SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, August 15, 2019
8:00 A.M.

Big Brothers Big Sisters of 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
   F. February 15, 2018
   G. April 19, 2018
   H. June 21, 2018
   I. August 16, 2018
   J. October 18, 2018
   K. December 13, 2018
   L. February 21, 2019
   M. April 18, 2019
   N. June 25, 2019
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Workforce Services Balanced Score Card Report Update
5. Information – Consumer Report Card Update
6. Recommendation as to Approval to Renew Existing Refugee Services Contracts for Program Year 2019-2020

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

PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2A

DATE: August 15, 2019 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
1. Clayton, Lovey 2. Gaber, Cynthia, Vice - Chairwoman 3. Rod, Denis **COMMITTEE MEMBERS NOT IN ATTENDANCE** 4. Chi, Joe 5. Diggs, Bill 6. Garza, Maria, Chairwoman 7. Huston, Albert Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria **SFW STAFF** Perrin, Yian Smith, Robert	Brito, Hilma – *Arbor E & T Rescare, Inc.* Buitrigo, Jessica - *Cuban American National Council Inc. (CNC)* *Castillo, Alicia – Adults Mankind Organization, Inc. (AMO)* Costas, Jorge – *Youth Co-Op, Inc.* Lopez, Sonia - *Cuban American National Council Inc. (CNC)* Mendez, Jesse – *Community Coalition, Inc.* Sellers, Robert – *City of Miami Center* Velez, Paulina – *Youth Co-Op, Inc.*

Agenda items are displayed in the order they were discussed.

1. **Call to Order and Introductions**

Performance Council Vice-Chairwoman Cyntha 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: August 15, 2019 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
1. Garza, Maria, Chairwoman 2. Huston, Albert Jordan, Comm. Barbara 3. Rod, Denis **COMMITTEE MEMBERS NOT IN ATTENDANCE** 4. Chi, Joe 5. Clayton, Lovey 6. Diggs, Bill 7. Gaber, Cynthia, Vice - Chairwoman 8. Manrique, Carlos 9. Regueiro, Maria **SFW STAFF** Perrin, Yian Smith, Robert	

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: August 15, 2019 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
1. Garza, Maria, Chairwoman 2. Rod, Denis 3. Manrique, Carlos **COMMITTEE MEMBERS NOT IN ATTENDANCE** 4. Chi, Joe 5. Clayton, Lovey 6. Diggs, Bill 7. Gaber, Cynthia, Vice - Chairwoman 8. Huston, Albert 9. Jordan, Comm. Barbara 10. Regueiro, Maria **SFW STAFF** Gilbert, David Perrin, Yian	Buitrigo, Jessica – *Cuban American National Council, Inc.* Cordori, Mkyelin – *Community Coalition, Inc.* Farinas, Irene – *Adults Mankind Organization, Inc.* Felipe, Daniel – *Cuban American National Council Inc.* Martin, Marisol – *Youth Co-Op, Inc.* Porro, William – *City of Miami* Sante, Alicia – *Youth Co-Op, Inc.* Someillian, Ana – *Adults Mankind Organization, Inc.* Taylor, Kelvin – *Cuban American National Council, Inc.*

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 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: August 15, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES **(REVISED)**

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

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: August 15, 2019 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
1. Garza, Maria, Chairwoman 2. Huston, Albert 3. Manrique, Carlos **COMMITTEE MEMBERS NOT IN ATTENDANCE** 4. Clayton, Lovey 5. Rod, Denis 6. Chi, Joe 7. Diggs, Bill 8. Gaber, Cynthia, Vice - Chairwoman 9. Jordan, Comm. Barbara 10. Regueiro, Maria **SFW STAFF** Gilbert, David Perrin, Yian Smith, Robert	Manning, Ann – *Transition, Inc.* Salado, Malin – *Transition, Inc.*

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 8:30a.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: August 15, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

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

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Clayton, Lovey 2. Rod, Denis 3. Thurman, Karen **COMMITTEE MEMBERS NOT IN ATTENDANCE** 4. Chi, Joe 5. Diggs, Bill 6. Gaber, Cynthia, Vice - Chairwoman 7. Garza, Maria, Chairwoman 8. Huston, Albert 9. Jordan, Comm. Barbara 10. Manrique, Carlos 11. Regueiro, Maria **SFW STAFF** Gilbert, David Perrin, Yian Smith, Robert	Brito, Hilma – *Arbor E & T Rescare, Inc.* Butrigo, Jessica – *Cuban American National Council, Inc. (CNC)* Flores, Oscar – *Compu Med* *Cuban American National Council, Inc. (CNC)*

Agenda items are displayed in the order they were discussed.

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, 2008 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.

PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2G

DATE: August 15, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

April 18, 2018 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Garza, Maria, Chairwoman 2. Huston, Albert 3. Manrique, Carlos **COMMITTEE MEMBERS NOT IN ATTENDANCE** 1. Chi, Joe 2. Clayton, Lovey 3. Diggs, Bill 4. Gaber, Cynthia, Vice - Chairwoman 5. Jordan, Comm. Barbara 6. Regueiro, Maria 7. Rod, Denis **SFW STAFF** Gilbert, David Perrin, Yian Smith, Robert	B. Jessy – *Cuban National Council, Inc.* Farinas, Irene – *Adults Mankind Organization, Inc.* Felipe, Daniel – *Cuban National Council, Inc. /South Miami* Mendez, Jessy – *Community Coalition Inc.*

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

SFWIB Adults Program Manager David Gilbert called the meeting to order at 8:30a.m, on behalf of SFWIB Chairwoman Maria Garza who was absent. He 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, October 19, 2017, December 27, 2017 and February 15, 2018

Deferred due to lack of quorum

Mr. Al Huston shared his concern regarding the amount of meeting minutes currently pending approval as a result of lack of quorum. He'd emphasized the importance of ensuring that a quorum is met at every meeting. Mr. Clayton also shared that he has received calls and email notifications regarding upcoming meetings. He wants staff to stress to members the importance of attending meetings.

There was continued discussion regarding the importance of having a quorum at every meeting.

Mr. Gilbert explained there were multiple members that confirmed as well as those tentatively confirmed.

Mr. Clayton inquired about Chairwoman Garza's absence at today's meeting.

Mr. Clayton inquired about former member Willie Carpenter.

No further questions or discussions.

3. Information- Refugee Performance Overview

Mr. Gilbert introduced the item and further presented the following information:

He noted into record that the information provided in the agenda item is one month off from current. However, corrections will be made accordingly.

For Program Year 2017-2018, October 1, 2017 through February 28, 2018:

- Department of Children and Families (DCF) holds CSF on a monthly goal of 604 and annual placement goal of 7,248. He additionally referenced a table provided in the agenda for further review.

No further questions or discussions.

4. Information– Monthly Placement Report Update

Adult Programs Supervisor Robert Smith presented the monthly placement report and read the following into record:

The monthly job placement summary for Program Year 2017-18 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 Obtained employment

- 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.

No further questions or discussions.

5. **Information– Direct Job Placement Report**

Mr. David Gilbert presented and read the item into record.

Mr. Clayton inquired about the areas with the highest placements. Staff asked whether if he requested listed by career centers. Both Mr. Gilbert responded, "Yes". He provided further details.

[Mr. Carlos Manrique arrived]

There was continued discussion regarding the number of distinct referrals.

6. **Information – Consumer Report Card**

Mr. Smith presented the item.

Mr. Clayton asked whether if there are training programs available for those interested in pursuing a career in air conditioning repairs in installation. Mr. Smith responded, "Yes" and noted that D.A Dorsey Educational Center provides air conditioning training.

Mr. Gilbert explained that more details regarding the various programs will be provided at a later date.

Mr. Huston inquired about CSSF's partnerships with the various vocational schools located in the south of Miami-Dade County to include Robert Morgan Technical Institute. He also inquired about programs provided at the South Dade Skills Center and Mr. Gilbert provided further details on OSHA 10 construction Courses NCCER trainings available through partnership with Employed Miami-Dade. He additional noted the partnerships with Miami-Dade County, Miami-Dade County Public Schools and Neighbors and Neighbors Association, Inc.

Mr. Smith provided details on where to find information related to training occupations.

Mr. Clayton inquired about registration fees and Mr. Gilbert provided details.

There being no further business to come before the Board, the meeting adjourned at 8:48am.

PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2H

DATE: August 15, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

June 21, 2018 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Garza, Maria, Chairwoman 2. Clayton, Lovey **COMMITTEE MEMBERS NOT IN ATTENDANCE** 3. Rod, Denis 4. Chi, Joe 5. Diggs, Bill 6. Gaber, Cynthia, Vice - Chairwoman 7. Huston, Albert 8. Jordan, Comm. Barbara 9. Manrique, Carlos 10. Regueiro, Maria **SFW STAFF** Gilbert, David Perrin, Yian Smith, Robert	.

Agenda items are displayed in the order they were discussed.

DRAFT

1. Call to Order and Introductions

Performance Council Chairwoman Maria Garza called the meeting to order at 8:38a.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 Performance Overview

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

4. Information– Monthly Job Placement Report

Chairwoman Maria Garza introduced the item and SFWIB Adults Program Manager further presented.

5. Information– Direct Job Placement Report

Chairwoman Maria Garza introduced the item and SFWIB Adults Program Manager further presented.

6. Information – Special Recruitment and Job Fair Standard Operating Procedures

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

7. Information Consumer Report Card

Mr. Perrin introduced and presented the item.

8. Recommendation as to Approval to Renew Existing Workforce Services Contract for Program Year 2018-19

Mr. Gilbert introduced and presented the item.

<u>The consensus of the members present moved the item to the full Board for approval.</u>

9. Recommendation as to Approval to Renew Existing Workforce Services Contract for Program Year 2018-19

Mr. Gilbert introduced and presented the item.

<u>The consensus of the members presented moved the item to the full board for approval.</u>

There being no further business to come before the Board, the meeting adjourned at 9:010am.

PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2I

DATE: August 15, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

August 16, 2018 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Garza, Maria, Chairwoman 2. Clayton, Lovey 3. Manrique, Carlos 4. Thurman, Karen **COMMITTEE MEMBERS NOT IN ATTENDANCE** 5. Rod, Denis 6. Chi, Joe 7. Diggs, Bill 8. Huston, Albert 9. Jordan, Comm. Barbara 10. Regueiro, Maria **SFW STAFF** Gilbert, David Perrin, Yian Smith, Robert	Brito, Lialiana – *Rescare, Inc.* Buitriz, Jessica – *Cuban American National Council, Inc.* *Cordovi, Mayelin – Community Coalition, Inc.* Farinas, Irene – *Adults Mankind Organizations, Inc.* Galauo, Rosaida – *Cuban National Council, Inc.* G., Monica – *Florida…* Rodriguez, Maria – *Youth Co-Op, Inc.* Mendez, Jessy – *Community Coalition, Inc.*

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 8:26a.m, asked all those present introduce themselves and noted that a quorum had not been achieved.

She thanked the audience and noted this is an open meeting via request to speak submission.

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017, December 14, 2017,Fecruary 15, 2018, April 19,2018 and June 21, 2018

Minutes 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) Yian Perrin further presented the following information:

- The Department of Children and Families (DCF) requires 604 monthly placements with an annual goal of 7, 248
- WDA's RET Balanced Scorecard Job Placements through June 30, 2018 shows WDA 23 had a total of 5, 104 job placements (6% below the maximum standard)
- Two of the seven Refugee Services contractors have met or exceeded their maximum year-to Date (YTD) Job Placement Standard: Adult Mankind and Cuban American National Council (CANC).

Ms. Garza asked whether if this was a yearly goal and Mr. Perrin responded, "Yes." She further inquired about the year ending date and Adults Program Manager David Gilbert noted that it ended September 30th. She further asked whether if there would be ample time for the others to make up their goals. Staff responded, "Yes".

Mr. Gilbert additional noted into record that several providers requested to de-obligate their funds issued by CSSF.

There was continued discussion.

Ms. Thurman shared her feedback regarding challenges with the current population. Chairwoman Garza inquired about the delay in meeting goals and Mr. Gilbert explained that

Ms. Garza asked whether if the providers shared why they were not able to meet the current goal. Mr. Gilbert responded, "Yes" then further explained.

No further questions or discussions.

4. Information– Workforce Services Balanced Scorecard Report Update

Chairwoman Garza introduced the item. Mr. Gilbert further presented. He provided further details on direct job placements.

Ms. Thurman inquired about terminology of "Hard to Serve Population" and Mr. Gilbert defined as those currently enrolled in the WIOA as being adult and dislocated, individuals with disabilities, ex-offenders, veterans, and those receiving cash assistance and/or food stamps.

Chairwoman Garza asked whether if the report can be viewed/ updated monthly. Mr. Gilbert explained that the report is real time and updated within seconds accordingly.

Chairwoman Garza later asked whether if all of the providers have access to this real time report. Mr. Gilbert responded, "Yes".

He further reviewed with the Council a WIOA report that had been attached to the agenda item of which all members received.

Ms. Thurman shared her concerns regarding the disparities between some CSSF centers. She specifically shared her concerns regarding the South Miami and Opa-Locka centers. She asked why operations are challenging at those centers versus others. Mr. Gilbert provided further details.

Mr. Gilbert additionally shared with the Council that South Miami Center will officially close its office soon.

[Mr. Carlos Manrique arrived]

Chairwoman Garza inquired about percentage goals for the hard-to-serve population. Mr. Gilbert responded, "Yes" then further explained. Mr. Gilbert provided further details.

Mr. Gilbert provided further details regarding the current population being served.

Ms. Thurman inquired about how long South Miami Center is been in business.

Mr. Gilbert continued with his report.

Mr. Manrique inquired about funding impact and Mr. Gilbert provided further details. Mr. Gilbert explained the advantages of positive funding impact.

Mr. Manrique shared his concerns.

There was continued discussion.

5. Information – Hard-to-Serve Placement Report Update

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

Ms. Thurman shared her concerns regarding the current disparities within CSSF's centers. Mr. Gilbert provided details. There was continued discussion.

Mr. Gilbert informed the Council that South Miami Center will officially close soon.

Ms. Garza asked whether if they've reached the 20% enrollment categories.

6. Information – Specialized Recruitment and Job Fair Standard Operating Procedures

Mr. Perrin presented the item.

No further questions or discussions.

7. Information- Consumer Report Card

Mr. Gilbert presented the item

Mr. Manrique requested information on the OIG report and Mr. Gilbert provided details.

There was continued discussion.

Ms. Garza shared her feedback regarding misrepresentation of placements.

She asked whether if funds would be lost as a result. Staff responded, “No”.

There being no further business to come before the Board, the meeting adjourned at 8:58am.

PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2J

DATE: August 15, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 18, 2018 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Rod, Denis **COMMITTEE MEMBERS NOT IN ATTENDANCE** 2. Garza, Maria, Chairwoman 3. Chi, Joe 4. Clayton, Lovey 5. Diggs, Bill 6. Huston, Albert 7. Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria 10. Thurman, Karen **SFW STAFF** Gilbert, David Kelly, Travis	Brito, Lialiana – *Rescare, Inc.* Buitriz, Jessica – *Cuban American National Council, Inc.* *Cordovi, Mayelin – Community Coalition, Inc.* Farinas, Irene – *Adults Mankind Organizations, Inc.* Galauo, Rosaida – *Cuban National Council, Inc.* Mendez, Jessy – *Community Coalition, Inc.*

Agenda items are displayed in the order they were discussed.

1. **Call to Order and Introductions**

Dr. Denis Rod called the meeting to order at 8:40am on behalf of SFWIB Chairwoman Maria Garza who was absent at today's meeting. He asked all those present introduce themselves and noted 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, December 14, 2017,Fecruary 15, 2018, April 19,2018 and June 21, 2018 and August 16, 2018

Minutes deferred due to lack of quorum.

3. Information- Refugee Employment and Training Program Performance Overview

Dr. Denis Rod introduced the item and SFWIB Adults Program Manager David Gilbert further Presented and noted the following into record:

- The current job placement report currently shows a total of 6,241 job placements which is 93.9% of the maximum standard.
- Two of seven refugee services contractors have met or exceeded their maximum year-to date (YTD) job placement standard, which are Lutheran Services and Cuban American National Council (CNC).

No further questions or discussions.

4. Information– Workforce Services Balanced Scorecard Report Update

Dr. Rod introduced the item and Mr. Gilbert further presented the following

The Balanced scorecard Year-to-Dade (TYD) summary for Program Year 2018-19 from July 1, 2018 through September 30, 2018

- Seasonal FDJP 102 or 1.92%
- Part time DJP 124 or 2.34 %
- Temporary DJP 228 or 4.29%
- Full Time DJP 1,158 or 21.81%
- Obtained Employment 3,698 or 69.64%

Dr. Rod requested additional information and Mr. Gilbert provided further details.

No further questions or discussions.

5. Information– Hard to Serve Placement Update

Mr. Gilbert introduced and presented the item.

No further questions or discussions.

6. Information– Consumer Report Card

Dr. Denis Rod introduced the item and Mr. Gilbert further presented.

No further questions or discussions.

7. Information– Youth Partners Regional Performance Update

Dr. Denis Rod introduced the item and Mr. Gilbert further presented and provided a summary of the performance standards report.

No further questions or discussions.

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

PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2K

DATE: August 15, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 13, 2018 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Rod, Denis 2. Clayton, Lovey 3. Garza, Maria, Chairwoman	Brito, Lialiana – *Rescare, Inc.*
COMMITTEE MEMBERS NOT IN ATTENDANCE	Farinas, Irene – *Adults Mankind Organizations, Inc.*
4. Chi, Joe 5. Diggs, Bill 6. Huston, Albert 7. Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria 10. Thurman, Karen	Salado, Maylin – *Transition, Inc.*
SFW STAFF Gilbert, David Perrin, Yian	

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 8:25am, asked all those present introduce themselves and noted a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.an Approval of April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017, December 14, 2017,February 15, 2018, April 19,2018 and June 21, 2018, August 16, 2018 and October 18, 2018

Minutes deferred due to lack of quorum.

3. Information- Refugee Employment and Training Program Performance Overview

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

- DCF Requirements: 486 monthly placements for an annual goal of 6,144
- The WDA's RET Balanced Scorecard Job Placements through October 31, 2018 shows a total of 488 job placements; four percent below the maximum standard.

Mr. Gilbert later reviewed with the Council the performance reports and noted that all SFWIB service providers met minimum standards. However, none met the maximum. Nonetheless, he explained the balance scorecards would be revised to include maximum standards as recommended by the Department of Children and Families (DCF).

No further questions or discussions

4. Information– Workforce Services Balanced Scorecard Report Update

Mr. Gilbert presented the item.

Chairwoman Garza verified the total Direct Job Placements and Mr. Gilbert responded a total of 2,729.

Mr. Clayton inquired about the type of occupations and Mr. Gilbert responded that the current report contained a summary of the total direct job placements. However, a detailed report would be readily available with the current breakdowns.

Mr. Clayton later asked whether if the report only has data/information on clients in Miami-Dade County. Mr. Gilbert responded it includes both Miami-Dade and Monroe counties.

[Dr. Denis Rod arrived and introduced himself]

Mr. Clayton asked whether if the data includes Florida City. Mr. Gilbert responded, "Yes".

5. Information– Hard to Serve Placement Update

Mr. Gilbert introduced and presented the item.

Chairwoman Garza asked whether if the students currently enrolled receiving skills training Mr. Gilbert are responded that it's either individual skills training or dual enrollment.

Mr. Clayton inquired about the ex-offenders and homeless populations. Mr. Gilbert provided details.

Chairwoman Garza inquired about the South Miami center. Mr. Gilbert responded that both the South Miami and City of Miami centers are currently closed. Chairwoman Garza requested more details on the closing of the South Miami center. Department of Economic Opportunity (DEO) Manager Yian Perrin provided details.

6. Information– Consumer Report Card

Mr. Gilbert introduced the item and Mr. Perrin further presented details on the following Consumer Report Card report dated October 10, 2018:

- SFWIB generated $1,110.415.86 of wages in South Florida region economy
- For every dollar spent on training, SFWIB obtained a return of $2.59
- 98% of training services participants completed classroom training
- Of those completing training, 72% have obtained employment with an average of $19.48
- 84% of the participants were placed in a training related occupation
- The net economic benefit per placement is $29,221.47

Chairwoman Garza inquired about current occupations earning average wage of $19.48. Mr. Perrin responded Information Technology (IT) related occupations.

Mr. Gilbert reviewed with the Council on the following schools where students obtained higher wages (average wage of $22.00) after program completion. He noted the following schools:

- The Academy
- New Horizons
- Miami Dade College
- Dade Institute of Technology

Chairwoman Garza asked whether if graduates received full-time employment. Mr. Gilbert responded, "Yes".

Chairwoman Garza verified the Return on Investments (ROI) and Mr. Gilbert provided details.

7. Information– Youth Partners Regional Performance Update

Mr. Perrin presented the item and the read the following into record:

<u>In-School Youth (ISY)</u>

- The Workforce Development Area (WDA) measurable skills gained performance measure is 25% for the 1st quarter of the PY 18-19

- The WDA credential attainment for the 1st Quarter of the PY' 18-19 100%

- The WDA follow-up measure for the 1st Quarter of the PY' 18-19 is 81%

Out of School (OSY)

- OSY New Enrollments totaling 211 reported during the 1st Quarter of PY 2018-19
- WDA's Measurable Skills Gain performance measure is 18% for the 1st Quarter of PY 2018-2019
- WDA's credential attainment measure performance for the 1st Quarter of PY 2018-2019 is 83%
- WDA's follow-up measure is 39% for the 1st Quarter of PY 2018-2019

No further questions or discussions.

There being no further business to come before the Council, the meeting adjourned at 8:44am.

PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2L

DATE: August 15, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

February 21, 2019 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Garza, Maria, Chairwoman **COMMITTEE MEMBERS NOT IN ATTENDANCE** 2. Chi, Joe 3. Clayton, Lovey 4. Diggs, Bill 5. Huston, Albert 6. Jordan, Comm. Barbara 7. Manrique, Carlos 8. Regueiro, Maria 9. Rod, Denis 10. Thurman, Karen **SFW STAFF** Gilbert, David Perrin, Yian	Farinas, Irene – *Adults Mankind Organizations, Inc.* Menendez, - *Community Coalition, Inc.* Someillian, Ana – *Adult Mankind Organization, Inc. (AMO)*

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 8:36am, asked all those present introduce themselves and noted that today's meeting only consists of informational items. A quorum of members present had not been achieved.

2. Performance Council Meeting Minutes

2. Approval of April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017, December 14, 2017, February 15, 2018, April 19, 2018 and June 21, 2018, August 16, 2018, October 18, 2018 and December 13, 2019

Minutes deferred due to lack of quorum.

3. Information- Refugee Employment and Training Program Performance Overview

SFWIB Adults Program Manager David Gilbert presented the item. He additionally referenced the CSSF refugee Balanced Scorecard Report.

Chairwoman Garza commended the great outcome of the current job placement report.

No further questions or discussions.

4. Information– Workforce Services Balanced Scorecard Report Update

Mr. Gilbert presented the following:

- ✓ Obtained Employment – 7,432 / 66.3%
- ✓ Direct Job Placement – 3,779/33.7%

Job Placement Ty pes:

- ✓ Seasonal DJP 291/2.59%
- ✓ Part-Time DJP 158/1.40%
- ✓ Temporary DJP 533/4.75%
- ✓ Full-Time DJP 1,451/12.94%
- ✓ Obtained Employment 7,432/66.29%

No further questions or discussions.

5. Information– Hard to Serve Placement Update

Mr. Gilbert introduced and presented the item.

No further questions or discussions.

6. Information– Consumer Report Card

Chairwoman Garza presented the item and Department of Economic Opportunity (DEO Manager Yian Perrin further presented: details on the following Consumer Report Card report.

Chairwoman Garza requested details on the calculation of the ROI. Mr. Gilbert explained.

There being no further business to come before the Council, the meeting adjourned at 8:43am.

PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2M

DATE: August 15, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

April 18, 2019 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Garza, Maria, Chairwoman 2. Clayton, Lovey 3. Rod, Denis **COMMITTEE MEMBERS NOT IN ATTENDANCE** 4. Chi, Joe 5. Diggs, Bill 6. Huston, Albert 7. Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria **SFW STAFF** Gilbert, David Perrin, Yian Smith, Robert	Cordon, Maylin - *Community Coalition, Inc.* Farinas, Irene – *Adults Mankind Organizations, Inc.*

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 8:36am, asked all those present introduce themselves and noted a quorum of members present had not been achieved.

2. **Performance Council Meeting Minutes**

2. Approval of April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017, December 14, 2017, February 15, 2018, April 19, 2018 and June 21, 2018, August 16, 2018, October 18, 2018, December 13, 2019 and February 21, 2019

Minutes deferred due to lack of quorum.

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Maria Garza introduce the item and SFWIB Adults Program Manager David Gilbert presented the item. He additionally referenced the CSSF refugee Balanced Scorecard Report.

Dr. Rod asked whether if Youth Co-Op, Inc.is included in the overview report. Mr. Gilbert responded, "Yes".

No further questions or discussions.

4. Information– Workforce Services Balanced Scorecard Report Update

Chairwoman Garza introduced the item and SFWIB Adults Program Supervisor Robert Smith further presented.

Chairwoman Garza asked inquired about current goals and Mr. Smith provided details.

No further questions or discussions.

5. Information– Hard to Serve Placement Update

Mr. Smith provided further details.

Chairwoman Garza verified information on Direct Placements and Mr. Smith responded.

No further questions or discussions.

6. Information– Consumer Report Card

Chairwoman Garza presented the item and Mr. Gilbert further presented.

[Mr. Lovey Clayton arrived]

Chairwoman Garza inquired about placement percentages and Mr. Gilbert responded "70%"
No further questions or discussions.

[Mr. Lovey Clayton introduced himself]

7. Information– Youth Partners Regional Performance

Chairwoman Garza presented the item and Department of Economic Opportunity (DEO) Manager further presented.

Chairwoman Garza inquired about measurable skill gains and Mr. Smith provided details as well as Mr. Perrin.

There being no further business to come before the Council, the meeting adjourned at 8:52am.

PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2N

DATE: June 25, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

April 18, 2019 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Garza, Maria, Chairwoman 2. Clayton, Lovey 3. Rod, Denis **COMMITTEE MEMBERS NOT IN ATTENDANCE** 4. Chi, Joe 5. Diggs, Bill 6. Huston, Albert 7. Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria **SFW STAFF** Gilbert, David Perrin, Yian Smith, Robert	Buitrigo, Jesssica – *Cuban American National Council, Inc.* Cordon, Maylin - *Community Coalition, Inc.* Farinas, Irene – *Adults Mankind Organizations (AMOR), Inc. Community Coalition, Inc.* Someillan, Ana – *Adult Mankind Organization, Inc.*

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 8:28am, asked all those present introduce themselves and noted a quorum of members present had not been achieved. She further inquired whether there were any recommendation items requiring approval. SFWIB

Adults Program Manager David Gilbert responded, "Yes" and noted items for approval are numbers seven and eight. Chairwoman Garza therefore, requested approval items first be heard.

7. Recommendation as to Approval to Renew Existing Workforce Services Contract for Program Year 2019-20

Chairwoman Garza presented the item and Mr. Gilbert further presented and provided further details

Item moved to the full Board by consensus of the members present.

8. Recommendation as to Approval to Renew Existing Youth Services Contract for Program Year 2019-20

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

Chairwoman Garza asked whether if the contact would be for one year. Mr. Gilbert responded, "Yes". She further inquired about the total number of contracted years and Mr. Gilbert responded three then further explained.

Chairwoman Garza asked whether if there were any questions or concerns prior to approval of this item.

Mr. Clayton briefly shared his comments (off record). Mr. Gilbert responded to the concerns.

Item moved to the full Board by consensus of the members present.

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Maria Garza introduce the item and SFWIB Adults Program Manager David Gilbert presented the item. He additionally referenced the CSSF refugee Balanced Scorecard Report.

Dr. Rod asked whether if Youth Co-Op, Inc. was included in the overview report. Mr. Gilbert responded, "Yes".

No further questions or discussions.

3. Information – Refugee Employment and Training Program Performance Overview

Mr. Gilbert introduced and presented the item.

Chairwoman Garza inquired about the current challenges providers are having meeting maximum standards. Mr. Gilbert further explained the current challenges with work authorizations with the refugee programs as well as other barriers with other programs such as the refugee program and other barriers with participants served.

She further asked whether if there has been a current decrease in refugees served. Mr. Gilbert explained. She further inquired about the majority and Mr. Gilbert responded that the majority were from Cuba.

Item moved to the full Board by consensus of the members present.

4. Information– Hard to Serve Placement Update

Chairwoman Garza introduced the item and SFWIB Adults Program Supervisor Robert Smith further presented.

No further questions or discussions.

5. Information– Consumer Report Card

Department of Economic Opportunity (DEO) Program Manager Yian Perrin introduced the item and presented.

Consumer Report Card of June 6, 2019:

SFWIB generated $2,855, 308.00 of Wages into South Florida regional economy

- For every dollar spent on training, SFWIB obtained a return of $2.93.
- 95% percent of training services participants completed classroom training.
- Of those completing training, 80% have obtained employment with an average wage of $18.41. 87% of participants were placed in a training related occupation.
- The net economic benefit per placement is $28,553.08

No further questions or discussions.

6. Information– Youth Partners Regional Performance

Chairwoman Garza asked whether if the current youth partners were some of the ones recognized at the first Apprenticeship Graduates Recognition Ceremony held on June 24, 2019. Mr. Gilbert responded, "Yes". She congratulated the youth participants, staff and noted that the event was a great success.

She further asked whether if those recently graduated have already entered employment. Mr. Gilbert further explained.

There was continued discussion.

Dr. Denis Rod commended Chairwoman Garza.

Mr. Clayton inquired about yesterday's graduation and Mr. Gilbert further explained.

There was continued discussion regarding the pre-apprenticeship program.

Chairwoman Garza briefly shared her comments.

<u>Deferred</u>

2. Approval of April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017, December 14, 2017, February 15, 2018, April 19, 2018 and June 21, 2018, August 16, 2018, October 18, 2018, December 13, 2019, February 21, 2019 and April 18, 2019

Minutes deferred due to lack of quorum.

There being no further business to come before the Council, the meeting adjourned at 8:58am.

SFWIB PERFORMANCE COUNCIL

DATE: 8/15/2019

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 South Florida Workforce Investment Board's contract with the Department of Children and Family Services (DCF) requires 511 monthly placements for an annual goal of 6,128. The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of Workforce Development Area (WDA) 23 service providers. The Year-to-Date (YTD) summary for program year 2018-2019 is from October 1, 2018 through June 30, 2019.

The WDA's RET Balanced Scorecard shows a total of 4,448 actual job placements, which is 3.28 percent below the maximum standard.

None of the six RET services providers have achieved or exceeded their maximum YTD job placement standard. However, five of the six service providers achieved the minimum YTD standard.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2018 To 6/30/2019

Employment						
Location	Maximum Standard		Minimum Standard		Actual Placements	Actual Vs. Maximum Goal
	Standard	%	Standard	%		
AMO	900	95.44%	855	100.47%	859	-41
Arbor E&T, LLC	450	98.00%	423	104.26%	441	-9
CANC	441	99.32%	414	105.80%	438	-3
Community Coalition	387	97.93%	369	102.71%	379	-8
Lutheran Services	1,098	98.27%	1,044	103.35%	1,079	-19
Youth Co-Op	1,332	93.99%	1,269	98.66%	1,252	-80
Region	**4599**	**96.72%**	**4365**	**101.90%**	**4,448**	**-151**

SFWIB PERFORMANCE COUNCIL

DATE: 8/15/2019

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WORKFORCE SERVICES BALANCED SCORECARD REPORT UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Improve service delivery outcomes**

BACKGROUND:

The Balance Scorecard Report measures the performance of the Workforce Development Area (WDA) 23 service providers Direct Job Placements (DJP) and the overall total number of placements. The Balance Scorecard Report for program year 2018-2019 is from July 1, 2018 through June 30, 2019.

The WDA 23 Balance Scorecard Report shows a total of 17,151 job placements. Of those, 6,820 or 39.76% were direct job placements.

The following is a breakdown of the job placement types:

- Seasonal DJP 824 or 5.35%
- Part-Time DJP 205 or 1.22%
- Temporary DJP 710 or 4.58%
- Full-Time DJP 5,081 or 26.97%

Further analysis of last year's performance showed the overall average wage was $10.91. Veterans had the highest average starting wage of $12.02 per hour, while seasonal employment had the lowest average starting wage of $8.38 per hour. The WDA's average days to placement was 73. The average days to placement for seasonal positions was 14, with the longest averaging 244 days for Temporary Assistance for Needy Families (TANF)/Career Advancement Program (CAP).

SFWIB staff will continue to monitor the rates to help identify new strategies to close the gap between the average jobseeker and those in hard to serve categories. The attached report displays the aforementioned data for 2018-2019.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Balanced Scorecard Report

Report Date: 7/1/2018 To 6/30/2019

Direct Job Placement Type	Total Placements	Average Wage Rate	Average Days to Placement
Seasonal	824	$8.38	14
Temporary	710	$11.23	83
Part-Time	205	$10.48	91
Full Time Universal	2,785	$11.17	41
WIOA Adult/Dislocated Worker	1,371	$11.61	124
WIOA Job Seekers with Disability	12	$11.59	117
WIOA Veterans	23	$12.02	72
WIOA Ex-Offenders	398	$11.47	130
WIOA Reemployment Assistance	129	$11.85	24
WIOA Homeless	69	$10.82	70
WIOA TANF/CAP	176	$10.54	244
WIOA SNAP	118	$11.30	159
Total	**6,820**	**$10.91**	**73**

SFWIB PERFORMANCE COUNCIL

DATE: 6/25/2019

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 Consumer Report Card table for program year 2018-2019, dated July 1, 2018 through June 30, 2019, indicates that the South Florida Workforce Investment Board generated $3,586,384.75 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of $2.79. Ninety-four percent of training services participants completed classroom training. Of those completing training, 77 percent have obtained employment with an average wage of $18.44. Seventy-seven percent of the participants were placed in a training-related occupation. The net economic benefit per placement is $28,239.25.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2018 - 06/30/2019

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		
Apex Training Center - Main Campus	6	6	5	83.33 %	5	100.00 %	$ 10,000.00	$ 60,000.00	$ 12,000.00	$ 15.70	$ 32,656.00	$ 20,656.00	$ 1.72
Compu-Med Vocational Careers Corp - Miami	1	1	1	100.00 %	-	0.00 %	$ 2,806.10	$ 2,806.10	$ 2,806.10	$ 18.00	$ 37,440.00	$ 34,633.90	$ 12.34
Dade Institute of Technology	12	12	3	25.00 %	3	100.00 %	$ 8,791.67	$ 105,500.00	$ 35,166.67	$ 14.30	$ 29,737.07	($ 5,429.60)	($ 0.15)
Florida Vocational Institute	18	15	12	80.00 %	8	66.67 %	$ 5,312.68	$ 79,690.21	$ 6,640.85	$ 11.44	$ 23,798.67	$ 17,157.82	$ 2.58
MDCP SCHOOLS (ALL)	1	1	-	0.00 %	-	0.00 %	$ 2,581.23	$ 2,581.23	-	-	-	-	-
Metropolitan Trucking and Technical Institute	1	-	-	0.00 %	-	0.00 %	$ 974.16	-	-	-	-	-	-
Miami-Dade College	3	1	1	100.00 %	1	100.00 %	$ 1,554.88	$ 1,554.88	$ 1,554.88	$ 22.00	$ 45,760.00	$ 44,205.12	$ 28.43
New Horizons	63	61	50	81.97 %	43	86.00 %	$ 9,761.90	$ 595,476.19	$ 11,909.52	$ 17.93	$ 37,293.98	$ 25,384.46	$ 2.13
The Academy -- Fort Lauderdale Campus	16	16	15	93.75 %	8	53.33 %	$ 6,555.15	$ 104,882.33	$ 6,992.16	$ 24.39	$ 50,735.36	$ 43,743.20	$ 6.26
The Academy -- Miami Campus	44	43	33	76.74 %	23	69.70 %	$ 7,969.29	$ 342,679.41	$ 10,384.22	$ 20.36	$ 42,346.91	$ 31,962.68	$ 3.08
The CDL School, Inc.	8	7	7	100.00 %	6	85.71 %	$ 2,288.54	$ 16,019.78	$ 2,288.54	$ 15.51	$ 32,269.71	$ 29,981.17	$ 13.10
The College of the Florida Keys - Main Campus	1	1	-	0.00 %	-	0.00 %	$ 4,081.89	$ 4,081.89	-	-	-	-	-
Wyncode Academy	1	-	-	0.00 %	-	0.00 %	$ 5,000.00	-	-	-	-	-	-
	175	**164**	**127**	**77.44 %**	**97**	**76.38 %**	**$ 7,829.00**	**$ 1,283,956.58**	**$ 10,109.89**	**$ 18.44**	**$ 38,349.14**	**$ 28,239.25**	**$ 2.79**

CareerSource South Florida is an equal opportunity employer / program. Auxiliary aids & services are available upon request to individuals with disabilities.

Printed on: 8/9/2019

SFWIB PERFORMANCE COUNCIL

DATE: 8/15/2019

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: REFUGEE SERVICES CONTRACTORS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to recommend to the Board the approval to authorize staff to renew the existing Refugee Employment and Training Services contractors for Program Year (PY) 2019-20, as set forth below.

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

STRATEGIC PROJECT: **Improve employment outcomes**

BACKGROUND:

The current Refugee Employment and Training (RET) contractors were competitively procured in October 2018 and April 2019, to provide Refugee Employment & Training Services on behalf of the South Florida Workforce Investment Board (SFWIB) for PY 2018-2019. The first year of this contract will expire on September 30, 2019, but may be renewed for two additional years pursuant to the contract terms that allows for renewals contingent upon the availability of funds.

Workforce Development Area 23 is on track to place over 5,800 refugee job seekers into employment for PY2018-2019. SFWIB staff recommends to the Performance Council to recommend to the Board to authorize staff to renew the exiting RET Contractors for the period of October 1, 2019 through September 30, 2020 for the following RET Services Contractors:

- Refugee Employment & Training Service Providers
- Adult Mankind Organization, Inc.
- Arbor E&T, LLC
- Cuban American National Council
- Community Coalition, Inc.
- Lutheran Services
- Youth Co-Op

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT