



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
Thursday, April 19, 2018  
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
  - A. April 20, 2017
  - B. June 15, 2017
  - C. August 17, 2017
  - D. October 19, 2017
  - E. December 14, 2017
  - F. February 15, 2018
3. Information – Refugee Performance Overview
4. Information – Monthly Placement Report Update
5. Information – Direct Job Placement Report
6. Information – Consumer Report Card

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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: April 19, 2018 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

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

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> <li>1. Clayton, Lovey</li> <li>2. Gaber, Cynthia, Vice - Chairwoman</li> <li>3. Rod, Denis</li> </ol>	<p>Brito, Hilma – <i>Arbor E &amp; 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><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>4. Chi, Joe</li> <li>5. Diggs, Bill</li> <li>6. Garza, Maria, Chairwoman</li> <li>7. Huston, Albert Jordan, Comm. Barbara</li> <li>8. Manrique, Carlos</li> <li>9. Regueiro, Maria</li> </ol>	<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><b>SFW STAFF</b>          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: April 19, 2018, 2016 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

June 15, 2017 at 8:00am  
 Doubletree Miami Airport Hotel -  
 Convention Center  
 711 NW 72<sup>nd</sup> 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><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>4. Chi, Joe            5. Clayton, Lovey            6. Diggs, Bill            7. Gaber, Cynthia, Vice - Chairwoman            8. Manrique, Carlos            9. Regueiro, Maria</p> <p><b>SFW STAFF</b>            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: April 19, 2018, 2016 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

August 17, 2017 at 8:00am  
 Doubletree Miami Airport Hotel -  
 Convention Center  
 711 NW 72<sup>nd</sup> Avenue  
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> <li>1. Garza, Maria, Chairwoman</li> <li>2. Rod, Denis</li> <li>3. Manrique, Carlos</li> </ol>	<p>Buitrigo, Jessica – <i>Cuban American National Council, Inc.</i></p>
<p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p>	<p>Cordori, Mkyelin – <i>Community Coalition, Inc.</i>          Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p>
<ol style="list-style-type: none"> <li>4. Chi, Joe</li> <li>5. Clayton, Lovey</li> <li>6. Diggs, Bill</li> </ol>	<p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p>
<ol style="list-style-type: none"> <li>7. Gaber, Cynthia, Vice - Chairwoman</li> <li>8. Huston, Albert</li> </ol>	<p>Martin, Marisol – <i>Youth Co-Op, Inc.</i></p>
<ol style="list-style-type: none"> <li>9. Jordan, Comm. Barbara</li> <li>10. Regueiro, Maria</li> </ol>	<p>Porro, William – <i>City of Miami</i></p>
<p><b>SFW STAFF</b></p>	<p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p>Gilbert, David          Perrin, Yian</p>	<p>Someillian, Ana – <i>Adults Mankind Organization, Inc.</i></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:** April 19, 2018, 2016 at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

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

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Clayton, Lovey</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></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><b>SFW STAFF</b>            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.



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER:** 2E

**DATE:** April 19, 2018 at 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

December 14, 2017 at 8:00am  
 Doubletree Miami Airport Hotel -  
 Convention Center  
 711 NW 72<sup>nd</sup> Avenue  
 Miami, FL 33128

<b>COMMITTEE MEMBERS IN ATTENDANCE</b>	<b>OTHER ATTENDEES</b>
<ol style="list-style-type: none"> <li>1. Garza, Maria, Chairwoman</li> <li>2. Huston, Albert</li> <li>3. Manrique, Carlos</li> </ol> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>4. Clayton, Lovey</li> <li>5. Rod, Denis</li> <li>6. Chi, Joe</li> <li>7. Diggs, Bill</li> <li>8. Gaber, Cynthia, Vice - Chairwoman</li> <li>9. Jordan, Comm. Barbara</li> <li>10. Regueiro, Maria</li> </ol> <p><b>SFW STAFF</b>            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:** 2F

**DATE:** April 19, 2018 at 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

February 15, 2018 at 8:00am  
 Doubletree Miami Airport Hotel -  
 Convention Center  
 711 NW 72<sup>nd</sup> Avenue  
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> <li>1. Clayton, Lovey</li> <li>2. Rod, Denis</li> <li>3. Thurman, Karen</li> </ol> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>4. Chi, Joe</li> <li>5. Diggs, Bill</li> <li>6. Gaber, Cynthia, Vice - Chairwoman</li> <li>7. Garza, Maria, Chairwoman</li> <li>8. Huston, Albert</li> <li>9. Jordan, Comm. Barbara</li> <li>10. Manrique, Carlos</li> <li>11. Regueiro, Maria</li> </ol> <p><b>SFW STAFF</b>            Gilbert, David            Perrin, Yian            Smith, Robert</p>	<p>Brito, Hilma – <i>Arbor E &amp; T Rescare, Inc.</i></p> <p>Butrigo, Jessica – <i>Cuban American National Council, Inc. (CNC)</i></p> <p>Flores, Oscar – <i>Compu Med</i>  <i>Cuban American National Council, Inc. (CNC)</i></p>

**1. Call to Order and Introductions**

Dr. Denis Rod called the meeting to order at 8:30a.m, on behalf of absent Chairwoman Maria Garza. He asked all those present introduce themselves and Mr. Lovey Clayton noted that a quorum had not been achieved.

Dr. Denis Rod gave a special commendation and speech regarding the level of service provided by Disabled Veterans Outreach Program (DVOP) Specialist, Ms. Makissa Lewis of the Little Havana Center. She thanked CSSF for her outstanding service.

There was continued discussion.

**2. Performance Council Meeting Minutes**

**2.a Approval of April 20, 2017, June 15, 2017, August 17, 2017, October 19, 2017 and December 14, 2017**

Deferred due to lack of quorum

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

Department of Economic Opportunity (DEO) Manager Yian Perrin introduced and read the item into record:

A total of 1,712 refugee job seekers were placed into employment from October 1, 2017 to January 31, 2018 in comparison to 2,677 for the same period last year resulted in a decrease of 36%. Additionally, 2,178 refugee job seekers enrolled in the RET Program (year to date).

No further questions or discussions.

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

SFWIB Adults Program Manager David Gilbert introduced and read the item into record noting the following:

- 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 (1) of the 14 Workforce Services Contracts have met or exceeded their minimum YTD Job Placements standard: Transition, Inc.
- One (1) of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard: Transition, Inc.

Ms. Thurman questioned why the majority aren't meeting or exceeding performance. Mr. Gilbert further explained it was possibly due to the recent storm as well as the decreased number of exits (a total of 78,000).

There was continued discussion.

Mr. Gilbert additionally reviewed with the Council the Balanced scorecard report for the period of 7-1-2017 to 1-31-2018.

**5. Information– Consumer Report Card**

Mr. Yian Perrin introduced and read the item into record.

There was continued discussion.

No further questions or discussions.

**6. Information – CSSF Automated Customer Service Survey**

Mr. Smith introduced and read the item into record.

Mr. Clayton inquired about an ocean training program and Mr. Smith provided further details regarding current partnership with Miami Dade College. Mr. Gilbert provided additional details regarding current training courses offered in the South Miami areas.

Mr. Smith continued with his presentation.

No additional questions or concerns.

**7. Recommendation as to Approval to Allocate Funds for Performance Monitoring**

Mr. Smith introduced and presented the item.

Mr. Clayton asked whether if this would be a quarterly review and Mr. Smith provided details.

Ms. Thurman requested additional details and Mr. Smith explained.

Ms. Thurman inquired about a timeline for Request for Proposals (RFP). Mr. Smith in 10 days pending approval by CSSF's Legal department.

Mr. Clayton inquired about the agency that would potential conduct the review and Mr. Smith explained.

There was continued questions and concerns of which Mr. Smith answered them.

There being no further business to come before the Board, the meeting adjourned at 8:53am.



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/19/2018

**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:**

The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of Workforce Development Area (WDA) 23 service partners. The report for Program Year 2017-2018, is from October 1, 2018 through March 31, 2018.

The South Florida Workforce Investment Board's contract with the Department of Children and Families (DCF) requires 604 monthly placements with an annual goal of 7,248. The WDA's RET Balanced Scorecard Job Placements through March 31, 2018, shows the WDA had a total of 2,837 job placements, which is six percent below the maximum standard.

- Four of the seven Workforce Services contracts have met or exceeded the maximum Year-to-Date (YTD) Job Placement standard: Community Coalition, Miami Beach Latin Chamber of Commerce, Lutheran Services Florida, and Youth –Co-op.

Service Providers who did not meet the minimum performance standards have been placed on a Corrective Action Plan to correct the placement deficiencies by September 30, 2018

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# CSSF RET PERFORMANCE OVERVIEW REPORT

Report Date: 10/1/2017 To 03/31/2018

Employment									
Location	Standard Monthly	Maximum	YTD Goal	Center	YTD % of Goal	Actual Vs Goal	Monies Unearned	Avg. Cost Per	# Placements short based on
AMO	98	115	575	570	99%	5	\$ 2,315.00	\$ 1,252.64	2
Arbor E&T, LLC	48	57	285	279	98%	6	\$ -	\$ 1,280.76	0
CANC	48	56	280	282	101%	0	\$ -	\$ 1,263.23	0
Community Coalition	42	49	245	215	88%	30	\$ 33,675.00	\$ 1,305.71	1
Lutheran Services	120	141	705	658	93%	47	\$ 36,556.00	\$ 1,259.38	29
Miami Beach Latin Chamber	13	15	75	60	80%	15	\$ 28,665.00	\$ 1,034.20	28
Youth Co-Op	145	171	855	773	90%	82	\$ 106,335.00	\$ 1,252.33	85
<b>Region</b>	<b>514</b>	<b>604</b>	<b>3,020</b>	<b>2,837</b>	<b>94%</b>	<b>183</b>	<b>\$ 207,546.00</b>	<b>\$ 1,235.46</b>	<b>145</b>



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/19/2018

**AGENDA ITEM NUMBER:** 4

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES MONTHLY PLACEMENT REPORT 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 Monthly Placement Actuals Report tracks the Workforce Development Area (WDA) 23 Direct Job Placements (DJP), Obtained Employment (OE) placements and the overall number of placements. The Monthly Placement Year-to-Date (YTD) summary for Program Year 2017-2018, is from July 1, 2017 through March 31, 2018.

The region's Monthly Placement Report shows the Region had a total of 26,037 job placements; 7,860 were DJP and 18,177 were OE.

- The average DJP rate is 30 percent, two percent lower than the targeted goal. To date, CareerSource South Florida centers achieved and/or exceeded the DJP rate in five of the previous nine months.

The following attachment displays the aforementioned information by month for the current program year.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# DJPOE Analysis - Monthly Placement Actuals

Fiscal Period: Jul 2017 to Apr 2018

Location	JULY			AUGUST			SEPTEMBER			OCTOBER			NOVEMBER			DECEMBER			JANUARY			FEBRUARY			MARCH			AVERAGE		
	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs
Hialeah Downtown	522	341	181	445	280	165	351	204	147	360	216	144	260	103	157	293	148	145	238	117	121	188	73	115	247	137	110	323	180	143
City of Miami	335	245	90	273	226	47	210	203	7	189	150	39	143	107	36	127	107	20	114	74	40	55	26	29	104	86	18	172	136	36
Carol City	378	368	10	327	321	6	258	252	6	239	235	4	127	110	17	137	111	26	92	71	21	69	56	13	149	132	17	197	184	13
Florida Keys	74	69	5	84	64	20	52	42	10	71	47	24	65	28	37	67	54	13	66	57	9	34	23	11	103	82	21	68	52	17
Miami Beach	58	58	0	80	68	12	50	50	0	54	49	5	26	22	4	68	52	16	62	35	27	40	34	6	82	64	18	58	48	10
North Miami Beach	373	291	82	292	269	23	257	252	5	287	268	19	178	143	35	182	155	27	151	111	40	115	80	35	198	154	44	226	191	34
Opa Locka	68	68	0	52	51	1	40	37	3	58	51	7	35	31	4	55	38	17	38	28	10	19	14	5	55	41	14	47	40	7
South Miami	68	65	3	68	62	6	55	52	3	78	49	29	29	23	6	57	33	24	30	14	16	36	14	22	79	23	56	56	37	18
Transition	99	66	33	113	78	35	87	64	23	80	43	37	59	19	40	84	49	35	71	41	30	64	20	44	96	59	37	84	49	35
Homestead	341	223	118	335	222	113	211	185	26	324	203	121	311	114	197	328	98	230	263	67	196	218	53	165	196	79	117	281	138	143
Little Havana	555	397	158	478	365	113	314	281	33	365	244	121	176	100	76	211	132	79	159	86	73	115	48	67	150	97	53	280	194	86
Northside	367	333	34	395	278	117	258	237	21	308	181	127	181	97	84	218	145	73	193	100	93	134	79	55	196	145	51	250	177	73
Perrine	615	502	113	604	436	168	423	377	46	668	370	298	487	234	253	400	230	170	192	141	51	164	80	84	212	153	59	418	280	138
West Dade	756	586	170	683	548	135	475	420	55	507	397	110	328	173	155	443	257	186	241	142	99	154	86	68	313	203	110	433	312	121
<b>Total</b>	<b>4,609</b>	<b>3,612</b>	<b>997</b>	<b>4,229</b>	<b>3,268</b>	<b>961</b>	<b>3,041</b>	<b>2,656</b>	<b>385</b>	<b>3,588</b>	<b>2,503</b>	<b>1,085</b>	<b>2,405</b>	<b>1,304</b>	<b>1,101</b>	<b>2,670</b>	<b>1,609</b>	<b>1,061</b>	<b>1,910</b>	<b>1,084</b>	<b>826</b>	<b>1,405</b>	<b>686</b>	<b>719</b>	<b>2,180</b>	<b>1,455</b>	<b>725</b>	<b>2,893</b>	<b>2,020</b>	<b>873</b>
		DJP %	22%		DJP %	23%		DJP %	13%		DJP %	30%		DJP %	46%		DJP %	40%		DJP %	43%		DJP %	51%		DJP %	33%		DJP %	30%



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/19/2018

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES DIRECT JOB PLACEMENT REPORT 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 Direct Job Placement Obtained Employment Report (DJPOE) tracks the region's Direct Job Placements (DJP), Obtained Employment (OE) placements and the breakdown of the Workforce Innovation Opportunity Act (WIOA) "hard-to-serve" categories. The DJPOE Year-to-Date (YTD) summary for Program Year 2017-2018, is from July 1, 2017 through March 31, 2018.

The Workforce Development Area (WDA) DJPOE Report shows a total of 7,680 DJP. Of those, 6,443 were universal placements, 938 were Adult Dislocated Worker placements and 493 were from the "hard-to-serve" categories. To date, only 6.4 percent of WIOA placements have been in the "hard-to-serve" category.

SFWIB staff continues to work with CareerSource South Florida (CSSF) center staff to target and provide greater assistance to the "hard-to-serve" community. Referral and placement goals have been provided CSSF center staff in each of the "hard-to-serve" categories. Additionally, the SFWIB contracts pay more for the hardest-to-serve.

Please note that jobseekers who fall under multiple categories will automatically default to the highest paying category.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



## CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 3/31/2018

Location	Direct Job Placement			Direct Job Placement by Type																Max Earned	Earned	% Earned	OE %	DJP %
				WIOA Individualized																				
	1Qrt	>1Qrt	Tot	Universal		Adult/DW		Job Seekers with Disability		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP						
Hialeah Downtown	1,145	140	1,285	976	85	138	39	0	0	0	0	2	20	0	11	14	0	0	\$700,407	\$653,900	93.4%	55.75%	44.25%	
City of Miami	277	49	326	249	28	17	6	0	0	0	0	6	12	2	2	3	2	0	0	\$578,382	\$172,250	29.8%	78.97%	21.03%
Carol City	95	25	120	78	17	12	7	0	0	0	0	1	1	3	0	1	0	0	0	\$835,700	\$114,400	13.7%	93.24%	6.76%
Florida Keys	130	20	150	118	13	6	4	0	0	0	0	1	0	3	1	2	2	0	0	\$732,144	\$189,500	25.9%	75.65%	24.35%
Miami Beach	73	15	88	60	11	5	3	1	0	3	0	0	1	4	0	0	0	0	0	\$330,320	\$63,475	19.2%	83.08%	16.92%
North Miami Beach	250	60	310	199	35	33	17	0	0	2	1	4	4	6	1	9	3	0	0	\$971,228	\$207,975	21.4%	84.75%	15.25%
Opa Locka	47	14	61	45	12	2	0	0	0	0	1	0	0	0	0	1	0	0	0	\$260,345	\$30,625	11.8%	85.48%	14.52%
South Miami	153	12	165	153	4	0	6	0	0	0	0	1	0	0	0	1	0	0	0	\$198,613	\$80,900	40.7%	67.00%	33.00%
Transition	251	63	314	112	28	27	11	0	1	0	0	112	23	0	0	0	0	0	0	\$364,500	\$399,175	109.5%	58.30%	41.70%
Homestead	1,209	73	1,282	1,168	55	27	11	0	0	0	0	5	4	5	0	5	4	0	0	\$677,268	\$482,225	71.2%	49.27%	50.73%
Little Havana	656	117	773	452	66	172	44	1	0	0	0	8	6	15	0	9	1	0	0	\$787,914	\$459,675	58.3%	69.37%	30.63%
Northside	546	108	654	415	55	83	22	0	0	0	1	17	15	12	1	21	17	0	0	\$992,467	\$412,375	41.6%	70.95%	29.05%
Perrine	1,090	152	1,242	1,009	114	59	23	0	0	0	0	3	4	14	0	5	12	0	0	\$969,855	\$497,900	51.3%	66.99%	33.01%
West Dade	903	184	1,087	762	125	111	49	0	0	0	1	5	7	19	0	6	2	0	0	\$1,122,136	\$505,500	45.0%	72.14%	27.86%
<b>Total</b>	<b>6,825</b>	<b>1,032</b>	<b>7,857</b>	<b>5,796</b>	<b>648</b>	<b>692</b>	<b>242</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>162</b>	<b>80</b>	<b>103</b>	<b>5</b>	<b>72</b>	<b>59</b>	<b>0</b>	<b>0</b>	<b>\$9,521,279</b>	<b>\$4,269,875</b>	<b>44.8%</b>	<b>69.82%</b>	<b>30.18%</b>
		<b>% of DJP</b>		<b>73.8%</b>	<b>8.2%</b>	<b>8.8%</b>	<b>3.1%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.1%</b>	<b>0.1%</b>	<b>2.1%</b>	<b>1.0%</b>	<b>1.3%</b>	<b>0.1%</b>	<b>0.9%</b>	<b>0.8%</b>	<b>0.0%</b>	<b>0.0%</b>					



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/19/2018

**AGENDA ITEM NUMBER:** 6

**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 April 5, 2018, indicates that the South Florida Workforce Investment Board generated \$3,028,606.42 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$3.72. Eighty-eight percent of training services participants completed classroom training. Of those completing training, ninety-one percent have obtained employment with an average wage of \$16.95. Ninety-five percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$27,785.38.

**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	Total Expenditure	Average Wage	Average Economic		
Advanced Technical Centers	4	-	-	0.00 %	-	0.00 %	\$ 2,255.71	-	-	-	-	-	-
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	4	4	3	75.00 %	3	100.00 %	\$ 5,656.25	\$ 22,625.00	\$ 7,541.67	\$ 14.86	\$ 30,908.80	\$ 23,367.13	\$ 3.10
Florida Vocational Institute	5	5	4	80.00 %	3	75.00 %	\$ 6,540.10	\$ 32,700.50	\$ 8,175.13	\$ 10.38	\$ 21,580.00	\$ 13,404.88	\$ 1.64
Life-Line Med Training -Main Campus	2	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	15	10	5	50.00 %	5	100.00 %	\$ 1,493.69	\$ 14,936.91	\$ 2,987.38	\$ 18.65	\$ 38,800.32	\$ 35,812.94	\$ 11.99
Miami-Dade College	5	2	1	50.00 %	1	100.00 %	\$ 2,095.58	\$ 4,191.16	\$ 4,191.16	\$ 12.00	\$ 24,960.00	\$ 20,768.84	\$ 4.96
New Horizons	33	33	31	93.94 %	30	96.77 %	\$ 8,787.88	\$ 290,000.00	\$ 9,354.84	\$ 18.01	\$ 37,464.15	\$ 28,109.32	\$ 3.00
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	3	3	3	100.00 %	3	100.00 %	\$ 9,010.00	\$ 27,029.99	\$ 9,010.00	\$ 17.56	\$ 36,531.73	\$ 27,521.74	\$ 3.05
The Academy -- Miami Campus	50	47	46	97.87 %	43	93.48 %	\$ 9,007.71	\$ 423,362.40	\$ 9,203.53	\$ 17.95	\$ 37,331.03	\$ 28,127.50	\$ 3.06
The CDL School, Inc.	5	5	5	100.00 %	5	100.00 %	\$ 1,750.00	\$ 8,750.00	\$ 1,750.00	\$ 13.00	\$ 27,040.00	\$ 25,290.00	\$ 14.45
	136	120	109	90.83 %	104	95.41 %	\$ 6,789.45	\$ 814,734.01	\$ 7,474.62	\$ 16.95	\$ 35,260.01	\$ 27,785.38	\$ 3.72