



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, June 15, 2017
8:00 A.M.**

Doubletree by Hilton Miami Airport
Convention Center
711 NW 72nd Avenue
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - April 20, 2017
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 – Referral to Placement Report Enhancement
9. Information – Consumer Report Card
10. Recommendation as to Approval to Accept Process and Performance Revisions to the Balance Scorecard

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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: June 15, 2017, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

April 20, 2017 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Clayton, Lovey 2. Gaber, Cynthia, Vice - Chairwoman 3. Rod, Denis 	<p>Brito, Hilma – <i>Arbor E & T Rescare, Inc.</i></p> <p>Buitrigo, Jessica - <i>Cuban American National Council Inc. (CNC)</i></p> <p>Castillo, Alicia – <i>Adults Mankind Organization, Inc. (AMO)</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 4. Chi, Joe 5. Diggs, Bill 6. Garza, Maria, Chairwoman 7. Huston, Albert Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria 	<p>Costas, Jorge – <i>Youth Co-Op, Inc.</i></p> <p>Lopez, Sonia - <i>Cuban American National Council Inc. (CNC)</i></p> <p>Mendez, Jesse – <i>Community Coalition, Inc.</i></p> <p>Sellers, Robert – <i>City of Miami Center</i></p> <p>Velez, Paulina – <i>Youth Co-Op, Inc.</i></p>
<p>SFW STAFF Perrin, Yian Smith, Robert</p>	

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Performance Council Vice-Chairwoman Cynthia Gaber called the meeting to order at 8:24am, noted those interested in speaking before the Council is required to complete a request to speak form. She asked all those present introduce themselves.

Dr. Denis Rod complimented Paulina Velez of Youth Co-Op, Inc. on the great work she’s doing.

2. Performance Council Meeting Minutes

2.a Approval of February 16, 2017

Deferred due to lack of quorum.

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

Vice-Chairwoman Gaber introduced the item and DEO Programs Manager further presented.

No further questions or discussions.

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

Vice-Chairwoman Gaber introduced the item and Mr. Perrin further presented.

No further questions or discussions.

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

Vice-Chairwoman Gaber introduced the item Mr. Smith introduced the item and further presented.

Mr. Clayton inquired about a breakdown of hourly wages and Mr. Smith responded a report would be provided at a later date.

6. Information – Workforce Services Regional Performance Overview

Vice-Chairwoman Gaber introduced the item Mr. Smith introduced the item and further discussed.

Mr. Smith provided a presentation in response to various questions related to training completions.

Mr. Clayton inquired about the type of jobs offered at \$20hr. Mr. Smith responded IT related fields. Mr. Clayton inquired about average wage for construction. Mr. Smith responded he would provide this information at a later date.

With regards to a particular company in the City of Homestead, Mr. Clayton asked whether the jobs were seasonal. Mr. Perrin responded, “Yes.”

No further questions or discussions.

Vice-Chairwoman thanked Mr. Smith for his presentation.

7. Information – Youth Partners Regional Performance

Vice-Chairwoman Gaber introduced the item Mr. Perrin introduced the item and further discussed.

No further questions or discussions.

8. Information – Consumer Report Card Update

Vice-Chairwoman Gaber introduced the item Mr. Perrin introduced the item and further discussed.

No further questions or discussions.

[Further introductions]

There being no further business to come before the Board, the meeting adjourned at 8:45am.



SFWIB PERFORMANCE COUNCIL

DATE: 6/15/2017

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) 2016-17, the Refugee Employment and Training (RET) Program Contractors assisted in placing a total of 6,185 refugee job seekers into employment from October 1, 2016 through May 26, 2017, as compared to 6,135 for the same period in the previous PY. This is an overall placement increase of 1 percent.

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

- 13,998 refugee job seekers enrolled in the RET Program
- 3,373 refugees are still working after 90 days of hire
- 2,557 refugees are still working after 180 days of hire
- 2,676 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: 10/1/2016 To 5/25/2017

Regional

Regional		
	Measure	Region
1	Entered Employment Rate	20.196% 
2	Employed on the 90th Day	80.024% 
3	Employed on the 180th Day	84.389% 
4	Health Benefits	45.877% 
5	Placements	6,185
6	Intakes (YTD)	13,998
7	EFM Placements (YTD)	83.201% 

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 5/25/2017

AMO

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	24.328%	↑
2	Employed on the 90th Day	80.024%	88.533%	↓
3	Employed on the 180th Day	84.389%	90.868%	↓
4	Health Benefits	45.877%	50.386%	↑
5	Placements	6,185	1,094	
6	Intakes (YTD)	13,998	2,094	
7	EFM Placements (YTD)	83.201%	72.072%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 5/25/2017

Arbor E&T, LLC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	26.17%	↑
2	Employed on the 90th Day	80.024%	83.784%	↑
3	Employed on the 180th Day	84.389%	93.651%	↑
4	Health Benefits	45.877%	40.659%	↓
5	Placements	6,185	576	
6	Intakes (YTD)	13,998	1,877	
7	EFM Placements (YTD)	83.201%	82.857%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 5/25/2017

CANC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	13.667%	↑
2	Employed on the 90th Day	80.024%	84.79%	↓
3	Employed on the 180th Day	84.389%	82.143%	↑
4	Health Benefits	45.877%	54.581%	↑
5	Placements	6,185	563	
6	Intakes (YTD)	13,998	1,480	
7	EFM Placements (YTD)	83.201%	85.106%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 5/25/2017

Community Coalition

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	14.985%	↑
2	Employed on the 90th Day	80.024%	78.502%	↓
3	Employed on the 180th Day	84.389%	80.319%	↓
4	Health Benefits	45.877%	42.947%	↓
5	Placements	6,185	538	
6	Intakes (YTD)	13,998	969	
7	EFM Placements (YTD)	83.201%	76.19%	↑

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 5/25/2017

Lutheran Services

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	17.656%	↑
2	Employed on the 90th Day	80.024%	81.057%	↓
3	Employed on the 180th Day	84.389%	88.889%	↓
4	Health Benefits	45.877%	43.502%	↓
5	Placements	6,185	1,368	
6	Intakes (YTD)	13,998	2,932	
7	EFM Placements (YTD)	83.201%	73.826%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 5/25/2017

Miami Beach Latin Chamber

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	33.656%	↑
2	Employed on the 90th Day	80.024%	84.615%	↓
3	Employed on the 180th Day	84.389%	78.788%	↓
4	Health Benefits	45.877%	73.333%	↓
5	Placements	6,185	174	
6	Intakes (YTD)	13,998	271	
7	EFM Placements (YTD)	83.201%	66.667%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 5/25/2017

Youth Co-Op

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	21.952%	↑
2	Employed on the 90th Day	80.024%	72.765%	↓
3	Employed on the 180th Day	84.389%	77.391%	↓
4	Health Benefits	45.877%	42.626%	↑
5	Placements	6,185	1,872	
6	Intakes (YTD)	13,998	4,375	
7	EFM Placements (YTD)	83.201%	57.746%	↓

ND = No data

NA = Region performance not applicable for this measure

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SFWIB PERFORMANCE COUNCIL

DATE: 6/15/2017

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) 2016-17, is from October 1, 2016 through May 26, 2017.

The RET Services Contractors Balanced Scorecard Performance Summary, for the same period, shows that six of seven Contractors have either met or exceeded 65 percent of the PY 2016-17 performance measures.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

REFUGEE SERVICES CONTRACTORS PERFORMANCE SUMMARY
Balanced Scorecard PY '16-'17 (October 1, 2016 through May 26, 2017) *

A Contractor must meet or exceed 65% of the Balanced Scorecard Performance

Refugee Services Contractors	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
AMO	5	7	71.4%
Arbor	6	7	85.7%
Cuban American	6	7	85.7%
Community Coalition	5	7	71.4%
Luthern Services	5	7	71.4%
Miami Beach	6	7	85.7%
Youth Co-Op, Inc.	4	7	57.1%
Region	6	7	85.7%



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

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 May 31, 2017.

The PY 2016-17 Balanced Scorecard Performance Summary indicates that the Region is achieving 57.9 percent of the Balance Scorecard measures. For the same period, the report indicates 6 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, 2016 through May 31, 2017, shows the Region had a total of 56,395 job placements; which is 3.7 percent increase over the minimum standard and 4.9 percent decline below the maximum standard. Additionally, as compared to PY15-16, the overall regional job placements have declined by 1.2 percent from 57,108 job placements.

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY				
Balanced Scorecard PY '16-'17 (July 1, 2016 through May 31, 2017) *				
A Contractor must meet or exceed 65% of the Balanced Scorecard Performance Measures				
Workforce Services Contractors	Workforce Services Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
Arbor E & T, LLC	Hialeah Downtown Career Center	16	19	84.2%
	Carol City Career Center	11	19	57.9%
	Miami Beach Career Center	13	19	68.4%
	Opa-Locka Career Center	9	19	47.4%
City of Miami	City of Miami Career Center	11	19	57.9%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	10	19	52.6%
Transition, Inc.	Transition ** Offender Service Center	11	16	68.8%
Youth Co-Op, Inc.	Florida Keys Career Center	14	19	73.7%
	Homestead Career Center	13	19	68.4%
	Little Havana Career Center	12	19	63.2%
	Northside Career Center	14	19	73.7%
	Perrine Career Center	14	19	73.7%
	South Miami Career Center	11	19	57.9%
	West Dade Career Center	14	19	73.7%
Region	All	11	19	57.9%

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

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Regional

Performance			
	Measure	Standard	Region
1	Level of Services for Special Groups	88.929%	100.00%
2	Training Completion Rate	70%	81.222%
3	Training Completion Placement Rate	70%	87.736%
4	Training Related Placements	70%	89.247%
5	Job Openings Index	8,884	29,138
6	WP Entered Employment Rate	55%	54.093%
7	WIA Adult & Dislocated Worker EER	93%	99.934%
8	CAP Entered Employment Rate	38%	36.945%
9	CAP Participation Rate	50%	43.231%
10	Short-Term Veterans EER	51%	50.161%
11	SNAP EER	30%	49.057%
12	Number of Training Enrollments	2,089	2,078
13	Employment (Obtained and Direct)	59,279	56,395
14	Employment Average Wage	\$13.87	\$10.58
15	Employers Served	17,858	19,981
16	Employer Services (Level 1)	8,674	12,655
Economic Impact			
17	Cost Per Placement	\$576.61	\$370.32
18	Net Economic Benefit	\$27,452.54	\$21,643.26
19	Return on the Investment	\$43.75	\$58.50

Number of Performance Measures Met	11
Number of Performance Measures	19
Percent of Performance Measures Met	57.9%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Arbor E&T, LLC

Carol City center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.627%	100.00%	8.391%
2	Training Completion Rate	70%	81.222%	83.908%
3	Training Completion Placement Rate	70%	87.736%	93.333%
4	Training Related Placements	70%	89.247%	92.857%
5	Job Openings Index	760	29,138	3,339
6	WP Entered Employment Rate	55%	54.093%	69.037%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	37.306%
9	CAP Participation Rate	50%	43.231%	49.596%
10	Short-Term Veterans EER	51%	50.161%	48.81%
11	SNAP EER	30%	49.057%	0.00%
12	Number of Training Enrollments	165	2,078	169
13	Employment (Obtained and Direct)	5,544	56,395	5,559
14	Employment Average Wage	\$13.87	\$10.58	\$10.78
15	Employers Served	1,529	19,981	1,501
16	Employer Services (Level 1)	743	12,655	740
Economic Impact				
17	Cost Per Placement	\$524.91	\$370.32	\$345.61
18	Net Economic Benefit	\$27,494.27	\$21,643.26	\$22,068.47
19	Return on the Investment	\$46.94	\$58.50	\$63.85

Number of Performance Measures Met	11
Number of Performance Measures	19
Percent of Performance Measures Met	57.9%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Arbor E&T, LLC

Hialeah Downtown center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.15%	100.00%	6.211%
2	Training Completion Rate	70%	81.222%	86.585%
3	Training Completion Placement Rate	70%	87.736%	100.00%
4	Training Related Placements	70%	89.247%	82.353%
5	Job Openings Index	805	29,138	6,372
6	WP Entered Employment Rate	55%	54.093%	62.027%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	38.742%
9	CAP Participation Rate	50%	43.231%	61.765%
10	Short-Term Veterans EER	51%	50.161%	73.333%
11	SNAP EER	30%	49.057%	ND
12	Number of Training Enrollments	143	2,078	153
13	Employment (Obtained and Direct)	4,466	56,395	5,081
14	Employment Average Wage	\$13.87	\$10.58	\$10.42
15	Employers Served	1,620	19,981	1,807
16	Employer Services (Level 1)	787	12,655	1,278
Economic Impact				
17	Cost Per Placement	\$530.62	\$370.32	\$346.39
18	Net Economic Benefit	\$27,493.47	\$21,643.26	\$21,337.20
19	Return on the Investment	\$46.87	\$58.50	\$61.60

Number of Performance Measures Met	16
Number of Performance Measures	19
Percent of Performance Measures Met	84.2%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Arbor E&T, LLC

Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.599%	100.00%	4.347%
2	Training Completion Rate	70%	81.222%	100.00%
3	Training Completion Placement Rate	70%	87.736%	87.50%
4	Training Related Placements	70%	89.247%	85.714%
5	Job Openings Index	530	29,138	927
6	WP Entered Employment Rate	55%	54.093%	37.801%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	52.174%
9	CAP Participation Rate	50%	43.231%	45.833%
10	Short-Term Veterans EER	51%	50.161%	49.383%
11	SNAP EER	30%	49.057%	100.00%
12	Number of Training Enrollments	55	2,078	63
13	Employment (Obtained and Direct)	1,892	56,395	1,513
14	Employment Average Wage	\$13.87	\$10.58	\$11.47
15	Employers Served	1,066	19,981	1,077
16	Employer Services (Level 1)	517	12,655	795
Economic Impact				
17	Cost Per Placement	\$530.60	\$370.32	\$429.10
18	Net Economic Benefit	\$27,486.82	\$21,643.26	\$23,431.62
19	Return on the Investment	\$46.34	\$58.50	\$54.61

Number of Performance Measures Met	13
Number of Performance Measures	19
Percent of Performance Measures Met	68.4%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Arbor E&T, LLC

Opa Locka center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.038%	100.00%	2.27%
2	Training Completion Rate	70%	81.222%	82.50%
3	Training Completion Placement Rate	70%	87.736%	80.00%
4	Training Related Placements	70%	89.247%	100.00%
5	Job Openings Index	416	29,138	530
6	WP Entered Employment Rate	55%	54.093%	51.969%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	98.507%
8	CAP Entered Employment Rate	38%	36.945%	27.70%
9	CAP Participation Rate	50%	43.231%	36.349%
10	Short-Term Veterans EER	51%	50.161%	38.889%
11	SNAP EER	30%	49.057%	ND
12	Number of Training Enrollments	44	2,078	46
13	Employment (Obtained and Direct)	1,485	56,395	893
14	Employment Average Wage	\$13.87	\$10.58	\$10.52
15	Employers Served	836	19,981	832
16	Employer Services (Level 1)	406	12,655	410
Economic Impact				
17	Cost Per Placement	\$522.08	\$370.32	\$497.16
18	Net Economic Benefit	\$27,493.27	\$21,643.26	\$21,384.65
19	Return on the Investment	\$46.86	\$58.50	\$43.01

Number of Performance Measures Met	9
Number of Performance Measures	19
Percent of Performance Measures Met	47.4%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

City of Miami

City of Miami center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.714%	100.00%	9.034%
2	Training Completion Rate	70%	81.222%	72.881%
3	Training Completion Placement Rate	70%	87.736%	100.00%
4	Training Related Placements	70%	89.247%	100.00%
5	Job Openings Index	635	29,138	1,052
6	WP Entered Employment Rate	55%	54.093%	57.088%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	27.329%
9	CAP Participation Rate	50%	43.231%	27.009%
10	Short-Term Veterans EER	51%	50.161%	54.054%
11	SNAP EER	30%	49.057%	29.73%
12	Number of Training Enrollments	121	2,078	534
13	Employment (Obtained and Direct)	4,158	56,395	3,202
14	Employment Average Wage	\$13.87	\$10.58	\$10.87
15	Employers Served	1,276	19,981	1,777
16	Employer Services (Level 1)	619	12,655	1,504
Economic Impact				
17	Cost Per Placement	\$525.97	\$370.32	\$571.11
18	Net Economic Benefit	\$27,498.01	\$21,643.26	\$22,029.54
19	Return on the Investment	\$47.25	\$58.50	\$38.57

Number of Performance Measures Met	11
Number of Performance Measures	19
Percent of Performance Measures Met	57.9%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

CSSF

North Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	8.909%	100.00%	7.828%
2	Training Completion Rate	70%	81.222%	72.881%
3	Training Completion Placement Rate	70%	87.736%	64.865%
4	Training Related Placements	70%	89.247%	91.667%
5	Job Openings Index	928	29,138	2,734
6	WP Entered Employment Rate	55%	54.093%	42.972%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	23.246%
9	CAP Participation Rate	50%	43.231%	30.337%
10	Short-Term Veterans EER	51%	50.161%	51.969%
11	SNAP EER	30%	49.057%	42.857%
12	Number of Training Enrollments	198	2,078	62
13	Employment (Obtained and Direct)	6,468	56,395	6,395
14	Employment Average Wage	\$13.87	\$10.58	\$11.86
15	Employers Served	1,866	19,981	2,213
16	Employer Services (Level 1)	906	12,655	1,285
Economic Impact				
17	Cost Per Placement	\$525.97	\$370.32	\$203.50
18	Net Economic Benefit	\$27,496.00	\$21,643.26	\$24,459.89
19	Return on the Investment	\$47.08	\$58.50	\$120.20

Number of Performance Measures Met	10
Number of Performance Measures	19
Percent of Performance Measures Met	52.6%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Transition Inc

Transition Offender Service center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	3.435%	100.00%	8.04%
2	Training Completion Rate	70%	81.222%	53.933%
3	Training Completion Placement Rate	70%	87.736%	70.00%
4	Training Related Placements	70%	89.247%	85.714%
5	Job Openings Index	61	29,138	571
6	WP Entered Employment Rate	55%	54.093%	51.524%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	95.833%
8	CAP Entered Employment Rate	38%	36.945%	10.00%
9	CAP Participation Rate	50%	43.231%	0.00%
10	Short-Term Veterans EER	51%	50.161%	38.235%
11	SNAP EER	30%	49.057%	ND
12	Number of Training Enrollments	110	2,078	179
13	Employment (Obtained and Direct)	869	56,395	873
14	Employment Average Wage	\$13.87	\$10.58	\$10.18
15	Employers Served	122	19,981	160
16	Employer Services (Level 1)	60	12,655	95
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$370.32	\$1,300.80
18	Net Economic Benefit	\$25,681.80	\$21,643.26	\$19,876.93
19	Return on the Investment	\$10.71	\$58.50	\$15.28

Number of Performance Measures Met	11
Number of Performance Measures	16
Percent of Performance Measures Met	68.8%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Youth Co-Op

Florida Keys center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.675%	100.00%	2.463%
2	Training Completion Rate	70%	81.222%	100.00%
3	Training Completion Placement Rate	70%	87.736%	100.00%
4	Training Related Placements	70%	89.247%	100.00%
5	Job Openings Index	173	29,138	974
6	WP Entered Employment Rate	55%	54.093%	60.217%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	52.632%
9	CAP Participation Rate	50%	43.231%	60.87%
10	Short-Term Veterans EER	51%	50.161%	53.191%
11	SNAP EER	30%	49.057%	60.00%
12	Number of Training Enrollments	220	2,078	24
13	Employment (Obtained and Direct)	1,694	56,395	1,216
14	Employment Average Wage	\$13.87	\$10.58	\$12.14
15	Employers Served	346	19,981	385
16	Employer Services (Level 1)	168	12,655	170
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$370.32	\$1,005.45
18	Net Economic Benefit	\$26,111.12	\$21,643.26	\$24,249.08
19	Return on the Investment	\$13.26	\$58.50	\$24.12

Number of Performance Measures Met	14
Number of Performance Measures	19
Percent of Performance Measures Met	73.7%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Youth Co-Op

Homestead center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.604%	100.00%	7.264%
2	Training Completion Rate	70%	81.222%	93.023%
3	Training Completion Placement Rate	70%	87.736%	100.00%
4	Training Related Placements	70%	89.247%	82.353%
5	Job Openings Index	603	29,138	753
6	WP Entered Employment Rate	55%	54.093%	60.245%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	48.532%
9	CAP Participation Rate	50%	43.231%	60.508%
10	Short-Term Veterans EER	51%	50.161%	34.483%
11	SNAP EER	30%	49.057%	69.231%
12	Number of Training Enrollments	143	2,078	123
13	Employment (Obtained and Direct)	4,796	56,395	4,309
14	Employment Average Wage	\$13.87	\$10.58	\$9.67
15	Employers Served	1,211	19,981	1,255
16	Employer Services (Level 1)	589	12,655	896
Economic Impact				
17	Cost Per Placement	\$528.87	\$370.32	\$431.29
18	Net Economic Benefit	\$27,493.38	\$21,643.26	\$19,679.61
19	Return on the Investment	\$46.87	\$58.50	\$45.63

Number of Performance Measures Met	13
Number of Performance Measures	19
Percent of Performance Measures Met	68.4%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Youth Co-Op

Little Havana center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.512%	100.00%	7.679%
2	Training Completion Rate	70%	81.222%	93.75%
3	Training Completion Placement Rate	70%	87.736%	100.00%
4	Training Related Placements	70%	89.247%	92.308%
5	Job Openings Index	776	29,138	4,510
6	WP Entered Employment Rate	55%	54.093%	56.432%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	36.187%
9	CAP Participation Rate	50%	43.231%	42.259%
10	Short-Term Veterans EER	51%	50.161%	49.296%
11	SNAP EER	30%	49.057%	100.00%
12	Number of Training Enrollments	176	2,078	111
13	Employment (Obtained and Direct)	5,456	56,395	5,270
14	Employment Average Wage	\$13.87	\$10.58	\$10.33
15	Employers Served	1,560	19,981	1,888
16	Employer Services (Level 1)	758	12,655	837
Economic Impact				
17	Cost Per Placement	\$533.69	\$370.32	\$327.67
18	Net Economic Benefit	\$27,493.23	\$21,643.26	\$21,163.09
19	Return on the Investment	\$46.86	\$58.50	\$64.59

Number of Performance Measures Met	12
Number of Performance Measures	19
Percent of Performance Measures Met	63.2%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Youth Co-Op

Northside center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.354%	100.00%	10.038%
2	Training Completion Rate	70%	81.222%	77.049%
3	Training Completion Placement Rate	70%	87.736%	90.909%
4	Training Related Placements	70%	89.247%	100.00%
5	Job Openings Index	1,182	29,138	1,897
6	WP Entered Employment Rate	55%	54.093%	49.706%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	30.896%
9	CAP Participation Rate	50%	43.231%	52.377%
10	Short-Term Veterans EER	51%	50.161%	54.545%
11	SNAP EER	30%	49.057%	73.333%
12	Number of Training Enrollments	209	2,078	290
13	Employment (Obtained and Direct)	6,237	56,395	5,167
14	Employment Average Wage	\$13.87	\$10.58	\$9.82
15	Employers Served	2,376	19,981	2,436
16	Employer Services (Level 1)	1,155	12,655	1,173
Economic Impact				
17	Cost Per Placement	\$526.51	\$370.32	\$301.33
18	Net Economic Benefit	\$27,494.27	\$21,643.26	\$20,116.57
19	Return on the Investment	\$46.94	\$58.50	\$66.76

Number of Performance Measures Met	14
Number of Performance Measures	19
Percent of Performance Measures Met	73.7%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Youth Co-Op

Perrine center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.292%	100.00%	12.194%
2	Training Completion Rate	70%	81.222%	87.755%
3	Training Completion Placement Rate	70%	87.736%	89.13%
4	Training Related Placements	70%	89.247%	82.927%
5	Job Openings Index	790	29,138	2,012
6	WP Entered Employment Rate	55%	54.093%	63.122%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	43.67%
9	CAP Participation Rate	50%	43.231%	47.507%
10	Short-Term Veterans EER	51%	50.161%	57.692%
11	SNAP EER	30%	49.057%	0.00%
12	Number of Training Enrollments	198	2,078	146
13	Employment (Obtained and Direct)	6,754	56,395	7,334
14	Employment Average Wage	\$13.87	\$10.58	\$10.61
15	Employers Served	1,588	19,981	1,603
16	Employer Services (Level 1)	771	12,655	1,126
Economic Impact				
17	Cost Per Placement	\$525.91	\$370.32	\$345.49
18	Net Economic Benefit	\$27,496.36	\$21,643.26	\$21,719.56
19	Return on the Investment	\$47.11	\$58.50	\$62.87

Number of Performance Measures Met	14
Number of Performance Measures	19
Percent of Performance Measures Met	73.7%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Youth Co-Op

South Miami

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	1.86%	100.00%	2.383%
2	Training Completion Rate	70%	81.222%	100.00%
3	Training Completion Placement Rate	70%	87.736%	100.00%
4	Training Related Placements	70%	89.247%	100.00%
5	Job Openings Index	170	29,138	635
6	WP Entered Employment Rate	55%	54.093%	40.77%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	44.248%
9	CAP Participation Rate	50%	43.231%	37.954%
10	Short-Term Veterans EER	51%	50.161%	21.429%
11	SNAP EER	30%	49.057%	ND
12	Number of Training Enrollments	43	2,078	25
13	Employment (Obtained and Direct)	1,353	56,395	1,345
14	Employment Average Wage	\$13.87	\$10.58	\$10.17
15	Employers Served	341	19,981	566
16	Employer Services (Level 1)	165	12,655	379
Economic Impact				
17	Cost Per Placement	\$529.64	\$370.32	\$278.02
18	Net Economic Benefit	\$27,483.59	\$21,643.26	\$20,868.51
19	Return on the Investment	\$46.08	\$58.50	\$75.06

Number of Performance Measures Met	11
Number of Performance Measures	19
Percent of Performance Measures Met	57.9%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 5/31/2017

Youth Co-Op

West Dade center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	11.161%	100.00%	11.447%
2	Training Completion Rate	70%	81.222%	85.00%
3	Training Completion Placement Rate	70%	87.736%	95.652%
4	Training Related Placements	70%	89.247%	95.455%
5	Job Openings Index	1,055	29,138	2,832
6	WP Entered Employment Rate	55%	54.093%	57.247%
7	WIA Adult & Dislocated Worker EER	93%	99.934%	100.00%
8	CAP Entered Employment Rate	38%	36.945%	37.249%
9	CAP Participation Rate	50%	43.231%	55.128%
10	Short-Term Veterans EER	51%	50.161%	50.233%
11	SNAP EER	30%	49.057%	42.857%
12	Number of Training Enrollments	264	2,078	153
13	Employment (Obtained and Direct)	8,107	56,395	8,238
14	Employment Average Wage	\$13.87	\$10.58	\$10.96
15	Employers Served	2,121	19,981	2,479
16	Employer Services (Level 1)	1,030	12,655	1,966
Economic Impact				
17	Cost Per Placement	\$535.26	\$370.32	\$316.75
18	Net Economic Benefit	\$27,493.71	\$21,643.26	\$22,486.29
19	Return on the Investment	\$46.89	\$58.50	\$70.99

Number of Performance Measures Met	14
Number of Performance Measures	19
Percent of Performance Measures Met	73.7%



SFWIB PERFORMANCE COUNCIL

DATE: 6/15/2017

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 Regional Workforce Boards, reveal the following 2016-17 Program Year (PY) performance statics for the Region during the period of July 1, 2016 through April 30, 2017:

- 45,275 job seekers placed into jobs exited the system as compared to 44,553 for the same period during the previous PY. This is a 1.6 percent increase.
- The Wagner-Peyser Entered Employment Rate (EER) is 54.5 percent and is ranked 5th.
- The Veterans Program EER is 57.5 percent and is ranked 5th.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is 43.2 percent and is ranked 8th.
- The CAP / WT Program EER is 35.1 percent and is ranked 8th.

The Monthly Job Placement Report, developed by the Florida DEO and CareerSource Florida, shows the Region placed 71,991 job seekers into jobs for PY 2016-2017 from July through April as compared to 69,407 for the same period in PY 2015-2016. This is a 3.7 percent increase. Region 23 (CareerSource South Florida) makes up 23.2 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, 2016 through April 30, 2017 (Year-to-Date)

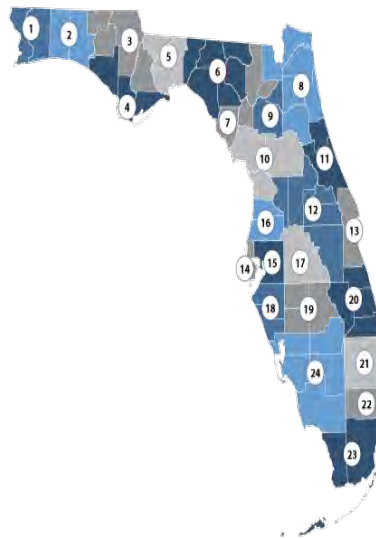
Wagner-Peyser Entered Employment Rate					
Rank	Prev. Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	3	14	15,635	22,178	70.5 %
2	2	9	2,793	3,993	69.9 %
3	1	15	25,015	37,004	67.6 %
4	5	16	6,649	12,082	55.0 %
5	4	23	45,274	83,031	54.5 %
6	6	13	5,879	12,067	48.7 %
7	7	19	2,294	5,082	45.1 %
8	9	24	7,596	18,334	41.4 %
9	8	7	1,274	3,177	40.1 %
10	1	10	4,145	10,474	39.6 %
		SW	186,125	415,727	44.8 %

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	9	171	252	67.9 %
2	2	14	755	1,228	61.5 %
3	5	15	964	1,586	60.8 %
4	3	16	440	742	59.3 %
5	4	23	693	1,206	57.5 %
6	6	13	547	1,176	46.5 %
7	9	22	550	1,347	40.8 %
8	7	3	109	271	40.2 %
9	8	20	234	586	39.9 %
10	13	17	250	705	35.5 %
		SW	9,235	22,975	40.2 %

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	1	21	1,077	1,848	58.3 %
2	2	22	3,135	5,487	57.1 %
3	3	14	1,644	3,116	52.8 %
4	4	11	1,847	3,603	51.3 %
5	5	15	2,002	4,078	49.1 %
6	6	16	970	2,003	48.4 %
7	7	17	982	2,217	44.3 %
8	9	23	4,608	10,661	43.2 %
9	8	12	3,059	7,100	43.1 %
10	11	6	139	343	40.5 %
		SW	25,492	61,017	41.8 %

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	1	14	710	1,556	45.6 %
2	3	15	920	2,156	42.7 %
3	2	22	999	2,376	42.0 %
4	4	17	457	1,092	41.8 %
5	6	11	497	1,286	38.6 %
6	5	16	341	903	37.8 %
7	7	12	1,202	3,383	35.5 %
8	8	23	1,635	4,658	35.1 %
9	9	9	126	360	35.0 %
10	10	21	305	895	34.1 %
		SW	10,058	28,307	35.5 %

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: 6/15/2017

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: **Strengthen workforce system accountability**

BACKGROUND:

Performance Measures for the Youth Partners in the Workforce Development Area (WDA) covering the reporting period from July 1, 2016 through May 30, 2017, as represented on the State's Monthly Management Report (MMR). The MMR provides a snapshot of the performance data present in the Management Information System on the last day of each month.

The details are as follows:

- 115/115 Credential Attainment Measure (Column 1) exited the program with outcomes (obtained a credential/diploma, post-secondary education, advanced/training qualified apprenticeships, military, employment). The WDA's credential attainment positive outcome performance measure is 100%.
- 836/986 Measurable Skills Gain (Column 2) attained and increased in their youth skill attainment performance measure (basic skills, work readiness skills, and occupational skills). The WDA's youth skill attainment performance measure is 85%.
- 84/84 In-School Youth (Column 3) exited the program with a positive outcome (obtained a credential/ diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment). The WDA's In-School Youth positive outcome performance measure is 100%.
- 41/41 Out-of-School Youth (Column 4) exited the program with a positive outcome (obtained a credential/ diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment). The WDA's Out-of-School Youth positive outcome performance measure is 100%.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

WIOA YOUTH SERVICE PARTNERS PERFORMANCE - July 1, 2016 - May 30, 2017

Youth Service Partners	Credential Attainment Measure (100%) COLUMN #1			Measurable Skills Gain Youth Skill Attainment Performance Measure (90%) 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
<i>IN-SCHOOL PROGRAM</i>												
Adult Mankind Organization	9	9	100%	180	146	81%	9	9	100%			
Cuban National Council	44	44	100%	124	104	84%	44	44	100%			
Youth Co-Op Monroe	3	3	100%	14	14	100%	3	3	100%			
Youth Co-Op Miami-Dade	18	18	100%	174	162	93%	28	28	100%			
YEAR-TO-DATE PERFORMANCE	74	74	100%	492	426	87%	84	84	100%			
<i>OUT-OF-SCHOOL PROGRAM</i>												
Adult Mankind Organization	3	3	100%	97	60	62%				3	3	100%
Community Coalition	1	1	100%	68	63	93%				1	1	100%
Cuban American National Council	N/D	N/D	N/D	72	52	72%				N/D	N/D	N/D
Greater Miami Service Corps	3	3	100%	60	54	90%				3	3	100%
Youth Co-Op Monroe	3	3	100%	21	20	95%				3	3	100%
Youth Co-Op Miami-Dade	31	31	100%	176	161	91%				31	31	100%
YEAR-TO-DATE PERFORMANCE	41	41	100%	494	410	83%				41	41	100%
REGIONAL PERFORMANCE	115	115	100%	986	836	85%	84	84	100%	41	41	100%



SFWIB PERFORMANCE COUNCIL

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8

AGENDA ITEM SUBJECT: REFERRAL TO PLACEMENT REPORT ENHANCEMENT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Improve service delivery outcomes**

BACKGROUND:

SFWIB staff provides constant monitoring of the contracted service providers to ensure quality service delivery and performance standards are met and maintained. As part of the regular monitoring and review process, SFWIB staff discovered that a number of centers issued job referrals to job seekers that do not meet the minimum skill requirements requested by the employers in job orders.

As a result, SFWIB staff made an enhancement to the referral to placement report that adds a “skills match” component for staff assisted referrals. The enhancement reiterates the minimum job skills match requirement of 80% or greater by displaying the percentage of the skills match average by center and staff member.

The enhanced report details will monitor referrals and help ensure the employer’s minimum skill requirements are achieved; thereby increasing placement outcomes through quality referrals. It will further assist in making certain Service Provider staff have the tools and training needed to provide service excellence to both the business and job seeker.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB PERFORMANCE COUNCIL

DATE: 6/15/2017

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: CONSUMER REPORT CARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

The South Florida Workforce Investment Board (SFWIB) Individual Training Account (ITA) Policy requires the monitoring of the performance of SFWIB approved Training Vendors. Accordingly, staff developed and implemented the Consumer Report Card 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 Program Year (PY) 2016-2017 Consumer Report Card table, dated May 25, 2017, indicates that the South Florida Workforce Investment Board generated \$5,348,457.66 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$3.87. Ninety percent of training services participants completed classroom training. Of those completing training, 85 percent have obtained employment with an average wage of \$17.78. Eighty-five percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$29,387.13.

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		
Advanced Technical Centers	8	7	3	42.86 %	2	66.67 %	\$ 2,819.54	\$ 19,736.78	\$ 6,578.93	\$ 11.25	\$ 23,400.00	\$ 16,821.07	\$ 2.56
Compu-Med Vocational Career Corp - Hialeah	3	3	3	100.00 %	3	100.00 %	\$ 780.72	\$ 2,342.17	\$ 780.72	\$ 9.17	\$ 19,066.67	\$ 18,285.94	\$ 23.42
Dade Institute of Technology - Main Campus	11	11	8	72.73 %	7	87.50 %	\$ 7,774.97	\$ 85,524.72	\$ 10,690.59	\$ 13.08	\$ 27,206.40	\$ 16,515.81	\$ 1.54
Florida International University (RDB1003)	2	2	2	100.00 %	2	100.00 %	\$ 5,577.58	\$ 11,155.16	\$ 5,577.58	\$ 13.90	\$ 28,912.00	\$ 23,334.42	\$ 4.18
Florida Vocational Institute	7	4	4	100.00 %	4	100.00 %	\$ 3,421.01	\$ 13,684.05	\$ 3,421.01	\$ 9.70	\$ 20,176.00	\$ 16,754.99	\$ 4.90
Life-Line Med Training -Main Campus	11	10	3	30.00 %	2	66.67 %	\$ 3,905.91	\$ 39,059.09	\$ 13,019.70	\$ 10.33	\$ 21,493.33	\$ 8,473.64	\$ 0.65
Management Resources College	4	1	1	100.00 %	1	100.00 %	\$ 5,083.33	\$ 5,083.33	\$ 5,083.33	\$ 25.00	\$ 52,000.00	\$ 46,916.67	\$ 9.23
Metropolitan Trucking and Technical Institute	21	14	12	85.71 %	10	83.33 %	\$ 1,159.71	\$ 16,236.00	\$ 1,353.00	\$ 12.80	\$ 26,627.47	\$ 25,274.47	\$ 18.68
Miami-Dade College	9	7	2	28.57 %	2	100.00 %	\$ 2,376.88	\$ 16,638.16	\$ 8,319.08	\$ 17.50	\$ 36,400.00	\$ 28,080.92	\$ 3.38
New Horizons	56	55	52	94.55 %	48	92.31 %	\$ 9,910.71	\$ 545,089.29	\$ 10,482.49	\$ 19.47	\$ 40,493.20	\$ 30,010.71	\$ 2.86
Sullivan & Cogliano Training Centers, Inc. Kendall	38	35	31	88.57 %	25	80.65 %	\$ 5,860.95	\$ 205,133.16	\$ 6,617.20	\$ 15.63	\$ 32,514.43	\$ 25,897.23	\$ 3.91
The Academy -- Fort Lauderdale Campus	1	1	1	100.00 %	1	100.00 %	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 20.40	\$ 42,432.00	\$ 32,432.00	\$ 3.24
The Academy -- Miami Campus	52	49	47	95.92 %	42	89.36 %	\$ 8,908.46	\$ 436,514.42	\$ 9,287.54	\$ 22.49	\$ 46,786.28	\$ 37,498.74	\$ 4.04
The CDL School, Inc.	14	14	13	92.86 %	13	100.00 %	\$ 2,410.71	\$ 33,750.00	\$ 2,596.15	\$ 14.22	\$ 29,576.00	\$ 26,979.85	\$ 10.39
	237	213	182	85.45 %	162	89.01 %	\$ 6,494.83	\$ 1,383,399.48	\$ 7,601.10	\$ 17.78	\$ 36,988.23	\$ 29,387.13	\$ 3.87



SFWIB PERFORMANCE COUNCIL

DATE: 6/15/2017

AGENDA ITEM NUMBER: 10

AGENDA ITEM SUBJECT: MODIFICATIONS TO THE BALANCED SCORECARD

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to recommend to the Board the approval to make the following Process and Outcome Measure changes to the Balanced Scorecard, as set forth below.

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

STRATEGIC PROJECT: **Improve service delivery outcomes**

BACKGROUND:

The region's Balanced Scorecard is a tool that is used to measure and monitor the daily performance of the contracted service providers for the current program year. The tool currently consists of nineteen (19) measures that are a combination of performance and process measures. In an effort to improve performance and closely monitor the efficiency of our current processes, SFWIB Staff is recommending the following changes to the Balanced Scorecard.

1. The new Balance Scorecard will be divided into two sections, items 1 through 13 will focus on Process/Quality Measures and items 14 through 19 will focus on Performance Outcomes measures
2. The following measures are recommended for removal / replaced on the Balance Scorecard:
 - a. Level of Service
 - b. Job Opening Index
 - c. SNAP Enter Employment Rate
3. The following measures are recommended for inclusion on the Balance Scorecard:
 - a. Average Days to Employment: This measure will indicate the number of days from job seeker registration to the date the job seeker entered employment. The established benchmark goal is set at the following:
 - i. Overall Regional Job Placement - 145 Days
 - ii. Direct Job Placement (DJP) - 60 Days
 - iii. Obtain Employment (OEs) - 167 Days

- b. Job Openings Fill Rate: This measure will indicate the number of positions filled as apposed to the total number of positions that were available within those job orders. This measure is calculated from the number of job orders that have been closed and will not contain job orders that are still open and available. This should provide a snapshot of how many CSSF job seekers are being placed into the job openings vice outside candidates.
- c. Referral Average Job Skills Match: The measure will indicate the match ratio between the job seeker who is being referred by the service provider as apposed to the requested job skills that are listed/required in the job order. The goal of this measure is to ensure service providers are making quality referrals.

These new measures will help monitor how efficient the service providers are in their process and provide an indicator when a process may need to be adjusted in order to maintain a quality level of service.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT