



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, February 15, 2018
8:00 A.M.**

Big Brothers Big Sisters Miami
550 NW 42nd Avenue
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. April 20, 2017
 - B. June 15, 2017
 - C. August 17, 2017
 - D. October 19, 2017
 - E. December 14, 2017
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Workforce Services Balanced Scorecard and Job Placements Update
5. Information – Consumer Report Card
6. Information – CSSF Automated Customer Service Survey
7. Recommendation as to Approval to Allocate Funds for Performance Monitoring

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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: 2E

DATE: February 15, 2018 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 14, 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. Garza, Maria, Chairwoman 2. Huston, Albert 3. Manrique, Carlos <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 4. Clayton, Lovey 5. Rod, Denis 6. Chi, Joe 7. Diggs, Bill 8. Gaber, Cynthia, Vice - Chairwoman 9. Jordan, Comm. Barbara 10. Rigueiro, Maria <p>SFW STAFF Gilbert, David Perrin, Yian Smith, Robert</p>	<p>Manning, Ann – <i>Transition, Inc.</i></p> <p>Salado, Malin – <i>Transition, Inc.</i></p>

1. Call to Order and Introductions

Performance Council Chairwoman Maria Garza called the meeting to order at 8:30a.m, asked all those present introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Maria Garza introduced the item and Department of Economic Opportunity (DEO) Manager further presented the following:

A total of 1,332 refugee job seekers were placed into employment from October 1, 2017 to November 20, 2017

- 1,052 refugee job seekers enrolled in the RET Program
- 662 refugees are still working after 90 days of hire
- 587 refugees are still working after 180 days of hire and
- 483 refugees are receiving health benefits through the employer

Chairwoman Garza verified the numbers of refugee employees that were still working after 90 days.

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

Chairwoman Maria Garza introduced the item and Mr. Perrin further presented. He noted into record the following as of September 30, 2017:

- Two (2) of the 14 Workforce Services Contracts have met or exceeded their minimum YTD Job Placements standard: Hialeah Downtown, Transition Offender Service, and Perrine.
- Two of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard: Hialeah Downtown and Transition Offender Service.

Chairwoman Garza inquired about management operations for the above centers and Mr. Perrin responded that Hialeah Downtown is currently being managed by Arbor E & T ResCare, Perrine Center is managed by Youth Co, Op, Inc. and Offender's Service Center is being managed by Transition, Inc.

Mr. Huston requested staff provide training to contractors not currently meeting performances.

5. Information– Referral to Placement Report – Distinct Referrals

6. Information – Service Provider Staff Productivity Analysis

Adult Programs Manager David Gilbert presented and read the item into record.

Chairwoman Garza asked whether if providers would receive compensation for multiple referrals. Mr. Gilbert responded only for placements. She recommended proper screening of job seekers so that they are placed in the right jobs based on current skills and/or education. Mr. Gilbert provided additional information.

There was continued discussion.

Chairwoman Garza inquired about service contractor performances since the implementation of a performance base. Mr. Gilbert provided further details.

[Mr. Carlos Manrique arrived]

There was continued discussion regarding the number of distinct referrals.

7. Information Consumer Report Card

Mr. Perrin introduced and presented the item.

- ✓ SFWIB generated \$1,371,474.36 of wages into the South Florida regional economy
- ✓ For every dollar spent on training, SFWIN obtained a return of \$4.06
- ✓ Ninety-one percent of training services participants completed classroom training
- ✓ Of those completed training, eighty-eight percent have obtained employment with an average of \$17.86
- ✓ Eighty-eight percent of the participants were placed in a training-related occupation.
- ✓ The next economic benefit per placement is \$29,814.66

8. Information – System Review of Exiting Wagner-Peyser (WP) Participants

Mr. Gilbert introduced and presented the item.

Chairwoman Garza inquired about inactive/exits of staff assistance services.

Mr. Gilbert explained the automatic exits take place after 90 days of inactive staff assistance services.

Mr. Huston requested information on performance tools and staff explained.

There was continued discussion.

There being no further business to come before the Board, the meeting adjourned at 9:07am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2A

DATE: February 15, 2018 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.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2B

DATE: February 15, 2018, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

June 15, 2017 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Garza, Maria, Chairwoman 2. Huston, Albert Jordan, Comm. Barbara 3. Rod, Denis</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>4. Chi, Joe 5. Clayton, Lovey 6. Diggs, Bill 7. Gaber, Cynthia, Vice - Chairwoman 8. Manrique, Carlos 9. Regueiro, Maria</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 Chairwoman Maria Garza called the meeting to order at 8:23am, asked all those present introduce themselves and noted that a quorum had been achieved.

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Garza introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:

- A total of 6,185 refugee job seekers were placed into employment from October 1, 2016 to May 26, 2017
- 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 and
- 2,676 refugees are receiving health benefits through the employer

No further questions or discussions.

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

Chairwoman Garza introduced the item and Adults Program Supervisor Robert Smith further presented. He noted into record that six (6) of the seven (7) contractors have met or exceeded performance measures.

Mr. Huston asked which provider did not meet performance. Mr. Perrin responded Youth Co-Op, Inc.

Chairwoman Garza asked whether the provider would have an opportunity to attain the 65% prior to year-end. Mr. Perrin responded, “Yes”. Chairwoman Garza asked whether if this was the refugee contract being discussed. Mr. Perrin responded, “Yes”.

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

Mr. Perrin introduced and presented the item.

No further questions or discussions.

6. Information – Workforce Services Regional Performance Overview

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

Mr. Clayton requested additional information on the formula used to calculate the average wage. Mr. Smith explained.

Chairwoman Garza inquired about the median and negotiated. Mr. Smith explained. Mr. Huston shared his comments regarding the realistic point of those achieving \$17 an hour wage rate.

Dr. Rod shared his comments as well.

Mr. Smith assured that a more detailed report (providing information on wages by industry and area) would be provided at a later date.

There was continued discussion related to average wage.

No further questions or discussions.

7. Information – Youth Partners Regional Performance

Chairwoman Garza introduced the item. Mr. Smith further presented and Mr. Beasley provided details on a new tool.

Chairwoman Garza inquired about training and Mr. Beasley explained.

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 Balanced Scorecard

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



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2C

DATE: February 15, 2018, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

August 17, 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. Garza, Maria, Chairwoman 2. Rod, Denis 3. Manrique, Carlos 	<p>Buitrigo, Jessica – <i>Cuban American National Council, Inc.</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p>	<p>Cordori, Mkyelin – <i>Community Coalition, Inc.</i> Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p>
<ol style="list-style-type: none"> 4. Chi, Joe 5. Clayton, Lovey 6. Diggs, Bill 	<p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p>
<ol style="list-style-type: none"> 7. Gaber, Cynthia, Vice - Chairwoman 8. Huston, Albert 	<p>Martin, Marisol – <i>Youth Co-Op, Inc.</i></p>
<ol style="list-style-type: none"> 9. Jordan, Comm. Barbara 10. Regueiro, Maria 	<p>Porro, William – <i>City of Miami</i></p> <p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p>SFW STAFF</p>	<p>Someillian, Ana – <i>Adults Mankind Organization, Inc.</i></p>
<p>Gilbert, David Perrin, Yian</p>	<p>Taylor, Kelvin – <i>Cuban American National Council, Inc.</i></p>

1. Call to Order and Introductions

Performance Council Chairwoman Maria Garza called the meeting to order at 8:23am, asked all those present introduce themselves and noted that a quorum had not been achieved.

[Mr. Carlos Manrique arrived]

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017

2.b June 15, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Garza introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:

- A total of 7,334 refugee job seekers were placed into employment from October 1, 2016 to June 30, 2017
- 14, 968 refugee job seekers enrolled in the RET Program
- 4,031 refugees are still working after 90 days of hire
- 2,998 refugees are still working after 180 days of hire and
- 3,221 refugees are receiving health benefits through the employer

No further questions or discussions.

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

Chairwoman Garza introduced the item and Mr. Perrin further presented. He noted into record that all seven (7) contractors have met or exceeded performance measures.

Chairwoman Garza asked whether if this is the first time that all seven contractors met or exceeded performance measures. Mr. Perrin responded, “Yes.”

No further questions or discussions.

5. Information– Workforce Services Program Year 2016-17 Recap

Mr. Perrin introduced and presented the item.

No further questions or discussions.

6. Information – Department of Economic Opportunity Performance Review

Chairwoman Garza introduced the item and SFWIB Adults Program Manager David Gilbert further presented the following updates:

For Program Year 2016-17:

Year End Performance Summary:

- Six (6) of 14 Workforce Services locations either met or exceeded 65 percent of the required performance measures
- This region achieved a total of 60,270 job placements (exceeded the minimum standard by 1.6% and 6.8% below maximum standard)

Balanced Scorecard Job Placements Year End Summary:

- Eight (8) of the 14 Workforce Services contractors met or exceeded their minimum 2017 Job Placements standard

- Four of the 14 Workforce Services contracts met or exceeded their maximum 2017 Job Placements standard

No further questions or discussions.

7. Information – Youth Partners Regional Performance

Mr. Yian Perrin introduced and presented the item.

- 118/118 - Credential Attainment Measure exited the program with positive outcome and WDA's credential attachment positive outcome performance measure is 100%
- 1,068/1,317 - Measureable Skills Gain attained and increased in their youth skill attainment performance measure. WDA's credential attachment positive outcome performance measure is 81%
- 85/85 - In-School Youth exited the program with a positive outcome and WDA's In-School youth positive outcome performance measure is 100%
- 44/44 - Out-of-School Youth exited the program with a positive outcome and the WDA's Out-of-School Youth positive outcome performance measure is 100%

No further questions or discussions.

8. Information – Consumer Report Card

Mr. Perrin introduced and presented the item.

No further questions or discussions.

9. Recommendation as to Approval to Accept Process and Performance Revisions to the Balanced Scorecard

Mr. Gilbert presented and read the item into record staff's recommendation for the Council's approval to recommend to the Board to accept process and performance revisions to the balanced scorecard.

Mr. Manrique asked who would be responsible to conduct follow-ups. Mr. Gilbert responded that service providers would be responsible for this particular task.

There was continued discussion regarding a tracking system.

Mr. Manrique inquired about current performance standards and Mr. Gilbert explained that providers must meet the required 90% of retention rate that exit the system in the two new performance standards.

There was continued discussion regarding the requirements of meeting performance in each quarter.

The Garza asked whether if CSSF is currently following a guideline that had been implemented by the Federal Government for several years. Mr. Gilbert responded, "Yes." Ms. Garza later recommended additional time for providers to adjust to this new law/policy. She explained that "it's not easy to help job seekers with employment during third and fourth quarters". Mr. Manrique also shared his concerns. After continued discussions, Mr. Gilbert explained in great detail and noted that \$125 would be given per follow-up for each individual.

Mr. Manrique inquired about the scorecard. Mr. Gilbert explained.

There being no further business to come before the Board, the meeting adjourned at 8:41am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2D

DATE: February 15, 2018, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 19, 2017 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Clayton, Lovey</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>2. Garza, Maria, Chairwoman 3. Rod, Denis 4. Manrique, Carlos 5. Chi, Joe 6. Diggs, Bill 7. Gaber, Cynthia, Vice - Chairwoman 8. Huston, Albert 9. Jordan, Comm. Barbara 10. Regueiro, Maria</p> <p>SFW STAFF Gilbert, David Perrin, Yian</p>	<p>Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p> <p>Hernandez, Ana – Cuban National Council, Inc.</p> <p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p> <p>Mendez, Jessy – <i>Community Coalition, Inc.</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Salado, Malin – <i>Transition, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Lovey Clayton as Acting Chairman on behalf of Performance Council Chairwoman Maria Garza called the meeting to order at 8:25a.m, asked all those present introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of August 17, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Acting Performance Council Chairman Lovey Clayton introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:

- A total of 7,334 refugee job seekers were placed into employment from October 1, 2016 to June 30, 2017
- 16, 771 refugee job seekers enrolled in the RET Program
- 5,308 refugees are still working after 90 days of hire
- 3,953 refugees are still working after 180 days of hire and
- 4,255 refugees are receiving health benefits through the employer

No further questions or discussions.

4. Information– Workforce Services Program Year 2016-17 Recap

Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Manager David Gilbert further presented. He noted into record the following as of September 30, 2017:

- One (1) of the 14 centers is meeting the required 65 percent of the measures.
- A total of 11,871 job placements; which is 17.8 percent below the minimum standard and 21.1 percent below the maximum standard
- Five of the 14 workforce services contracts have met or exceeded their minimum YTD Job Placements standard
- Two of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard

No further questions or discussions.

5. Information– Direct Placement Analysis Update

Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Supervisor Robert Smith further presented.

Acting Chairman Clayton had questions regarding the reason Direct Job Placement (DJPs) percentages were low and Mr. Smith further explained. Mr. Clayton inquired about any correlation between what had been stated / approved by the Florida Governor and what is being presented. Mr. Gilbert responded, “Yes” and further explained.

Acting Chairman Clayton inquired about programs available for the veteran population and Mr. Smith responded, “Yes” then explained the various programs and current partnerships.

Acting Chairman Clayton inquired about job fairs for potential referrals to his veteran clients. Mr. Perrin provided details.

6. Information – Referral to Placement Report

Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Supervisor Robert Smith further presented.

Acting Chairman Clayton recommended sending out directives.

Mr. Gilbert explained the various tools and performance benchmarks offered to service providers.

There was continued discussion.

No further questions or discussions.

[Introductions]

There being no further business to come before the Board, the meeting adjourned at 8:50am.



SFWIB PERFORMANCE COUNCIL

DATE: 2/15/2018

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 2017-18, the Refugee Employment and Training (RET) Program Contractors assisted in placing a total of 1,712 refugee job seekers into employment from October 1, 2017 through January 31, 2018, as compared to 2,677 for the same period in the previous year. This is an overall placement decrease of 36 percent.

For the RET Program, the Year-to-Date performance statistics reveal that there are 2,178 refugee jobseekers currently enrolled in the RET Program.

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



SFWIB PERFORMANCE COUNCIL

DATE: 2/15/2018

AGENDA ITEM NUMBER: 4

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

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Conduct an analysis of Career Centers**

BACKGROUND:

The Balanced Scorecard measures the performance of the region's Service Partners. The report for Program Year 2017-18, is from July 1, 2017 through January 31, 2018.

The region's Balanced Scorecard Job Placements Year-to-Date (YTD) summary report, for the period of July 1, 2017 through January 31, 2018, shows the Region had a total of 22,377 job placements; which is 33.6 percent below the minimum standard and 36.3 percent below the maximum standard.

- One of the 14 Workforce Services contracts, Transition, Inc. Offender Services, met or exceeded their minimum YTD Job Placements standard. Although the minimum standard was not met, two of the remaining 13 Workforce Services contracts, Hialeah Downtown and Perrine, also achieved greater than 80% of their target goal.
- One of the 14 Workforce Services contracts, Transition, Inc. Offender Services met or exceeded their maximum YTD Job Placements standard. Although the maximum standard was not met, two of the remaining 13 Workforce Services contracts, Hialeah Downtown and Perrine, also achieved greater than 80% of their target goal.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	70%	90.19%
2	Training Completion Placement Rate	70%	91.36%
3	Training Related Placements	70%	94.59%
4	Number of Training Enrollments	1,155	847
5	CAP Participation Rate	50%	31.24%
6	CAP Entered Employment Rate	40%	40.83%
7	WP Entered Employment Rate	50%	26.97%
8	Short-Term Veterans EER	50%	14.78%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%
10	Employers Served	13,020	10,798
11	Employer Services (Level 1)	8,270	7,174
12	Jobs Openings Filled Rate	65%	42.47%
13	Referral Job Skills Match Average	80%	89.44%
Outcome Measures			
14	Employment (Obtained and Direct)	35,112	22,377
15	Employed 2nd Qtr After Exit	90%	46%
16	Employed 4th Qtr After Exit	90%	52%
	17 Average Days to Employment	145	238
	17a DJP Average Days to Employment	60	110
	17b Obtained Average Days to Employment	167	266
18	Employment Average Wage	\$14.58	\$11.20
19	Cost Per Placement	\$566.18	\$439.61
20	Net Economic Benefit	\$29,177.02	\$22,848.47
21	Return on the Investment	\$51.53	\$52.05

ND = No Data

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Last Run Date: 1/31/2018 8:48:34 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Arbor E&T, LLC

Hialeah Downtown center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	100.0%
2	Training Completion Placement Rate	70%	91.36%	91.67%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	84	847	87
5	CAP Participation Rate	50%	31.24%	58.93%
6	CAP Entered Employment Rate	40%	40.83%	55.65%
7	WP Entered Employment Rate	50%	26.97%	26.69%
8	Short-Term Veterans EER	50%	14.78%	10.87%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	958	10,798	1,275
11	Employer Services (Level 1)	608	7,174	920
12	Jobs Openings Filled Rate	65%	42.47%	41.61%
13	Referral Job Skills Match Average	80%	89.44%	96.31%
Outcome Measures				
14	Employment (Obtained and Direct)	2,793	22,377	2,468
15	Employed 2nd Qtr After Exit	90%	46%	45%
16	Employed 4th Qtr After Exit	90%	52%	47%
	17 Average Days to Employment	145	238	228
	17a DJP Average Days to Employment	60	110	90
	17b Obtained Average Days to Employment	167	266	275
18	Employment Average Wage	\$14.58	\$11.20	\$11.20
19	Cost Per Placement	\$526.25	\$439.61	\$383.09
20	Net Economic Benefit	\$29,216.95	\$22,848.47	\$22,909.58
21	Return on the Investment	\$55.52	\$52.05	\$59.80

ND = No Data

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Last Run Date: 1/31/2018 8:48:34 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

City of Miami

City of Miami center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	100.0%
2	Training Completion Placement Rate	70%	91.36%	100.0%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	63	847	168
5	CAP Participation Rate	50%	31.24%	19.86%
6	CAP Entered Employment Rate	40%	40.83%	35.79%
7	WP Entered Employment Rate	50%	26.97%	26.78%
8	Short-Term Veterans EER	50%	14.78%	21.95%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	791	10,798	1,121
11	Employer Services (Level 1)	503	7,174	897
12	Jobs Openings Filled Rate	65%	42.47%	42.07%
13	Referral Job Skills Match Average	80%	89.44%	84.51%
Outcome Measures				
14	Employment (Obtained and Direct)	2,303	22,377	1,388
15	Employed 2nd Qtr After Exit	90%	46%	33%
16	Employed 4th Qtr After Exit	90%	52%	35%
	17 Average Days to Employment	145	238	302
	17a DJP Average Days to Employment	60	110	171
	17b Obtained Average Days to Employment	167	266	316
18	Employment Average Wage	\$14.58	\$11.20	\$10.78
19	Cost Per Placement	\$517.07	\$439.61	\$784.70
20	Net Economic Benefit	\$29,226.13	\$22,848.47	\$21,645.39
21	Return on the Investment	\$56.52	\$52.05	\$27.58

CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

CSSF

Carol City center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	100.0%
2	Training Completion Placement Rate	70%	91.36%	100.0%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	98	847	21
5	CAP Participation Rate	50%	31.24%	15.8%
6	CAP Entered Employment Rate	40%	40.83%	31.28%
7	WP Entered Employment Rate	50%	26.97%	21.79%
8	Short-Term Veterans EER	50%	14.78%	11.48%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Employers Served	1,143	10,798	494
11	Employer Services (Level 1)	726	7,174	174
12	Jobs Openings Filled Rate	65%	42.47%	10.93%
13	Referral Job Skills Match Average	80%	89.44%	90.37%
Outcome Measures				
14	Employment (Obtained and Direct)	3,332	22,377	1,557
15	Employed 2nd Qtr After Exit	90%	46%	32%
16	Employed 4th Qtr After Exit	90%	52%	24%
	17 Average Days to Employment	145	238	281
	17a DJP Average Days to Employment	60	110	126
	17b Obtained Average Days to Employment	167	266	291
18	Employment Average Wage	\$14.58	\$11.20	\$13.06
19	Cost Per Placement	\$522.94	\$439.61	\$324.22
20	Net Economic Benefit	\$29,220.26	\$22,848.47	\$26,834.34
21	Return on the Investment	\$55.88	\$52.05	\$82.76

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

CSSF

Florida Keys center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	100.0%
2	Training Completion Placement Rate	70%	91.36%	66.67%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	63	847	13
5	CAP Participation Rate	50%	31.24%	21.43%
6	CAP Entered Employment Rate	40%	40.83%	35.71%
7	WP Entered Employment Rate	50%	26.97%	33.63%
8	Short-Term Veterans EER	50%	14.78%	38.89%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	1,001	10,798	277
11	Employer Services (Level 1)	636	7,174	105
12	Jobs Openings Filled Rate	65%	42.47%	21.68%
13	Referral Job Skills Match Average	80%	89.44%	91.39%
Outcome Measures				
14	Employment (Obtained and Direct)	1,022	22,377	478
15	Employed 2nd Qtr After Exit	90%	46%	61%
16	Employed 4th Qtr After Exit	90%	52%	66%
	17 Average Days to Employment	145	238	152
	17a DJP Average Days to Employment	60	110	79
	17b Obtained Average Days to Employment	167	266	175
18	Employment Average Wage	\$14.58	\$11.20	\$14.41
19	Cost Per Placement	\$1,399.92	\$439.61	\$934.44
20	Net Economic Benefit	\$28,343.28	\$22,848.47	\$29,037.53
21	Return on the Investment	\$20.25	\$52.05	\$31.07

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

CSSF

Miami Beach center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	ND
2	Training Completion Placement Rate	70%	91.36%	0.0%
3	Training Related Placements	70%	94.59%	0.0%
4	Number of Training Enrollments	42	847	2
5	CAP Participation Rate	50%	31.24%	34.78%
6	CAP Entered Employment Rate	40%	40.83%	35.48%
7	WP Entered Employment Rate	50%	26.97%	21.75%
8	Short-Term Veterans EER	50%	14.78%	5.81%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Employers Served	452	10,798	249
11	Employer Services (Level 1)	287	7,174	123
12	Jobs Openings Filled Rate	65%	42.47%	8.62%
13	Referral Job Skills Match Average	80%	89.44%	89.75%
Outcome Measures				
14	Employment (Obtained and Direct)	1,316	22,377	393
15	Employed 2nd Qtr After Exit	90%	46%	0%
16	Employed 4th Qtr After Exit	90%	52%	0%
	17 Average Days to Employment	145	238	190
	17a DJP Average Days to Employment	60	110	100
	17b Obtained Average Days to Employment	167	266	206
18	Employment Average Wage	\$14.58	\$11.20	\$14.33
19	Cost Per Placement	\$526.96	\$439.61	\$495.18
20	Net Economic Benefit	\$29,216.24	\$22,848.47	\$29,309.14
21	Return on the Investment	\$55.44	\$52.05	\$59.19

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

CSSF

North Miami Beach center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	91.67%
2	Training Completion Placement Rate	70%	91.36%	60.0%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	119	847	27
5	CAP Participation Rate	50%	31.24%	34.73%
6	CAP Entered Employment Rate	40%	40.83%	43.5%
7	WP Entered Employment Rate	50%	26.97%	19.87%
8	Short-Term Veterans EER	50%	14.78%	14.69%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	1,328	10,798	1,217
11	Employer Services (Level 1)	843	7,174	865
12	Jobs Openings Filled Rate	65%	42.47%	18.08%
13	Referral Job Skills Match Average	80%	89.44%	88.18%
Outcome Measures				
14	Employment (Obtained and Direct)	3,871	22,377	1,711
15	Employed 2nd Qtr After Exit	90%	46%	63%
16	Employed 4th Qtr After Exit	90%	52%	44%
	17 Average Days to Employment	145	238	269
	17a DJP Average Days to Employment	60	110	134
	17b Obtained Average Days to Employment	167	266	264
18	Employment Average Wage	\$14.58	\$11.20	\$12.02
19	Cost Per Placement	\$521.79	\$439.61	\$342.54
20	Net Economic Benefit	\$29,221.41	\$22,848.47	\$24,651.99
21	Return on the Investment	\$56.00	\$52.05	\$71.97

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

CSSF

Opa Locka center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	100.0%
2	Training Completion Placement Rate	70%	91.36%	100.0%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	28	847	4
5	CAP Participation Rate	50%	31.24%	16.26%
6	CAP Entered Employment Rate	40%	40.83%	26.8%
7	WP Entered Employment Rate	50%	26.97%	26.43%
8	Short-Term Veterans EER	50%	14.78%	9.09%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Employers Served	356	10,798	119
11	Employer Services (Level 1)	226	7,174	45
12	Jobs Openings Filled Rate	65%	42.47%	13.46%
13	Referral Job Skills Match Average	80%	89.44%	91.85%
Outcome Measures				
14	Employment (Obtained and Direct)	1,036	22,377	343
15	Employed 2nd Qtr After Exit	90%	46%	45%
16	Employed 4th Qtr After Exit	90%	52%	38%
	17 Average Days to Employment	145	238	251
	17a DJP Average Days to Employment	60	110	164
	17b Obtained Average Days to Employment	167	266	261
18	Employment Average Wage	\$14.58	\$11.20	\$11.76
19	Cost Per Placement	\$521.23	\$439.61	\$421.56
20	Net Economic Benefit	\$29,221.97	\$22,848.47	\$24,032.37
21	Return on the Investment	\$56.06	\$52.05	\$57.01

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Cuban American National Council

South Miami

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	75.0%
2	Training Completion Placement Rate	70%	91.36%	66.67%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	28	847	3
5	CAP Participation Rate	50%	31.24%	4.85%
6	CAP Entered Employment Rate	40%	40.83%	22.0%
7	WP Entered Employment Rate	50%	26.97%	35.23%
8	Short-Term Veterans EER	50%	14.78%	23.08%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Employers Served	272	10,798	321
11	Employer Services (Level 1)	173	7,174	223
12	Jobs Openings Filled Rate	65%	42.47%	24.85%
13	Referral Job Skills Match Average	80%	89.44%	88.56%
Outcome Measures				
14	Employment (Obtained and Direct)	791	22,377	384
15	Employed 2nd Qtr After Exit	90%	46%	0%
16	Employed 4th Qtr After Exit	90%	52%	0%
	17 Average Days to Employment	145	238	174
	17a DJP Average Days to Employment	60	110	111
	17b Obtained Average Days to Employment	167	266	181
18	Employment Average Wage	\$14.58	\$11.20	\$12.73
19	Cost Per Placement	\$526.51	\$439.61	\$395.02
20	Net Economic Benefit	\$29,216.69	\$22,848.47	\$26,078.38
21	Return on the Investment	\$55.49	\$52.05	\$66.02

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Edison Courts

Edison center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	ND
2	Training Completion Placement Rate	70%	91.36%	ND
3	Training Related Placements	70%	94.59%	ND
4	Number of Training Enrollments		847	ND
5	CAP Participation Rate	50%	31.24%	ND
6	CAP Entered Employment Rate	40%	40.83%	ND
7	WP Entered Employment Rate	50%	26.97%	29.03%
8	Short-Term Veterans EER	50%	14.78%	ND
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Employers Served		10,798	3
11	Employer Services (Level 1)		7,174	2
12	Jobs Openings Filled Rate	65%	42.47%	ND
13	Referral Job Skills Match Average	80%	89.44%	85.56%
Outcome Measures				
14	Employment (Obtained and Direct)	0	22,377	ND
15	Employed 2nd Qtr After Exit	90%	46%	ND
16	Employed 4th Qtr After Exit	90%	52%	ND
	17 Average Days to Employment	145	238	135
	17a DJP Average Days to Employment	60	ND	ND
	17b Obtained Average Days to Employment	167	266	129
18	Employment Average Wage	\$14.58	\$11.20	\$12.04
19	Cost Per Placement		\$439.61	ND
20	Net Economic Benefit		\$22,848.47	ND
21	Return on the Investment		\$52.05	ND

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Transition Inc

Transition Offender Service center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	82.86%
2	Training Completion Placement Rate	70%	91.36%	50.0%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	70	847	54
5	CAP Participation Rate	50%	31.24%	0.0%
6	CAP Entered Employment Rate	40%	40.83%	0.0%
7	WP Entered Employment Rate	50%	26.97%	49.93%
8	Short-Term Veterans EER	50%	14.78%	27.27%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	499	10,798	243
11	Employer Services (Level 1)	317	7,174	182
12	Jobs Openings Filled Rate	65%	42.47%	76.84%
13	Referral Job Skills Match Average	80%	89.44%	89.68%
Outcome Measures				
14	Employment (Obtained and Direct)	511	22,377	592
15	Employed 2nd Qtr After Exit	90%	46%	20%
16	Employed 4th Qtr After Exit	90%	52%	9%
	17 Average Days to Employment	145	238	215
	17a DJP Average Days to Employment	60	110	165
	17b Obtained Average Days to Employment	167	266	222
18	Employment Average Wage	\$14.58	\$11.20	\$10.54
19	Cost Per Placement	\$1,675.23	\$439.61	\$1,198.63
20	Net Economic Benefit	\$28,067.97	\$22,848.47	\$20,719.79
21	Return on the Investment	\$16.75	\$52.05	\$17.29

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Youth Co-Op

Homestead center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	100.0%
2	Training Completion Placement Rate	70%	91.36%	100.0%
3	Training Related Placements	70%	94.59%	90.0%
4	Number of Training Enrollments	84	847	61
5	CAP Participation Rate	50%	31.24%	43.41%
6	CAP Entered Employment Rate	40%	40.83%	50.0%
7	WP Entered Employment Rate	50%	26.97%	37.11%
8	Short-Term Veterans EER	50%	14.78%	38.71%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	926	10,798	608
11	Employer Services (Level 1)	588	7,174	417
12	Jobs Openings Filled Rate	65%	42.47%	82.12%
13	Referral Job Skills Match Average	80%	89.44%	92.51%
Outcome Measures				
14	Employment (Obtained and Direct)	2,702	22,377	2,113
15	Employed 2nd Qtr After Exit	90%	46%	40%
16	Employed 4th Qtr After Exit	90%	52%	59%
	17 Average Days to Employment	145	238	159
	17a DJP Average Days to Employment	60	110	62
	17b Obtained Average Days to Employment	167	266	227
18	Employment Average Wage	\$14.58	\$11.20	\$9.11
19	Cost Per Placement	\$523.83	\$439.61	\$341.47
20	Net Economic Benefit	\$29,219.37	\$22,848.47	\$18,600.67
21	Return on the Investment	\$55.78	\$52.05	\$54.47

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Youth Co-Op

Little Havana center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	100.0%
2	Training Completion Placement Rate	70%	91.36%	100.0%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	98	847	56
5	CAP Participation Rate	50%	31.24%	37.23%
6	CAP Entered Employment Rate	40%	40.83%	32.76%
7	WP Entered Employment Rate	50%	26.97%	27.83%
8	Short-Term Veterans EER	50%	14.78%	20.27%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	1,077	10,798	1,144
11	Employer Services (Level 1)	684	7,174	603
12	Jobs Openings Filled Rate	65%	42.47%	25.01%
13	Referral Job Skills Match Average	80%	89.44%	88.23%
Outcome Measures				
14	Employment (Obtained and Direct)	3,143	22,377	2,237
15	Employed 2nd Qtr After Exit	90%	46%	58%
16	Employed 4th Qtr After Exit	90%	52%	47%
	17 Average Days to Employment	145	238	223
	17a DJP Average Days to Employment	60	110	97
	17b Obtained Average Days to Employment	167	266	239
18	Employment Average Wage	\$14.58	\$11.20	\$10.74
19	Cost Per Placement	\$528.54	\$439.61	\$410.13
20	Net Economic Benefit	\$29,214.66	\$22,848.47	\$21,924.49
21	Return on the Investment	\$55.27	\$52.05	\$53.46

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CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Youth Co-Op

Northside center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	79.17%
2	Training Completion Placement Rate	70%	91.36%	100.0%
3	Training Related Placements	70%	94.59%	100.0%
4	Number of Training Enrollments	119	847	128
5	CAP Participation Rate	50%	31.24%	41.02%
6	CAP Entered Employment Rate	40%	40.83%	34.19%
7	WP Entered Employment Rate	50%	26.97%	32.44%
8	Short-Term Veterans EER	50%	14.78%	7.65%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	1,357	10,798	1,158
11	Employer Services (Level 1)	862	7,174	668
12	Jobs Openings Filled Rate	65%	42.47%	42.62%
13	Referral Job Skills Match Average	80%	89.44%	83.95%
Outcome Measures				
14	Employment (Obtained and Direct)	3,955	22,377	1,917
15	Employed 2nd Qtr After Exit	90%	46%	59%
16	Employed 4th Qtr After Exit	90%	52%	84%
	17 Average Days to Employment	145	238	298
	17a DJP Average Days to Employment	60	110	172
	17b Obtained Average Days to Employment	167	266	318
18	Employment Average Wage	\$14.58	\$11.20	\$10.55
19	Cost Per Placement	\$522.08	\$439.61	\$585.73
20	Net Economic Benefit	\$29,221.12	\$22,848.47	\$21,358.89
21	Return on the Investment	\$55.97	\$52.05	\$36.47

CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Youth Co-Op

Perrine center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	84.09%
2	Training Completion Placement Rate	70%	91.36%	100.0%
3	Training Related Placements	70%	94.59%	93.75%
4	Number of Training Enrollments	112	847	132
5	CAP Participation Rate	50%	31.24%	39.31%
6	CAP Entered Employment Rate	40%	40.83%	42.63%
7	WP Entered Employment Rate	50%	26.97%	18.83%
8	Short-Term Veterans EER	50%	14.78%	10.19%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	1,326	10,798	1,363
11	Employer Services (Level 1)	842	7,174	1,173
12	Jobs Openings Filled Rate	65%	42.47%	58.79%
13	Referral Job Skills Match Average	80%	89.44%	90.45%
Outcome Measures				
14	Employment (Obtained and Direct)	3,864	22,377	3,383
15	Employed 2nd Qtr After Exit	90%	46%	80%
16	Employed 4th Qtr After Exit	90%	52%	78%
	17 Average Days to Employment	145	238	279
	17a DJP Average Days to Employment	60	110	115
	17b Obtained Average Days to Employment	167	266	343
18	Employment Average Wage	\$14.58	\$11.20	\$11.56
19	Cost Per Placement	\$520.27	\$439.61	\$335.08
20	Net Economic Benefit	\$29,222.93	\$22,848.47	\$23,707.43
21	Return on the Investment	\$56.17	\$52.05	\$70.75

CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 1/31/2018

Youth Co-Op

West Dade center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	90.19%	94.44%
2	Training Completion Placement Rate	70%	91.36%	100.0%
3	Training Related Placements	70%	94.59%	80.0%
4	Number of Training Enrollments	147	847	91
5	CAP Participation Rate	50%	31.24%	48.79%
6	CAP Entered Employment Rate	40%	40.83%	42.2%
7	WP Entered Employment Rate	50%	26.97%	23.15%
8	Short-Term Veterans EER	50%	14.78%	26.67%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	1,534	10,798	1,206
11	Employer Services (Level 1)	975	7,174	777
12	Jobs Openings Filled Rate	65%	42.47%	64.58%
13	Referral Job Skills Match Average	80%	89.44%	96.14%
Outcome Measures				
14	Employment (Obtained and Direct)	4,473	22,377	3,413
15	Employed 2nd Qtr After Exit	90%	46%	66%
16	Employed 4th Qtr After Exit	90%	52%	70%
	17 Average Days to Employment	145	238	232
	17a DJP Average Days to Employment	60	110	110
	17b Obtained Average Days to Employment	167	266	239
18	Employment Average Wage	\$14.58	\$11.20	\$11.97
19	Cost Per Placement	\$530.24	\$439.61	\$345.77
20	Net Economic Benefit	\$29,212.96	\$22,848.47	\$24,558.07
21	Return on the Investment	\$55.09	\$52.05	\$71.02



SFWIB PERFORMANCE COUNCIL

DATE: 2/15/2018

AGENDA ITEM NUMBER: 5

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) 2017-2018 Consumer Report Card table, dated October 6, 2017, indicates that the South Florida Workforce Investment Board generated \$1,962,753.80 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$3.29. Ninety-three percent of training services participants completed classroom training. Of those completing training, ninety-one percent have obtained employment with an average wage of \$16.63. Ninety-four percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$26,523.70.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2017 - 06/30/2018

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		
Compu-Med Vocational Career Corp - Hialeah	3	3	3	100.00 %	3	100.00 %	\$ 3,046.08	\$ 9,138.23	\$ 3,046.08	\$ 8.10	\$ 16,848.00	\$ 13,801.92	\$ 4.53
Compu-Med Vocational Careers Corp - Miami	1	1	1	100.00 %	1	100.00 %	\$ 1,061.10	\$ 1,061.10	\$ 1,061.10	\$ 10.00	\$ 20,800.00	\$ 19,738.90	\$ 18.60
Dade Institute of Technology - Main Campus	3	3	2	66.67 %	2	100.00 %	\$ 4,591.67	\$ 13,775.00	\$ 6,887.50	\$ 14.79	\$ 30,763.20	\$ 23,875.70	\$ 3.47
Florida Vocational Institute	3	3	3	100.00 %	2	66.67 %	\$ 8,070.58	\$ 24,211.75	\$ 8,070.58	\$ 10.42	\$ 21,666.67	\$ 13,596.08	\$ 1.68
Life-Line Med Training -Main Campus	1	1	1	100.00 %	1	100.00 %	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 12.00	\$ 24,960.00	\$ 19,960.00	\$ 3.99
Management Resources College	3	3	3	100.00 %	3	100.00 %	\$ 3,318.25	\$ 9,954.75	\$ 3,318.25	\$ 24.83	\$ 51,653.33	\$ 48,335.08	\$ 14.57
Metropolitan Trucking and Technical Institute	7	4	2	50.00 %	2	100.00 %	\$ 1,809.11	\$ 7,236.43	\$ 3,618.22	\$ 21.56	\$ 44,844.80	\$ 41,226.58	\$ 11.39
Miami-Dade College	4	2	1	50.00 %	1	100.00 %	\$ 2,335.10	\$ 4,670.19	\$ 4,670.19	\$ 12.00	\$ 24,960.00	\$ 20,289.81	\$ 4.34
New Horizons	28	28	26	92.86 %	25	96.15 %	\$ 9,285.71	\$ 260,000.00	\$ 10,000.00	\$ 16.95	\$ 35,256.80	\$ 25,256.80	\$ 2.53
Sullivan & Cogliano Training Centers, Inc. Kendall	3	3	3	100.00 %	3	100.00 %	\$ 6,604.67	\$ 19,814.00	\$ 6,604.67	\$ 11.32	\$ 23,552.53	\$ 16,947.87	\$ 2.57
The Academy -- Fort Lauderdale Campus	1	1	1	100.00 %	1	100.00 %	\$ 7,029.99	\$ 7,029.99	\$ 7,029.99	\$ 24.29	\$ 50,523.20	\$ 43,493.21	\$ 6.19
The Academy -- Miami Campus	29	28	27	96.43 %	25	92.59 %	\$ 9,243.05	\$ 258,805.48	\$ 9,585.39	\$ 17.85	\$ 37,128.77	\$ 27,543.38	\$ 2.87
The CDL School, Inc.	1	1	1	100.00 %	1	100.00 %	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 13.00	\$ 27,040.00	\$ 25,790.00	\$ 20.63
	87	81	74	91.36 %	70	94.59 %	\$ 7,371.12	\$ 597,060.77	\$ 8,068.39	\$ 16.63	\$ 34,592.09	\$ 26,523.70	\$ 3.29



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/15/2018

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: CAREERSOURCE SOUTH FLORIDA CUSTOMER SERVICE SURVEY

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The South Florida Workforce Investment Board (SFWIB) monitors the performance of contracted service providers to ensure accuracy in reporting and compliance with all applicable laws and regulations. Recent events in other Workforce Development Areas (WDA) prompted SFWIB staff to re-evaluate the manner in which Direct Job Placements (DJP) are monitored as well as to ensure jobseekers are receiving quality services.

An analysis was conducted and shows that although contracted service providers are being correctly monitored to ensure federal compliance for DJP; the SFWIB did not monitor the accuracy of the services being recorded.

As a result, the following measures will be implemented to monitor staff assisted services that are recorded in association with a job placement:

- The Balanced Scorecard details page lists specific information related to each DJP. Therefore, the details page will be adjusted to display the date and the type of service last recorded prior to placement. The system will automatically flag all placements in which the registration, service, referral and placement dates are made within five calendar days. All future placements will be manually reviewed for accuracy and the services provided.
- For each Direct Job Placement recorded in the Employ Florida Marketplace, a survey will be automatically generated through the SFWIB computer system and emailed to jobseekers. The survey will be populated with job placement information specific to a jobseeker and asked four basic questions:
 1. Did you receive services at the designated CareerSource center location either in person or over the phone?
 2. Did the CareerSource center staff (staff member's name) provide you with a referral to this job?
 3. Were you satisfied with the services provided to you at the designated CareerSource center location?

4. Would you recommend CareerSource South Florida to other jobseekers?

If a response is not received within 48 hours, the system will automatically initiate a “robotic” call to the jobseeker advising them of the survey and requesting their feedback. The surveys are being sent to ensure a jobseeker actually received a referral, jobseeker satisfaction, and to ensure that the service providers are not obtaining placement information through inappropriate means.

The newly implemented processes are part of the SFWIB Strategic Plan to continuously improve accountability and service delivery within WDA 23.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Employment (Obtained and Direct)

Date Range From: 1/1/2018 To 1/29/2018

Career Center	First Name	Last Name	Days To Hire	Service Code	Staff	Placement Type	DJP Type	Company Name	Service Prior to Referral	WP Participation	Referral Date	Hire Date	Wage
Transition Offender Service center	Aaron	Hines	26	750	callowayd2	DJP	Offender	LA PROVENCE FRENCH BAKERY - WHOLESale LLC	113 Job Far	1/9/2018	1/9/2018	1/9/2018	10.00
Hialeah Downtown center	ABDIEL	RAMOS	4	750	reyese01	DJP	Universal	LIMOUSINES OF SOUTH FLORIDA, INC. - LSF SHUTTER	115 Resume Prep	1/8/2018	1/8/2018	1/8/2018	11.6
Perrine center	Abiel	Pelegrin	823	883	NEWHIREIMP ORT	OE		SOUTH EAST EMPLOYEE LEASING INC				1/5/2018	
Florida Keys center	Abigail	Barrett		883	NEWHIREIMP ORT			NICK_S NO NAME PUB, INC.				10/15/2017	
West Dade center	Abigail	Porter	216	750	morrism2	DJP	Universal	ALLIED BARTON SECURITY SERVICES DBA ALLIED UNIVERSAL				12/13/2017	12.00
Miami Beach center	ABIGAIL	SNYDER		883	NEWHIREIMP ORT	OE		MIAMI-DADE COUNTY PUBLIC SCHOOLS				1/17/2018	
Perrine center	Abner	Guzman	75	750	PONTER	DJP	WIA Adult/DW	SKY SHINE ENTERPRISES, LLC				12/27/2017	10.00
Perrine center	Abraham	Lopez	0	881	NEWHIREIMP ORT	OE		GROVE SERVICES INC				11/6/2017	
Perrine center	Ada	Grimal	222	883	NEWHIREIMP ORT			PALM AVE COIN LAUNDRY LLC				1/16/2018	
Carol City center	ADALBERTO	PEREZ	99	881	CSSFNHIMPO RT			R C HOME SHOWCASE INC				12/1/2017	
Carol City center	ADALGISA	GUEVARA	113	881	NEWHIREIMP ORT	OE		TED BAKER LIMITED				11/16/2017	



SFWIB PERFORMANCE COUNCIL

DATE: 2/15/2018

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: PERFORMANCE MONITORING FOR CAREERSOUTH SOUTH FLORIDA OPERATED CENTERS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to recommend to the Board to expand the contract with Anthony Brunson P.A. for Career Center Performance Monitoring for CareerSource South Florida operated centers, not to exceed \$70,000 as set forth below

STRATEGIC GOAL: **STRENGTHEN THE ONE-STOP DELIVERY SYSTEM**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

At its December 14, 2017 meeting, the South Florida Workforce Investment Board (SFWIB) approved to temporarily provide direct employment and training services for six Career Source locations. The approval were the result of United Migrant Opportunity Services/UMOS Inc. (UMOS) and Cuban American National Council, Inc. (CANC) notifying the SFWIB of the decision to terminate their respective contracts in Workforce Development Area 23.

Of the six CareerSource locations, four (Carol City, Opa-Locka, Key Largo, and Key West) were previously operated by UMOS and two (North Miami Beach and Miami Beach) by CANC.

Currently, the SFWIB Quality Assurance Unit monitors the placements and performance of all Service Providers currently operating the other nine CareerSource locations operating by the SFWIB, an outside auditor is required.

As a result, SFWIB staff recommends contracting with Anthony Brunson, P.A. whose contract extension was approved at the December 14, 2017 meeting, to include services for monitoring and authenticating the placements made by the CareerSource locations operating by the SFWIB. The negotiated rate would be at \$78 per hour, up to \$70,000 if services are required until the end of the fiscal year.

The item was brought before the Executive Committee at the 02/08/2018 meeting as an information item since negotiations were still underway at the time. SFWIB staff recommends the approval to contract with Anthony Brunson, P.A. for SFWIB career center performance mon

FUNDING: Workforce Innovation and Opportunity Act Adult, Dislocated Worker, Welfare Transition/TANF, Reemployment Services and Eligibility Assessment, Wagner Peyser.

PERFORMANCE: N/A

NO ATTACHMENT