



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, February 17, 2022
8:30 A.M.**

The Landing at MIA
5 Star Conference Center (South Beach Room)
7415 Corporate Center Drive, Suite H
Miami, FL 33126

The public may choose to view the session online via Zoom. Registration is required:
<https://us02web.zoom.us/meeting/register/tZYpdO-qqzIuGdMVFWX4J4IK8uyIhEgwHqzc>

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. December 17, 2021
3. Information - Balanced Score Card Report
4. Information – Consumer Report Card Update
5. Information – Youth Partners Regional Performance

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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."



SFWIB PERFORMANCE COUNCIL MEETING

DATE: 12/17/2022

AGENDA ITEM: MEETING MINUTES

AGENDA TOPIC: 2A

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: December 16, 2021, 8:30AM

LOCATION: The Landing at MIA 5 Star Conference Center
 South Beach Room
 7415 Corporate Center Drive, Suite H
 Miami, FL 33126
Zoom: <https://us02web.zoom.us/j/84486611323>

1. CALL TO ORDER: 8:47AM

ROLL CALL: 10 members; 5 required; 4 present: No Quorum

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia Chi, Joe Clayton, Lovey Rod, Denis	Diggs, Bill Garza, Maria Huston, Albert “Al” Manrique, Carlos SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED Hill, Riggins, Brenda Regueiro, Maria (Zoom)	Beasley, Rick Gilbert, David Perrin, Yian ADMINISTRATION/IT
OTHER ATTENDEES		
Nelson, Saliha – Urgent, Inc.		

Agenda items are displayed in the order they were discussed.

2. Approval of Performance Council Meeting Minutes – October 21, 2021

Deferred; Lack of quorum.

3. Balanced Score Card Report

Ms. Canales introduced the item; Mr. Gilbert further presented.

Mr. Joe Chi inquired about the reasons behind the performance disparities between the several different Youth Co-Op locations.

Mr. Gilbert advised that staff are requesting Corrective Action Plans from Youth Co-Op to review the current structures they have in place. We will be evaluating processes implemented at Perrine that may be possibly be duplicated at other locations. Some of the issues have been high staff turnover, training and development of newly hired staff, and the COVID-19 pandemic.

There was further discussion around performance disparities throughout the Career Centers.

4. Consumer Report Card Update

Mr. Gilbert introduced the item and further presented CRC performance indicators for the period of July 1, 2021 through December 1, 2021.

Ms. Canales inquired if the occupations listed were the same as what was previously presented to the Council. She noted the wage increases in the reporting.

Mr. Gilbert affirmed that they are the same occupations and advised that many of the programs are through IT related training vendors. He also advised that the reported wage increases have yielded a higher return on investment.

There were no further questions or concerns regarding the item.

5. Youth Services Balanced Scorecard Update

Ms. Canales introduced the item; Mr. Gilbert further presented.



Service providers have been advised to provide Corrective Action Plans, which are due toward the end of the month. Once the plans are received, they will be presented to the Board for further review.

Mr. Chi inquired about the use of technology in recruiting efforts. He suggests that staff and service providers use technology more to reach the targeted age dynamic, which should drive up participation numbers. In addition, staff should tailor the delivery of services in such a manner that it incentivizes individuals to access the platform and participate.

Mr. Gilbert clarified that providers have the ability to utilize several platforms based on the demographics they service; staff is looking to increase usage. CareerSource South Florida currently uses social media to reach targeted groups and increase participation.

Staff is looking at ways to assist service providers in providing financial literacy to participants (understanding our current climate) and increasing the minimum wage in our youth and adult programs.

Mr. Chi suggested that we review some of the online colleges and the methods they are currently using to meet the changing requirements of their student base. He shared a few of the institutions with Mr. Gilbert for further consideration.

There were no further questions or concerns regarding the item.

6. Approval - Program Year 2021-2022 CareerSource Center Schedule of Operations

Mr. Gilbert noted that quorum has not been achieved; however, we will need consensus from members present to push the following two recommendations for approval by the board.

Ms. Canales introduced and presented the item and the associated memorandum. Mr. Gilbert clarified that based on our agreement with DEO; the Board has to approve all closures. He also advised that the proposed holiday listings/closures would be for Career Centers not operated by colleges and/or universities.

By consensus of the members present, the item has been moved to the full board for approval.

7. Approval – Program Year 2021-2022 CareerSource Center Schedule of Operations for Affiliated Colleges



Ms. Canales introduced and presented the item and the associated memoranda.

By consensus of the members present, the item has been moved to the full board for approval.

Being as there were no further questions or concerns, the meeting adjourned at 9:18am.

DRAFT



SFWIB PERFORMANCE COUNCIL

DATE: 2/17/2022

AGENDA ITEM NUMBER: 3

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

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource center Service Providers. The report for Program Year (PY) 2021-22, is from July 1, 2021 through January 31, 2022. The Balanced Scorecard Career Center Service Providers Performance Summary indicates none of the 10 CareerSource center locations are meeting the required 65 percent performance measure standard.

The Job Placements Year-to-Date (YTD) summary report for the same period shows the WDA 23 had a total of 2,648 job placements, which is 35.5 percent of the minimum standard and 30.2 percent of the maximum standard.

None of the 10 CareerSource center locations are achieving the minimum or maximum YTD Job Placements standard.

The CareerSource center service providers will continue implementing their corrective action plans to increase performance numbers. South Florida Workforce Investment Board staff will continue to monitor and track the progress of the effectiveness of the corrective actions and program performance increases.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY

Balanced Scorecard PY '21-'22 (July 1, 2021 through January 31, 2022) *

A Service Provider must meet or exceed 65% of the Balanced Scorecard Performance Measures

Service Providers	Career Center Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
Arbor E & T, LLC	Hialeah Downtown Center	11	19	57.9%
	North Miami Beach Center	11	20	55.0%
	Northside Center	10	20	50.0%
The College of the Florida Keys	Florida Keys Center(s)	2	15	13.3%
Opa-Locka CDC, Inc.	Carol City Center	4	18	22.2%
	Opa-Locka Center	6	17	35.3%
Youth Co-Op, Inc.	Homestead Center	9	20	45.0%
	Little Havana Center	8	19	42.1%
	Perrine Center	12	20	60.0%
	West Dade Center	12	20	60.0%
LWDB		10	21	47.6%

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Provider	Location	Maximum Standard		Minimum Standard		Direct Job Placement Universal						Direct Job Placement by Type														OE %	DJP %												
		#	%	#	%	Total			Obtained			Universal				Total		WIOA Individualized																					
						1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	Season	Temp	Part	Full	1Qrt	>1Qrt	Adult/DW		Job Seekers				Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP			
																				1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt			1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt				
Arbor E&T, LLC	Hialeah Downtown Center	903	68.8%	770	80.6%	493	128	621	234	95	329	0	0	0	259	0	4	0	27	259	31	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	52.98%	47.02%
	North Miami Beach Center	994	13.9%	847	16.3%	75	63	138	42	59	101	0	0	0	32	0	0	0	1	32	1	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	73.19%	26.81%
	Northside Center	1,015	29.1%	861	34.3%	182	113	295	79	102	181	0	11	0	89	0	3	0	7	100	10	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	61.36%	38.64%
The College of the Florida Keys	Florida Keys Center	770	6.9%	658	8.1%	13	40	53	5	40	45	0	1	3	4	0	0	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	84.91%	15.09%	
	Carol City Center	791	19.6%	672	23.1%	110	45	155	52	41	93	0	0	5	53	0	0	0	4	58	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	60.00%	40.00%	
Opa-Locka CDC, Inc.	Opa Locka Center	245	33.1%	210	38.6%	55	26	81	15	18	33	0	3	7	30	0	0	0	8	40	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	40.74%	59.26%	
	Homestead Center	924	47.4%	784	55.9%	351	87	438	52	72	124	125	127	0	43	1	4	1	7	295	13	4	1	0	0	0	1	0	0	0	0	0	0	0	0	0	28.31%	71.69%	
Youth Co-Op	Little Havana Center	854	32.0%	728	37.5%	174	99	273	63	95	158	0	4	0	102	0	0	0	4	106	4	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	57.88%	42.12%	
	Perrine Center	1,050	28.9%	896	33.8%	172	131	303	58	120	178	0	36	3	73	0	1	1	7	112	9	2	1	0	0	0	1	0	0	0	0	0	0	0	0	0	58.75%	41.25%	
	West Dade Center	1,225	23.8%	1,043	27.9%	208	83	291	69	69	138	0	33	1	83	0	3	0	10	117	13	19	1	0	0	0	0	0	0	0	3	0	0	0	0	0	47.42%	52.58%	
Total		8,771	30.2%	7,469	35.5%	1,833	815	2,648	669	711	1,380	125	215	19	768	1	15	2	75	1,127	93	34	9	0	0	0	2	0	0	3	0	0	0	0	0	52.11%	47.89%		
																				% of DJP	88.88%	7.33%	2.68%	0.71%	0.00%	0.00%	0.00%	0.16%	0.00%	0.00%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%			

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	70%	98.0%
2	Training Completion Placement Rate	70%	96.67%
3	Training Related Placements	70%	89.66%
4	Number of Training Enrollments	462	193
5	CAP Participation Rate	50%	3.64%
6	CAP Entered Employment Rate	40%	18.47%
7	WP Entered Employment Rate	65%	67.99%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%
9	Short-Term Veterans EER	50%	12.23%
10	Employers Served	6,524	7,409
11	Employer Services (Level 1)	4,249	5,040
12	Jobs Openings Filled Rate	65%	4.88%
13	Referral Job Skills Match Average	80%	66.73%
Outcome Measures			
14	Employment (Obtained and Direct)	8,771	2,648
15	Employed 2nd Qtr After Exit	95%	21%
16	Employed 4th Qtr After Exit	95%	0%
	17 Average Days to Employment	145	148
	17a DJP Average Days to Employment	60	38
	17b Obtained Average Days to Employment	167	229
18	Employment/Job Placement Average Wage	\$14.58	\$14.38
19	Cost Per Placement	\$1,855.67	\$743.99
20	Net Economic Benefit	\$28,471.00	\$29,159.08
21	Return on the Investment	\$15.34	\$39.25

Number of Performance Measures Met	10
Number of Performance Measures	21
Percent of Performance Measures Met	47.6%

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	100.0%
2	Training Completion Placement Rate	70%	96.67%	100.0%
3	Training Related Placements	70%	89.66%	100.0%
4	Number of Training Enrollments	49	193	18
5	CAP Participation Rate	50%	3.64%	4.79%
6	CAP Entered Employment Rate	40%	18.47%	8.08%
7	WP Entered Employment Rate	65%	67.99%	63.5%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	12.23%	8.33%
10	Employers Served	672	7,409	810
11	Employer Services (Level 1)	441	5,040	532
12	Jobs Openings Filled Rate	65%	4.88%	5.48%
13	Referral Job Skills Match Average	80%	66.73%	85.99%
Outcome Measures				
14	Employment (Obtained and Direct)	903	2,648	621
15	Employed 2nd Qtr After Exit	95%	21%	7%
16	Employed 4th Qtr After Exit	95%	0%	ND
17	Average Days to Employment	145	148	96
17a	DJP Average Days to Employment	60	38	47
17b	Obtained Average Days to Employment	167	229	115
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$15.70
19	Cost Per Placement	\$1,878.57	\$743.99	\$259.65
20	Net Economic Benefit	\$28,448.00	\$29,159.08	\$32,386.16
21	Return on the Investment	\$15.14	\$39.25	\$124.73

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

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	100.0%
2	Training Completion Placement Rate	70%	96.67%	80.0%
3	Training Related Placements	70%	89.66%	100.0%
4	Number of Training Enrollments	49	193	30
5	CAP Participation Rate	50%	3.64%	0.0%
6	CAP Entered Employment Rate	40%	18.47%	12.5%
7	WP Entered Employment Rate	65%	67.99%	66.3%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	12.23%	9.76%
10	Employers Served	735	7,409	855
11	Employer Services (Level 1)	483	5,040	628
12	Jobs Openings Filled Rate	65%	4.88%	1.23%
13	Referral Job Skills Match Average	80%	66.73%	52.33%
Outcome Measures				
14	Employment (Obtained and Direct)	994	2,648	138
15	Employed 2nd Qtr After Exit	95%	21%	3%
16	Employed 4th Qtr After Exit	95%	0%	ND
17	Average Days to Employment	145	148	186
17a	DJP Average Days to Employment	60	38	30
17b	Obtained Average Days to Employment	167	229	290
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$14.80
19	Cost Per Placement	\$1,853.60	\$743.99	\$1,741.94
20	Net Economic Benefit	\$28,473.00	\$29,159.08	\$29,048.30
21	Return on the Investment	\$15.36	\$39.25	\$16.68

Number of Performance Measures Met	11
Number of Performance Measures	20
Percent of Performance Measures Met	55.0%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	100.0%
2	Training Completion Placement Rate	70%	96.67%	100.0%
3	Training Related Placements	70%	89.66%	100.0%
4	Number of Training Enrollments	49	193	20
5	CAP Participation Rate	50%	3.64%	1.15%
6	CAP Entered Employment Rate	40%	18.47%	15.97%
7	WP Entered Employment Rate	65%	67.99%	65.88%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	12.23%	9.8%
10	Employers Served	756	7,409	850
11	Employer Services (Level 1)	490	5,040	608
12	Jobs Openings Filled Rate	65%	4.88%	11.48%
13	Referral Job Skills Match Average	80%	66.73%	55.92%
Outcome Measures				
14	Employment (Obtained and Direct)	1,015	2,648	295
15	Employed 2nd Qtr After Exit	95%	21%	2%
16	Employed 4th Qtr After Exit	95%	0%	0%
17	Average Days to Employment	145	148	211
17a	DJP Average Days to Employment	60	38	57
17b	Obtained Average Days to Employment	167	229	321
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$15.39
19	Cost Per Placement	\$1,844.30	\$743.99	\$793.96
20	Net Economic Benefit	\$28,482.00	\$29,159.08	\$31,216.62
21	Return on the Investment	\$15.44	\$39.25	\$39.32

Number of Performance Measures Met	10
Number of Performance Measures	20
Percent of Performance Measures Met	50.0%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Opa-Locka CDC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	ND
2	Training Completion Placement Rate	70%	96.67%	ND
3	Training Related Placements	70%	89.66%	ND
4	Number of Training Enrollments	42	193	6
5	CAP Participation Rate	50%	3.64%	11.11%
6	CAP Entered Employment Rate	40%	18.47%	16.16%
7	WP Entered Employment Rate	65%	67.99%	62.66%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	12.23%	7.14%
10	Employers Served	595	7,409	442
11	Employer Services (Level 1)	385	5,040	268
12	Jobs Openings Filled Rate	65%	4.88%	1.67%
13	Referral Job Skills Match Average	80%	66.73%	68.0%
Outcome Measures				
14	Employment (Obtained and Direct)	791	2,648	155
15	Employed 2nd Qtr After Exit	95%	21%	1%
16	Employed 4th Qtr After Exit	95%	0%	0%
17	Average Days to Employment	145	148	125
17a	DJP Average Days to Employment	60	38	19
17b	Obtained Average Days to Employment	167	229	196
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$12.30
19	Cost Per Placement	\$1,851.77	\$743.99	\$319.30
20	Net Economic Benefit	\$28,475.00	\$29,159.08	\$25,255.55
21	Return on the Investment	\$15.38	\$39.25	\$79.10

Number of Performance Measures Met	4
Number of Performance Measures	18
Percent of Performance Measures Met	22.2%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Opa-Locka CDC

Opa Locka Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	ND
2	Training Completion Placement Rate	70%	96.67%	ND
3	Training Related Placements	70%	89.66%	ND
4	Number of Training Enrollments	14	193	1
5	CAP Participation Rate	50%	3.64%	8.86%
6	CAP Entered Employment Rate	40%	18.47%	19.15%
7	WP Entered Employment Rate	65%	67.99%	66.21%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	12.23%	5.88%
10	Employers Served	182	7,409	256
11	Employer Services (Level 1)	119	5,040	232
12	Jobs Openings Filled Rate	65%	4.88%	31.62%
13	Referral Job Skills Match Average	80%	66.73%	82.04%
Outcome Measures				
14	Employment (Obtained and Direct)	245	2,648	81
15	Employed 2nd Qtr After Exit	95%	21%	0%
16	Employed 4th Qtr After Exit	95%	0%	0%
17	Average Days to Employment	145	148	293
	17a DJP Average Days to Employment	60	38	40
	17b Obtained Average Days to Employment	167	229	607
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$12.79
19	Cost Per Placement	\$1,845.84	\$743.99	\$553.15
20	Net Economic Benefit	\$28,481.00	\$29,159.08	\$26,056.71
21	Return on the Investment	\$15.43	\$39.25	\$47.11

Number of Performance Measures Met	6
Number of Performance Measures	17
Percent of Performance Measures Met	35.3%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

The College of the Florida Keys

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	ND
2	Training Completion Placement Rate	70%	96.67%	ND
3	Training Related Placements	70%	89.66%	ND
4	Number of Training Enrollments	35	193	ND
5	CAP Participation Rate	50%	3.64%	0.0%
6	CAP Entered Employment Rate	40%	18.47%	0.0%
7	WP Entered Employment Rate	65%	67.99%	48.29%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	12.23%	29.17%
10	Employers Served	574	7,409	208
11	Employer Services (Level 1)	371	5,040	52
12	Jobs Openings Filled Rate	65%	4.88%	0.21%
13	Referral Job Skills Match Average	80%	66.73%	37.58%
Outcome Measures				
14	Employment (Obtained and Direct)	770	2,648	53
15	Employed 2nd Qtr After Exit	95%	21%	51%
16	Employed 4th Qtr After Exit	95%	0%	ND
17	Average Days to Employment	145	148	423
17a	DJP Average Days to Employment	60	38	22
17b	Obtained Average Days to Employment	167	229	474
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$15.56
19	Cost Per Placement	\$1,851.77	\$743.99	\$2,626.24
20	Net Economic Benefit	\$28,475.00	\$29,159.08	\$29,743.76
21	Return on the Investment	\$15.38	\$39.25	\$11.33

Number of Performance Measures Met	2
Number of Performance Measures	15
Percent of Performance Measures Met	13.3%

ND = No Data

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Last Run Date: 2/9/2022 8:15:08 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Youth Co-Op

Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	100.0%
2	Training Completion Placement Rate	70%	96.67%	100.0%
3	Training Related Placements	70%	89.66%	87.5%
4	Number of Training Enrollments	49	193	25
5	CAP Participation Rate	50%	3.64%	9.88%
6	CAP Entered Employment Rate	40%	18.47%	12.61%
7	WP Entered Employment Rate	65%	67.99%	75.66%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	12.23%	12.5%
10	Employers Served	686	7,409	807
11	Employer Services (Level 1)	448	5,040	713
12	Jobs Openings Filled Rate	65%	4.88%	29.37%
13	Referral Job Skills Match Average	80%	66.73%	72.55%
Outcome Measures				
14	Employment (Obtained and Direct)	924	2,648	438
15	Employed 2nd Qtr After Exit	95%	21%	37%
16	Employed 4th Qtr After Exit	95%	0%	ND
17	Average Days to Employment	145	148	149
17a	DJP Average Days to Employment	60	38	33
17b	Obtained Average Days to Employment	167	229	407
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$12.29
19	Cost Per Placement	\$1,878.57	\$743.99	\$788.85
20	Net Economic Benefit	\$284,883.00	\$29,159.08	\$24,778.93
21	Return on the Investment	\$15.45	\$39.25	\$31.41

Number of Performance Measures Met	9
Number of Performance Measures	20
Percent of Performance Measures Met	45.0%

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	100.0%
2	Training Completion Placement Rate	70%	96.67%	100.0%
3	Training Related Placements	70%	89.66%	100.0%
4	Number of Training Enrollments	49	193	26
5	CAP Participation Rate	50%	3.64%	8.0%
6	CAP Entered Employment Rate	40%	18.47%	9.88%
7	WP Entered Employment Rate	65%	67.99%	72.25%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	12.23%	9.68%
10	Employers Served	630	7,409	970
11	Employer Services (Level 1)	413	5,040	402
12	Jobs Openings Filled Rate	65%	4.88%	1.9%
13	Referral Job Skills Match Average	80%	66.73%	42.36%
Outcome Measures				
14	Employment (Obtained and Direct)	854	2,648	273
15	Employed 2nd Qtr After Exit	95%	21%	38%
16	Employed 4th Qtr After Exit	95%	0%	ND
17	Average Days to Employment	145	148	137
17a	DJP Average Days to Employment	60	38	21
17b	Obtained Average Days to Employment	167	229	225
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$13.78
19	Cost Per Placement	\$1,875.80	\$743.99	\$738.43
20	Net Economic Benefit	\$288,451.00	\$29,159.08	\$27,916.06
21	Return on the Investment	\$15.17	\$39.25	\$37.80

Number of Performance Measures Met	8
Number of Performance Measures	19
Percent of Performance Measures Met	42.1%

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Youth Co-Op
Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	100.0%
2	Training Completion Placement Rate	70%	96.67%	100.0%
3	Training Related Placements	70%	89.66%	88.89%
4	Number of Training Enrollments	56	193	24
5	CAP Participation Rate	50%	3.64%	6.47%
6	CAP Entered Employment Rate	40%	18.47%	23.81%
7	WP Entered Employment Rate	65%	67.99%	69.72%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	12.23%	18.18%
10	Employers Served	784	7,409	938
11	Employer Services (Level 1)	511	5,040	661
12	Jobs Openings Filled Rate	65%	4.88%	4.62%
13	Referral Job Skills Match Average	80%	66.73%	81.44%
Outcome Measures				
14	Employment (Obtained and Direct)	1,050	2,648	303
15	Employed 2nd Qtr After Exit	95%	21%	45%
16	Employed 4th Qtr After Exit	95%	0%	ND
17	Average Days to Employment	145	148	199
17a	DJP Average Days to Employment	60	38	32
17b	Obtained Average Days to Employment	167	229	328
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$15.18
19	Cost Per Placement	\$1,852.85	\$743.99	\$827.15
20	Net Economic Benefit	\$28,474.00	\$29,159.08	\$30,743.92
21	Return on the Investment	\$15.37	\$39.25	\$37.17

Number of Performance Measures Met	12
Number of Performance Measures	20
Percent of Performance Measures Met	60.0%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 1/31/2022

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	98.0%	88.89%
2	Training Completion Placement Rate	70%	96.67%	100.0%
3	Training Related Placements	70%	89.66%	80.0%
4	Number of Training Enrollments	70	193	43
5	CAP Participation Rate	50%	3.64%	12.12%
6	CAP Entered Employment Rate	40%	18.47%	23.88%
7	WP Entered Employment Rate	65%	67.99%	72.15%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	12.23%	9.68%
10	Employers Served	910	7,409	1,177
11	Employer Services (Level 1)	588	5,040	924
12	Jobs Openings Filled Rate	65%	4.88%	13.85%
13	Referral Job Skills Match Average	80%	66.73%	51.57%
Outcome Measures				
14	Employment (Obtained and Direct)	1,225	2,648	291
15	Employed 2nd Qtr After Exit	95%	21%	50%
16	Employed 4th Qtr After Exit	95%	0%	ND
17	Average Days to Employment	145	148	129
17a	DJP Average Days to Employment	60	38	49
17b	Obtained Average Days to Employment	167	229	198
18	Employment/Job Placement Average Wage	\$14.58	\$14.38	\$15.71
19	Cost Per Placement	\$1,880.98	\$743.99	\$1,041.27
20	Net Economic Benefit	\$28,445.00	\$29,159.08	\$31,644.47
21	Return on the Investment	\$15.12	\$39.25	\$30.39

Number of Performance Measures Met	12
Number of Performance Measures	20
Percent of Performance Measures Met	60.0%

ND = No Data

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SFWIB PERFORMANCE COUNCIL

DATE: 2/17/2022

AGENDA ITEM NUMBER: 4

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, 2021 through January 31, 2022 are as follows:

- The SFWIB generated \$1,558,322.71 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$4.42.
- Ninety-five percent of training services participants completed classroom training.
- Of those completing training, 88 percent have obtained employment with an average wage of \$24.83.
- Ninety-one percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$42,116.83.

The attached CRC table is a summary for program year 2021-2022.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2021 - 06/30/2022

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	2	2	2	100.00 %	2	100.00 %	\$ 3,801.60	\$ 7,603.20	\$ 3,801.60	\$ 20.00	\$ 41,600.00	\$ 37,798.40	\$ 9.94
Dade Institute of Technology	1	1	-	0.00 %	-	0.00 %	\$ 6,278.80	\$ 6,278.80	-	-	-	-	-
MDCP SCHOOLS (ALL)	1	1	-	0.00 %	-	0.00 %	\$ 2,189.46	\$ 2,189.46	-	-	-	-	-
Miami Dade College	3	2	-	0.00 %	-	0.00 %	\$ 1,693.31	\$ 3,386.61	-	-	-	-	-
New Horizons	10	10	9	90.00 %	9	100.00 %	\$ 10,000.00	\$ 100,000.00	\$ 11,111.11	\$ 24.49	\$ 50,932.27	\$ 39,821.16	\$ 3.58
The Academy -- Fort Lauderdale Campus	5	5	5	100.00 %	5	100.00 %	\$ 8,595.60	\$ 42,978.00	\$ 8,595.60	\$ 25.66	\$ 53,381.12	\$ 44,785.52	\$ 5.21
The Academy -- Miami Campus	20	19	19	100.00 %	17	89.47 %	\$ 9,702.45	\$ 184,346.55	\$ 9,702.45	\$ 25.86	\$ 53,780.04	\$ 44,077.59	\$ 4.54
The CDL Schools LLC - Miami Campus	1	1	1	100.00 %	1	100.00 %	\$ 2,058.32	\$ 2,058.32	\$ 2,058.32	\$ 15.75	\$ 32,760.00	\$ 30,701.68	\$ 14.92
The Code Academy - Miami Campus	1	1	1	100.00 %	-	0.00 %	\$ 8,995.00	\$ 8,995.00	\$ 8,995.00	\$ 22.93	\$ 47,694.40	\$ 38,699.40	\$ 4.30
	44	42	37	88.10 %	34	91.89 %	\$ 8,391.63	\$ 352,448.44	\$ 9,525.63	\$ 24.83	\$ 51,642.46	\$ 42,116.83	\$ 4.42



SFWIB PERFORMANCE COUNCIL

DATE: 2/17/2022

AGENDA ITEM NUMBER: 5

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 contracted Workforce Development Area 23 Youth Service providers. The Youth Balanced Scorecard provides detailed information regarding program performance for Program Year (PY) 2021-2022. The report measures the number of New Program Enrollments, Measurable Skills Gains and Credential Attainment. The Youth Balance Scorecard Report for PY 2021-2022 is from July 1, 2021 through January 31, 2022.

In-School Youth (ISY) Performance details are as follows:

- New Enrollments - 91
- Measurable Skills Gain - 82%.
- Credential Attainment - 100%.

Out of School Youth (OSY) Performance details are as follows:

- New Enrollments - 204
- Measurable Skills Gain - 44%
- Credential Attainment Measure - 67%

Youth Service Providers will continue implementing their corrective action plans to increase performance numbers. South Florida Workforce Investment Board staff will continue to monitor and track the progress of the effectiveness of the corrective actions and program performance increases.

FUNDING: N/A

PERFORMANCE: Workforce Innovation and Opportunity Act

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2021 thru 1/31/2022

Regional for ISY Providers		
Measure	Standard	Region
New Enrollments	189	91
Measurable Skills Gain	90%	82%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	0%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	14%
Median Earnings - 2nd Quarter After Exit	0%	N/D
Credential Attainment	90%	100%

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2021 thru 1/31/2022

Regional for OSY Providers		
Measure	Standard	Region
New Enrollments	646	204
New Enrollments (General Population)	123	204
New Enrollments (Youth Offender)	132	8
New Enrollments (Homeless Runaway Foster Care)	131	12
New Enrollments (Pregnant or Parenting)	131	11
New Enrollments (Disability)	130	5
Measurable Skills Gain	90%	44%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	50%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	37%
Median Earnings - 2nd Quarter After Exit	0%	N/D
Credential Attainment	90%	67%