training Completion Rate                                       | 75%         | 88.73%      |
| 2                | Training Related Placements                                    | 75%         | 90.0%       |
| 3                | Credential Attainment  | 75%         | 100.0%      |
| 4                | Measurable Skills Gain   | 75%         | 97.16%      |
| 5                | Training Enrollments Rate                                      | 821         | 484         |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%       |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%      |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%      |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%      |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%      |
| 11               | Employers Served (Employer Penetration Rate)                   | 16,794      | 17,367      |
| 12               | Employer Serviced with Level 1 Services                        | 10,813      | 13,973      |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%       |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%      |
| Outcome Measures |  |             |             |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 14,795      | 8,698       |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%         |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%         |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%         |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%         |
| 20               | Average Days to Employment                                     | 145         | 132         |
|                  | 20a DJP Average Days to Employment                             | 60          | 38          |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157         |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | \$15.26     |
| 22               | Cost Per Placement   | \$1,847.18  | \$387.50    |
| 23               | Net Economic Benefit   | \$28,749.00 | \$31,359.95 |
| 24               | Return on the Investment                                       | \$15.42     | \$80.41     |

ND = No Data

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Last Run Date: 6/3/2024 7:57:21 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

Arbor E&T, LLC

Carol City Center

| Performance      |  |             |             |             |
|------------------|--|-------------|-------------|-------------|
|                  | Process Quality Measures                                       | Standard    | Region      | Center      |
| 1                | Training Completion Rate                                       | 75%         | 88.73%      | 56.25%      |
| 2                | Training Related Placements                                    | 75%         | 90.0%       | 85.71%      |
| 3                | Credential Attainment  | 75%         | 100.0%      | 100.0%      |
| 4                | Measurable Skills Gain   | 75%         | 97.16%      | 98.95%      |
| 5                | Training Enrollments Rate                                      | 77          | 484         | 37          |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%       | 0.22%       |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%      | 12.55%      |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%      | 78.81%      |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%      | 100.0%      |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%      | 47.06%      |
| 11               | Employers Served (Employer Penetration Rate)                   | 1,573       | 17,367      | 1,761       |
| 12               | Employer Serviced with Level 1 Services                        | 1,023       | 13,973      | 1,533       |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%       | 5.68%       |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%      | 96.17%      |
| Outcome Measures |  |             |             |             |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 1,320       | 8,698       | 607         |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%         | 93%         |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%         | 97%         |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%         | 96%         |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%         | 88%         |
|                  | 20 Average Days to Employment                                  | 145         | 132         | 143         |
|                  | 20a DJP Average Days to Employment                             | 60          | 38          | 55          |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157         | 161         |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | \$15.26     | \$16.19     |
| 22               | Cost Per Placement   | \$2,315.62  | \$387.50    | \$327.96    |
| 23               | Net Economic Benefit   | \$28,011.10 | \$31,359.95 | \$33,343.28 |
| 24               | Return on the Investment                                       | \$12.10     | \$80.41     | \$101.67    |

ND = No Data

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Last Run Date: 6/3/2024 7:57:21 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

Arbor E&T, LLC

Hialeah Downtown Center

| Performance      |  |             |             |             |
|------------------|--|-------------|-------------|-------------|
|                  | Process Quality Measures                                       | Standard    | Region      | Center      |
| 1                | Training Completion Rate                                       | 75%         | 88.73%      | 100.0%      |
| 2                | Training Related Placements                                    | 75%         | 90.0%       | 100.0%      |
| 3                | Credential Attainment  | 75%         | 100.0%      | 100.0%      |
| 4                | Measurable Skills Gain   | 75%         | 97.16%      | 100.0%      |
| 5                | Training Enrollments Rate                                      | 99          | 484         | 41          |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%       | 6.79%       |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%      | 18.52%      |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%      | 74.48%      |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%      | 100.0%      |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%      | 66.67%      |
| 11               | Employers Served (Employer Penetration Rate)                   | 1,738       | 17,367      | 1,825       |
| 12               | Employer Serviced with Level 1 Services                        | 1,023       | 13,973      | 1,414       |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%       | 11.86%      |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%      | 99.38%      |
| Outcome Measures |  |             |             |             |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 1,518       | 8,698       | 1,856       |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%         | 100%        |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%         | 97%         |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%         | 96%         |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%         | 93%         |
|                  | 20 Average Days to Employment                                  | 145         | 132         | 127         |
|                  | 20a DJP Average Days to Employment                             | 60          | 38          | 25          |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157         | 133         |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | \$15.26     | \$16.73     |
| 22               | Cost Per Placement   | \$2,297.68  | \$387.50    | \$142.65    |
| 23               | Net Economic Benefit   | \$28,029.00 | \$31,359.95 | \$34,665.74 |
| 24               | Return on the Investment                                       | \$12.20     | \$80.41     | \$243.02    |

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

Arbor E&T, LLC

North Miami Beach Center

| Performance      |  |             |             |             |
|------------------|--|-------------|-------------|-------------|
|                  | Process Quality Measures                                       | Standard    | Region      | Center      |
| 1                | Training Completion Rate                                       | 75%         | 88.73%      | 91.43%      |
| 2                | Training Related Placements                                    | 75%         | 90.0%       | 75.0%       |
| 3                | Credential Attainment  | 75%         | 100.0%      | 100.0%      |
| 4                | Measurable Skills Gain   | 75%         | 97.16%      | 95.51%      |
| 5                | Training Enrollments Rate                                      | 99          | 484         | 65          |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%       | 1.26%       |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%      | 10.88%      |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%      | 74.95%      |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%      | 100.0%      |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%      | 75.0%       |
| 11               | Employers Served (Employer Penetration Rate)                   | 1,936       | 17,367      | 2,125       |
| 12               | Employer Serviced with Level 1 Services                        | 1,265       | 13,973      | 1,825       |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%       | 5.86%       |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%      | 96.67%      |
| Outcome Measures |  |             |             |             |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 1,650       | 8,698       | 653         |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%         | 70%         |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%         | 80%         |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%         | 79%         |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%         | 74%         |
|                  | 20 Average Days to Employment                                  | 145         | 132         | 220         |
|                  | 20a DJP Average Days to Employment                             | 60          | 38          | 89          |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157         | 232         |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | \$15.26     | \$16.44     |
| 22               | Cost Per Placement   | \$2,292.52  | \$387.50    | \$505.44    |
| 23               | Net Economic Benefit   | \$28,034.00 | \$31,359.95 | \$33,699.95 |
| 24               | Return on the Investment                                       | \$12.23     | \$80.41     | \$66.67     |

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

Arbor E&T, LLC

Northside Center

| Performance      |  |             |             |             |
|------------------|--|-------------|-------------|-------------|
|                  | Process Quality Measures                                       | Standard    | Region      | Center      |
| 1                | Training Completion Rate                                       | 75%         | 88.73%      | 77.78%      |
| 2                | Training Related Placements                                    | 75%         | 90.0%       | 100.0%      |
| 3                | Credential Attainment  | 75%         | 100.0%      | 100.0%      |
| 4                | Measurable Skills Gain   | 75%         | 97.16%      | 97.64%      |
| 5                | Training Enrollments Rate                                      | 88          | 484         | 40          |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%       | 2.28%       |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%      | 12.74%      |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%      | 68.26%      |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%      | 100.0%      |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%      | 66.67%      |
| 11               | Employers Served (Employer Penetration Rate)                   | 2,398       | 17,367      | 3,118       |
| 12               | Employer Serviced with Level 1 Services                        | 1,562       | 13,973      | 2,729       |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%       | 2.49%       |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%      | 98.83%      |
| Outcome Measures |  |             |             |             |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 1,683       | 8,698       | 560         |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%         | 82%         |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%         | 90%         |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%         | 96%         |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%         | 94%         |
| 20               | Average Days to Employment                                     | 145         | 132         | 178         |
|                  | 20a DJP Average Days to Employment                             | 60          | 38          | 17          |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157         | 218         |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | \$15.26     | \$18.82     |
| 22               | Cost Per Placement   | \$2,678.48  | \$387.50    | \$398.42    |
| 23               | Net Economic Benefit   | \$27,647.92 | \$31,359.95 | \$38,748.02 |
| 24               | Return on the Investment                                       | \$10.32     | \$80.41     | \$97.26     |

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

College of Florida Keys

Florida Keys Center

| Performance      |  |             |             |             |
|------------------|--|-------------|-------------|-------------|
|                  | Process Quality Measures                                       | Standard    | Region      | Center      |
| 1                | Training Completion Rate                                       | 75%         | 88.73%      | ND          |
| 2                | Training Related Placements                                    | 75%         | 90.0%       | ND          |
| 3                | Credential Attainment  | 75%         | 100.0%      | ND          |
| 4                | Measurable Skills Gain   | 75%         | 97.16%      | ND          |
| 5                | Training Enrollments Rate                                      | 44          | 484         | ND          |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%       | 1.64%       |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%      | 13.16%      |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%      | 63.83%      |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%      | ND          |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%      | 100.0%      |
| 11               | Employers Served (Employer Penetration Rate)                   | 847         | 17,367      | 117         |
| 12               | Employer Serviced with Level 1 Services                        | 550         | 13,973      | 9           |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%       | 0.8%        |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%      | 96.68%      |
| Outcome Measures |  |             |             |             |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 869         | 8,698       | 65          |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%         | ND          |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%         | ND          |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%         | ND          |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%         | ND          |
|                  | 20 Average Days to Employment                                  | 145         | 132         | 155         |
|                  | 20a DJP Average Days to Employment                             | 60          | 38          | 39          |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157         | 183         |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | \$15.26     | \$17.99     |
| 22               | Cost Per Placement   | \$2,315.62  | \$387.50    | \$15.09     |
| 23               | Net Economic Benefit   | \$28,011.10 | \$31,359.95 | \$37,406.19 |
| 24               | Return on the Investment                                       | \$12.10     | \$80.41     | \$2,478.16  |

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

Miami Dade College

Miami Dade College

| Performance      |  |             |          |        |
|------------------|--|-------------|----------|--------|
|                  | Process Quality Measures                                       | Standard    | Region   | Center |
| 1                | Training Completion Rate                                       | 75%         | 88.73%   | ND     |
| 2                | Training Related Placements                                    | 75%         | 90.0%    | ND     |
| 3                | Credential Attainment  | 75%         | 100.0%   | ND     |
| 4                | Measurable Skills Gain   | 75%         | 97.16%   | 30.43% |
| 5                | Training Enrollments Rate                                      | 84          | 484      | ND     |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%    | ND     |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%   | ND     |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%   | 26.02% |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%   | ND     |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%   | 0.0%   |
| 11               | Employers Served (Employer Penetration Rate)                   | 745         | 17,367   | 16     |
| 12               | Employer Serviced with Level 1 Services                        | 484         | 13,973   | 9      |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%    | 0.0%   |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%   | 34.81% |
| Outcome Measures |  |             |          |        |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 1,001       | 8,698    | 50     |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%      | ND     |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%      | ND     |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%      | ND     |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%      | ND     |
| 20               | Average Days to Employment                                     | 145         | 132      | 96     |
|                  | 20a DJP Average Days to Employment                             | 60          | ND       | ND     |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157      | 96     |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | ND       | ND     |
| 22               | Cost Per Placement   | \$2,324.69  | \$387.50 | 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 5/31/2024

Youth Co-Op

Little Havana Center

| Performance      |  |             |             |             |
|------------------|--|-------------|-------------|-------------|
|                  | Process Quality Measures                                       | Standard    | Region      | Center      |
| 1                | Training Completion Rate                                       | 75%         | 88.73%      | 89.66%      |
| 2                | Training Related Placements                                    | 75%         | 90.0%       | 100.0%      |
| 3                | Credential Attainment  | 75%         | 100.0%      | 100.0%      |
| 4                | Measurable Skills Gain   | 75%         | 97.16%      | 99.82%      |
| 5                | Training Enrollments Rate                                      | 99          | 484         | 76          |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%       | 22.85%      |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%      | 30.59%      |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%      | 67.66%      |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%      | 100.0%      |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%      | 80.0%       |
| 11               | Employers Served (Employer Penetration Rate)                   | 1,650       | 17,367      | 2,058       |
| 12               | Employer Serviced with Level 1 Services                        | 1,067       | 13,973      | 1,381       |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%       | 1.23%       |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%      | 93.06%      |
| Outcome Measures |  |             |             |             |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 1,430       | 8,698       | 1,422       |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%         | 92%         |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%         | 92%         |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%         | 88%         |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%         | 100%        |
|                  | 20 Average Days to Employment                                  | 145         | 132         | 106         |
|                  | 20a DJP Average Days to Employment                             | 60          | 38          | 41          |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157         | 121         |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | \$15.26     | \$15.53     |
| 22               | Cost Per Placement   | \$2,303.15  | \$387.50    | \$414.85    |
| 23               | Net Economic Benefit   | \$28,023.00 | \$31,359.95 | \$31,897.75 |
| 24               | Return on the Investment                                       | \$12.17     | \$80.41     | \$76.89     |

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

Youth Co-Op

Perrine Center

| Performance      |  |             |             |             |
|------------------|--|-------------|-------------|-------------|
|                  | Process Quality Measures                                       | Standard    | Region      | Center      |
| 1                | Training Completion Rate                                       | 75%         | 88.73%      | 94.59%      |
| 2                | Training Related Placements                                    | 75%         | 90.0%       | 100.0%      |
| 3                | Credential Attainment  | 75%         | 100.0%      | 100.0%      |
| 4                | Measurable Skills Gain   | 75%         | 97.16%      | 99.24%      |
| 5                | Training Enrollments Rate                                      | 99          | 484         | 95          |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%       | 9.52%       |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%      | 22.2%       |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%      | 72.79%      |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%      | 100.0%      |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%      | 60.0%       |
| 11               | Employers Served (Employer Penetration Rate)                   | 3,014       | 17,367      | 3,264       |
| 12               | Employer Serviced with Level 1 Services                        | 1,958       | 13,973      | 2,432       |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%       | 26.31%      |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%      | 93.32%      |
| Outcome Measures |  |             |             |             |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 1,749       | 8,698       | 1,433       |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%         | 91%         |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%         | 98%         |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%         | 94%         |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%         | 95%         |
|                  | 20 Average Days to Employment                                  | 145         | 132         | 143         |
|                  | 20a DJP Average Days to Employment                             | 60          | 38          | 41          |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157         | 194         |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | \$15.26     | \$13.61     |
| 22               | Cost Per Placement   | \$3,160.87  | \$387.50    | \$484.48    |
| 23               | Net Economic Benefit   | \$27,165.53 | \$31,359.95 | \$27,832.85 |
| 24               | Return on the Investment                                       | \$8.59      | \$80.41     | \$57.45     |

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2023 To 5/31/2024

Youth Co-Op

West Dade Center

| Performance      |  |             |             |             |
|------------------|--|-------------|-------------|-------------|
|                  | Process Quality Measures                                       | Standard    | Region      | Center      |
| 1                | Training Completion Rate                                       | 75%         | 88.73%      | 91.03%      |
| 2                | Training Related Placements                                    | 75%         | 90.0%       | 84.62%      |
| 3                | Credential Attainment  | 75%         | 100.0%      | 100.0%      |
| 4                | Measurable Skills Gain   | 75%         | 97.16%      | 96.96%      |
| 5                | Training Enrollments Rate                                      | 132         | 484         | 130         |
| 6                | CAP All Family Participation Rate                              | 50%         | 1.08%       | 15.31%      |
| 7                | Career Advancement Program (CAP) Entered Employment Rate (EER) | 45%         | 37.72%      | 36.13%      |
| 8                | Wagner Peyser (WP) Entered Employment Rate (EER)               | 65%         | 65.61%      | 50.56%      |
| 9                | WIOA Adult & Dislocated Worker EER                             | 98%         | 100.0%      | ND          |
| 10               | Short-Term Veterans EER  | 50%         | 51.69%      | 41.18%      |
| 11               | Employers Served (Employer Penetration Rate)                   | 2,893       | 17,367      | 2,887       |
| 12               | Employer Serviced with Level 1 Services                        | 1,881       | 13,973      | 2,615       |
| 13               | Jobs Openings Filled Rate                                      | 65%         | 5.73%       | 23.59%      |
| 14               | Referral Job Skills Match Average                              | 80%         | 92.91%      | 96.0%       |
| Outcome Measures |  |             |             |             |
| 15               | Employment (Obtained Employment and Direct Job Placements)     | 2,046       | 8,698       | 1,605       |
| 16               | Employed 1st Qtr After Exit                                    | 80%         | 86%         | 80%         |
| 17               | Employed 2nd Qtr After Exit                                    | 80%         | 90%         | 80%         |
| 18               | Employed 3rd Qtr After Exit                                    | 80%         | 89%         | 86%         |
| 19               | Employed 4th Qtr After Exit                                    | 80%         | 85%         | 79%         |
|                  | 20 Average Days to Employment                                  | 145         | 132         | 107         |
|                  | 20a DJP Average Days to Employment                             | 60          | 38          | 32          |
|                  | 20b Obtained Average Days to Employment                        | 167         | 157         | 126         |
| 21               | Employment/Job Placement Average Wage                          | \$14.58     | \$15.26     | \$16.06     |
| 22               | Cost Per Placement   | \$2,727.74  | \$387.50    | \$673.87    |
| 23               | Net Economic Benefit   | \$27,598.66 | \$31,359.95 | \$32,723.03 |
| 24               | Return on the Investment                                       | \$10.12     | \$80.41     | \$48.56     |

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## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 6/20/2024

**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 Balanced Scorecard (BSC) measures the performance of contracted Workforce Development Area (WDA) 23 Youth Service providers. It offers detailed information regarding program performance for Program Year (PY) 2023-2024, evaluating Enrollment Requirements, 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 reporting period for this data spans from July 1, 2023, to May 31, 2024.

In-School Youth (ISY) Program Performance:

The In-School Youth Program has met its enrollment performance standards and exceeded goals for measurable skills gains and credential attainment.

- Enrollment Performance:
  - Regional Standard: 152 participants
  - Actual Performance: 346 participants
  
- Measurable Skills Gains:
  - Regional Standard: 90%
  - Actual Performance: 94%
  
- Youth Education and Employment Rate-2nd Quarter After Exit:
  - Regional Standard: 90%
  - Actual Performance: 60%
  
- Youth Education and Employment Rate-4th Quarter After Exit:
  - Regional Standard: 90%
  - Actual Performance: 61%



- Credential Attainment:
  - Regional Standard: 90%
  - Actual Performance: 100%
- New PWE Enrollment: 81
- Obtained Employment: 113

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

The Out-of-School Youth Program has exceeded new enrollment numbers.

- Enrollment Performance:
  - Regional Standard: 747 participants
  - Actual Performance: 530 participants
- Measurable Skills Gains:
  - Regional Standard: 90%
  - Actual Performance: 81%
- Youth Education and Employment Rate-2nd Quarter After Exit:
  - Regional Standard: 90%
  - Actual Performance: 60%
- Youth Education and Employment Rate-4th Quarter After Exit:
  - Regional Standard: 90%
  - Actual Performance: 61%
- Credential Attainment:
  - Regional Standard: 90%
  - Actual Performance: 77%
- New PWE Enrollments: 250
- Obtained Employment: 365

Revisions and Improvements:

The SFWIB staff has revised the Youth Balanced Scorecard (BSC) to align with the Workforce Innovation and Opportunity Act (WIOA) Youth negotiated primary performance indicators for Program Years (PY) 2023-2024. These revisions aim to enhance the oversight and management of performance indicators, ensuring better tracking and achievement of goals.

**FUNDING:** N/A

**PERFORMANCE:** Workforce Innovation and Opportunity Act Youth

*ATTACHMENT*

# CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2023 thru 5/31/2024

| Regional for ISY Providers                         |          |        |
|--|----------|--------|
| Measure  | Standard | Region |
| Total Enrollments                                  | 152      | 346    |
| New Enrollments                                    | 81       | 165    |
| PWE Enrollments                                    | 76       | 81     |
| Measurable Skills Gain                             | 90%      | 94%    |
| 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%      | 60%    |
| Education and Employment Rate - 3rd Qtr After Exit | 90%      | 76%    |
| Education and Employment Rate - 4th Qtr After Exit | 90%      | 61%    |

# CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2023 thru 5/31/2024

| Regional for OSY Providers                         |          |        |
|--|----------|--------|
| Measure  | Standard | Region |
| Total Enrollments                                  | 747      | 530    |
| New Enrollments                                    | 349      | 409    |
| New Enrollments (General Population)               | 273      | 396    |
| New Enrollments (Youth Offender)                   | 19       | 0      |
| New Enrollments (Homeless Runaway Foster Care)     | 19       | 7      |
| New Enrollments (Pregnant or Parenting)            | 19       | 0      |
| New Enrollments (Disability)                       | 19       | 6      |
| PWE Enrollments                                    | 366      | 250    |
| Measurable Skills Gain                             | 90%      | 81%    |
| Credential Attainment                              | 90%      | 77%    |
| Outcome Measures                                   |          |        |
| Employment (Obtained, Direct, & Post Secondary)    | 375      | 365    |
| Education and Employment Rate - 1st Qtr After Exit | 90%      | 35%    |
| Education and Employment Rate - 2nd Qtr After Exit | 90%      | 60%    |
| Education and Employment Rate - 3rd Qtr After Exit | 90%      | 76%    |
| Education and Employment Rate - 4th Qtr After Exit | 90%      | 61%    |



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 6/20/2024

**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) has established a policy to monitor the performance of its approved Training Vendors through the Individual Training Account (ITA) system. To facilitate this, the staff developed and implemented the Consumer Report Card (CRC) Tool. This online tool updates ITA performance data daily and serves as an "ITA Consumer Report Card," allowing both participants and Career Advisors to track the success of individual programs and assess the economic benefit per placement.

For the program year 2023-2024, spanning from July 1, 2023, to June 30, 2024, the CRC Tool reports the following performance metrics:

- The SFWIB contributed \$2,099,563.20 in wages to the South Florida regional economy.
- For every dollar invested in training, there was a return of \$4.26.
- Eighty-five percent of participants completed their classroom training.
- Of those who completed training, 59 percent secured employment, with an average wage of \$16.99.
- Fifty-two percent of participants were placed in occupations related to their training.
- The net economic benefit per placement is \$29,160.60.

The attached CRC table provides a detailed summary of the performance metrics for the 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 Banefit |                          | 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 (#3409) - All Campuses   | All Programs                                     | 74            | 63                    | 54                   | 80.86 %         | 51                               | 95.88 %                                | \$ 8,218.31               | \$ 559,227.73                 | \$ 78,030.07                    | \$ 32.85         | \$ 68,322.74             | \$ 58,568.98                       | \$ 6.99                   |
| Apex Training Center - 3972           | All Programs                                     | 8             | 8                     | 4                    | 66.67 %         | 2                                | 66.67 %                                | \$ 4,092.17               | \$ 33,612.50                  | \$ 7,276.50                     | \$ 17.84         | \$ 37,110.67             | \$ 33,472.42                       | \$ 9.31                   |
| Dade Institute of Technology          | 1767 - MS Certified IT Prof 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)                    | All Programs                                     | 7             | 4                     | 1                    | 14.29 %         |                                  | 0.00 %                                 | \$ 1,285.48               | \$ 4,089.60                   | \$ 2,410.00                     | \$ 1.71          | \$ 3,565.71              | \$ 22,550.00                       | \$ 1.34                   |
| Miami Dade College (Various Campuses) | 2213 - Network Security                          | 1             | 1                     | -                    | 0.00 %          | -                                | 0.00 %                                 | \$ 2,693.40               | \$ 2,693.40                   | -                               | -                | -                        | -                                  | -                         |
| TechLaunch Academy - Miami #2439      | All Programs                                     | 48            | 41                    | 9                    | 21.95 %         | 8                                | 70.00 %                                | \$9,895.83                | \$ 401,250.00                 | \$ 135,250.00                   | \$ 16.98         | \$ 35,321.52             | \$ 6,036.08                        | \$ 0.15                   |
|                                       |  | 144           | 122                   | 72                   | 52.75%          | 64                               | 76.89%                                 | \$5,323.46                | \$1,029,651.06                | \$230,161.02                    | \$ 16.99         | \$ 35,338.13             | \$ 29,160.60                       | \$ 4.26                   |



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 6/20/2024

**AGENDA ITEM NUMBER:** 8

**AGENDA ITEM SUBJECT:** YOUTH SYSTEMS BUILDING ACADEMY

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

**STRATEGIC PROJECT:** **Improve service delivery outcomes**

### **BACKGROUND:**

The U.S. Department of Labor (DOL), Employment and Training Administration, is sponsoring the Youth Systems Building Academy (YSB Academy) to provide local workforce systems and their community partners with targeted and individualized training and technical assistance. The Academy's goal is to help explore, design, test, implement, or scale system-level approaches that engage and support young people in the workforce.

The YSB Academy aims to enhance the capacity of organizations to serve youth facing barriers to employment, especially those from marginalized and underrepresented communities. Youth require not only robust education and training opportunities but also comprehensive service delivery models that integrate resources and approaches to offer seamless support. This "no-wrong-door" approach helps communities holistically address young people's needs and set them on a path to career success.

CareerSource South Florida's Youth Programs was one of ten workforce boards nationwide selected for this six-month initiative. Participant selection began in early January, and the program is scheduled to conclude at the end of June 2024. CareerSource South Florida's Youth Programs and its community partners participated in two systems-building workshops held in Washington D.C. in February and May of 2024. The Academy will wrap up with a virtual meeting in June, followed by the submission of an established plan of action to the U.S. Department of Labor.

As a result of their participation, staff have identified several new ideas and concepts, some of which they intend to implement in the next program year. These concepts include, but are not limited to:

- Enhance community outreach and recruitment to raise awareness of workforce development services by creating informational materials and presentations to educate the public about available resources. Regularly host workshops and community events throughout Miami-Dade County with the help of trainers. Form partnerships with local organizations to secure speaking opportunities and booth spaces at events.
- Offer targeted training programs to identify and address employment and education barriers. Assess the needs of the local workforce through surveys, focus groups, and consultations with employers, community-based organizations, educators, and the broader community. Collaborate with local training providers and educational institutions to develop specialized training programs that address specific barriers, ensuring their effectiveness through pre- and post-testing.
- Establish Youth Advocacy Councils to address issues unique to Miami-Dade County. Organize regular meetings for council members to discuss concerns affecting local youth. Foster collaboration among council members to develop actionable solutions and advocacy initiatives.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 6/20/2024

**AGENDA ITEM NUMBER:** 9

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES CONTRACTORS

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** SFWIB staff recommends to the Performance Council to recommend to the Board the approval to authorize staff to renew the existing Workforce Services contractors for program year 2024-2025, as set forth below.

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

**BACKGROUND:**

The current Workforce Services contractors were competitively procured in May 2022 to provide services for the South Florida Workforce Investment Board (SFWIB) for the program year (PY) 2022-2023. The initial year of these contracts will expire on June 30, 2023, with the possibility of renewal for two additional years, contingent upon the availability of funds, as stipulated in the contract terms.

SFWIB staff recommends that the Performance Council propose to the Board the authorization for staff to renew the existing Workforce Services contracts with Arbor E&T, LLC dba Equus Workforce Solutions, Youth Co-Op, Inc., and the College of the Florida Keys for PY 2024-2025. These renewals would cover the American Job Center/CareerSource center locations detailed below:

| <b><u>Workforce Services Contractors</u></b> | <b><u>Locations</u></b>  |
|--|--------------------------|
| Arbor E&T, LLC                               | Carol City center        |
| Arbor E&T, LLC                               | Hialeah Downtown center  |
| Arbor E&T, LLC                               | North Miami Beach center |
| Arbor E&T, LLC                               | Northside center         |
| Youth Co-Op                                  | Little Havana center     |
| Youth Co-Op                                  | Perrine center           |
| Youth Co-Op                                  | West Dade center         |

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 6/15/2023

**AGENDA ITEM NUMBER:** 10

**AGENDA ITEM SUBJECT:** YOUTH SERVICES CONTRACTORS

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** SFWIB staff recommends to the Performance Council to recommend to the Board the approval to authorize staff to renew the existing Youth Service contractors for Program Year (PY) 2024-25, as set forth below.

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

**STRATEGIC PROJECT:** **Emphasize work-based learning and training**

**BACKGROUND:**

The current Youth Services contractors were competitively procured in May 2022 to provide services for the South Florida Workforce Investment Board (SFWIB) for the program year (PY) 2022-2023. The initial year of these contracts will expire on June 30, 2023, with the possibility of renewal for two additional years, contingent upon the availability of funds, as stipulated in the contract terms.

SFWIB staff recommends that the Performance Council propose to the Board the authorization for staff to renew the existing Youth Services contractors for PY2024-25. The following are the current list of Youth Services Contractor:

| <b>Youth Providers</b>          | <b>Program(s)</b>           |
|---------------------------------|-----------------------------|
| Adults Mankind Organization     | In-School and Out of School |
| Community Coalition             | Out of School               |
| Cuban American National Council | In-School and Out of School |
| Youth CO-OP                     | In-School and Out of School |

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*





## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 6/20/2024

**AGENDA ITEM NUMBER:** 11

**AGENDA ITEM SUBJECT:** PROGRAM YEAR 2024-2025 AMERICAN JOB CENTER SCHEDULE OF OPERATIONS

**AGENDA ITEM TYPE:** **SELECT ONE**

**RECOMMENDATION:** The Performance Council recommends to the Board the approval of the following American Job Centers (CSSF Career Centers) and Affiliated Colleges CareerSource centers Schedule of Operations for program year 2024–2025, as set forth below, as set forth below.

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

According to the Department of Economic Opportunity Grantee/Subgrantee Agreement, the South Florida Workforce Investment Board (SFWIB) is required to adopt a schedule of operations for the upcoming state fiscal year. This schedule must include the daily hours of operation for one-stop operators and a closure schedule that follows either the federal, state, or relevant county holiday schedule. For CareerSource centers affiliated with a college or university, the educational institution's schedule may be adopted.

SFWIB staff recommends that the Council approve the following schedule for all CareerSource centers operated by One-Stop Operators (Carol City, Hialeah Downtown, Little Havana, Northside, North Miami Beach, Perrine, and West Dade):

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

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# American Job Center Calendar 2024 – 2025

## DATE HOLIDAYS/RECESS PERIOD

|                                       |  |
|---------------------------------------|--|
| Monday, July 4, 2024                  | Observance of Independence Day                 |
| Monday, September 2, 2024             | Observance of Labor Day                        |
| Monday, October 14, 2024              | Observance of Columbus Day                     |
| Monday, November 11, 2024             | Observance of Veterans Day                     |
| Thursday-Friday, November 28-29, 2024 | Observance of Thanksgiving Holiday             |
| Wednesday, December 25, 2024          | Observance of Christmas Holiday                |
| Wednesday, January 1, 2025            | Observance of New Year's Day Holiday           |
| Monday, January 20, 2025              | Observance of Martin Luther King, Jr. Birthday |
| Monday, February 17, 2025             | Observance of Presidents' Day                  |
| Friday, May 9, 2025                   | National Law Enforcement Appreciation Day      |
| Monday, May 26, 2025                  | Observance of Memorial Day                     |
| Thursday, June 19, 2025               | Juneteenth Holiday                             |
| Friday, July 4, 2025                  | Observance of Independence Day                 |