



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
Thursday, October 15, 2015  
8:00 A.M.**

Doubletree Hotel – Convention Center  
711 NW 72nd Avenue, 2nd Floor  
Miami, Florida 33126

**AGENDA**

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Committee Meeting Minutes
  - A. June 17, 2015
  - B. August 20, 2015
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Refugee Employment and Training Program Balanced Scorecard Update
5. Information – Workforce Services Balanced Scorecard and Job Placements Update
6. Information – Workforce Services Regional Performance Overview
7. Information – Youth Partner’s and Regional Performance
8. Information – Consumer Report Card Update
9. Information – July and August Performance Incentives of \$300 to Each of the Top Two (2) Workforce Services Professionals in the Region

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



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2A**

**DATE:** October 15, 2015, 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

June 17, 2015 at 8:00am  
 Doubletree Miami Airport Hotel -  
 Convention Center  
 11380 NW 27<sup>th</sup> Avenue  
 Miami, FL

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Gaber, Cynthia, Chairwoman            2. Clayton, Lovey            3. Fils-Aime, Daniel            4. Rod, Denis            5. Huston, Albert            6. Manrique, Carlos</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>7. Arboleda, Carlos            8. Chi, Joe            9. Diggs, Bill            10. DuBois, Victoria            11. Garza, Maria            12. Jordan, Comm. Barbara            13. Regueiro, Maria</p> <p><b>SFW STAFF</b>            Graham, Tomara            Hernandez, Juan</p>	<p>Acedo. Maleidy – <i>Youth Co-Op, Inc.</i></p> <p>Castillo, Alicia – <i>Adults Mankind Organization (AMO)</i></p> <p>Codoni, Mayelin – <i>Community Coalition Inc.</i></p> <p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p> <p>Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i></p> <p>Mitchell, Carlena – <i>Miami- Dade County Public Schools</i></p> <p>Porro, W. – <i>City of Miami</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Somellian, Ana – <i>Adults Mankind Organization</i></p>

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Chairwoman Maria Garza called the meeting to order at 8:17am and asked all those present introduced themselves. She thanked Vice-Chairwoman Cynthia Gaber for leading the Council meeting held in April.

Dr. Rod commended Youth Co-Op, Inc. Executive Director, Maria Rodriguez for the quality services provided by staff at the career centers her entity manages. Ms. Rodriguez thanked him for his recognition. Chairwoman Garza also thanked him for his comments and encouraged all to visit the centers at their leisure to see the various services being provided by this region. Chairwoman Garza later thanked and recognized former Workforce Services Improvement Committee Chairman, Daniel Fils-Aime for his many years of leadership.

Chairwoman Garza noted into record that a quorum had not been achieved.

**3. Information- Refugee Employment and Training (RET) Program Performance Overview**

Chairwoman Garza introduced the item. Mr. Hernandez presented and read into record the following RET program contractors performance stats for the period of October 1, 2014 to May 31, 2015:

A total of 5,051 refugee job seekers were assisted into employment compared to a 4,637 from the same previous Program Year (PY) period.

- 14,692 refugee job seekers have been enrolled in the RET program;
- 2,784 refugees placed in employment are still working after 90 days of hire;
- 2,124 refugees placed in employment are still working after 180 days of hire; and
- 2,171 refugees placed in employment are also receiving health benefits through their employer.

No further questions or discussions.

[Albert Huston arrived]

**4. Information– Refugee Employment and Training Program Balanced Scorecard Update**

Mr. Hernandez presented the item and read into record the refugee employment and training program balanced scorecard summary report, which showed that five (5) of the nine (8) contractors met or exceeded the 65 percent of the PY 2014-15 performance measures. He went on to review with the Committee the RET Services Contractors Performance Summary that was attached to the item.

Mr. Hernandez furthermore advised the Council that staff met with representatives of UNIDAD and a follow-up meeting is scheduled to take place sometime this week.

No further questions or concerns.

**5. Information– Workforce Services Balanced Scorecard and Job Placements Update**

Mr. Hernandez presented, read the item into record and noted that eight (8) of the 14 workforce service locations are meeting the required 65 percent requirement. He additionally noted that Transition Offender Services was the only contractor that met or exceeded YTD maximum Job Placements Standard.

No further questions or discussions.

**6. Information – Workforce Services Regional Performance Overview**

Mr. Hernandez presented the item and read into record the following stats:

For Program Year (PY) 2014-2015 (July 1, 2014 – April 30, 2015), the Workforce Services Contractors assisted the placement of 41,800 job seekers into employment compared to 35,117 for the same period last Program Year.

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 51% which resulted in this region ranking fourth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is slightly over 60.9%, resulting in fifth place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the Performance statistics for the Workforce Services Contractors revealed region' is at 42.6% which resulted in thirteenth place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 37.3% ranking fourth place out of the 24 Regional Workforce Board in the State.

Mr. Hernandez advised the Council that a two-day technical assistance workshop had been held for all staff.

He additionally advised that this region had the largest increase in employment compared to other regions throughout the state of Florida. Chairwoman Garza commended staff for their great work.

No further questions or discussions.

## 7. Information – Youth Partners & Regional Performance Update

Mr. Hernandez introduced the item and read into record the following stats:

- ✓ 364 of 368 in-school and out-of-school younger youth participants exited the program with positive outcomes.
- ✓ 2,184 of 2,442 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 275 of 277 in-school youth exited the program with a positive outcome
- ✓ 274 of 275 out-of-school youth exited the program with a positive outcome

Mr. Hernandez additionally noted into record that Adults Mankind Organization, Inc. (AMO) and Cuban American National Council (CNC) did not meet the youth skill attainment performance measures for both in-school or out-of-school youth programs. However, they would be placed on a Performance Improvement Plan monitored by SFWIB Youth Programs staff. Furthermore, for the period of July 1, 2014 to September 30, 2014, UNIDAD of Miami Beach performance measure for in-school youth program showed zero (0) percent.

[Mr. Carlos Manrique arrived; **quorum achieved**]

Chairwoman Garza questioned the zero (0) percent. SFWIB Youth Programs Manager, Tomara Graham explained that the information provided consists of only one quarter, of which UNIDAD of Miami Beach did not meet any of its performances during that period.

Both Mr. Huston and Mr. Clayton questioned as to why the contracted period consisted of only one quarter. Ms. Graham advised the Council that she would further research this information and provide more details to the Council at a later date.

Chairwoman Garza inquired about performance goals (standards) and Ms. Graham responded 100%. Mr. Clayton inquired about the time period for the other youth contractors. Ms. Graham reviewed with the Council the WIA Youth Partner's Performance report for the period of July 1, 2014 to May 31, 2014. She additionally advised that a more detailed single quarter report for each provider would be presented to the Council at a later date.

Chairwoman Garza inquired the low performances for AMO and CNC. Ms. Graham referenced the WIA Youth Partner's Performance report showing AMO at 83.44% for in-school and 84.38% for out-of-school; with regards to CNC, the report showing 84.23% for in-school and 80.24% for out-of-school where the required standard is 85%.

## **8. Information- Consumer Report Card Update**

Mr. Hernandez read the item into record and reviewed with the Council the Consumer Report Card report for the period of 7/1/2014 to 6/30/2015.

Mr. Manrique referenced a recent article published by the Herald related to local training provider placement rates. He'd inquired about the process for determining each provider's placements. He asked whether if training providers are responsible to report the current rates. Mr. Hernandez responded, yes, and then explained it is the Career Center staff to validate the information being provided. Mr. Manrique asked whether the process consists of "spot checks" by career center staff. Mr. Hernandez responded that the process consists of 100% validation and then he provided further details.

## **2. Approval of June 19, 2014, August 21, 2014, October 30, 2014, December 18, 2014 and February 19, 2015 WSI Committee Meeting Minutes and April 30, 2015 Performance Council Meeting minutes.**

Dr. Denis Rod moved the approval of June 19, 2014, August 21, 2014, October 30, 2014, December 18, 2014 and February 19, 2015 WSI Committee Meeting Minutes, as well as April 30, 2015 Performance Council Meeting Minutes. Motion Seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

## **7. Recommendation as to Approval to Renew Existing Workforce Services Contracts for Program Year 2015-16**

Chairwoman Garza introduced the item and Mr. Hernandez further presented staff's recommendation for the Council's approval to authorize staff to renew the existing Workforce Services contracts for Program Year (PY) 2015-16.

Mr. Carlos Manrique moved the approval to renew existing workforce services contracts. Motion seconded by Mr. Albert Huston; **Further Discussion(s):**

Mr. Manrique asked which contracts are being recommended for renewal. Mr. Hernandez responded that all are being recommended. Mr. Manrique inquired about the threshold and Mr. Hernandez responded 65%. Mr. Manrique further questioned staff's recommendation that contracts be renewed when a few did not meet the required threshold. He later inquired about Performance Improvement Plan similar to Youth Programs Contracts for those that did not meet the threshold. Mr. Hernandez responded that the process already exist as they have met with the individual providers that scored

below threshold. Mr. Hernandez additionally explained some of the low performances were due to unforeseen circumstances and he gave some examples. Mr. Manrique commented there should be consistency across the board with regards to performance enforcement. Chairwoman Garza concurred and stated especially when providers were a few points shy of achieving the required threshold for Youth Program performances.

Mr. Manrique amended his original motion that this item be brought back in six months with updates.

**Motion Passed As Amended with Unanimous Consent**

Meeting adjourned at 8:43am.



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2B**

**DATE:** October 15, 2015, 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

August 20, 2015 at 8:00am  
 Doubletree Miami Airport Hotel -  
 Mart/Airport Hotel and Exhibition Center  
 11380 NW 27<sup>th</sup> Avenue  
 Miami, FL

<b>COMMITTEE MEMBERS IN ATTENDANCE</b>	<b>OTHER ATTENDEES</b>	
<ol style="list-style-type: none"> <li>1. Garza, Maria, Chairwoman</li> <li>2. Gaber, Cynthia, Vice - Chairwoman</li> <li>3. Fils-Aime, Daniel</li> <li>4. Rod, Denis</li> </ol>	<p>Barroso, Lupe – <i>Cuban National Council, Inc.</i></p> <p>Castillo, Alicia – <i>Adults Mankind Organization (AMO)</i></p> <p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p> <p>Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i></p> <p>Jiminez, Raisa – <i>Cuban National Council, Inc.</i></p> <p>Joseph, Vanessa – <i>Human Community Services</i></p> <p>Kos, Claudia – <i>Youth Co-Op, Inc.</i></p>	<p>Mitchell, Carlena – <i>Miami- Dade County Public Schools</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Somellian, Ana – <i>Adults Mankind Organization</i></p> <p>Stanley – <i>Human Community Services</i></p> <p>Velez, Paulina - <i>Youth Co-Op, Inc.</i></p>
<p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>5. Arboleda, Carlos</li> <li>6. Chi, Joe</li> <li>7. Clayton, Lovey</li> <li>8. Diggs, Bill</li> <li>9. DuBois, Victoria</li> <li>10. Huston, Albert</li> <li>11. Jordan, Comm. Barbara</li> <li>12. Manrique, Carlos</li> <li>13. Regueiro, Maria</li> </ol>		
<p><b>SFW STAFF</b>          Beasley, Rick          Hernandez, Juan          Gonzalez, Frances</p>		

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Chairwoman Maria Garza called the meeting to order at 8:29am and asked all those present introduced themselves. She noted into record that a quorum had not been achieved.

**3. Information- Refugee Employment and Training (RET) Program Performance Overview**

Chairwoman Garza introduced the item. Mr. Hernandez presented and read into record the following RET program contractors' performance stats for the period of October 1, 2014 to June 30, 2015:

A total of 5,691 refugee job seekers were assisted into employment compared to a 5,222 from the same prior Program Year (PY).

- 16,725 refugee job seekers have been enrolled in the RET program;
- 3,258 refugees placed in employment are still working after 90 days of hire;
- 2,370 refugees placed in employment are still working after 180 days of hire; and
- 2,439 refugees placed in employment are also receiving health benefits through their employer.

No further questions or discussions.

**4. Information– Refugee Employment and Training Program Balanced Scorecard Update**

Chairwoman Garza introduced the item. Mr. Hernandez further presented the item and read into record the refugee employment and training program balanced scorecard summary report, which showed that five (5) of the nine (8) contractors met or exceeded the 65 percent of the PY 2014-15 performance measures. He additionally reviewed with the Council the RET Services Contractors' Performance Summary and noted into record the following five contractors that met or exceeded performance:

- Adults Mankind Organization, Inc.;
- Arbor E&T, LLC;
- Cuban National Council, Inc.;
- Miami Beach Latin Chamber of Commerce, Inc.; and
- Youth Co-Op, Inc.

Mr. Fils-Aime inquired about UNIDAD of Miami Beach, Inc. performance. Mr. Hernandez explained the entity is currently on notice due to lack of meeting the minimum performance and staff will provide an updated Plan of Corrective Action (POCA) report to the Council at a later date.

**5. Information– Workforce Services Balanced Scorecard and Job Placements Update**

Mr. Hernandez presented, read the item into record and noted that only one (1) of the 14 workforce service locations met the required 65 percent performance standard.

Ms. Garza commented that the contractors are performing really well considering the fact this report only reflects one month reporting period. Mr. Hernandez concurred adding this shows improvement from prior years for the same reporting period.

No further questions or discussions.



## 6. Information – Workforce Services Regional Performance Overview

Chairwoman Garza introduced the item. Mr. Hernandez further presented and read into record the following data:

For Program Year (PY) 2014-2015 (July 1, 2014 – June 30, 2015), the Workforce Services Contractors assisted the placement of 50,739 job seekers into employment compared to 43,095 for the same period last Program Year.

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 59.5% which resulted in 4<sup>th</sup> place ranking fourth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is at 62.2%, resulting in 4th place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the Performance statistics for the Workforce Services Contractors revealed region' is at 42.5% which resulted in 13th place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 37.6% ranking 4th place out of the 24 Regional Workforce Board in the State.

He additionally reviewed with the Council DEO Monthly Management Report for the period of July 1, 2014 through June 30, 2015 (Year-to-Date).

Chairwoman Garza commended this region for its current performance rankings. She went on to inquire about retention and average wages. Mr. Hernandez responded that prior program year reporting showed an average wage of close to \$10.00 an hour. Mr. Fils-Aime also commended staff.

Dr. Rod inquired about region 4. He also commended this region's overall performance ranking and shared his concerns regarding career centers that are positively impacting this region's performances but are not being recognized in the monthly management reports. Mr. Hernandez further explained again this is a one month reporting period.

Chairwoman Garza asked whether staff could provide quarterly reports to capture more results. Mr. Hernandez explained this could be possible. However, he noted staff reviews performances on a daily basis.

Chairwoman Garza requested staff to continue report monthly reports.

## 7. Information – Youth Partners & Regional Performance Update

Mr. Hernandez introduced the item and read into record the following stats:

- ✓ 426 of 440 in-school and out-of-school younger youth participants excited the program with positive outcomes.
- ✓ 2,369 of 2,668 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 310 of 323 in-school youth exited the program with a positive outcome
- ✓ 264 of 265 out-of-school youth exited the program with a positive outcome

Mr. Hernandez responded to the Council regarding a prior concern.

Mr. Hernandez later responded to a prior discussion related to “Zero Data” Mr. Fils-Aime inquired about continued services to clients and Mr. Hernandez further explained.

**8. Information- Consumer Report Card Update**

Mr. Hernandez presented and read the item into record.

No further questions or discussions.

**9. Information- Individual Training Account (ITA) Performance Report Program Year 2013-2014**

Mr. Hernandez presented and read the item into record. He reviewed with the Council the Training Programs Recommended for Removal report. Executive Director Rick Beasley also briefly discussed the purpose of the report.

No further questions or discussions.

**10. Recommendation as to Approval of May and June Performance Incentive of \$300 to Each of the Top Two (2) Workforce Services Professionals in the Region**

Mr. Hernandez presented the item and announced the following top two Workforce Professionals:

**May 2015 Top Performers**

1. **John Ramos** from North Miami Beach Career Center
2. **Nathalie Colimon** from Perrine Career Center

**June 2015 2015 Top Performers**

1. **Fabiola Caraballo** from Little Havana Career Center
2. **Eugenio Reyes** from Hialeah Downtown Career Center

Dr. Rod congratulated all of the top performers, especially Fabiola Caraballo who he has witnessed the great services she provides at the Little Havana Career center. Chairwoman Garza also congratulated all and thanked them for going above and beyond the call of duty. She thanked staff for implementing such incentive.

**Deferred Item (s):**

**2. Approval of June 17, 2015 Performance Council Meeting Minutes**

Meeting adjourned at 8:43am.



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/15/2015

**AGENDA ITEM NUMBER:** 3

**AGENDA ITEM SUBJECT:** REFUGEE EMPLOYMENT AND TRAINING PROGRAM PERFORMANCE OVERVIEW

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRONG, TIMELY REPORTING STANDARDS**

**STRATEGIC PROJECT:** **Set Standards on Performance Measures Reporting**

**BACKGROUND:**

For Program Year (PY) 2014-15, the Refugee Employment and Training (RET) Program Contractors, from October 1, 2014 through August 31, 2015 assisted in placing 9,774 refugee job seekers into employment compared to 6,439 for the same period the prior Program Year (PY). This resulted in an increase of 51.8 percent.

For the RET Program, the Year-to-Date (YTD) performance statistics reveal the following:

- 21,390 refugee job seekers enrolled in the RET Program;
- 4,043 refugees are still working after 90 days of hire;
- 2,994 refugees are still working after 180 days of hire; and
- 3,112 refugees are receiving health benefits through the employer.

Overall, the statistics above show the region's improvement compared to the same period last PY. The region's RET Program Contractors and SFWIB staff continue to work diligently through the efforts of the Performance Improvement Team (PIT) to enhance the quality of services offered to refugee job seekers and improve the overall performance.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/15/2015

**AGENDA ITEM NUMBER:** 4

**AGENDA ITEM SUBJECT:** REFUGEE EMPLOYMENT AND TRAINING PROGRAM BALANCED SCORECARD UPDATE

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRONG, TIMELY REPORTING STANDARDS**

**STRATEGIC PROJECT:** **Set Standards on Performance Measures Reporting**

**BACKGROUND:**

The attached Refugee Employment and Training (RET) Balanced Scorecard measured the performances of RET Service Contractors for Program Year 2014-15 during the period of October 1, 2014 through August 31, 2015.

The RET Service Contractors Performance Summary for the same period is also attached, which shows that seven (7) of eight (8) contractors are meeting or exceeding 65 percent of the PY 2014-15 performance measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2014 To 8/31/2015

## Regional

Regional			
	Measure	Standard	Region
1	Entered Employment Rate	31%	22.583%
2	Entered Employment Rate LTY	26%	19.056%
3	Employed on the 90th Day	74%	83.741%
4	Employed on the 180th Day	62%	84.816%
5	Health Benefits	40%	45.01%
6	Placements (M)	380	639
7	Intakes (M)	607	2,354
11	STT Placements within 90 days	40%	0.00%



ND = No data

NA = Region performance not applicable for this measure

10/8/2015 12:28:51 PM

**RET SERVICES CONTRACTORS PERFORMANCE SUMMARY**

Balanced Scorecard PY '14-'15  
October 1, 2014 - August 31, 2015

<b>RET Services Contractors</b>	<b># of Performance Measures Standards Met *</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
Adults Mankind Organization, Inc.	4	4	100%
Arbor E & T, LLC	3	4	75%
Cuban American National Council, Inc.	4	4	100%
Community Coalition, Inc.	3	4	75%
Lutheran Services of Florida, Inc.	4	4	100%
Miami Beach Latin Chamber of Commerce, Inc.	4	4	100%
UNIDAD of Miami Beach, Inc.	0	4	0%
Youth Co-Op, Inc.	4	4	100%
<b>Region</b>	4	4	100%

*\* Performance Measures: Entered Employment Rate (EER) and EER Less Than a Year (LTY) were applied by April 2015.*



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/20/2015

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES BALANCED SCORECARD AND JOB PLACEMENTS UPDATE

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

**STRATEGIC PROJECT:** **Set Standards on Performance Measures Reporting**

**BACKGROUND:**

The region's Balanced Scorecard measures the performances of Service Partners and is attached for the period of July 1, 2015 through September 30, 2015. A performance summary of the Workforce Services Contractors for the same period is also attached. The PY 2015-16 Balanced Scorecard summary indicates that five (5) of the fourteen (14) Workforce Services locations are meeting the required 65 percent of the measures.

The region's Balanced Scorecard Job Placements Year-to-Date (YTD) summary report attached for the period of July 1, 2015 through September 30, 2015, shows that the Region had a total of 17,183 Job Placements, which is 120.4 percent of the minimum standard and 100.5 percent of the maximum standard.

- Eleven (11) of the fourteen (14) Workforce Services Contractors have met or exceeded their minimum YTD Job Placements standards.
- Eight (8) of the fourteen (14) Workforce Services Contractors have met or exceeded their maximum YTD Job Placements standards.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

<b>WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY</b>				
<b>Balanced Scorecard PY '15-'16 (July 1, 2015 through September 30, 2015) *</b>				
<b>A Contractor must meet or exceed 65% of the Balanced Scorecard Performance Measures</b>				
<b>Workforce Services Contractors</b>	<b>Workforce Services Locations</b>	<b># of Performance Measures Standards Met</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
<b>Arbor E &amp; T, LLC</b>	<b>Hialeah Downtown Career Center</b>	12	19	63.2%
	<b>Carol City Career Center</b>	13	19	<b>68.4%</b>
	<b>Miami Beach Career Center</b>	11	19	57.9%
	<b>Opa-Locka Career Center</b>	10	19	52.6%
<b>City of Miami</b>	<b>City of Miami Career Center</b>	14	19	<b>73.7%</b>
<b>Ser Jobs for Progress, Inc.</b>	<b>North Miami Beach Career Center</b>	12	19	63.2%
<b>Transition, Inc.</b>	<b>Transition ** Offender Service Center</b>	9	16	56.3%
<b>Youth Co-Op, Inc.</b>	<b>Florida Keys Career Center</b>	8	19	42.1%
	<b>Homestead Career Center</b>	14	19	<b>73.7%</b>
	<b>Little Havana Career Center</b>	13	19	<b>68.4%</b>
	<b>Northside Career Center</b>	11	19	57.9%
	<b>Perrine Career Center</b>	15	19	<b>78.9%</b>
	<b>South Miami Career Center</b>	11	19	57.9%
	<b>West Dade Career Center</b>	11	19	57.9%
<b>Region</b>	<b>All</b>	14	19	<b>73.7%</b>

\* Draft

\*\* Transition Inc. doesn't have 2 CAP and 1 SNAP for a total of 16 performance measures.

Carol City, Opa-Locka, and Miami Beach - New Contractor as of August 2015



# DJPOE Scorecard Report

Report Date: 7/1/2015 To 9/30/2015

Location	Maximum		Minimum		Total			Obtained Employment			Direct Job Placement			Direct Job Placement by Type												OE %	DJP %				
	#	%	#	%										WIOA Individualized																	
	#	%	#	%	1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Basic		Adult/DW		Job Seekers with Disability		Veterans		Ex-Offenders		RA Claimant		TANF/CAP		SNAP		OE %	DJP %
														1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt		
Carol City	1,395	103.9%	1,185	122.4%	873	577	1,450	741	543	1,284	132	34	166	122	27	6	5	0	0	0	0	0	1	1	0	3	1	0	0	88.55%	11.45%
Hialeah Downtown	1,299	104.7%	1,104	123.2%	800	560	1,360	546	503	1,049	254	57	311	199	38	52	16	0	0	0	0	0	0	2	0	1	3	0	0	77.13%	22.87%
Miami Beach	336	157.1%	285	185.3%	340	188	528	250	170	420	90	18	108	74	11	14	5	0	0	0	1	0	0	1	0	1	1	0	0	79.55%	20.45%
Opa Locka	237	112.2%	201	132.3%	159	107	266	119	88	207	40	19	59	32	13	5	1	0	0	0	0	1	1	1	0	1	4	0	0	77.82%	22.18%
City of Miami	1,491	76.9%	1,266	90.6%	595	552	1,147	422	518	940	173	34	207	161	24	11	5	0	0	0	0	1	5	0	0	0	0	0	81.95%	18.05%	
North Miami Beach	1,992	121.9%	1,422	170.7%	1,306	1,122	2,428	1,128	1,069	2,197	178	53	231	176	45	0	4	0	0	0	0	1	2	1	0	0	2	0	0	90.49%	9.51%
Transition Offender Svc	207	102.9%	177	120.3%	147	66	213	80	43	123	67	23	90	61	22	1	0	0	0	0	0	0	5	1	0	0	0	0	57.75%	42.25%	
Florida Keys	483	78.1%	411	91.7%	272	105	377	196	86	282	76	19	95	74	18	2	0	0	0	0	0	0	0	0	0	1	0	0	74.80%	25.20%	
Homestead	1,305	90.9%	1,110	106.8%	831	355	1,186	402	293	695	429	62	491	413	56	6	2	0	0	0	0	3	0	4	0	3	4	0	0	58.60%	41.40%
Little Havana	1,593	94.8%	1,353	111.6%	796	714	1,510	537	657	1,194	259	57	316	249	51	8	5	0	0	0	0	0	1	1	0	1	0	0	79.07%	20.93%	
Northside	2,364	82.9%	2,010	97.5%	966	994	1,960	658	935	1,593	308	59	367	301	49	1	5	0	1	0	0	2	1	0	0	4	3	0	0	81.28%	18.72%
Perrine	1,716	121.1%	1,461	142.2%	998	1,080	2,078	693	992	1,685	305	88	393	286	76	8	6	0	0	0	0	0	0	4	0	7	6	0	0	81.09%	18.91%
South Miami	345	118.8%	291	140.9%	310	100	410	257	93	350	53	7	60	48	7	5	0	0	0	0	0	0	0	0	0	0	0	0	85.37%	14.63%	
West Dade	2,343	96.9%	1,992	114.0%	1,300	970	2,270	1,009	901	1,910	291	69	360	274	53	11	15	0	0	0	0	2	0	0	0	4	1	0	0	84.14%	15.86%
<b>Total</b>	<b>17,106</b>	<b>100.5%</b>	<b>14,268</b>	<b>120.4%</b>	<b>9,693</b>	<b>7,490</b>	<b>17,183</b>	<b>7,038</b>	<b>6,891</b>	<b>13,929</b>	<b>2,655</b>	<b>599</b>	<b>3,254</b>	<b>2,470</b>	<b>490</b>	<b>130</b>	<b>69</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>15</b>	<b>12</b>	<b>15</b>	<b>0</b>	<b>25</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>81.06%</b>	<b>18.94%</b>
													<b>% of</b>	<b>75.9%</b>	<b>15.1%</b>	<b>4.0%</b>	<b>2.1%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>0.0%</b>	<b>0.8%</b>	<b>0.8%</b>	<b>0.0%</b>	<b>0.0%</b>	

ND = No Data



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/15/2015

**AGENDA ITEM NUMBER:** 6

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES REGIONAL PERFORMANCE OVERVIEW

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

**STRATEGIC PROJECT:** **Set Standards on Performance Measures Reporting**

### **BACKGROUND:**

For Program Year (PY) 2014-2015, the performance statistics attached covering the period of July 1, 2015 through August 31, 2015 on the Florida's Department of Economic Opportunity (DEO) Monthly Management Report (MMR) for the 24 Regional Workforce Boards in the State reveal the following performance for the Region:

- 8,236 job seekers were placed into jobs that exited the system compared to 7,252 for the same period last PY. This is a 13.6 percent increase compared to the same period last PY.
- The Wagner-Peyser Entered Employment Rate (EER) is at 71.6 percent and is ranked 5<sup>th</sup> place.
- The Veterans Program EER is at 68.0 percent and is ranked 3<sup>rd</sup> place.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is at 41.8 percent and is ranked 10<sup>th</sup> place.
- The CAP / WT Program EER is at 36.6 percent and is ranked 9<sup>th</sup> place.

The Monthly Job Placement Report - developed by the Florida's DEO and CareerSource Florida demonstrates that for Program Year 2015-2016 from July to September, CareerSource South Florida (CSSF) placed 20,625 job seekers into jobs compared to 19,355 for the same period last PY 2014-2015. This is a 6.6 percent increase; which is better than the State's overall 5.1 percent decrease. Moreover, CSSF makes up 17.9 percent of the State's total placements.

The region's Workforce Services Contractors and SFWIB staff work diligently through the efforts of the various Performance Improvement Teams (PIT) to continue enhancing the quality of the Workforce Services delivery system and improving performance.

**FUNDING:** N/A

**PERFORMANCE:** N/A

ATTACHMENT

**DEO Monthly Management Report**  
**July 1, 2015 through August 31, 2015 (Year-to-Date)**

Wagner-Peyser Entered Employment Rate					
Rank	Prev. Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	1	22	3,899	4,519	86.3%
2	3	14	3,281	3,897	84.2%
3	20	9	390	510	76.5%
4	2	15	5,356	7,314	73.2%
5	4	23	8,236	11,499	71.6%
6	5	16	1,578	2,667	59.2%
7	6	5	922	1,658	55.6%
8	8	7	379	775	48.9%
9	9	19	424	903	47.0%
10	7	13	1,358	2,970	45.7%
11	10	11	1,399	3,393	41.2%
12	19	12	3,675	9,798	37.5%
13	11	10	991	2,675	37.0%
14	12	2	557	1,525	36.5%
15	16	17	1,092	3,067	35.6%
16	15	4	565	1,629	34.7%
17	14	18	857	2,499	34.3%
18	13	24	1,481	4,399	33.7%
19	18	21	1,824	5,632	32.4%
20	17	20	908	2,810	32.3%
21	23	6	393	1,243	31.6%
22	22	8	2,048	6,536	31.3%
23	21	3	242	778	31.1%
24	24	1	793	2,593	30.6%
		SW	42,648	85,289	50.0%

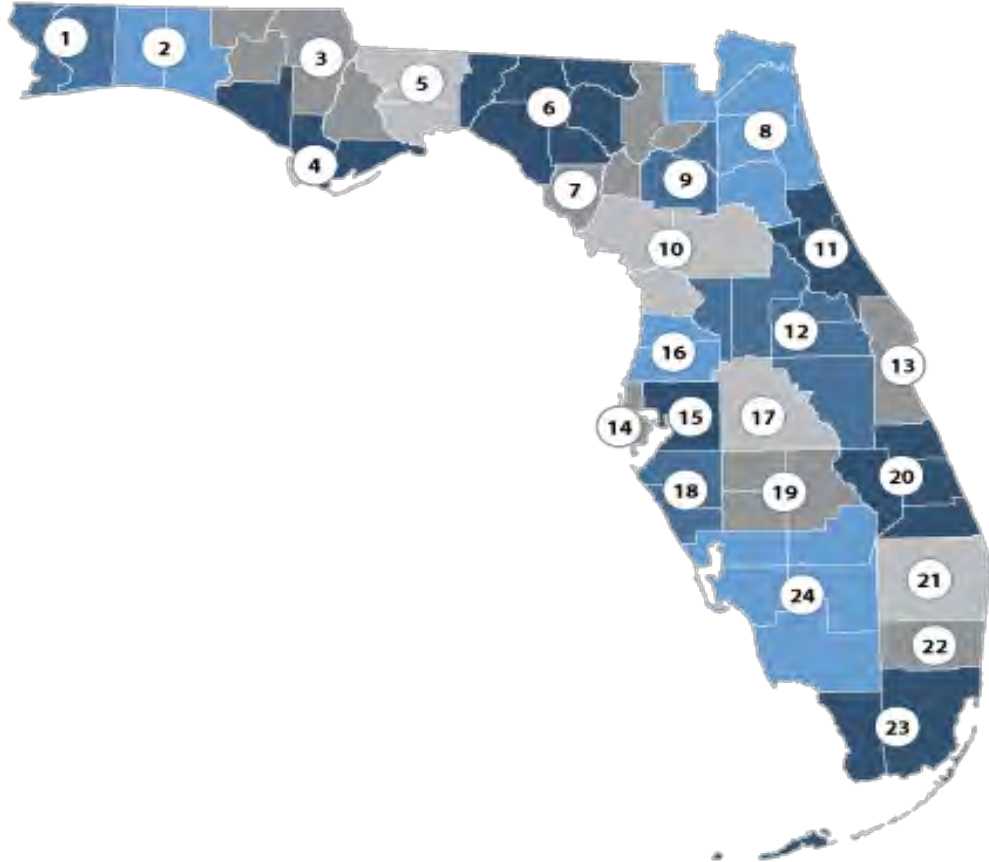
Veterans Entered Employment Rate					
Rank	Prev. Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	1	22	143	154	92.9%
2	7	16	120	138	87.0%
3	4	23	153	225	68.0%
4	21	9	25	37	67.6%
5	5	5	51	86	59.3%
6	3	15	190	341	55.7%
7	15	6	46	93	49.5%
8	8	7	31	64	48.4%
9	13	13	123	273	45.1%
10	14	18	64	152	42.1%
11	2	14	192	462	41.6%
12	9	17	80	206	38.8%
13	16	24	93	240	38.8%
14	10	11	90	245	36.7%
15	22	20	63	175	36.0%
16	17	21	93	265	35.1%
17	20	12	191	567	33.7%
18	11	4	61	183	33.3%
19	6	2	159	508	31.3%
20	23	1	91	294	31.0%
21	18	3	25	81	30.9%
22	12	10	92	304	30.3%
23	19	8	191	679	28.1%
24	24	19	13	54	24.1%
		SW	2,380	5,826	40.9%

**DEO Monthly Management Report**  
**July 1, 2015 through August 31, 2015 (Year-to-Date)**

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	6	21	338	529	63.9%
2	1	14	409	749	54.6%
3	9	15	451	842	53.6%
4	3	22	724	1,368	52.9%
5	4	12	793	1,528	51.9%
6	2	11	426	823	51.8%
7	7	5	329	655	50.2%
8	8	17	284	589	48.2%
9	12	10	155	369	42.0%
10	13	23	1,011	2,418	41.8%
11	10	16	193	464	41.6%
12	5	9	182	439	41.5%
13	15	24	100	254	39.4%
14	14	18	175	454	38.5%
15	11	7	33	99	33.3%
16	16	1	117	368	31.8%
17	21	8	606	2,064	29.4%
18	18	4	25	87	28.7%
19	19	20	56	214	26.2%
20	17	13	89	350	25.4%
21	20	6	17	102	16.7%
22	22	19	13	88	14.8%
23	24	2	15	103	14.6%
24	23	3	8	66	12.1%
		SW	6,549	15,022	43.6%

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	7	17	100	242	41.3%
2	2	14	134	331	40.5%
3	10	16	87	219	39.7%
4	4	11	97	245	39.6%
5	6	15	145	374	38.8%
6	8	21	71	185	38.4%
7	5	22	205	539	38.0%
8	1	12	281	746	37.7%
9	3	23	351	958	36.6%
10	9	10	55	154	35.7%
11	15	18	75	218	34.4%
12	11	4	14	42	33.3%
13	14	13	57	184	31.0%
14	17	24	41	137	29.9%
15	12	5	41	141	29.1%
16	20	8	226	821	27.5%
17	21	19	12	45	26.7%
18	16	2	15	58	25.9%
19	23	6	16	62	25.8%
20	22	9	46	184	25.0%
21	18	7	7	29	24.1%
22	19	1	53	235	22.6%
23	13	20	17	87	19.5%
24	24	3	6	47	12.8%
		SW	2,152	6,283	34.3%

Regional CareerSource Workforce Boards		
Size Category A:		
Region		CareerSource Workforce Board
8		CareerSource Brevard
12		CareerSource Central Florida
14		CareerSource Pinellas
15		CareerSource Tampa Bay
21		CareerSource Palm Beach County
22		CareerSource Broward
23		CareerSource South Florida
24		CareerSource Southwest Florida





**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/15/2015

**AGENDA ITEM NUMBER:** 7

**AGENDA ITEM SUBJECT:** PY 15-16 YOUTH PERFORMANCE UPDATE

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRONG, TIMELY REPORTING STANDARDS**

**STRATEGIC PROJECT:** **Set Standards on Performance Measures Reporting**

**BACKGROUND:**

The Performance Measures for Youth Partners covering a reporting period, July 1, 2015 through September 30, 2015, as represented on the State's Monthly Management Report (MMR) are as follows:

- 159 of 191 in-school and out-of-school youth exited the program with positive outcomes (obtained a credential/diploma, post-secondary education, advance/training qualified apprenticeships, military, employment). The region's younger youth positive outcome performance measures is 83%.
- 361 of 391 in-school youth attained and increased in their youth skill attainment performance measures (basic skills, work rediness skills, and occupational skills). The region's youth skill attainment performance is 92%.
- 84 of 86 in-school youth exited the program with a positive outcome (obtained a credential/diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment). The region's out-of-school youth positive outcome performance measure is 97%.
- 75 of 105 out-of-school youth exited the program with a positive outcome (obtained a credential/diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment). The region's out-of-school youth positive outcome performance measure is 71%.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**WORKFORCE INVESTMENT ACT (WIA)**

**WIA YOUTH SERVICE PARTNERS PERFORMANCE - JULY 1, 2015 - SEPTEMBER 30, 2015**

Youth Service Partners	Younger Youth Positive Outcome Performance Measure (90%) COLUMN #1			Youth Skill Attainment Performance Measure (90%) (basic education, work readiness, occupational skills) COLUMN #2			In School Youth Positive Outcome Performance Measure (90%) COLUMN #3			Out of School Youth Positive Outcome Performance Measure (90%) COLUMN #4		
	# to be Met	# Met	% of Standard Met	# to be Met	# Met	% of Standard Met	# to be Met	# Met	% of Standard Met	# to be Met	# Met	% of Standard Met
<b><i>IN-SCHOOL PROGRAM</i></b>												
Adult Mankind Organization	32	32	100.00%	81	80	98.77%	32	30	93.75%			
Cuban National Council	43	43	100.00%	44	38	86.36%	44	44	100.00%			
Youth Co-Op Monroe	2	2	100.00%	3	3	100.00%	2	2	100.00%			
Youth Co-Op Miami-Dade	9	8	88.89%	38	37	97.37%	8	8	100.00%			
<b>YEAR-TO-DATE PERFORMANCE</b>	<b>86</b>	<b>85</b>	<b>100.00%</b>	<b>166</b>	<b>158</b>	<b>95.18%</b>	<b>86</b>	<b>84</b>	<b>97.67%</b>			
<b><i>OUT-OF-SCHOOL PROGRAM</i></b>												
Adult Mankind Organization	10	10	100.00%	66	58	87.88%				58	35	60.34%
Community Coalition	1	1	N/D	1	1	100.00%				3	2	66.67%
Cuban American National Council	15	15	100.00%	41	38	92.68%				29	25	86.21%
Greater Miami Service Corps	3	3	100.00%	38	33	86.84%				4	2	50.00%
Youth Co-Op Monroe	3	3	100.00%	9	9	100.00%				4	4	100.00%
Youth Co-Op Miami-Dade	1	1	100.00%	70	64	91.43%				7	7	100.00%
<b>YEAR-TO-DATE PERFORMANCE</b>	<b>33</b>	<b>33</b>	<b>100.00%</b>	<b>225</b>	<b>203</b>	<b>90.22%</b>				<b>105</b>	<b>75</b>	<b>71.43%</b>
<b>REGIONAL PERFORMANCE</b>	<b>119</b>	<b>118</b>	<b>99.16%</b>	<b>391</b>	<b>361</b>	<b>92.33%</b>	<b>86</b>	<b>84</b>	<b>97.67%</b>	<b>105</b>	<b>75</b>	<b>71.43%</b>



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/15/2015

**AGENDA ITEM NUMBER:** 8

**AGENDA ITEM SUBJECT:** CONSUMER REPORT CARD UPDATE

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRONG, TIMELY REPORTING STANDARDS**

**STRATEGIC PROJECT:** **Monitor of Training Vendor Performance**

**BACKGROUND:**

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

The attached PY15-16 Consumer Report Card table, dated October 8, 2015, indicates that the South Florida Workforce Investment Board generated \$677,911.96 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$3.83. Ninety-six percent of training services participants completed classroom training. Of those completing training, 75 percent have obtained employment with an average wage of \$18.69. Eighty-one percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$30,814.18.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



# Consumer Report Card

07/01/2015 - 06/30/2016

Training Agent	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Benefit		Net Economic Benefit Per Placement	Value Added per Placement
							Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
American Advanced Technicians Institute	1	1	1	100.00 %	1	100.00 %	\$ 3,030.50	\$ 3,030.50	\$ 3,030.50	\$ 12.00	\$ 24,960.00	\$ 21,929.50	\$ 7.24
Florida International University (RDB1003)	1	1	-	0.00 %	-	0.00 %	\$ 5,592.95	\$ 5,592.95	-	-	-	-	-
Metropolitan Trucking and Technical Institute	5	5	-	0.00 %	-	0.00 %	\$ 1,753.49	\$ 8,767.44	-	-	-	-	-
Miami-Dade College	3	2	1	50.00 %	1	100.00 %	\$ 3,195.91	\$ 6,391.83	\$ 6,391.83	\$ 14.00	\$ 29,120.00	\$ 22,728.17	\$ 3.56
New Horizons	12	12	12	100.00 %	10	83.33 %	\$ 8,750.00	\$ 105,000.00	\$ 8,750.00	\$ 19.75	\$ 41,081.73	\$ 32,331.73	\$ 3.70
Sullivan & Cogliano Training Centers, Inc. Kendall	3	3	3	100.00 %	3	100.00 %	\$ 7,495.83	\$ 22,487.50	\$ 7,495.83	\$ 21.09	\$ 43,860.27	\$ 36,364.43	\$ 4.85
The Academy -- Miami Campus	3	3	3	100.00 %	1	33.33 %	\$ 8,370.83	\$ 25,112.50	\$ 8,370.83	\$ 18.50	\$ 38,473.07	\$ 30,102.23	\$ 3.60
The CDL School, Inc.	2	2	2	100.00 %	2	100.00 %	\$ 1,875.00	\$ 3,750.00	\$ 1,875.00	\$ 14.68	\$ 30,534.40	\$ 28,659.40	\$ 15.29
	<b>30</b>	<b>29</b>	<b>22</b>	<b>75.86 %</b>	<b>18</b>	<b>81.82 %</b>	<b>\$ 6,110.95</b>	<b>\$ 177,217.68</b>	<b>\$ 8,055.35</b>	<b>\$ 18.69</b>	<b>\$ 38,869.53</b>	<b>\$ 30,814.18</b>	<b>\$ 3.83</b>



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/15/2015

**AGENDA ITEM NUMBER:** 9

**AGENDA ITEM SUBJECT:** JULY AND AUGUST PERFORMANCE INCENTIVE FOR STAFF

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

**RECOMMENDATION:**

**STRATEGIC GOAL:** **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

**STRATEGIC PROJECT:** **Alignment of Performance Measures with SFWIB Plan**

### **BACKGROUND:**

SFWIB workforce system's values under the new performance based contracts have thrived to be purpose-driven, business-driven and continuous improvement with the need to focus on the dual goals of quality service and outcomes.

SFWIB staff recognized the top two (2) Workforce Services Professionals as shown below for the months of July and August based on a composite score of the following Performance Measures and Quality Assurance data for each respective month of Program Year 2015-2016: Direct Job Placements (DJP), Referral to Placement Ratio, Average Wage of DJP's, and Economic Benefit Back to the Community in Wages. Each of the following professionals will be given a \$300 performance incentive:

#### July 2015 Top Two Workforce Professionals

1. Del Puerto, Rosario (North Miami Beach Career Center)

DJP = 19

Referral to Placement Ratio = 49.02%

Average Wage of DJP's = \$15.79

Projected Total Annual Economic Benefit Back to the Community in Wages = \$623,997

2. Caraballo, Fabiola (Little Havana Career Center)

DJP = 19

Referral to Placement Ratio = 34.78%

Average Wage of DJP's = \$13.57

Projected Total Annual Economic Benefit Back to the Community in Wages = \$536,330

August 2015 Top Two Workforce Professionals

1. Caraballo, Fabiola (Little Havana Career Center)

DJP = 26

Referral to Placement Ratio = 33.33%

Average Wage of DJP's = \$13.72

Projected Total Annual Economic Benefit Back to the Community in Wages = \$741,934

2. Del Puerto, Rosario (North Miami Beach Career Center)

DJP = 29

Referral to Placement Ratio = 41.18%

Average Wage of DJP's = \$12.66

Projected Total Annual Economic Benefit Back to the Community in Wages = \$763,356

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*