



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
Thursday, October 17, 2019  
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
  - 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
  - O. September 5, 2019
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Workforce Services Balanced Score Card Report
5. Information – Consumer Report Card
6. Information – Youth Partners Regional Performance Update

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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: October 17, 2019 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: October 17, 2019 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

<b>COMMITTEE MEMBERS IN ATTENDANCE</b>	<b>OTHER ATTENDEES</b>
<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: October 17, 2019 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>Cordori, Mkyelin – <i>Community Coalition, Inc.</i>            Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p>
<p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>4. Chi, Joe</li> <li>5. Clayton, Lovey</li> <li>6. Diggs, Bill</li> <li>7. Gaber, Cynthia, Vice - Chairwoman</li> <li>8. Huston, Albert</li> <li>9. Jordan, Comm. Barbara</li> <li>10. Regueiro, Maria</li> </ol>	<p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p> <p>Martin, Marisol – <i>Youth Co-Op, Inc.</i></p> <p>Porro, William – <i>City of Miami</i></p> <p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p><b>SFW STAFF</b>            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>

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: October 17, 2019 at 8:00AM**

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

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            2. Rod, Denis</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>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</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: October 17, 2019 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. Rigueiro, 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:** October 17, 2019 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.



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2G**

**DATE: October 17, 2019 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

April 19, 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. 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>1. Chi, Joe</li> <li>2. Clayton, Lovey</li> <li>3. Diggs, Bill</li> <li>4. Gaber, Cynthia, Vice - Chairwoman</li> <li>5. Jordan, Comm. Barbara</li> <li>6. Regueiro, Maria</li> <li>7. Rod, Denis</li> </ol> <p><b>SFW STAFF</b>            Gilbert, David            Perrin, Yian            Smith, Robert</p>	<p>B. Jessy – <i>Cuban National Council, Inc.</i></p> <p>Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p> <p>Felipe, Daniel – <i>Cuban National Council, Inc. /South Miami</i></p> <p>Mendez, Jessy – <i>Community Coalition Inc.</i></p>

**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: October 17, 2019** at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

June 21, 2018 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>
<p>1. Garza, Maria, Chairwoman 2. Clayton, Lovey</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>3. Rod, Denis 4. Chi, Joe 5. Diggs, Bill 6. Gaber, Cynthia, Vice - Chairwoman 7. Huston, Albert 8. Jordan, Comm. Barbara 9. Manrique, Carlos</p> <p>10. Rigueiro, Maria</p> <p><b>SFW STAFF</b> Gilbert, David Perrin, Yian Smith, Robert</p>	<p>.</p>

***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.

**The consensus of the members present moved the item to the full Board for approval.**

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

Mr. Gilbert introduced and presented the item.

**The consensus of the members presented moved the item to the full board for approval.**

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





**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2I**

**DATE: October 17, 2019** at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

August 16, 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. Garza, Maria, Chairwoman</li> <li>2. Clayton, Lovey</li> <li>3. Manrique, Carlos</li> <li>4. Thurman, Karen</li> </ol> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>5. Rod, Denis</li> <li>6. Chi, Joe</li> <li>7. Diggs, Bill</li> <li>8. Huston, Albert</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>Brito, Lialiana – <i>Rescare, Inc.</i></p> <p>Buitriz, Jessica – <i>Cuban American National Council, Inc.</i></p> <p><i>Cordovi, Mayelin – Community Coalition, Inc.</i></p> <p>Farinas, Irene – <i>Adults Mankind Organizations, Inc.</i></p> <p>Galauo, Rosaida – <i>Cuban National Council, Inc.</i></p> <p>G., Monica – <i>Florida...</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Mendez, Jessy – <i>Community Coalition, Inc.</i></p>

**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, February 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 30<sup>th</sup>. 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: October 17, 2019** at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

October 18, 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
1. Rod, Denis	Brito, Lialiana – <i>Rescare, Inc.</i>
<b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b>  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	Buitriz, Jessica – <i>Cuban American National Council, Inc.</i>  <i>Cordovi, Mayelin – Community Coalition, Inc.</i>  Farinas, Irene – <i>Adults Mankind Organizations, Inc.</i>  Galauo, Rosaida – <i>Cuban National Council, Inc.</i>  Mendez, Jessy – <i>Community Coalition, Inc.</i>
<b>SFW STAFF</b> Gilbert, David Kelly, Travis	

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, February 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: October 17, 2019** at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

December 13, 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. Rod, Denis</li> <li>2. Clayton, Lovey</li> <li>3. Garza, Maria, Chairwoman</li> </ol>	<p>Brito, Lialiana – <i>Rescare, Inc.</i></p>
<p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p>	<p>Farinas, Irene – <i>Adults Mankind Organizations, Inc.</i></p>
<ol style="list-style-type: none"> <li>4. Chi, Joe</li> <li>5. Diggs, Bill</li> <li>6. Huston, Albert</li> <li>7. Jordan, Comm. Barbara</li> <li>8. Manrique, Carlos</li> <li>9. Regueiro, Maria</li> <li>10. Thurman, Karen</li> </ol>	<p>Salado, Maylin – <i>Transition, Inc.</i></p>
<p><b>SFW STAFF</b>          Gilbert, David          Perrin, Yian</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 8:25am, 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:

**In-School Youth (ISY)**

- The Workforce Development Area (WDA) measurable skills gained performance measure is 25% for the 1<sup>st</sup> quarter of the PY 18-19
- The WDA credential attainment for the 1<sup>st</sup> Quarter of the PY' 18-19 100%

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

**Out of School (OSY)**

- OSY New Enrollments totaling 211 reported during the 1<sup>st</sup> Quarter of PY 2018-19
- WDA's Measurable Skills Gain performance measure is 18% for the 1<sup>st</sup> Quarter of PY 2018-2019
- WDA's credential attainment measure performance for the 1<sup>st</sup> Quarter of PY 2018-2019 is 83%
- WDA's follow-up measure is 39% for the 1<sup>st</sup> 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: October 17, 2019** at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

February 21, 2019 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</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>2. Chi, Joe</li> <li>3. Clayton, Lovey</li> <li>4. Diggs, Bill</li> <li>5. Huston, Albert</li> <li>6. Jordan, Comm. Barbara</li> <li>7. Manrique, Carlos</li> <li>8. Regueiro, Maria</li> <li>9. Rod, Denis</li> <li>10. Thurman, Karen</li> </ol> <p><b>SFW STAFF</b>            Gilbert, David            Perrin, Yian</p>	<p>Farinas, Irene – <i>Adults Mankind Organizations, Inc.</i></p> <p>Menendez, - <i>Community Coalition, Inc.</i></p> <p>Someillian, Ana – <i>Adult Mankind Organization, Inc. (AMO)</i></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 8:36am, 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 Types:

- ✓ 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: October 17, 2019** at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

April 18, 2019 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>
<p>1. Garza, Maria, Chairwoman            2. Clayton, Lovey            3. Rod, Denis</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>4. Chi, Joe            5. Diggs, Bill            6. Huston, Albert            7. Jordan, Comm. Barbara            8. Manrique, Carlos            9. Regueiro, Maria</p> <p><b>SFW STAFF</b>            Gilbert, David            Perrin, Yian            Smith, Robert</p>	<p>Cordon, Maylin - <i>Community Coalition, Inc.</i></p> <p>Farinas, Irene – <i>Adults Mankind Organizations, Inc.</i></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 8:36am, 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:** October 12, 2019 at 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

June 25, 2019 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
1. Garza, Maria, Chairwoman 2. Clayton, Lovey 3. Rod, Denis	Buitrigo, Jesssica – <i>Cuban American National Council, Inc.</i> Cordon, Maylin - <i>Community Coalition, Inc.</i>
<b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b>	
4. Chi, Joe 5. Diggs, Bill 6. Huston, Albert 7. Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria	Farinas, Irene – <i>Adults Mankind Organizations (AMOR), Inc. Community Coalition, Inc.</i>  Someillan, Ana – <i>Adult Mankind Organization, Inc.</i>
<b>SFW STAFF</b> Gilbert, David 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 8:28am, 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.

**Deferred**

- 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.



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 20**

**DATE:** October 12, 2019, 2018 at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

September 5, 2019 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>
<p>1. Garza, Maria, Chairwoman 2. Rod, Denis</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>3. Clayton, Lovey 4. Chi, Joe 5. Diggs, Bill 6. Gaber, Cynthia, Vice - Chairwoman 7. Huston, Albert Jordan, Comm. Barbara 8. Manrique, Carlos 9. Rigueiro, Maria</p> <p><b>SFW STAFF</b> Gilbert, David 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 8:30a.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, October 19, 2017, December 14, 2017, February 15, 2018, April 19, 2018, June 21, 2018, August 16, 2018, October 18, 2018, December 13, 2018, February 21, 2019, April 18, 2019, and June 25, 2019**

Deferred due to lack of quorum

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

Chairwoman Maria Garza introduced the item and SFWIB Adults Program Manager Robert Smith further presented:

Chairwoman Garza asked whether if the report captured the maximum goal for month or year. Mr. Gilbert responded.

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

Chairwoman Maria Garza introduced the item and Adult Programs Supervisor Robert Smith further presented.

Chairwoman Garza inquired about the average hourly wage and Mr. Smith explained.

**5. Information– Referral to Placement Report – Distinct Referrals**

Mr. Gilbert introduced and presented the item.

**6. Recommendation as to Approval to Renew Existing Refugee Services Contracts for Program Year 2019-2020**

Mr. David Gilbert presented the item.

Dr. Denis Rod commended Diana Ruiz (from the little Havana Center) for being recognized at a recent Board of County Commission Meeting.

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



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/17/2019

**AGENDA ITEM NUMBER:** 3

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

**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 (SFWIB) contract with the Department of Children and Family (DCF) Services requires 511 monthly placements for an annual goal of 6,128. The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 service providers. The year-end summary for program year 2018-2019 is from October 1, 2018 through August 31, 2019.

The WDA 23 RET Balanced Scorecard Report End-of-Year performance details are as follows:

- There was a total of 5,621 actual Direct Job Placement (DJP), which is 3.15 percent below the maximum standard.
- Eighty-nine percent were still employed after 90 days with an average entered employment wage of \$10.44.
- The cost per placement is \$1,296.13.
- For every dollar expended on the program, the SFWIB obtained a return of \$15.78 on the investment.

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

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2018 To 8/31/2019

Employment						
Location	Maximum Standard		Minimum Standard		Actual Placements	Actual Vs. Maximum Goal
	Standard	%	Standard	%		
AMO	1,100	96.27%	1,045	101.34%	1,059	-41
Arbor E&T, LLC	550	97.64%	517	103.87%	537	-13
CANC	539	99.81%	506	106.32%	538	-1
Community Coalition	473	98.52%	451	103.33%	466	-7
Lutheran Services	1,342	98.66%	1,276	103.76%	1,324	-18
Youth Co-Op	1,628	93.37%	1,551	98.00%	1,520	-108
<b>Workforce Development Area 23</b>	<b>5621</b>	<b>96.85%</b>	<b>5335</b>	<b>102.04%</b>	<b>5,444</b>	<b>-177</b>

ND = No data

NA = Region performance not applicable for this measure



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/17/2019

**AGENDA ITEM NUMBER:** 4

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES BALANCED SCORE CARD REPORT

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

**RECOMMENDATION:** N/A

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

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

### **BACKGROUND:**

The Balanced 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 Balanced Scorecard Year-to-Date (YTD) summary for program year 2019-2020 is from July 1, 2019 through September 30, 2019.

The WDA 23 Balanced Scorecard Report shows a total of 1,585 direct job placements.

The following is a breakdown of the Direct Job Placement types:

- Seasonal                      151 or 9.52%
- Temporary                    133 or 8.39%
- Part-Time                     44 or 2.78%
- Full-Time Universal        740 or 46.69%
- WIOA All Types            517 or 32.62%

Currently, the Balanced Scorecard Employment/Job Placement Average Wage report shows the overall job placement average wage for CareerSource center locations is \$11.57. Monroe County (Florida Keys centers) has the highest starting average wage rate at \$14.40 per hour, followed by the Northside center at \$13.92 per hour. The WDA's average time to placement is 121 days for all DJP.

SFWIB staff will continue to monitor these rates to help identify new strategies to close the gap between the average jobseeker and individuals in the hard to serve categories.

The attached reports display the aforementioned information for the current program year.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



## CSSF Balanced Scorecard Report

Report Date: 7/1/2019 To 9/30/2019

Direct Placement Type	Total Placements	Average Wage Rate	Average Days to Placement
Seasonal	151	\$8.72	14
Temporary	44	\$11.65	101
Part-Time	133	\$11.15	87
Full Time Universal	740	\$12.28	53
WIOA Adult/Dislocated Worker	338	\$11.69	193
WIOA Job Seekers with Disability	1	\$10.00	91
WIOA Veterans	7	\$13.86	308
WIOA Ex-Offenders	65	\$11.78	296
WIOA Reemployment Assistance	29	\$11.29	106
WIOA Homeless	30	\$12.63	25
WIOA TANF/CAP	34	\$10.41	281
WIOA SNAP	13	\$10.79	420
<b>Totals:</b>	<b>1,585</b>	<b>\$11.62</b>	<b>121</b>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2019 To 9/30/2019

## Employment/Job Placement Average Wage

Location	Standard	Center
Hialeah Downtown center	\$14.58	\$11.20
North Miami Beach center	\$14.58	\$11.65
Northside center	\$14.58	\$13.92
Carol City center	\$14.58	\$11.72
Florida Keys center	\$14.58	\$14.40
Miami Beach center	\$14.58	\$11.54
Opa Locka center	\$14.58	\$11.07
Homestead center	\$14.58	\$10.48
Little Havana center	\$14.58	\$11.29
Perrine center	\$14.58	\$11.60
West Dade center	\$14.58	\$10.92
<b>Workforce Development Area 23</b>	<b>\$14.58</b>	<b>\$11.57</b>



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/17/2019

**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 (CRC) 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) and Career Advisor the ability to monitor the success of individual programs and evaluate the economic benefit per placement by program.

The CRC performance indicators for the period of July 1, 2019 through October 3, 2019 are as follows:

- The SFWIB generated \$461,510.92 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$2.81.
- One hundred percent of training services participants completed classroom training.
- Of those completing training, 72 percent have obtained employment with an average wage of \$23.14.
- Eighty-four percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$35,500.84.

The attached CRC table is a summary for program year 2019-2020.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

## Consumer Report Card

07/01/2019 - 06/30/2020

Training Agent	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Benefit		Net Economic Benefit Per Placement	Value Added per Placement
							Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
New Horizons	6	6	6	100.00 %	6	100.00 %	\$ 10,000.00	\$ 60,000.00	\$ 10,000.00	\$ 20.23	\$ 42,071.47	\$ 32,071.47	\$ 3.21
The Academy -- Fort Lauderdale Campus	2	2	1	50.00 %	1	100.00 %	\$ 7,694.50	\$ 15,389.00	\$ 15,389.00	\$ 21.87	\$ 45,489.60	\$ 30,100.60	\$ 1.96
The Academy -- Miami Campus	9	9	6	66.67 %	4	66.67 %	\$ 9,316.36	\$ 83,847.25	\$ 13,974.54	\$ 26.27	\$ 54,638.13	\$ 40,663.59	\$ 2.91
Wyncode Academy	1	1	-	0.00 %	-	0.00 %	\$ 5,000.00	\$ 5,000.00	-	-	-	-	-
	<b>18</b>	<b>18</b>	<b>13</b>	<b>72.22 %</b>	<b>11</b>	<b>84.62 %</b>	<b>\$ 9,124.24</b>	<b>\$ 164,236.25</b>	<b>\$ 12,633.56</b>	<b>\$ 23.14</b>	<b>\$ 48,134.40</b>	<b>\$ 35,500.84</b>	<b>\$ 2.81</b>



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/17/2019

**AGENDA ITEM NUMBER:** 6

**AGENDA ITEM SUBJECT:** YOUTH SERVICES BALANCED SCORECARD UPDATE

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

**RECOMMENDATION:** N/A

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

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

### **BACKGROUND:**

The Youth Balance Scorecard measures the performance of the contracted Youth Service Providers. The Youth Balanced Scorecard was recently updated to provide detailed information regarding the program's year end performance for program year 2018-2019. The report measures New Enrollments, Measurable Skills Gains, 2nd and 4th Quarter Entered Employment Rate, Median Earnings 2nd Quarter After Exit, Credential Attainment, and Follow-Up. The time period for the Youth Balance Scorecard Report is from July 1, 2018 thru June 30, 2019.

### Performance Indicators:

- New Enrollments is used to measure the number new youth participants engaged/ enrolled in the WIOA youth program.
- The Measureable Skills Gain indicator is used to measure interim progress of participants who are enrolled in education or training services (basic skills, work readiness skills and occupational skills) for a specified reporting period.
- The Credential Attainment Measure is the percentage of the number of participants enrolled in an education or training program (excluding those in On-the Job Training and customized training) who attain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation in or with one year after exit from the program.
- The Follow-Up Measure is the total number of WIOA Youth follow-ups completed divided by the number of all WIOA Youth with a follow-up due during the quarter.

<b>Performance Indicators</b>	<b>In-School Youth</b>	<b>Out of School Youth</b>
New Enrollments	184	481
Measureable Skills Gain	69%	53%
Credential Attainment	100%	100%
Follow-Up	100%	96%

**FUNDING:** N/A

**PERFORMANCE:**

*ATTACHMENT*