



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL MEETING  
Thursday, August 18, 2016  
8:00 A.M.**

Doubletree by Hilton Miami Airport Hotel &  
Exhibition Center  
711 NW 72nd Avenue  
Miami, Florida 33126

**AGENDA**

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
  - A. June 23, 2016
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 Partners Regional Performance
8. Information – Consumer Report Card Update
9. Recommendation as to the Approval to Renew Existing Refugee Services Contractors

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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:** August 18, 2016 at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

June 23, 2016 at 8:00am  
 Doubletree Miami Airport Hotel -  
 Mart/Airport Hotel – Convention Center  
 711 NW 72<sup>nd</sup> Avenue  
 Miami, FL 33128

<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. Chi, Joe</li> <li>4. Clayton, Lovey</li> <li>5. Fils-Aime, Daniel</li> <li>6. Huston, Albert</li> <li>7. Manrique, Carlos</li> </ol>	<p>Banks, Theron – <i>Greater Miami Services Corp.</i></p> <p>Barroso, Lupe – <i>Cuban National Council, Inc.</i></p> <p>Brito, Wilma – <i>Rescare, 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>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>8. Diggs, Bill</li> <li>9. Rod, Denis</li> <li>10. Jordan, Comm. Barbara</li> <li>11. Regueiro, Maria</li> </ol>	<p>Castillo, Alicia – <i>Adults Mankind Organization, Inc.</i></p> <p>Cela, Jose – <i>SER Jobs for Progress, Inc.</i></p> <p>Cordovi, Marylin – <i>Community Coalition, Inc.</i></p>	
<p><b>SFW STAFF</b>          Perrin, Yian          Smith, Robert</p>		

**1. Call to Order and Introductions**

Chairwoman Maria Garza called the meeting to order at 8:20am, asked all those introduce themselves and noted that a quorum had not been achieved.

**2. Performance Council Meeting Minutes**

**2.a Approval of June 17, 2015, August 20, 2015, October 15, 2015, February 18, 2016 and April 14, 2016**

Minutes deferred due to lack of quorum.

**Approved:** Refer to page# 4 of the meeting minutes.

There was a brief discussion on how to navigate the newly implemented paperless agenda prior to discussing the next item.

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

Chairwoman Garza introduced the item and SFWIB Adults Program Manager, Robert Smith further presented the following RET program contractors' performance stats for the period of October 1, 2015 to May 26, 2016: the amount of job seekers for this program year had been more than last year.

A total of 6,135 refugee job seekers were assisted into employment compared to a 7,067 from the same prior Program Year (PY).

- 33,148 refugee job seekers enrolled in the RET program;
- 3,009 refugees are still working after 90 days of hire;
- 2,205 refugees are still working after 180 days of hire; and
- 2,369 refugees are receiving health benefits through their employer.

Chairwoman Garza inquired about the decrease in the number of placements. Mr. Smith explained.

No further questions or discussions.

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

Chairwoman Garza introduced the item. Mr. Robert Smith further presented the item and read into record the refugee employment and training program balanced scorecard summary report by noting that six (6) of the seven (7) contractors did not meet the required 65% performance measures.

Mr. Clayton inquired about Community Coalition's performance which did not meet the required 65% standard. Mr. Smith provided detailed results of its Entered Employment Rates (EER), placement and intake rates.

Mr. Huston asked whether if this was the same contractor of concern discussed at a prior meeting. Mr. Smith responded that he believe it is the same contractor.

Ms. Garza asked which of the two categories that Community Coalition failed performance. Mr. Smith responded Entered Employment Rates after 90 and 183 days of employment.

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

Mr. Smith introduced the item and further presented the PY 2015-16 Balanced Scorecard Performance Summary for the same period which indicated that six (6) of the seven (7) Workforce

Services contractors were meeting the required 65% performance measures. Additionally, for the period of July 1, 2016 through April 3, 2016 shows the Region had a total of 56,924 job placements.

- Five of the 14 Workforce Services contracts have met or exceeded their minimum YTD Job Placements standards
- Five of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard.

He additionally noted that as a result of the report being real-time, the latest results showed that the little Havana and Northside centers have increased their performances from 11 of 18 to 12 of 18 resulting in a 66.7% performance achievement.

Chairwoman Garza requested verification as to which centers did not meet performances. Mr. Smith noted Opa-Locka, Transition, Inc. and the Florida Keys Centers. She further asked whether staff is assisting them with improving their performances. Mr. Smith responded, "Yes" and noted that both the Opa-Locka and Transition, Inc. centers current challenges are the populations being served. Nonetheless, Transition Inc.'s performances have improved. Florida Keys center, however, faces challenges with retaining talent. He noted that CSSF is in the process of expanding training services in the Keys, providing additional services via Mobile Units, implementing work from home and remote related employment.

Chairwoman Garza questioned the employment demand in the keys. Mr. Smith explained that those employed in the keys are not all residents of the keys; some reside outside of the keys due to high costs of living. Mr. Clayton added that some Florida Keys residents work in the keys. Mr. Smith explained that the employment numbers for the Keys only capture those residing in the Keys.

Mr. Clayton asked whether the Keys consist of Key Largo and Key West. Mr. Smith responded, "Yes." Mr. Clayton further asked whether the CSSF has a mobile unit that goes to Marathon. DEO Program Manager, Yian Perrin responded, "Yes" then further explained. Mr. Perrin additionally advised to the Council that with regards to Transition, Inc.'s performance both he and his staff have been providing technical assistance training.

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

Chairwoman Garza introduced the item and Mr. Smith further presented.

For Program Year (PY) 2014-2015 (July 2015 – February 2016), the Workforce Services placed 44,553 job seekers into employment compared to 41,800 for the same period last Program Year.

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 63.8% 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 68.7%, 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 10<sup>th</sup> place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 57.5% ranking 4th place out of the 24 Regional Workforce Board in the State.

No further questions or discussions.

**7. Information – Youth Partners & Regional Performance**

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

- ✓ 332 of 338 in-school and out-of-school younger youth participants exited the program with positive outcomes.
- ✓ 1584 of 1796 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 202 of 206 in-school youth exited the program with a positive outcome
- ✓ 284 of 289 out-of-school youth exited the program with a positive outcome

Mr. Huston inquired about a tracking system that monitors outcome after earning a diploma. Staff further explained.

Mr. Clayton asked whether students who do not seek to attend college are being notified of an alternative opportunities of joining the military. Mr. Smith explained. He later provided information regarding CSSF's Ready to Work program.

Chairwoman Garza asked whether if the participants hold a high school diploma. Mr. Smith responded that the majority does.

Someone from the audience representing one of the centers appeared before the Council and explained the follow-up procedures. She furthermore explained the career exploration program which exposes individuals of the various career options through the attainment of of attending college or military.

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

Mr. Perrin introduced the item and further presented.

Mr. Clayton commented on the positive outcome of the reported Return on Investment (ROI).

[Chairwoman Garza recognized board member Joe Chi who arrived. Mr. Chi introduced himself before the Council members. ]

Mr. Huston also commented on the positive average wage outcome provided in the report as well. Mr. Smith explained that the tech jobs have positively impacted the average wage.

Mr. Fils-Aime announced a quorum of members present. Staff confirmed that a quorum had been established.

**2. Performance Council Meeting Minutes**

**2.a Approval of June 17, 2015, August 20, 2015, October 15, 2015, February 18, 2016 and April 14, 2016**

Mr. Albert Huston moved the approval of June 17, 2015. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

Mr. Albert Huston moved he approval of August 20, 2015 meeting minutes. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

Mr. Joe Chi moved the approval of October 15, 2015 meeting minutes. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

Mr. Albert Huston moved the approval of February 18, 2016. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

Mr. Joe Chi moved the approval of April 14, 2016. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

**9. Recommendation as to Approval of the Subsequent Eligibility of Training Providers**

Mr. Smith introduced and read the item into record.

Mr. Chi requested staff provide more details and Mr. Smith further explained.

Chairwoman Garza asked whether if staff is recommending the removal of programs or agencies. Mr. Smith explained that both could possibly be removed in some cases. He provided further details.

Mr. Chi requested staff explain the reason for contractors not meeting placement rates. Mr. Smith explained it is a constant fluctuation of supply and demand.

Mr. Huston inquired about the appeal process. Mr. Smith explained. He further verified whether staff thoroughly reviewed and notified the providers of their individual performances. Mr. Perrin confirmed that had been done. Mr. Huston commented that he wanted to ensure that providers were given reasonable opportunity.

Mr. Clayton inquired about incentives for providers to participate in the programs. Mr. Smith explained there are no additional incentives other than payment.

Chairwoman Garza inquired about the reason for eliminating the heavy equipment operator program taught by Miami-Dade County Public Schools. She specifically requested where within the district this particular program is slated to be eliminated. Ms. Smith explained that although there were enough participants, the elimination had been due to a lack of placements. He provided further details regarding a construction project and CSSF's effort to remain well-informed of current market demands.

[Mr. Carlos Manrique arrived]

Mr. Chi shared his concern regarding various programs listed having low placement rates. He asked whether if the economy had something to do with it. Mr. Chi subsequently asked could the also challenge be due a potentially low recruitment of jobs (not reaching out to as many employers as needed to place participants).

Mr. Albert Huston moved the approval of the subsequent eligibility of training providers. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

**10. Recommendation as to Approval to Renew Existing Workforce Services Contractors  
Deferred Item (s):**

Chairwoman Garza introduced the item. Mr. Smith further discussed and read the item into record.

Mr. Chi inquired about supporting documents for that particular item. Mr. Smith referenced the second page of agenda item#5.

Chairwoman Garza verified into record the contractor's performances and Mr. Smith explained. Executive Director Rick Beasley appeared the Council and provided further explained as well.

Mr. Carlos Manrique moved the approval to renew existing workforce services contractors. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

**11. Recommendation as to Approval to Renew Existing Youth Services Contractors**

Mr. Smith presented and read the item into record.

Mr. Lovey Clayton moved the approval to renew existing youth services contractors. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

**12. Recommendation as to Approval for TANF Participation Rate for Contract Renewal**

Chairwoman Garza introduced the item and Mr. Smith further presented.

Mr. Manrique inquired about the adjustment of 50% participation rate. Mr. Beasley further explained. Mr. Manrique specifically requested information on Transition, Inc.'s performance. Mr. Beasley further explained that Transition Inc. doesn't receive TANF funds. He further announced that nonetheless, its performance has been "fantastic."

Mr. Carlos Manrique moved the approval for TANF Participation Rate for Contract Renewal. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

There being no further business to come before the Board, the meeting adjourned at 9:22am.



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/18/2016

**AGENDA ITEM NUMBER:** 3

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

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

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Improve employment outcomes**

### **BACKGROUND:**

For Program Year (PY) 2015-16, the Refugee Employment and Training (RET) Program Contractors assisted in placing a total of 7,427 refugee job seekers into employment from October 1, 2015 through July 28, 2016, as compared to 8,899 for the same period in the previous PY. This is an overall placement decrease of 16.5 percent.

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

- 37,362 refugee job seekers enrolled in the RET Program
- 4,036 refugees are still working after 90 days of hire
- 2,898 refugees are still working after 180 days of hire
- 3,131 refugees are receiving health benefits through the employer

Through the efforts of the Performance Improvement Team (PIT), the RET Program Contractors and SFWIB staff continues to work diligently to enhance the quality of services offered to refugee job seekers and overall performance improvement.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Regional

Regional			
	Measure	Standard	Region
1	Entered Employment Rate	31%	17.55%
2	Entered Employment Rate LTY	26%	15.395%
3	Employed on the 90th Day	74%	79.937%
4	Employed on the 180th Day	62%	83.061%
5	Health Benefits	40%	44.342%
6	Placements (M)	530	492
7	Intakes (M)	607	1,887
8	EFM Placements (M)	80%	81.911%

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	17.55%	19.279%	↑
2	Entered Employment Rate LTY	26%	15.395%	16.609%	↑
3	Employed on the 90th Day	76%	79.937%	92.493%	↓
4	Employed on the 180th Day	64%	83.061%	92.025%	↓
5	Health Benefits	40%	44.342%	53.531%	↓
6	Placements (M)	95	492	101	
7	Intakes (M)	96	1,887	231	
8	EFM Placements (M)	80%	81.911%	80.198%	↑

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	17.55%	19.124%	↑
2	Entered Employment Rate LTY	26%	15.395%	17.551%	↑
3	Employed on the 90th Day	76%	79.937%	83.896%	↓
4	Employed on the 180th Day	64%	83.061%	88.017%	↓
5	Health Benefits	40%	44.342%	41.717%	↑
6	Placements (M)	47	492	66	
7	Intakes (M)	34	1,887	249	
8	EFM Placements (M)	80%	81.911%	95.455%	↑

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	17.55%	17.045%	↑
2	Entered Employment Rate LTY	26%	15.395%	15.876%	↑
3	Employed on the 90th Day	76%	79.937%	80.612%	↓
4	Employed on the 180th Day	64%	83.061%	87.736%	↓
5	Health Benefits	40%	44.342%	43.123%	↑
6	Placements (M)	46	492	60	
7	Intakes (M)	60	1,887	255	
8	EFM Placements (M)	80%	81.911%	88.333%	↓

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	17.55%	12.45%	↑
2	Entered Employment Rate LTY	26%	15.395%	10.10%	↑
3	Employed on the 90th Day	76%	79.937%	73.846%	↓
4	Employed on the 180th Day	64%	83.061%	65.625%	↓
5	Health Benefits	40%	44.342%	38.828%	↑
6	Placements (M)	41	492	37	
7	Intakes (M)	28	1,887	127	
8	EFM Placements (M)	80%	81.911%	75.676%	↑

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	17.55%	17.725%	↑
2	Entered Employment Rate LTY	26%	15.395%	16.56%	↑
3	Employed on the 90th Day	76%	79.937%	78.778%	↓
4	Employed on the 180th Day	64%	83.061%	78.638%	↓
5	Health Benefits	40%	44.342%	41.821%	↑
6	Placements (M)	117	492	116	
7	Intakes (M)	104	1,887	432	
8	EFM Placements (M)	80%	81.911%	75.00%	↑

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	17.55%	32.558%	↑
2	Entered Employment Rate LTY	26%	15.395%	28.114%	↑
3	Employed on the 90th Day	76%	79.937%	79.532%	↓
4	Employed on the 180th Day	64%	83.061%	87.50%	↑
5	Health Benefits	40%	44.342%	65.581%	↓
6	Placements (M)	17	492	18	
7	Intakes (M)	19	1,887	20	
8	EFM Placements (M)	80%	81.911%	94.444%	↑

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	17.55%	16.884%	↓
2	Entered Employment Rate LTY	26%	15.395%	14.127%	↓
3	Employed on the 90th Day	76%	79.937%	73.348%	↓
4	Employed on the 180th Day	64%	83.061%	80.681%	↓
5	Health Benefits	40%	44.342%	41.314%	↑
6	Placements (M)	167	492	94	
7	Intakes (M)	157	1,887	573	
8	EFM Placements (M)	80%	81.911%	78.723%	↓

ND = No data

NA = Region performance not applicable for this measure

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**SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/18/2016

**AGENDA ITEM NUMBER:** 4

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

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

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Improve employment outcomes**

**BACKGROUND:**

The Refugee Employment and Training (RET) Balanced Scorecard Report measures the performance of RET Service Contractors. The report for Program Year (PY) 2015-16, is from October 1, 2015 through July 28, 2016.

The RET Services Contractors Balanced Scorecard Performance Summary, for the same period, shows that four of seven Contractors have either met or exceeded 65 percent of the PY 2015-16 performance measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**RET SERVICES CONTRACTORS PERFORMANCE SUMMARY**

Balanced Scorecard PY '15-'16  
October 1, 2015 -July 28, 2016

<b>RET Services Contractors</b>	<b># of Performance Measures Standards Met *</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
<b>Adults Mankind Organization, Inc.</b>	<b>6</b>	<b>8</b>	75%
<b>Arbor E &amp; T, LLC</b>	<b>6</b>	<b>8</b>	75%
<b>Cuban American National Council, Inc.</b>	<b>6</b>	<b>8</b>	75%
<b>Community Coalition, Inc.</b>	<b>3</b>	<b>8</b>	<b>38%</b>
<b>Lutheran Services of Florida, Inc.</b>	<b>5</b>	<b>8</b>	<b>63%</b>
<b>Miami Beach Latin Chamber of Commerce, Inc.</b>	<b>8</b>	<b>8</b>	100%
<b>Youth Co-Op, Inc.</b>	<b>4</b>	<b>8</b>	<b>50%</b>
<b>Region</b>	<b>5</b>	<b>8</b>	<b>63%</b>

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

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Regional

Regional		
	Measure	Region
1	Entered Employment Rate	17.55%
2	Entered Employment Rate LTY	15.395%
3	Employed on the 90th Day	79.937%
4	Employed on the 180th Day	83.061%
5	Health Benefits	44.342%
6	Placements (YTD)	7,427
7	Intakes (YTD)	26,665
8	EFM Placements (YTD)	72.102%



ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## AMO

Per Provider			
	Measure	Region	Center
1	Entered Employment Rate	17.55%	19.279%
2	Entered Employment Rate LTY		16.609%
3	Employed on the 90th Day	79.937%	92.493%
4	Employed on the 180th Day	83.061%	92.025%
5	Health Benefits	44.342%	53.531%
6	Placements (YTD)	7,427	1,356
7	Intakes (YTD)	26,665	3,404
8	EFM Placements (YTD)		80.198%

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Arbor E&T, LLC

Per Provider			
	Measure	Region	Center
1	Entered Employment Rate	17.55%	19.124%
2	Entered Employment Rate LTY		17.551%
3	Employed on the 90th Day	79.937%	83.896%
4	Employed on the 180th Day	83.061%	88.017%
5	Health Benefits	44.342%	41.717%
6	Placements (YTD)	7,427	715
7	Intakes (YTD)	26,665	3,985
8	EFM Placements (YTD)		95.455%

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## CANC

Per Provider			
	Measure	Region	Center
1	Entered Employment Rate	17.55%	17.045%
2	Entered Employment Rate LTY		15.876%
3	Employed on the 90th Day	79.937%	80.612%
4	Employed on the 180th Day	83.061%	87.736%
5	Health Benefits	44.342%	43.123%
6	Placements (YTD)	7,427	754
7	Intakes (YTD)	26,665	2,630
8	EFM Placements (YTD)		88.333%

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Community Coalition

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	17.55%	12.45%	↑
2	Entered Employment Rate LTY		10.10%	↑
3	Employed on the 90th Day	79.937%	73.846%	↓
4	Employed on the 180th Day	83.061%	65.625%	↓
5	Health Benefits	44.342%	38.828%	↑
6	Placements (YTD)	7,427	591	
7	Intakes (YTD)	26,665	2,042	
8	EFM Placements (YTD)		75.676%	↑

ND = No data

NA = Region performance not applicable for this measure

7/29/2016 12:54:13 PM

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Lutheran Services

Per Provider			
	Measure	Region	Center
1	Entered Employment Rate	17.55%	17.725%
2	Entered Employment Rate LTY		16.56%
3	Employed on the 90th Day	79.937%	78.778%
4	Employed on the 180th Day	83.061%	78.638%
5	Health Benefits	44.342%	41.821%
6	Placements (YTD)	7,427	1,581
7	Intakes (YTD)	26,665	5,641
8	EFM Placements (YTD)		75.00%

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Miami Beach Latin Chamber

Per Provider			
	Measure	Region	Center
1	Entered Employment Rate	17.55%	32.558%
2	Entered Employment Rate LTY		28.114%
3	Employed on the 90th Day	79.937%	79.532%
4	Employed on the 180th Day	83.061%	87.50%
5	Health Benefits	44.342%	65.581%
6	Placements (YTD)	7,427	229
7	Intakes (YTD)	26,665	506
8	EFM Placements (YTD)		94.444%

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 7/28/2016

## Youth Co-Op

Per Provider			
	Measure	Region	Center
1	Entered Employment Rate	17.55%	16.884%
2	Entered Employment Rate LTY		14.127%
3	Employed on the 90th Day	79.937%	73.348%
4	Employed on the 180th Day	83.061%	80.681%
5	Health Benefits	44.342%	41.314%
6	Placements (YTD)	7,427	2,201
7	Intakes (YTD)	26,665	8,441
8	EFM Placements (YTD)		78.723%

ND = No data

NA = Region performance not applicable for this measure

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**SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/18/2016

**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 measures the performance of the region's Service Partners. The report for Program Year (PY) 2016-17, is from July 1, 2016 through July 28, 2016.

The PY 2016-17 Balanced Scorecard Performance Summary for the same period indicates 9 of the 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, for the period of July 1, 2015 through May 31, 2016, shows the Region had a total of 6,357 job placements; which is 126 percent of the minimum standard and 116.9 percent of the maximum standard.

- Ten of the 14 Workforce Services contracts have met or exceeded their minimum YTD Job Placements standard
- Nine of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

<b>WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY</b>				
<b>Balanced Scorecard PY '15-'16 (July 1, 2016 through July 28, 2016) *</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>	10	13	<b>76.9%</b>
	<b>Carol City Career Center</b>	9	13	<b>69.2%</b>
	<b>Miami Beach Career Center</b>	9	13	<b>69.2%</b>
	<b>Opa-Locka Career Center</b>	8	13	61.5%
<b>City of Miami</b>	<b>City of Miami Career Center</b>	10	15	<b>66.7%</b>
<b>Ser Jobs for Progress, Inc.</b>	<b>North Miami Beach Career Center</b>	10	13	<b>76.9%</b>
<b>Transition, Inc.</b>	<b>Transition ** Offender Service Center</b>	7	13	53.8%
<b>Youth Co-Op, Inc.</b>	<b>Florida Keys Career Center</b>	7	13	53.8%
	<b>Homestead Career Center</b>	11	16	<b>68.8%</b>
	<b>Little Havana Career Center</b>	9	13	<b>69.2%</b>
	<b>Northside Career Center</b>	7	13	53.8%
	<b>Perrine Career Center</b>	13	16	<b>81.3%</b>
	<b>South Miami Career Center</b>	7	12	58.3%
	<b>West Dade Career Center</b>	10	13	<b>76.9%</b>
<b>Region</b>	All	12	18	<b>66.7%</b>

\* Draft

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

\*\*\* The SNAP EER is not calculated as the program is currently under review.

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

## Regional

Performance			
	Measure	Standard	Region
1	Level of Services for Special Groups	88.929%	100.00%
2	Training Completion Rate	70%	100.00%
3	Training Completion Placement Rate	70%	100.00%
4	Training Related Placements	70%	75.00%
5	Job Openings Index	814	2,974
6	WP Entered Employment Rate	55%	58.568%
7	WIA Adult & Dislocated Worker EER	93%	100.00%
8	CAP Entered Employment Rate	38%	ND
9	CAP Participation Rate	55%	ND
10	Short-Term Veterans EER	51%	63.043%
11	SNAP EER	30%	0.00%
12	Number of Training Enrollments	190	108
13	Employment (Obtained and Direct)	5,440	6,357
14	Employment Average Wage	\$13.87	\$10.56
15	Employers Served	1,628	3,544
16	Employer Services (Level 1)	794	1,975
Economic Impact			
17	Cost Per Placement	\$576.61	\$323.88
18	Net Economic Benefit	\$27,452.54	\$21,646.17
19	Return on the Investment	\$43.75	\$67.02

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>72.2%</b>

ND = No Data

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Arbor E&T, LLC

Carol City center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.627%	100.00%	8.576%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	70	2,974	213
6	WP Entered Employment Rate	55%	58.568%	73.031%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	50.00%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	15	108	9
13	Employment (Obtained and Direct)	504	6,357	616
14	Employment Average Wage	\$13.87	\$10.56	\$9.73
15	Employers Served	139	3,544	277
16	Employer Services (Level 1)	68	1,975	71
Economic Impact				
17	Cost Per Placement	\$524.91	\$323.88	\$307.93
18	Net Economic Benefit	\$27,494.27	\$21,646.17	\$19,929.64
19	Return on the Investment	\$46.94	\$67.02	\$64.72

<b>Number of Performance Measures Met</b>	<b>9</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>69.2%</b>

ND = No Data

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Arbor E&T, LLC

Hialeah Downtown center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.15%	100.00%	6.79%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	74	2,974	663
6	WP Entered Employment Rate	55%	58.568%	81.579%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	100.00%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	13	108	13
13	Employment (Obtained and Direct)	406	6,357	540
14	Employment Average Wage	\$13.87	\$10.56	\$9.92
15	Employers Served	148	3,544	385
16	Employer Services (Level 1)	72	1,975	129
Economic Impact				
17	Cost Per Placement	\$530.62	\$323.88	\$439.18
18	Net Economic Benefit	\$27,493.47	\$21,646.17	\$20,196.70
19	Return on the Investment	\$46.87	\$67.02	\$45.99

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>76.9%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Arbor E&T, LLC

Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.599%	100.00%	4.96%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	49	2,974	98
6	WP Entered Employment Rate	55%	58.568%	30.645%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	60.00%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	5	108	3
13	Employment (Obtained and Direct)	172	6,357	189
14	Employment Average Wage	\$13.87	\$10.56	\$10.79
15	Employers Served	97	3,544	127
16	Employer Services (Level 1)	47	1,975	70
Economic Impact				
17	Cost Per Placement	\$530.60	\$323.88	\$462.84
18	Net Economic Benefit	\$27,486.82	\$21,646.17	\$21,973.50
19	Return on the Investment	\$46.34	\$67.02	\$47.48

<b>Number of Performance Measures Met</b>	<b>9</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>69.2%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Arbor E&T, LLC

Opa Locka center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.038%	100.00%	2.271%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	38	2,974	87
6	WP Entered Employment Rate	55%	58.568%	71.212%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	33.333%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	4	108	5
13	Employment (Obtained and Direct)	135	6,357	124
14	Employment Average Wage	\$13.87	\$10.56	\$11.60
15	Employers Served	76	3,544	66
16	Employer Services (Level 1)	37	1,975	51
Economic Impact				
17	Cost Per Placement	\$522.08	\$323.88	\$470.80
18	Net Economic Benefit	\$27,493.27	\$21,646.17	\$23,647.01
19	Return on the Investment	\$46.86	\$67.02	\$50.23

<b>Number of Performance Measures Met</b>	<b>8</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>61.5%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

City of Miami

City of Miami center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.714%	100.00%	7.54%
2	Training Completion Rate	70%	100.00%	100.00%
3	Training Completion Placement Rate	70%	100.00%	100.00%
4	Training Related Placements	70%	75.00%	0.00%
5	Job Openings Index	58	2,974	83
6	WP Entered Employment Rate	55%	58.568%	73.333%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	ND
11	SNAP EER	30%	0.00%	0.00%
12	Number of Training Enrollments	11	108	23
13	Employment (Obtained and Direct)	378	6,357	439
14	Employment Average Wage	\$13.87	\$10.56	\$9.45
15	Employers Served	116	3,544	116
16	Employer Services (Level 1)	57	1,975	58
Economic Impact				
17	Cost Per Placement	\$525.97	\$323.88	\$768.17
18	Net Economic Benefit	\$27,498.01	\$21,646.17	\$18,882.63
19	Return on the Investment	\$47.25	\$67.02	\$24.58

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>15</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

SER-Jobs For Progress, Inc.

North Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	8.909%	100.00%	7.937%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	85	2,974	259
6	WP Entered Employment Rate	55%	58.568%	65.31%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	60.00%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	18	108	11
13	Employment (Obtained and Direct)	588	6,357	902
14	Employment Average Wage	\$13.87	\$10.56	\$13.38
15	Employers Served	170	3,544	324
16	Employer Services (Level 1)	83	1,975	207
Economic Impact				
17	Cost Per Placement	\$525.97	\$323.88	\$126.76
18	Net Economic Benefit	\$27,496.00	\$21,646.17	\$27,693.66
19	Return on the Investment	\$47.08	\$67.02	\$218.48

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>76.9%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Transition Inc

Transition Offender Service center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	3.435%	100.00%	5.379%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	6	2,974	60
6	WP Entered Employment Rate	55%	58.568%	60.759%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	50.00%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	10	108	4
13	Employment (Obtained and Direct)	79	6,357	75
14	Employment Average Wage	\$13.87	\$10.56	\$8.96
15	Employers Served	12	3,544	22
16	Employer Services (Level 1)	6	1,975	1
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$323.88	\$674.68
18	Net Economic Benefit	\$25,681.80	\$21,646.17	\$17,962.12
19	Return on the Investment	\$10.71	\$67.02	\$26.62

<b>Number of Performance Measures Met</b>	<b>7</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>53.8%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Youth Co-Op

Florida Keys center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.675%	100.00%	2.778%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	16	2,974	112
6	WP Entered Employment Rate	55%	58.568%	64.748%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	66.667%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	20	108	3
13	Employment (Obtained and Direct)	154	6,357	130
14	Employment Average Wage	\$13.87	\$10.56	\$10.67
15	Employers Served	32	3,544	76
16	Employer Services (Level 1)	16	1,975	14
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$323.88	\$959.32
18	Net Economic Benefit	\$26,111.12	\$21,646.17	\$21,240.10
19	Return on the Investment	\$13.26	\$67.02	\$22.14

<b>Number of Performance Measures Met</b>	<b>7</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>53.8%</b>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Youth Co-Op

Homestead center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.604%	100.00%	3.902%
2	Training Completion Rate	70%	100.00%	100.00%
3	Training Completion Placement Rate	70%	100.00%	100.00%
4	Training Related Placements	70%	75.00%	100.00%
5	Job Openings Index	55	2,974	42
6	WP Entered Employment Rate	55%	58.568%	98.974%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	100.00%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	13	108	4
13	Employment (Obtained and Direct)	436	6,357	472
14	Employment Average Wage	\$13.87	\$10.56	\$11.60
15	Employers Served	111	3,544	238
16	Employer Services (Level 1)	54	1,975	93
Economic Impact				
17	Cost Per Placement	\$528.87	\$323.88	\$381.66
18	Net Economic Benefit	\$27,493.38	\$21,646.17	\$23,747.38
19	Return on the Investment	\$46.87	\$67.02	\$62.22

<b>Number of Performance Measures Met</b>	<b>11</b>
<b>Number of Performance Measures</b>	<b>16</b>
<b>Percent of Performance Measures Met</b>	<b>68.8%</b>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Youth Co-Op

Little Havana center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.512%	100.00%	6.415%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	71	2,974	682
6	WP Entered Employment Rate	55%	58.568%	61.02%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	83.333%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	16	108	9
13	Employment (Obtained and Direct)	496	6,357	517
14	Employment Average Wage	\$13.87	\$10.56	\$10.09
15	Employers Served	142	3,544	573
16	Employer Services (Level 1)	69	1,975	394
Economic Impact				
17	Cost Per Placement	\$533.69	\$323.88	\$249.00
18	Net Economic Benefit	\$27,493.23	\$21,646.17	\$20,732.79
19	Return on the Investment	\$46.86	\$67.02	\$83.26

<b>Number of Performance Measures Met</b>	<b>9</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>69.2%</b>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Youth Co-Op

Northside center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.354%	100.00%	16.645%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	108	2,974	154
6	WP Entered Employment Rate	55%	58.568%	47.893%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	44.444%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	19	108	7
13	Employment (Obtained and Direct)	618	6,357	534
14	Employment Average Wage	\$13.87	\$10.56	\$9.64
15	Employers Served	216	3,544	378
16	Employer Services (Level 1)	105	1,975	242
Economic Impact				
17	Cost Per Placement	\$526.51	\$323.88	\$220.52
18	Net Economic Benefit	\$27,494.27	\$21,646.17	\$19,838.17
19	Return on the Investment	\$46.94	\$67.02	\$89.96

<b>Number of Performance Measures Met</b>	<b>7</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>53.8%</b>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Youth Co-Op

Perrine center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.292%	100.00%	13.801%
2	Training Completion Rate	70%	100.00%	100.00%
3	Training Completion Placement Rate	70%	100.00%	100.00%
4	Training Related Placements	70%	75.00%	100.00%
5	Job Openings Index	72	2,974	180
6	WP Entered Employment Rate	55%	58.568%	67.136%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	100.00%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	18	108	15
13	Employment (Obtained and Direct)	614	6,357	764
14	Employment Average Wage	\$13.87	\$10.56	\$9.67
15	Employers Served	145	3,544	201
16	Employer Services (Level 1)	71	1,975	110
Economic Impact				
17	Cost Per Placement	\$525.91	\$323.88	\$280.68
18	Net Economic Benefit	\$27,496.36	\$21,646.17	\$19,835.41
19	Return on the Investment	\$47.11	\$67.02	\$70.67

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>16</b>
<b>Percent of Performance Measures Met</b>	<b>81.3%</b>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Youth Co-Op

South Miami

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	1.86%	100.00%	0.661%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	16	2,974	77
6	WP Entered Employment Rate	55%	58.568%	24.926%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	40.00%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	4	108	ND
13	Employment (Obtained and Direct)	123	6,357	166
14	Employment Average Wage	\$13.87	\$10.56	\$9.78
15	Employers Served	31	3,544	293
16	Employer Services (Level 1)	15	1,975	252
Economic Impact				
17	Cost Per Placement	\$529.64	\$323.88	\$189.43
18	Net Economic Benefit	\$27,483.59	\$21,646.17	\$20,158.79
19	Return on the Investment	\$46.08	\$67.02	\$106.42

<b>Number of Performance Measures Met</b>	<b>7</b>
<b>Number of Performance Measures</b>	<b>12</b>
<b>Percent of Performance Measures Met</b>	<b>58.3%</b>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 7/29/2016

Youth Co-Op

West Dade center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	11.161%	100.00%	12.191%
2	Training Completion Rate	70%	100.00%	ND
3	Training Completion Placement Rate	70%	100.00%	ND
4	Training Related Placements	70%	75.00%	ND
5	Job Openings Index	96	2,974	264
6	WP Entered Employment Rate	55%	58.568%	64.08%
7	WIA Adult & Dislocated Worker EER	93%	100.00%	100.00%
8	CAP Entered Employment Rate	38%	ND	ND
9	CAP Participation Rate	55%	ND	ND
10	Short-Term Veterans EER	51%	63.043%	55.00%
11	SNAP EER	30%	0.00%	ND
12	Number of Training Enrollments	24	108	2
13	Employment (Obtained and Direct)	737	6,357	889
14	Employment Average Wage	\$13.87	\$10.56	\$12.19
15	Employers Served	193	3,544	468
16	Employer Services (Level 1)	94	1,975	283
Economic Impact				
17	Cost Per Placement	\$535.26	\$323.88	\$221.40
18	Net Economic Benefit	\$27,493.71	\$21,646.17	\$25,142.54
19	Return on the Investment	\$46.89	\$67.02	\$113.56

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>13</b>
<b>Percent of Performance Measures Met</b>	<b>76.9%</b>

ND = No Data

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## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/18/2016

**AGENDA ITEM NUMBER:** 6

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

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

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

### **BACKGROUND:**

The Florida Department of Economic Opportunity (DEO) Monthly Management Report (MMR) for the state's 24 Workforce Development Boards, reveal the following 2015-16 Program Year (PY) performance statistics for the Workforce Development Area (Area) during the period of July 1, 2015 through June, 2016:

- 54,686 job seekers placed into jobs exited the system as compared to 50,739 for the same period during the previous PY. This is a 7.7 percent increase.
- The Wagner-Peyser Entered Employment Rate (EER) is 62.3 percent and is ranked 3rd.
- The Veterans Program EER is 68 percent and is ranked 3rd.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is 41.6 percent and is ranked 10th.
- The CAP / WT Program EER is 35.5 percent and is ranked 9th.

The Monthly Job Placement Report, developed by the Florida DEO and CareerSource Florida, shows the Area placed 84,584 job seekers into jobs for PY 2015-2016 from July 1, 2015 through June 30, 2016 as compared to 76,522 for the same period in PY 2014-2015. This is a 10.3 percent increase. Area 23 (CareerSource South Florida) makes up 23.6 percent of the State's total number of placements.

Through the efforts of the Performance Improvement Teams (PIT), the Workforce Services Contractors and SFWIB staff continues to work diligently to enhance the quality of the Workforce Services delivery system and overall performance improvement.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**DEO Monthly Management Report**  
**July 1, 2015 through June 30, 2016 (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	14	20,753	27,260	76.1 %
2	3	16	10,038	15,735	63.8 %
3	4	23	54,686	87,765	62.3 %
4	5	15	32,391	52,989	61.1 %
5	6	5	5,325	10,080	52.8 %
6	7	9	3,461	6,780	51.0 %
7	9	19	2,739	6,232	44.0 %
8	11	10	5,775	13,147	43.9 %
9	10	7	1,845	4,278	43.1 %
10	8	13	9,026	21,090	42.8 %
11	12	11	8,009	19,201	41.7 %
12	13	24	10,189	25,226	40.4 %
13	14	18	6,280	16,293	38.5 %
14	15	2	3,221	8,430	38.2 %
15	17	4	3,864	10,610	36.4 %
16	16	20	5,536	15,254	36.3 %
17	18	12	20,372	56,889	35.8 %
18	19	17	6,338	18,054	35.1 %
19	20	21	12,211	35,596	34.3 %
20	2	22	26,727	77,917	34.3 %
21	21	3	1,380	4,276	32.3 %
22	23	6	2,077	6,841	30.4 %
23	22	8	10,969	36,066	30.4 %
24	24	1	4,649	16,139	28.8 %
		SW	267,861	592,148	45.2 %

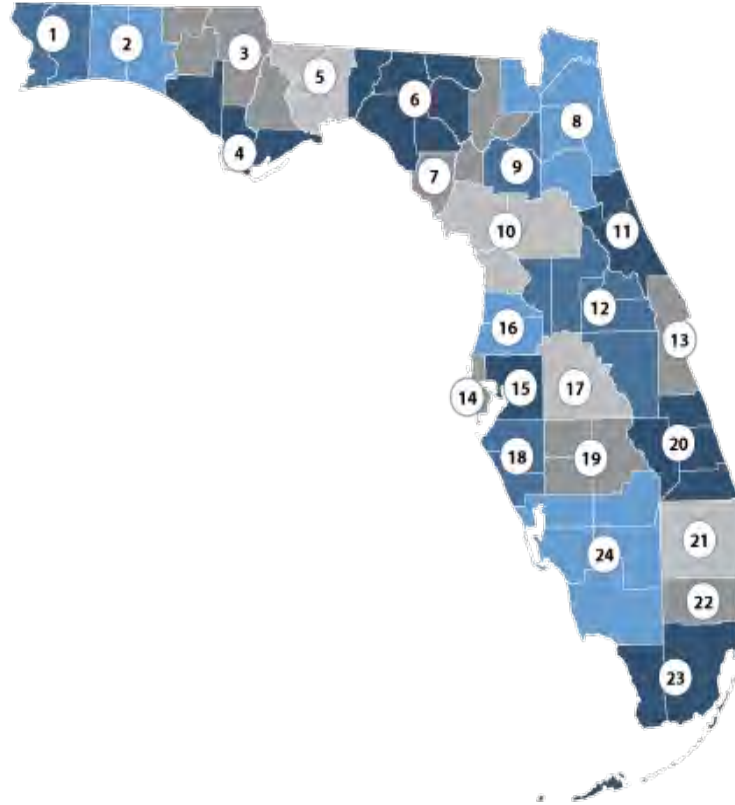
Veterans Entered Employment Rate					
Rank	Prev. Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	1	16	630	760	82.9 %
2	3	14	1,063	1,521	69.9 %
3	4	23	882	1,297	68.0 %
4	5	15	1,353	2,274	59.5 %
5	6	5	299	566	52.8 %
6	8	9	287	594	48.3 %
7	7	13	861	1,898	45.4 %
8	9	7	125	282	44.3 %
9	10	11	569	1,462	38.9 %
10	12	20	352	927	38.0 %
11	16	19	110	291	37.8 %
12	14	18	303	812	37.3 %
13	11	17	390	1,051	37.1 %
14	13	24	386	1,051	36.7 %
15	17	4	366	1,010	36.2 %
16	15	6	143	401	35.7 %
17	18	10	424	1,191	35.6 %
18	19	2	729	2,085	35.0 %
19	20	21	521	1,488	35.0 %
20	21	12	1,120	3,273	34.2 %
21	22	3	75	236	31.8 %
22	2	22	976	3,273	29.8 %
23	23	8	1,107	3,794	29.2 %
24	24	1	303	1,159	26.1 %
		SW	11,212	25,955	43.2 %

**DEO Monthly Management Report**  
**July 1, 2015 through June 30, 2016 (Year-to-Date)**

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	1	21	1,634	2,781	58.8 %
2	2	22	4,089	7,311	55.9 %
3	3	14	2,230	4,068	54.8 %
4	4	15	2,802	5,141	54.5 %
5	5	11	2,719	5,369	50.6 %
6	6	5	1,779	3,609	49.3 %
7	7	12	4,500	9,279	48.5 %
8	8	16	1,141	2,536	45.0 %
9	9	17	1,381	3,098	44.6 %
10	10	23	5,833	14,028	41.6 %
11	11	24	545	1,512	36.0 %
12	12	10	801	2,238	35.8 %
13	13	1	751	2,163	34.7 %
14	14	9	636	1,902	33.4 %
15	15	8	3,612	11,181	32.3 %
16	17	13	403	1,286	31.3 %
17	16	7	188	603	31.2 %
18	18	18	692	2,411	28.7 %
19	19	4	162	623	26.0 %
20	20	6	168	649	25.9 %
21	21	20	287	1,204	23.8 %
22	22	19	68	402	16.9 %
23	23	2	88	632	13.9 %
24	24	3	57	446	12.8 %
		<b>SW</b>	<b>36,566</b>	<b>84,472</b>	<b>43.3 %</b>

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	1	22	1,301	3,105	41.9 %
2	3	15	1,019	2,530	40.3 %
3	2	14	743	1,848	40.2 %
4	4	21	454	1,175	38.6 %
5	6	12	1,617	4,224	38.3 %
6	5	11	637	1,677	38.0 %
7	7	17	487	1,302	37.4 %
8	8	16	398	1,089	36.5 %
9	9	23	2,106	5,928	35.5 %
10	11	13	238	680	35.0 %
11	10	18	420	1,224	34.3 %
12	13	24	261	821	31.8 %
13	12	10	307	969	31.7 %
14	14	8	1,306	4,337	30.1 %
15	15	5	296	992	29.8 %
16	16	19	71	247	28.7 %
17	19	4	86	307	28.0 %
18	20	20	149	559	26.7 %
19	17	2	95	359	26.5 %
20	18	7	66	265	24.9 %
21	21	1	332	1,370	24.2 %
22	24	3	64	266	24.1 %
23	22	9	180	747	24.1 %
24	23	6	73	316	23.1 %
		<b>SW</b>	<b>12,706</b>	<b>36,337</b>	<b>35.0 %</b>

Regional CareerSource Workforce Boards		
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:** 8/18/2016

**AGENDA ITEM NUMBER:** 7

**AGENDA ITEM SUBJECT:** YOUTH PARTNERS AND REGIONAL PERFORMANCE

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

**RECOMMENDATION:** N/A

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

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

**BACKGROUND:**

Performance measures for the Youth Partners and Region covering a six month reporting period, July 1, 2015 through June 30, 2016, as represented on the State's Monthly Management Report (MMR) are as follows:

- 343 of 349 In-School and Out of School Younger Youth (Column #1) exited the program with positive outcomes (obtain a credential/diploma, post-secondary education, advanced training/qualified apprenticeships, military, or employment). The Region's Younger Youth Positive Outcome Performance Measures is 98%.
- 1781 of 2016 In-School and Out of School Younger Youth (Column#2) attained an increase in their skill attainment performance measure (basic skills, work readiness skills, and occupational skills). The Region's skill attainment performance measure is 88%.
- 209 of 213 In-School Youth (Column#3) exited the program with a positive outcome (obtain a credential/diploma, post-secondary education, advanced training/qualified apprenticeships, military, or employment). The Region's in school youth positive outcome performance measure is 98%.
- 298 of 303 Out-School Youth (Column #4) exited the program with a positive outcome (obtain a credential/diploma, post-secondary education, advanced training/qualified apprenticeships, military, or employment). The Region's Out of School youth positive outcome performance measure is 98%.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



**WIOA YOUTH SERVICE PARTNERS PERFORMANCE - July 1, 2015 - June 30, 2016**

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	60	59	98%	344	278	81%	59	58	98%			
Cuban National Council	77	75	97%	274	225	82%	77	75	97%			
Youth Co-Op Monroe	6	6	100%	23	23	100%	6	6	100%			
Youth Co-Op Miami-Dade	69	68	99%	434	414	95%	71	70	99%			
<b>YEAR-TO-DATE PERFORMANCE</b>	<b>212</b>	<b>208</b>	<b>100%</b>	<b>1075</b>	<b>940</b>	<b>87%</b>	<b>213</b>	<b>209</b>	<b>98%</b>			
<b><i>OUT-OF-SCHOOL PROGRAM</i></b>												
Adult Mankind Organization	24	24	100%	233	195	84%				65	65	100%
Community Coalition	9	8	89%	76	73	96%				19	18	95%
Cuban American National Council	44	44	100%	166	142	86%				72	72	100%
Greater Miami Service Corps	14	13	93%	135	123	91%				40	36	90%
Youth Co-Op Monroe	7	7	100%	33	33	100%				15	15	100%
Youth Co-Op Miami-Dade	39	39	100%	298	275	92%				92	92	100%
<b>YEAR-TO-DATE PERFORMANCE</b>	<b>137</b>	<b>135</b>	<b>99%</b>	<b>941</b>	<b>841</b>	<b>89%</b>				<b>303</b>	<b>298</b>	<b>98%</b>
<b>REGIONAL PERFORMANCE</b>	<b>349</b>	<b>343</b>	<b>98%</b>	<b>2016</b>	<b>1781</b>	<b>88%</b>	<b>213</b>	<b>209</b>	<b>98%</b>	<b>303</b>	<b>298</b>	<b>98%</b>



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/18/2016

**AGENDA ITEM NUMBER:** 8

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

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

**STRATEGIC PROJECT:** **Improve credential outcomes for job seekers**

**BACKGROUND:**

The 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 June 3, 2016, indicates that the South Florida Workforce Investment Board generated \$353,450.82 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$5.89. One hundred percent of training services participants completed classroom training. Of those completing training, 100 percent have obtained employment with an average wage of \$33.13. One hundred percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$58,908.47.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Consumer Report Card

07/01/2016 - 06/30/2017

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		
New Horizons	4	4	4	100.00 %	4	100.00 %	\$ 10,000.00	\$ 40,000.00	\$ 10,000.00	\$ 31.17	\$ 64,828.40	\$ 54,828.40	\$ 5.48
The Academy -- Miami Campus	2	2	2	100.00 %	2	100.00 %	\$ 9,985.00	\$ 19,970.00	\$ 9,985.00	\$ 37.05	\$ 77,053.60	\$ 67,068.60	\$ 6.72
	<b>6</b>	<b>6</b>	<b>6</b>	<b>100.00 %</b>	<b>6</b>	<b>100.00 %</b>	<b>\$ 9,995.00</b>	<b>\$ 59,970.00</b>	<b>\$ 9,995.00</b>	<b>\$ 33.13</b>	<b>\$ 68,903.47</b>	<b>\$ 58,908.47</b>	<b>\$ 5.89</b>



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/18/2016

**AGENDA ITEM NUMBER:** 9

**AGENDA ITEM SUBJECT:** REFUGEE 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 Refugee Services Contractors for Program Year (PY) 2016-17, as set forth below.

**STRATEGIC GOAL:** **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

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

### **BACKGROUND:**

The current Refugee Services Contractors were competitively procured in July 2015 to provide Refugee Services on behalf of the South Florida Workforce Investment Board (SFWIB) for PY 2015-2016. The first year of this contract will expire on September 30, 2016, but may be renewed for two additional years pursuant to contract language that allows renewal contingent upon the availability of funds.

SFWIB staff conducted a performance review of the current Refugee Services contracts throughout PY 2015-16 (October 1, 2015 through September 30, 2016). The attached Balanced Scorecard summary for this period indicates that four of the seven Refugee Services Contractors currently meet 65 percent of the required performance measures. However, the region is on track to place over 8,900 job seekers into jobs, which will result in an estimated \$185 million dollar economic benefit to the community.

SFWIB staff is recommending to the Performance Council to recommend to the Board to authorize staff to renew the existing Refugee Services Contractors for PY2016-17 based on the following:

- The Region is exceeding DCF Performance Goals for the RET Contract PY'2015 - 2016.
- SFWIB staff will continue to make recommendations and changes to improve outcomes and performance measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**RET SERVICES CONTRACTORS PERFORMANCE SUMMARY**

Balanced Scorecard PY '15-'16  
October 1, 2015 -July 28, 2016

<b>RET Services Contractors</b>	<b># of Performance Measures Standards Met *</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
<b>Adults Mankind Organization, Inc.</b>	<b>6</b>	<b>8</b>	75%
<b>Arbor E &amp; T, LLC</b>	<b>6</b>	<b>8</b>	75%
<b>Cuban American National Council, Inc.</b>	<b>6</b>	<b>8</b>	75%
<b>Community Coalition, Inc.</b>	<b>3</b>	<b>8</b>	<b>38%</b>
<b>Lutheran Services of Florida, Inc.</b>	<b>5</b>	<b>8</b>	<b>63%</b>
<b>Miami Beach Latin Chamber of Commerce, Inc.</b>	<b>8</b>	<b>8</b>	100%
<b>Youth Co-Op, Inc.</b>	<b>4</b>	<b>8</b>	<b>50%</b>
<b>Region</b>	<b>5</b>	<b>8</b>	<b>63%</b>

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